

## Avaya IP Office Essential Edition

### Creating a General Delivery / Hunt Group Mailbox

#### Telquest Tech Support

The IPO Office system with Embedded Voice Mail does not have a General Delivery Mailbox. We can create one using a Hunt Groups Voicemail box.

**Right Click here  
And create a New Hunt Group**

**This Tab**

**Name it**

**Give it an  
Extension Number**

**Set to Collective**

**Set to 1 Second**

**Collective Group Gen Del 8080: 8080**

| Hunt Group        |              | Voicemail |  | Fallback |  | Queuing |  | Voice Recording |  | Announcements |  |                     |
|-------------------|--------------|-----------|--|----------|--|---------|--|-----------------|--|---------------|--|---------------------|
| Name              | Gen Del 8080 |           |  |          |  |         |  |                 |  |               | <input type="checkbox"/> CCR Agent Group |                     |
| Extension         | 8080         |           |  |          |  |         |  |                 |  |               |  |                     |
| Ring Mode         | Collective   |           |  |          |  |         |  |                 |  |               | No Answer Time (secs)                    | System Default (15) |
| Overflow Mode     | Group        |           |  |          |  |         |  |                 |  |               | Overflow Time (secs)                     | Off                 |
| Hold Music Source | No Change    |           |  |          |  |         |  |                 |  |               | Voicemail Answer Time (secs)             | 1                   |

**This Tab** **Give it a Password** **Check this option**

**Collective Group General Deliver: 8080\***

Hunt Group Voicemail Fallback Queuing Voice Recording Announcements

Voicemail Code \*\*\*\*\* ☒ Voicemail On

Confirm Voicemail Code \*\*\*\*\* ☐ Voicemail Help

Voicemail Email  ☐ Broadcast

Voicemail Email  ☐ UMS Web Services

Voicemail Email ☐ Off ☐ Copy ☐ Forward ☐ Alert

## NEXT: Add a way for callers to reach the General Delivery Mailbox

**Click Here**

Auto Attendant

**Click Here**

**Set like this...**

**“To leave a message in our General Delivery Mailbox. Press 9...”**

| Key | Action          | Destination  |
|-----|-----------------|--------------|
| 0   | Not Defined     |              |
| 1   | Not Defined     |              |
| 2   | Not Defined     |              |
| 3   | Not Defined     |              |
| 4   | Not Defined     |              |
| 5   | Not Defined     |              |
| 6   | Not Defined     |              |
| 7   | Not Defined     |              |
| 8   | Not Defined     |              |
| 9   | Normal Transfer | Gen Del 8080 |
| *   | Not Defined     |              |
| #   | Not Defined     |              |
| Fax | Not Defined     |              |

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**Now *you* need a way to record a Greeting and pick up messages:**

**See our Help Sheet named: Avaya IPO General Delivery – Hunt Group Access**