


## 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:

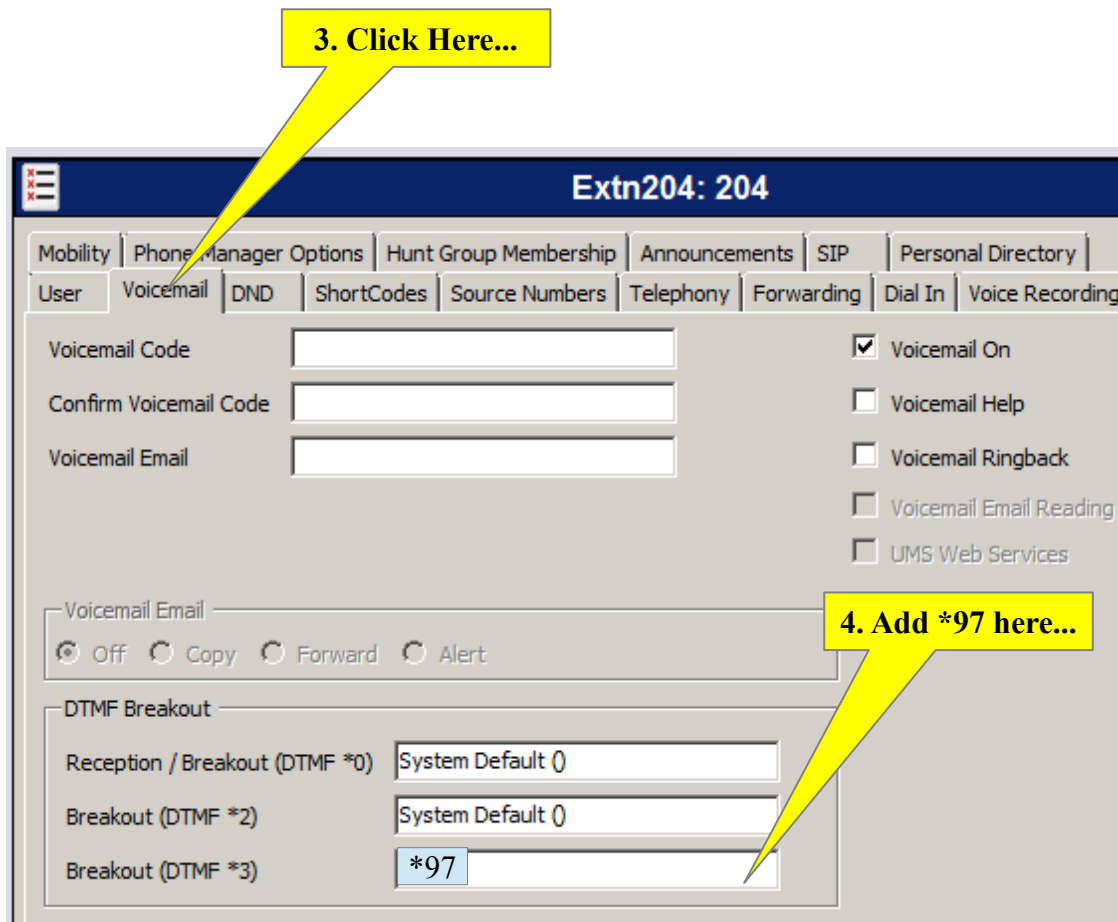
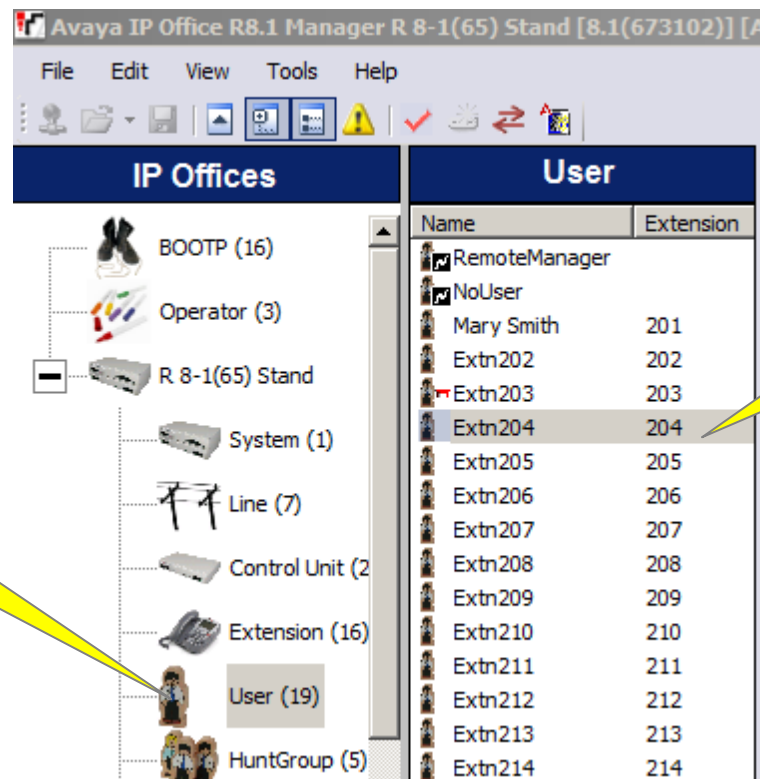
Field	Contains...
Code	*97
Feature	Voicemail Collect
Telephone Number	?
Line Group Id	0

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 \*97
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.**

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



**When the User calls in and reaches their own mailbox, they dial \*3 (STAR 3)**

**They will be asked for their extension number and password.**

**Once both are entered, the User can listen to their messages.**

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

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