IP Office

Voicemail Lite Installation and Maintenance Guide

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Documentation information
For the most current versions of documentation, go to the Avaya Support web site (http://www.avaya.com/support) or the IP Office Knowledge Base (http://marketingtools.avaya.com/knowledgebase/).

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Introduction

About this Guide

This guide describes how to install and configure Voicemail Lite. This guide is for Avaya professional services staff, business partners, and system integrators but can be used by anyone who has been trained to install or configure Voicemail Lite. These instructions assume that you are familiar with IP Office Manager.

Further information about Avaya IP Office is available from www.avaya.com/support and also from www.avaya.com/ipoffice/knowledgebase.

Voicemail Lite

Overview

Voicemail Lite is provided as an unlicensed application on the IP Office Administrator's CD.

Key features are:

- It does not require a license key.
- Maximum Message Length = 120 seconds:
  With Voicemail Lite the maximum message length is 120 seconds for any message.
- Maximum of 4 Simultaneous Users
  For more information, see Number of Simultaneous Voicemail Users.
- It runs mailboxes in IP Office mailbox mode only. For Intuity emulation mode, Voicemail Pro is required.
- It supports basic voicemail email (MAPI only).
- It runs as a server program only. (Voicemail Pro runs as a service on Windows NT/2000 platforms).
- It supports basic mailbox customization:
  - Pin code
  - Ringback
  - Reception
  - Voicemail On/Off
  - Email address
  - Voicemail email on/off.

Number of Simultaneous Voicemail Users

All connections between the voicemail server and the IP Office are via the LAN using data channels. The maximum number of data channels that can be used for voicemail operation at any moment is shown below.

IP Office	Data Channels	Maximum for Voicemail Lite	Maximum for Voicemail Pro
IP 406 V2	40	4	20
IP 412	100	4	30
Small Office Edition	Up to 18	4	10

- **Data Channels**
  The IP Office may support a higher number of data channels. The figures shown above are the maximum that can be simultaneously used for voicemail operation.

  Note

  - The IP Office telephone system uses data channels for functions other that voicemail connections. This may reduce the number of data channels available for voicemail.

- **VoIP/VCM Channels**
  Though linked to the IP Office via a LAN connection, voicemail does not use VoIP VCM channels. The voicemail server is seen as a device on the IP Office TDM telephony interface.
  - Calls to/from voicemail involving non-IP trunks and extensions **do not** use VCM channels.
  - Calls to/from voicemail from IP trunks and extensions **do** use a VCM channel.

User, Group and Mailbox Names

The voicemail server creates mailboxes based on the user and hunt group names that are entered in the IP Office Manager application. Whenever either the voicemail server or the IP office control unit restarts, new mailboxes are created for any new names that are found.

This method of operation has the following consequences:

Warnings

- **Mailboxes are based on names**
  For all users and groups, if their name is changed, they may no longer be associated with their former mailbox and any associated Voicemail Pro start points.
- **Voicemail is case sensitive**
  Voicemail is case sensitive. If a mailbox or start point name is entered incorrectly in IP Office Manager or Voicemail Pro, the intended operation will not occur and the call may be disconnected.
- **Voicemail removes spaces at the end of mailbox names**
  If spaces are left at the end of a mailbox user's name in IP Office Manager, when Voicemail creates the mailbox, the space at the end of the name is dropped. When this occurs the mailbox cannot be found as there is a mismatch between the user name and directory.

Language Support

Initially the voicemail system attempts to provide prompts to callers and mailbox users based on the **Locale** that is set in the **System form in** IP Office Manager.

If the necessary set of language prompts is not available, the nearest available match is used. **Note** that English (UK) or English (US) prompts are always installed regardless of other languages selected during installation.

Individual users can have their own Locale setting. Voicemail then provides the appropriate language prompts if they are available. This is done either through the **User** form in IP Office Manager or through the language choice on some telephones. For more information, see the appropriate telephone user guide.

