

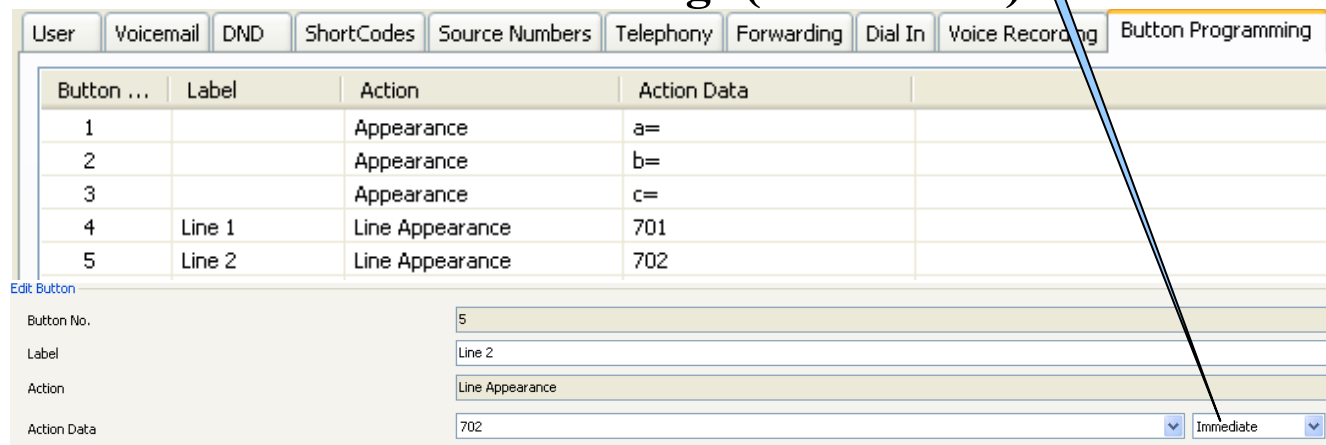
Overflow Incoming Call to a Mailbox

IP Office Essential Edition

Special Note:

If you have used Button Programming and assigned CO lines for Direct Line Appearance on ANY phones, you must set them to **“No Ring”**.

Incorrect Setting: (Immediate)



Button ...	Label	Action	Action Data
1		Appearance	a=
2		Appearance	b=
3		Appearance	c=
4	Line 1	Line Appearance	701
5	Line 2	Line Appearance	702

Edit Button

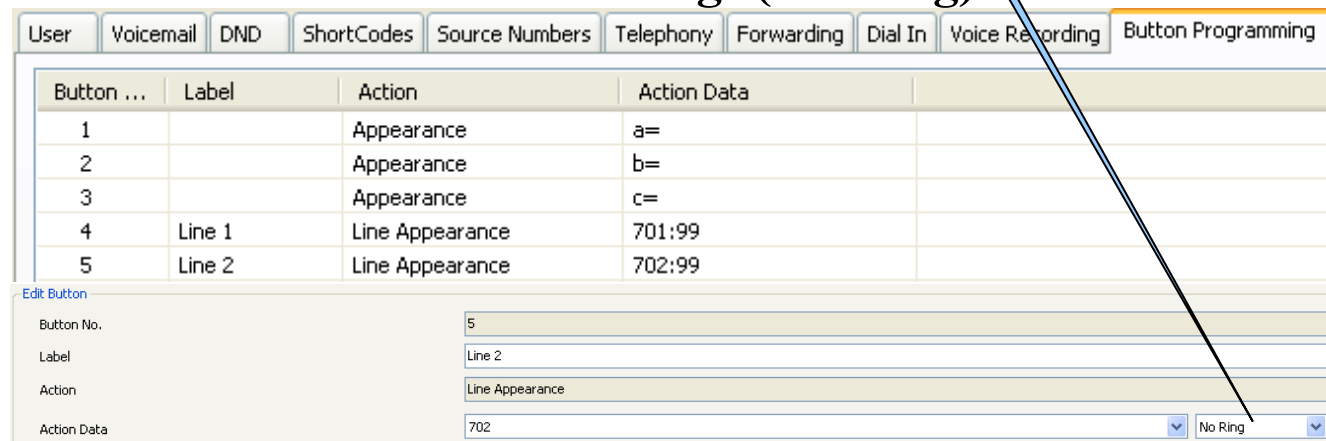
Button No. 5

Label Line 2

Action Line Appearance

Action Data 702 Immediate

Correct Setting: (No Ring)



