

Avaya IP Office Essential Edition

Set Up Phantom Mailboxes




Telquest Tech Support

Click on User



User (13)

Create a New User
By Right Clicking in this area

User	
Name	Extension
 Driver 1	281
 Extn201	201
 Extn202	202

This tab...

Give him a Name here...

Add a dummy password

Driver 1: 281

Hide Group Membership Announcements Personal Directory

User Voicemail DND Shortcodes Source Numbers Telephony Forwarding Dial In Voice Recording Buttons

Name Driver 1

Password

Confirm Password

Full Name Driver 1

Extension 281

Give him a Name here too...

Give him an Extension Number

See Page 3

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The screenshot shows the 'Voicemail' configuration page for 'Driver 1: 281*'. The 'Voicemail' tab is selected. The form includes fields for 'Voicemail Code' (masked with ****), 'Confirm Voicemail Code' (masked with ****), and 'Voicemail Email' (filled with 'Driver1@YourTrucks.Com'). To the right, there are checkboxes for 'Voicemail On' (checked), 'Voicemail Help' (checked), 'Voicemail Ringback' (unchecked), 'Voicemail Email Reading' (unchecked), and 'UMS Web Services' (unchecked). At the bottom, the 'Voicemail Email' section has radio buttons for 'Off', 'Copy' (selected), 'Forward', and 'Alert'. Callouts point to the 'Voicemail' tab, the password fields, the email address field, and the 'Copy' radio button.

This Tab...

Add a Voice Mail Password

Add an Email Address...

Driver 1: 281*

Hunt Group Membership Announcements Personal Directory

User **Voicemail** DND Show Codes Source Numbers Transfer Forwarding Dial In Voice Recording

Voicemail Code: ****

Confirm Voicemail Code: ****

Voicemail Email: Driver1@YourTrucks.Com

☒ Voicemail On

☒ Voicemail Help

☐ Voicemail Ringback

☐ Voicemail Email Reading

☐ UMS Web Services

Voicemail Email

☐ Off ☒ Copy ☐ Forward ☐ Alert

Select how to handle messages after they are sent via Email

This will only work if you have set the SMTP Server info...

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**Create a New Short Code for Mailbox Access
and use these settings**

You can use a different number if needed

***99: Voicemail Collect**

Short Code

Code	<input type="text" value="*99"/>
Feature	<input type="text" value="Voicemail Collect"/>
Telephone Number	<input "="" type="text" value="?"/>
Line Group Id	<input type="text" value="0"/>
Locale	<input type="text"/>
Force Account Code	<input type="checkbox"/>

Phantom Mailbox users can dial *99 (in this example) on any system telephone and they will be asked for their Mailbox Number and Password.

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When you create the new extension, you will see a pop up like this.

Check the H323 Extension area and then OK

This is just a dummy extension and this will stop any Error Codes from appearing on the screen.