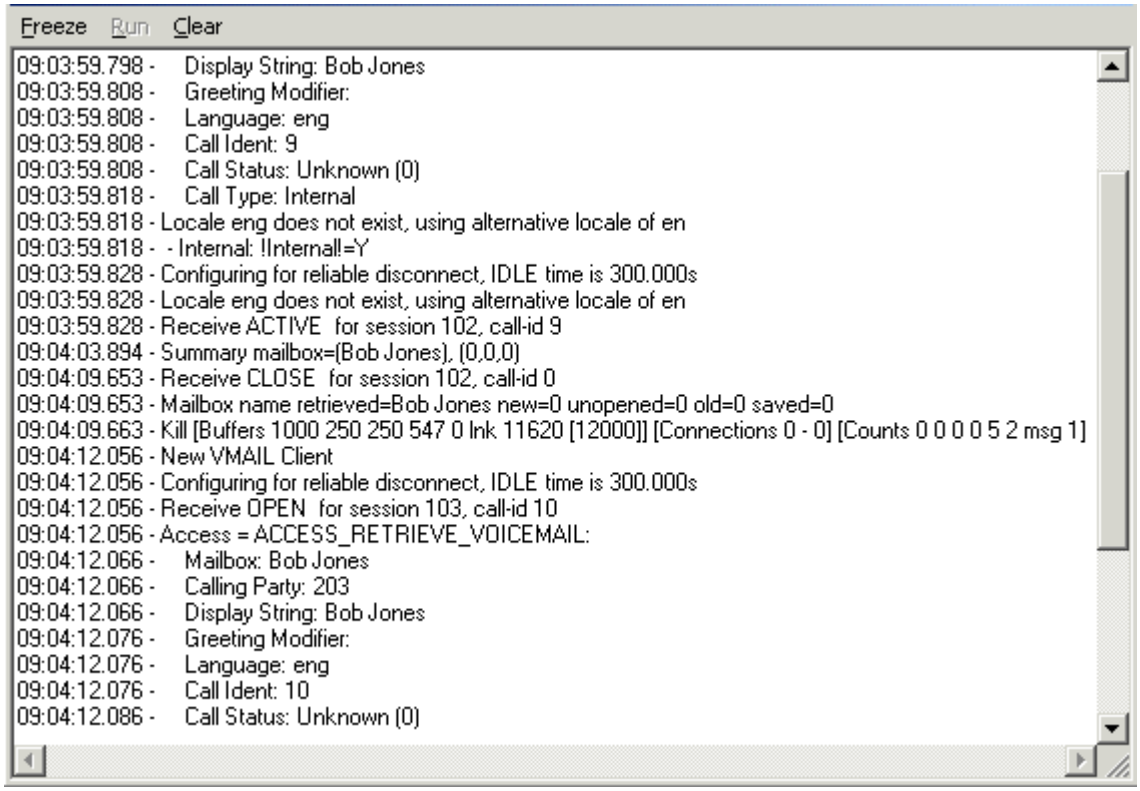
Here is a list that shows the languages available for different voicemail servers and mailbox operation modes.

- Supported Languages:
  - Chinese
  - Danish
  - Dutch
  - English (UK)
  - English (US)
  - Finnish
  - French (Standard)
  - French (Canadian)
  - German
  - Greek
  - Hungarian
  - Italian
  - Korean
  - Norwegian
  - Polish
  - Portuguese (Standard)
  - Portuguese (Brazilian)
  - Russian
  - Spanish
  - Spanish (Latin)
  - Swedish
- **Supported Languages and Countries**
  The availability of a language in Voicemail Lite does not necessarily indicate support for IP Office in a country that uses that language. Contact your local Avaya office to find out which countries support IP Office.

The Voicemail Console

Voicemail Lite installs as a server program, referred to as the Voicemail Console. This program must be running for voicemail to operate. The program provides a console window that enables you to see messages between the voicemail server and the IP Office. The nature of the messages may be useful in diagnosing problems.

For information about displaying a service as a console, see the Windows help.



The console provides a number of commands. These commands affect only the display of messages within the console window and do not affect the voicemail server operation in any way.

Freeze
Halt the display of further messages. This is the default condition of the console when started.

Run
Start the display of messages.

Clear
Clear the display of messages.

Installing Voicemail Lite

Requirements

Before you begin an installation, ensure that the requirements described in the sections that follow have been met:

- PC Requirements
- Disk Space Requirements
- Network Requirements
- Email Connection Requirements

PC Requirements

The PC used as the voicemail server should have:

- Windows 2000 (SP4), 2003 (SP1), XP Professional PC (SP2) or Small Business Server.
- Pentium 1.4GHz or higher with 256MB RAM.
- A 100Mbps network card is strongly recommended.

