

Avaya IP Office Essential Edition

VM Transfer Button for Nortel

Telquest Tech Support

Create a new VM Xfer Short Code like this: (VM Xfer = VM Transfer)

Note: This is for 3 digit extensions.

Change the number of X's to match your extension dial plan.

Add this code...

Short Code

Code: *96XXX

Feature: Voicemail Collect

Telephone Number: "#N

Line Group Id: 0

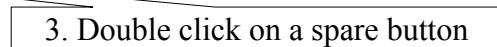
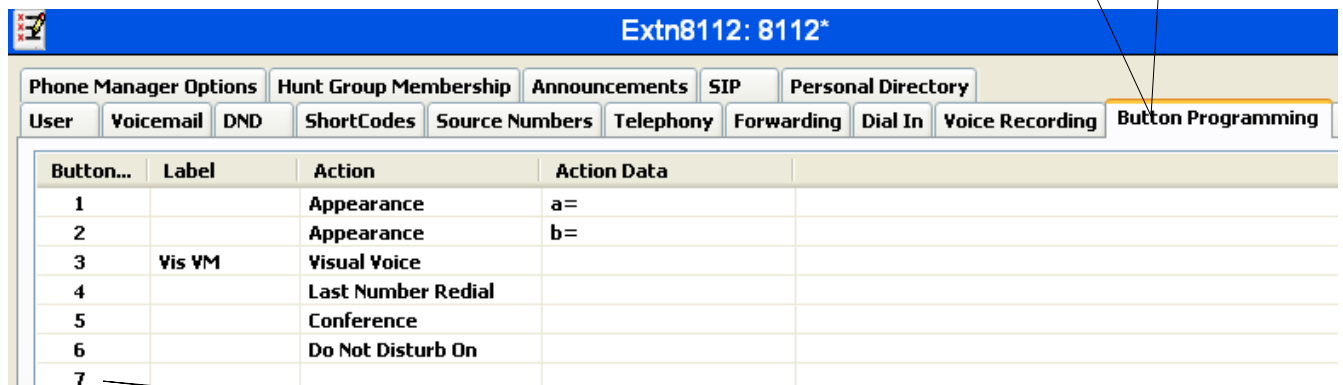
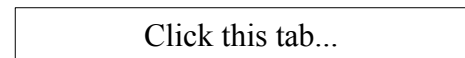
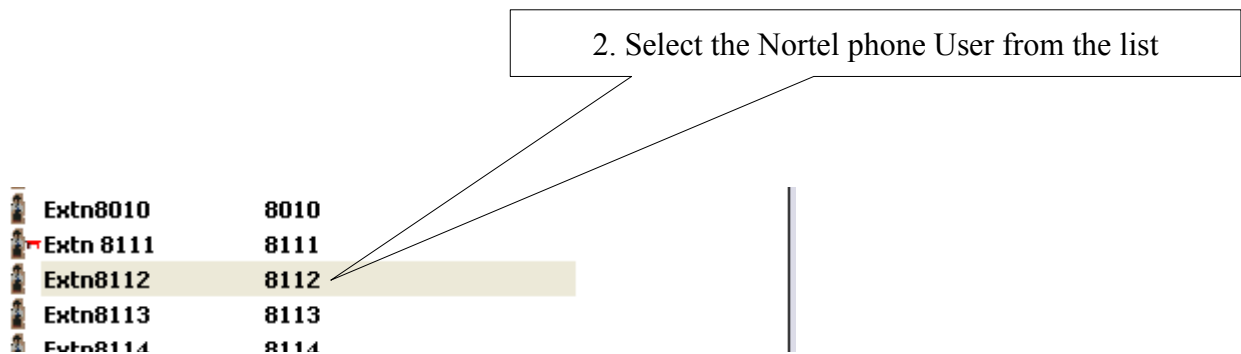
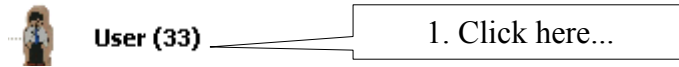
Locale:

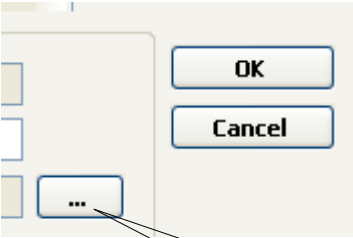
Force Account Code: ☐

Note: Even though it says Voicemail Collect
It will function as a VM Xfer

Next... We will create and add a Transfer button to the Nortel phone.

