Adding Remote Voicemail Access to the IP Office Embedded VM

Telquest Tech Support

5.5 Using Auto Attendant to Access Voicemail

A useful function in auto attendants is to let callers access their own voicemail mailbox. This can be achieved by first creating a short code and then using the short code as an auto attendant destination.

To create a short code for remote access:

1. Start IP Office Manager and load the required configuration.

2. For the user or hunt group for which you want to create remote access, open their settings and on the **Voicemail** tab ensure that a **Voicemail Code** has been set. Remote access will not work without this.

3. In the configuration tree panel, click 🟣 **Shortcode**. Any existing system short codes are listed.

4. Click **Create a New Record** in the Group Pane. Select **Short Code**.

5. Create a short code such as the following example:

Field	Contains...
Code	*99
Feature	Voicemail Collect
Telephone Number	?
Line Group Id	0

This can be **ANY** Short Code that you create.

6. Click **OK** to add the new short code.

7. Create an auto attendant and select the key that the caller should use. Set the keys **Action** to **Normal Transfer**. Type the short code in the destination, in the example it would be ***99**.

8. Click **OK**.

9. Click 💾 to save the new changes back to the IP Office system.

Be sure that the Extension has a PASSWORD on the Mailbox.

<u>You can not access the Mailbox remotely unless you have a PASSWORD</u>.

Adding Remote Voicemail Access to the IP Office Embedded VM

In the Auto Attendant Actions Column, look at the * (STAR)

Auto Attendant

Name
- AA1
- AA2

| Auto Attendant | Actions |

Key	Action	Destination
0	Normal Transfer	0 Operator
1	Transfer	202 Extn202
2	DialByNumber	
3	DialByName	
4	DialByNumber	
5	Replay Menu Greeting	
6	Not Defined	
7	Transfer	207 Extn207
8	Not Defined	
9	Transfer To AutoAttendant	AA:2
*	Normal Transfer	*99
#	Not Defined	
Fax	Transfer	208 Analog Fax

| Auto Attendant | Actions |

Key	Action	Destination
		0 Operator
		202 Extn202

Close Up View
Put the *99 Short Code in here
Callers dial * (STAR) to access messages

3	DialByName	
4	DialByNumber	
5	Replay Menu Gree...	
6	Not Defined	
7	Transfer	207 Extn207
8	Not Defined	
9	Transfer To AutoAttendant	AA:2
*	Normal Transfer	*99
#	Not Defined	

Set to: Normal Transfer

PAGE 3

Operation

If you call is answered by a live operator:

The operator should:

Answer your call

Press the Transfer button

Dial *99 (STAR 9 9)

Hang up quickly

You will hear the Auto Attendant asking you for your mailbox number.

If your call is answered by an Auto Attendant:

Press the digit assigned to dial the Short Code *99 on PAGE 2

If you have used this Help sheets information, then it will be * (STAR)