It is strongly recommended that:

- The server PC is dedicated to the task of running Voicemail Lite
- The server PC s located in a non-public area
- Voicemail Lite is installed on the same PC as the one being used for IP Office Manager
- Any PC and hard disk sleep/power down modes are switched off.

Disk Space

Voicemail Lite installation requires 250MB of disk space, however you should note that recorded messages consume an additional 1MB of disk space per minute.

- For Avaya IP Office - Small Office Edition, you can expect to require at least 200 minutes of message recording space, that is 200MB.
- For a busy environment you can expect to require at least 1,000 minutes of message recording space, that is 1GByte.

Network Requirements

The PC should be configured and tested for TCP/IP networking.

- We strongly recommend that the voicemail server PC is connected to the IP Office Control Unit via a switching LAN hub. If this is not possible then the server should be directly connected to the IP Office Control Unit.
- The PC should have a fixed IP address. Although PCs in a DHCP network usually retain the same IP address between reboots this is **not** guaranteed.
- If the IP Office is acting as a DHCP server, it defaults to using 192.168.42.2 to 192.168.42.201 for DHCP clients. This leaves 192.168.42.202 to 192.168.42.254 for devices that require fixed IP addresses.

Email Connection Requirements

Voicemail Lite uses MAPI for voicemail email functions. Email connectivity should first be tested by sending an email direct from the email client program on the Voicemail Lite PC. Voicemail Lite does not support SMTP email operation.

Note

- Sending voicemail .wav files across the network creates a high loading on the network and network servers.

Installing the Voicemail Lite Software

Before you begin installing the Voicemail Lite software:

- Ensure that there are no other versions of Voicemail software (Lite or Pro) already installed on the PC.
- After you remove any existing versions, always reboot the PC before starting to install the new version.

  Note

  - Removing an old version will not delete existing messages and greetings.
- The date and time on the server PC are correct. When it has been installed, the Voicemail Server acts as a time source for the IP Office.

To install the Voicemail Lite software:

1. Insert the IP Office Administrator's CD. The installation wizard should auto-start. If it does not auto-start, browse to and run ***Setup.exe*** on the CD.
2. Follow the instructions that you see on the screen.
3. In the Custom Setup window select **Voicemail Lite** from the list of program features that you want to install.

   Important

   - If you uncheck a feature that is already installed, it will be removed (uninstalled).
5. Add a shortcut to the **vmlite.exe** file (**C:\Program Files\Avaya\IP Office\Voicemail Server\vmlite.exe**) to the PC's StartUp folder. Then restart the PC.
6. Restart the PC.
7. At any logged on extension, dial ***17** (the default short code to access the extensions mailbox), you should hear the voicemail server respond.
8. Minimize the Voicemail Lite Server program.
   - Do not close the Voicemail Lite Server program otherwise the voicemail server and all voicemail operation stops.
9. You are now ready to start configuring the IP Office to use the Voicemail Server. For more information, see Configuring Voicemail Pro Lite: Overview or refer to the IP Office Manager help or user guide.

Note

- The default IP Office configuration normally allows immediate voicemail operation for all users and hunt groups.

Configuring Voicemail Pro Lite

Overview

The default configuration for IP Office allows almost immediate voicemail operation once the voicemail server is running. The IP Office default settings assume:

- Voicemail running on a PC accessible using a broadcast address (255.255.255.255) from the IP Office.
    - In most installations, typically a single IP Office with one voicemail server PC on the same LAN, this allows immediate operation. In more complex installations, the fixed IP address of the Voicemail server PC should be entered into the IP Office configuration. For more information, see the IP Office Manager help.
- Voicemail on for each user and hunt group on the IP Office.
- No voicemail access code set for any mailboxes. Until a code is entered for a mailbox, it can only be accessed from the user's own extension.
- Each user's own extension number is set as a trusted source for mailbox access without requiring to enter the mailbox voicemail code.
- No voicemail email or voicemail help operational.
- No voicemail reception numbers for user mailboxes.
- Whilst hunt group mailboxes are created and used by default, there is no default message waiting indication or method for accessing them. For more information, see Hunt Group Voicemail: Overview.

A range of settings and controls is accessible through the IP Office Manager to configure the voicemail operation. The sections that follow provide details about those settings and controls.

