

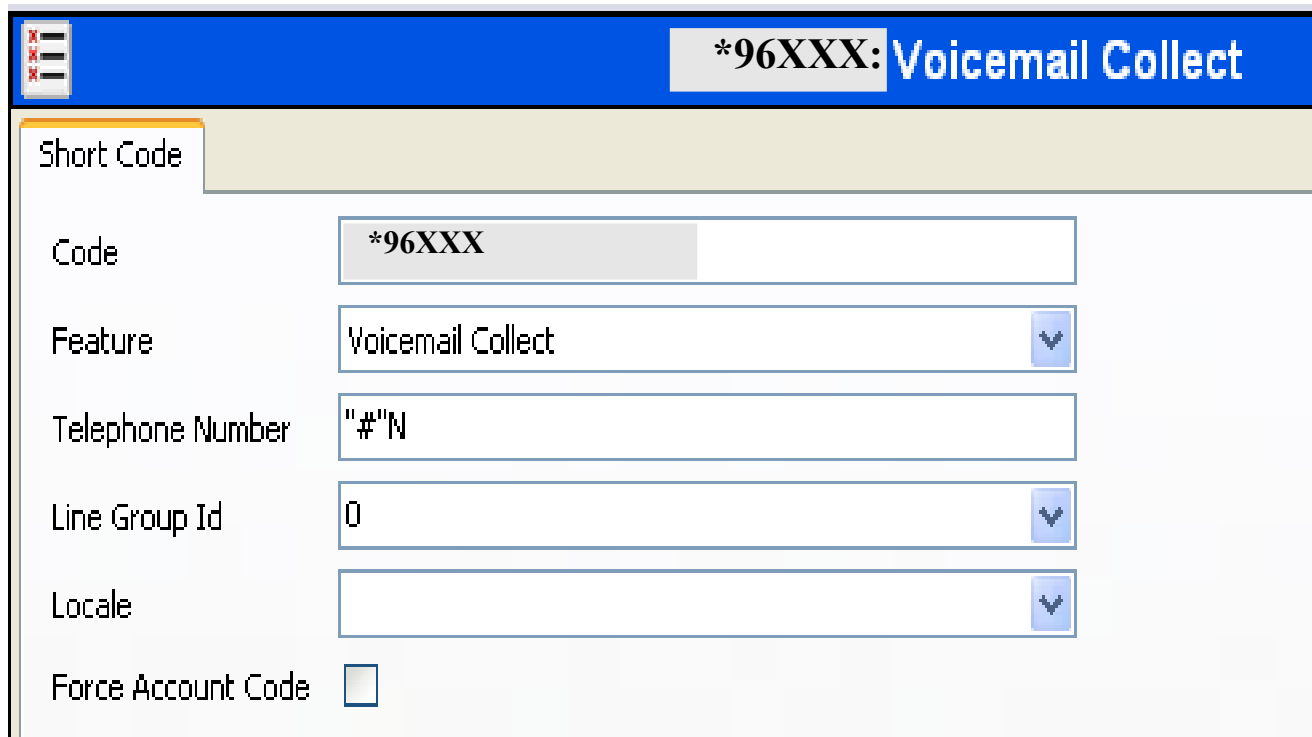
Avaya IP Office Essential Edition

Send Callers Directly to a Mailbox

Telquest Tech Support

Create a new Short Code like this:

Note: This is for 3 digit extensions,
Change the number of X's to match your extension dial plan.



The screenshot shows the configuration page for a Short Code in the Avaya IP Office system. The page has a blue header bar with a logo on the left and the text "*96XXX: Voicemail Collect" on the right. Below the header, there is a tab labeled "Short Code". The configuration fields are as follows:

| | |
|--------------------|--|
| Code | <input type="text" value="*96XXX"/> |
| Feature | <input type="text" value="Voicemail Collect"/> |
| Telephone Number | <input type="text" value="#N"/> |
| Line Group Id | <input type="text" value="0"/> |
| Locale | <input type="text"/> |
| Force Account Code | <input type="checkbox"/> |

To Transfer a caller directly to a mailbox:
Press the Transfer button
Dial * 9 6 followed by the Extension Number
Hang up

**To send a caller directly to a Mailbox
from an Auto Attendant
Use *96 + Extension Number**

| AA1 | | |
|------------------------|---------------------------|----------------|
| Auto Attendant Actions | | |
| Key | Action | Destination |
| 0 | Normal Transfer | 0 Operator |
| 1 | Transfer | 202 Extn202 |
| 2 | Normal Transfer | Main |
| 3 | Normal Transfer | *96208 |
| 4 | DialByNumber | |
| 5 | Replay Menu Greeting | |
| 6 | Not Defined | |
| 7 | Transfer | 207 Extn207 |
| 8 | Not Defined | |
| 9 | Transfer To AutoAttendant | AA:2 |
| * | Normal Transfer | 210 Ext210 |
| # | Normal Transfer | *8401 |
| Fax | Transfer | 208 Analog Fax |

In this example, the caller can dial 3 to be transferred directly to Mailbox 208

The caller may hear 1 or 2 rings before connecting to the mailbox.