Button ...	Label	Action	Action Data
1		Appearance	a=
2		Appearance	b=
3		Appearance	c=
4	Line 1	Line Appearance	701:99
5	Line 2	Line Appearance	702:99

Edit Button

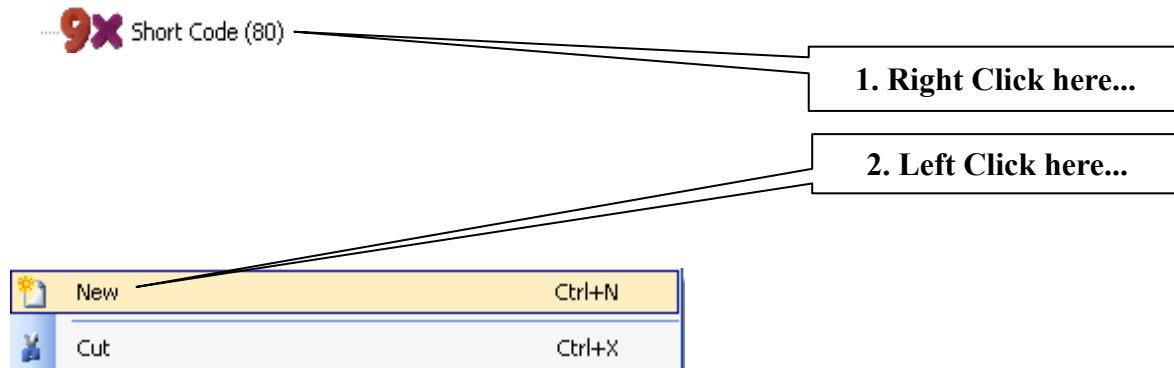
Button No. 5

Label Line 2

Action Line Appearance

Action Data 702 No Ring

Create a New Short Code that will allow calls to be sent Directly to a Mailbox:



Create a new Short Code with these settings:

The screenshot shows the 'Short Code' configuration form. The fields are as follows:

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


A callout box labeled 'Close Up View' points to the 'Telephone Number' field, which contains the value '"#N"'. The 'Close Up View' label is followed by '"#N"'. The 'Force Account Code' field has an unchecked checkbox.

Example: 5XXX

You can use a different Short Code other then 5XXX.

Just make sure that you make the changes to the different Short Code elsewhere in the setup.

Creating a Virtual / Phantom User

 User (33)

1. Right Click here...

2. Left Click here...

New Ctrl+N

New User Rights from user

When you create the User, select None...

Avaya IP Office Manager

Would you like a new VoIP extension created with this number?

☒ None

☐ H323 Extension

☐ SIP Extension

OK

Example: Creating User Phantom 777

3. This Tab

4. Give it a name

5. Not important

User Voicemail DND ShortCodes Source Numbers Telephony Forwarding Dial In Voice Recording

Name Phantom 777

Password

Confirm Password

Full Name

Extension 777

6. The Phantom User we are creating

Make sure the Voicemail is OFF for the Virtual User

7. This Tab

8. Set to OFF

User Voicemail DND ShortCodes Source Numbers Telephony Forwarding Dial In Voice

Voicemail Code

Confirm Voicemail Code

☐ Voicemail On

☐ Voicemail Help

Create Phantom User continued...

Set Forwarding Unconditional to:

**Note: You must put a 5 as the first digit if you use my Short Code.
To send to Mbox 205 enter 5205**

3. This is the **Destination Mailbox** where you want to send the Overflow calls to...

1. This Tab

2. Check This Box

4. Check BOTH

NO CHECK

The screenshot shows a web-based configuration interface for a user. At the top, there are several tabs: 'User', 'Voicemail', 'DND', 'ShortCodes', 'Source M', 'Telephony', 'Forwarding' (which is highlighted), 'Dial In', and 'Voice'. Below the tabs, there is a 'Follow Me Number' field with a dropdown arrow. Underneath, there is a section with several options and checkboxes: 'Forward Unconditional' (checked with a green checkmark), 'To Voicemail' (unchecked), 'Forward Number' (unchecked), 'Forward Hunt Group Calls' (checked with a green checkmark), and 'Forward Internal Calls' (checked with a green checkmark). To the right of these options is a dropdown menu with the text 'Enter a 5 PLUS the Extn number to send calls to'. Callout boxes with arrows point to specific elements: '1. This Tab' points to the 'Forwarding' tab; '2. Check This Box' points to the 'Forward Unconditional' checkbox; '3. This is the Destination Mailbox where you want to send the Overflow calls to...' points to the dropdown menu; '4. Check BOTH' points to the 'Forward Hunt Group Calls' and 'Forward Internal Calls' checkboxes; and 'NO CHECK' points to the 'Forward Number' checkbox.