Identifying the Voicemail Server PC

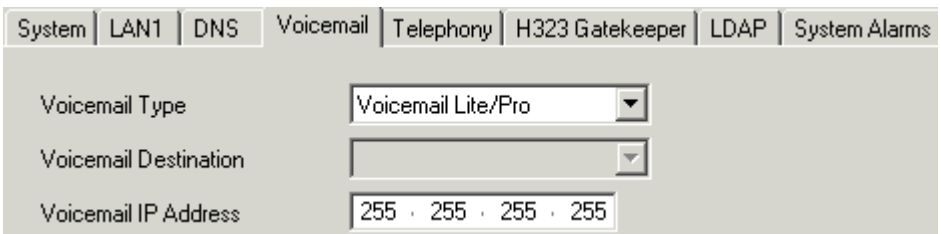
The IP Office must be configured to recognize which PC is acting as its voicemail server.

Note

- This task is completed in IP Office Manager. For more information, see the IP Office Manager help or user guide.

To identify the Voicemail Server PC:

1. In IP Office Manager, display the details pane for the System. For information about displaying the different panes in IP Office Manager, see the IP Office Manager User Guide or help.
2. Click the **Voicemail** tab.



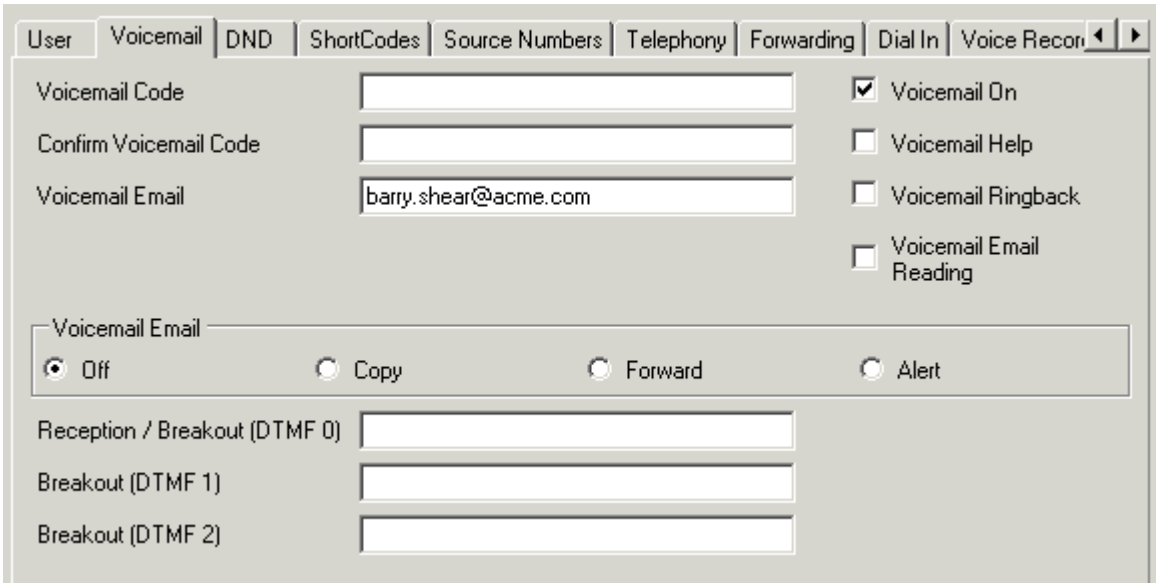
3. The default Voicemail Type is **Voicemail Lite/Pro**. Make sure that this has not been changed.
4. Leave the **Voicemail Destination** box blank as this is not used with Voicemail Lite.
5. In the Voicemail IP Address box, change the default address (255.255.255.255) to the IP address of the PC on which the voicemail server is running. If there is only one voicemail server on the network, you do not need to change this.

User Configuration

Note

- These tasks are completed in IP Office Manager. For more information, see the IP Office Manager help or guide.

The following options are configured from the **Voicemail** tab for each individual **User** in IP Office Manager.



