

Avaya IP Office Essential Edition

Direct Transfer to Mailbox from the Auto Attendant

Telquest Tech Support

Create a New Short Code like this:

Right Click Here...

Use this Short Code Or create your own...

Select this...

Enter this... EXACTLY

“#”N

Leave at 0

***96N;; Voicemail Collect**

Short Code

Code: *96N;

Feature: Voicemail Collect

Telephone Number: "#N"

Line Group Id: 0

Locale:

Force Account Code: ☐

Or the Short Code you created...

In the Auto Attendant:

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
0	Not Defined	
1	Not Defined	
2	Not Defined	
3	Not Defined	
4	Not Defined	
5	Normal Transfer	*96202#
6	Not Defined	
7	Not Defined	
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 **Ring** until the mailbox answers.