Adding Remote Voicemail Access to the IP Office Embedded VM

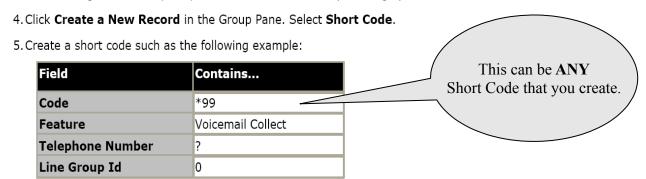
Telquest Tech Support

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.



- 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 \blacksquare to save the new changes back to the IP Office system.

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

You can not access the Mailbox remotely unless you have a PASSWORD.

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

Auto Attendant	×=			
Name	Auto Attend	Auto Attendant Actions		
a AA1				
■ AA2	Key Ad	tion //	Destination	
	0 No	rmal Transf	0 Operator	
	1 Tra	nsfer //	202 Extn202	
	2 Dia	lByNuny er		
	3 Dia	lBγN ∌ ∕ ie		
	4 Dia	lBy y umber		
	5 Re	pl// Menu Greeting		
	6 No	Defined		
	7 7//8	insfer	207 Extn207	
	8 /No	t Defined		
	9 / Tra	insfer To AutoAtter	idant AA:2	
	* No	rmal Transfer	*99	
	# No	t Defined		
	Fax Tra	insfer	208 Analog Fax	

Auto At	tendant Actions		
Kev Action		Destination	
Close Up View		0 Operator	
Put the *99 Short Code in here		202 Extn202	
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 AutoAttendan	ıt\ AA:2	
≫	Normal Transfer —	*99	
#	Not Defined		
		Set to: Normal Transfer	

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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)