Create a New Hunt Group named

Overflow To MBox

Pick one or use 552

Set like this....

This screenshot shows the 'Create a New Hunt Group' form. The 'Name' field is set to 'Overflow to MBox'. The 'Extension' field is set to '552'. The 'Ring Mode' is set to 'Sequential'. The 'Overflow Mode' is set to 'Group'. The 'Hold Music Source' is set to 'No Change'. The 'Agent's Status on No-Answer Applies To' is set to 'None'. Annotations include: 'Overflow To MBox' pointing to the Name field, 'Pick one or use 552' pointing to the Extension field, and 'Set like this....' pointing to the Ring Mode, Overflow Mode, and Hold Music Source fields.

This screenshot shows the 'Sequential Group Overflow to MBox: 552' form. The 'Name' field is set to 'Overflow to MBox'. The 'Extension' field is set to '552'. The 'Ring Mode' is set to 'Sequential'. The 'Hold Music Source' is set to 'No Change'. The 'Agent's Status on No-Answer Applies To' is set to 'None'. A 'User List' table is shown with one entry: '777 Phantom 777'. An 'Edit...' button is visible. Annotations include: 'We are here...' pointing to the top of the form, '1. Click here' pointing to the 'Edit...' button, and '2. Add the Phantom here...' pointing to the '777 Phantom 777' entry in the User List.

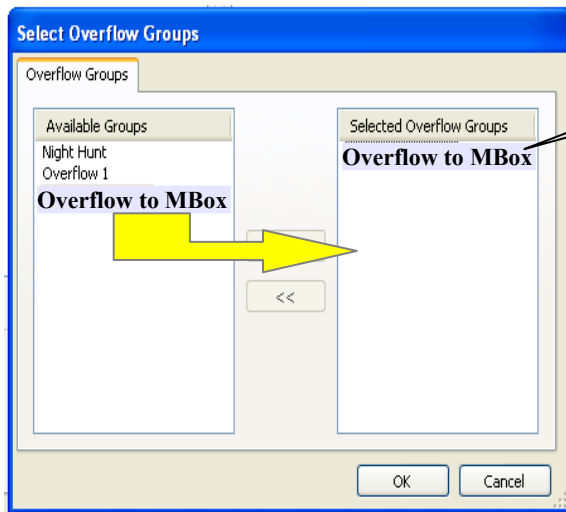
Turn the Overflow to Mbox Hunt Group Voice mail OFF:

2. Voicemail OFF

1. This tab

This screenshot shows the 'Voicemail' tab in the 'Overflow to MBox' form. The 'Voicemail On' checkbox is checked. The 'Voicemail Help', 'Broadcast', and 'UMS Web Services' checkboxes are unchecked. The 'Voicemail Email' section has 'Off' selected. Annotations include: '1. This tab' pointing to the 'Voicemail' tab, and '2. Voicemail OFF' pointing to the 'Voicemail On' checkbox.

We are now working in Hunt Group 200



Add “Overflow To MBox” to the Selected Overflow Groups

Also in Hunt Group 200

Collective Group Main: 200	
Hunt Group	Queuing Overflow Fallback Voicemail Voice Recording Announcements SIP
Name	Main <input type="checkbox"/> CCR Agent Group
Extension	200
Ring Mode	Collective
Hold Music Source	Music 2
Agent's Status on No-Answer Applies To	None
No Answer Time (secs)	15

This sets the amount of time until call is sent to the Phantom Extn/User

Testing Notes

Once you have completed the setup, you can dial the Phantom User number that you created and you should be connected to the Destination Mailbox.

That would be 777 in this example.

You can also dial the Extension Number of the Main Hunt Group 200 and it will ring the phones for the time set in the No Answer Time area. Then your call will go to the Destination Mailbox.

That would be 200 in this example.

You can also dial the Extension Number of the Overflow To MBox and be answered by the Destination Mailbox.

That would be 552 in this example.

You can dial the Short Code that you created (5XXX) and you should be connected to the Destination Mailbox.

Be sure to substitute the Destination Mailbox number for the XXX.

That would be 5205 in this example.