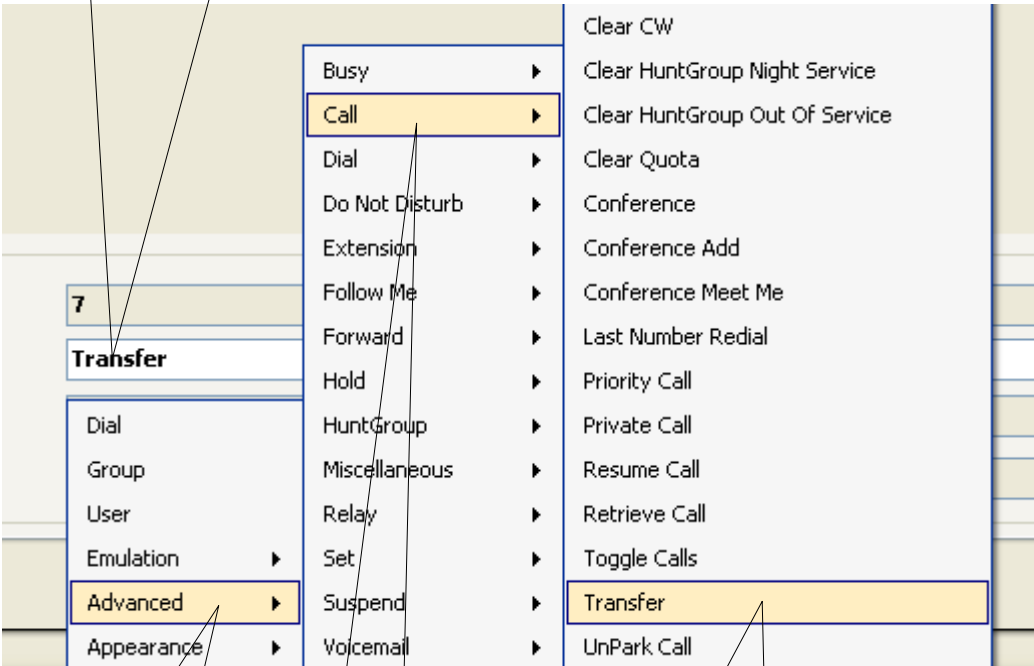
Note: By default, there is no Transfer button on a Nortel phone when connected to an IPO Office.





1. Click here...

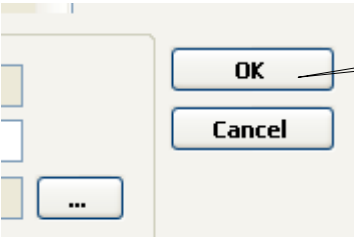
2. Label the button Transfer



3. Click here...

4. Click here...

5. Click here...



6. Click here...

Next we will add the Dial Short Code Button to the Nortel phone.

1. Click this tab...

Extn8112: 8112*			
<div> Phone Manager Options Hunt Group Membership Announcements SIP Personal Directory </div> <div> User Voicemail DND ShortCodes Source Numbers Telephony Forwarding Dial In Voice Recording Button Programming </div>			
Button...	Label	Action	Action Data
1		Appearance	a=
2		Appearance	b=
3	Vis VM	Visual Voice	
4		Last Number Redial	
5		Conference	
6		Do Not Disturb On	
7	Transfer	Transfer	
8			

Note: We added this earlier...

2. Double click a spare button...

3. Label it...

4. Click here...

Edit Button

Button No.

8

Label

VM Xfer

Action

Dial
Group
User
Emulation
Advanced
Appearance

Action Data

5. Select Dial...

Edit Button

Button No.

8

Label

VM Xfer

Action

Dial

Action Data

*96

6. Enter *96

Note: NO X's

7. Click here...

OK

Cancel

Don't forget to click the **Blue Floppy Disk Icon** to send your configuration to the KSU.



To Transfer a caller directly to a mailbox:

Answer the call.

Press the Transfer button. (created on Page 2)

Then press the VM Xfer Button (created on Page 4)

Dial * 9 6 (STAR 9 6) followed by the Extension Number

Hang up

The caller will usually hear 1 ring and then be sent to the disired mail box.