

Avaya IP Office Essential Edition

Short Code to Direct Transfer to Mailbox

Telquest Tech Support

This Short Code example will allow you to dial directly to a mailbox without ringing the extension. It will also allow the Operator to transfer callers directly to mailboxes.

The screenshot shows the 'Short Code' configuration page in the Avaya IP Office web interface. The page has a left sidebar with 'Short Code' selected. The main area contains several fields for configuring a short code. Callouts provide additional information:

- Right Click Here...**: Points to the 'Short Code' label in the sidebar.
- Create a new Short Code like this...**: Points to the 'Code' field.
- XXX=3 Digit Extensions
XXXX=4 Digit Extensions
Etc....**: Points to the 'Code' field, explaining the placeholder 'X'.
- Use this...**: Points to the 'Feature' dropdown menu.
- Use this...**: Points to the 'Telephone Number' dropdown menu.
- Use this...**: Points to the 'Line Group Id' dropdown menu.

The configuration fields are as follows:

Field	Value
Code	5XXX
Feature	Voicemail Collect
Telephone Number	"#N
Line Group Id	0
Locale	[Dropdown]
Force Account Code	<input type="checkbox"/>

The Operator can press the Transfer button, dial 5 + Extension Number and hang up quickly.

This will send the caller directly into the mailbox.

The caller will usually hear a brief ring before the connection to the mailbox is made.