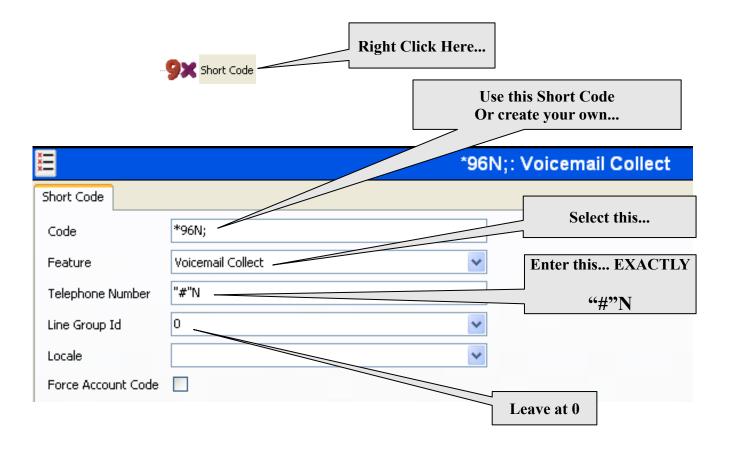
Avaya IP Office Essential Edition

Direct Transfer to Mailbox from the Auto Attendant

Telquest Tech Support

Create a New Short Code like this:



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In the Auto Attendant:

Or the Short Code you created...

In the Destination area enter *96 plus the extensions mailbox number followed by a #

Example to send a call directly to mailbox 202: (using my Short Code)

* 9 6 2 0 2 # (that is STAR 9 6 2 0 2 POUND)

This tab			
Auto Attendant Actions			
	Key	Action	Destination
Ш	0	Not Defined	
Ш	1	Not Defined	
Ш	2	Not Defined	
Ш	3	Not Defined	
П	4	Not Defined	
П	5	Normal Transfer	*96202#
Ш	6	Not Defined	
Ш	7	Not Defined	
Ш	8	Transfer	*96202 #
	9	Not Defined	
	*	Not Defined	
	#	Not Defined	
	Fax	Not Defined	

In this example, the caller can dial 5 or 8 to be transferred directly to Mailbox 20

Note:

If you use the Action "Normal Transfer" the caller hears Music On Hold until the mailbox answers.

If you use the Action "Transfer" the caller will hear Ringing until the mailbox answers.