- **Voicemail Code:** *Default = Blank*
  A code (1-15 digits) used by the voicemail server to validate access to this user's voicemail mailbox. This is required when users retrieve voicemail messages remotely, for example from another user's extension or from an external telephone. If remote access is attempted and a ***Voicemail Code*** has not been configured the message *"Remote access is not configured on this mailbox"* is played.
    - **Confirm Voicemail Code:**
      The Voicemail Code must be retyped to ensure it has been correctly entered.
- **Voicemail Email:** *Default = Blank*
  When a new message is received, the WAV file created can be sent to an email account either by user selection or according to the set Voicemail Email Mode (see below).
    - **Note**: The sending of .wav files across a network creates a high loading on the network and networks servers. A one-minute message requires a 1MB .wav file.
- **Reception/Breakout (DTMF 0):** *Default = Blank*
  The number to which callers are to be transferred if they are directed to voicemail and press 0. Typically this is the reception number.
- **Breakout (DTMF 1)**
  The number to which callers are to be transferred if they are directed to voicemail and press **2**. This number might be, for example, the number of a colleague of the mailbox owner whose extension was originally dialed.
- **Breakout (DTMF 2)**
  The number to which callers are to be transferred if they are directed to voicemail and press **3**. This number might be, for example, the mobile or cell number of the mailbox owner whose extension was originally dialed.
- **Voicemail On:** *Default = On*
  When on, the mailbox is used to answer the user's unanswered or busy calls.
- **Voicemail Help**
  Default = Off

For Voicemail Lite systems this option controls whether users hear an additional prompt when they retrieve messages. The additional prompt is *"For help at any time press 8"*.

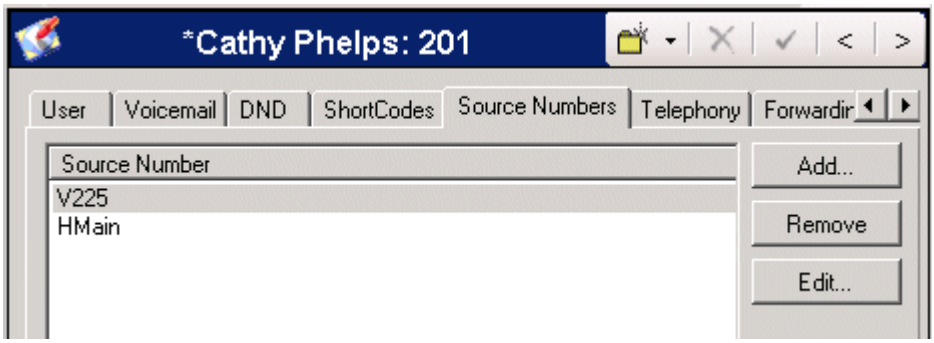
- **Note**
  - Even if Voicemail Help is set to off, users can still press 8 at any time and hear the list of Voicemail features. This setting turns on/off the audible help message. It does not disable the actual feature.
- **Voicemail Ringback:** *Default = Off*
  If enabled and a new message has been received, the voicemail server will call the user's extension whenever it returns from off-hook to on-hook. The voicemail server will not ring the extension more than once every 30 seconds.
- **Voicemail Email Mode:** *Default = Off*
  Controls the method of operation of Voicemail Email above.
  - **Off:** Voicemail messages or notifications are not automatically sent.
  - **Copy:** A copy of the message is sent to the email account.
  - **Forward:** Voicemail messages are sent to the email account and deleted from the Voicemail server.
  - **Alert:** Notification that a new Voicemail message has been received is sent to the email account.

User Source Number Configuration

Note

- This task is completed in IP Office Manager. For more information, see the IP Office Manager help or user guide.

This tab in the **User** form gives a list of Dial In Source Numbers. Several of these numbers can relate to voicemail operation.



- **Source Number: Default = V plus own extension number**
  Right-click in the Telephone Number box and select **Add**.
  - **V<*Caller's CLI*> = Voicemail Trusted Source access**
    Allows access to the users voicemail mailbox without entering the access code from the specified internal or external CLI number, for example V201 or V7325551237. The default is the user's own extension number but additional numbers may be added. ***Note**: Only supported by Voicemail Lite and Voicemail Pro using IP Office Mailbox mode.*
  - **H<*Group Name*> = Hunt Group Voicemail Indication**
    Allows the user to receive message waiting indication of new group messages. Enter **H** followed by the group name, e.g. **HMain**. For more information, see Displaying and Accessing Hunt Group Messages.

Routing User Calls to Voicemail

Note

- This task is completed in IP Office Manager. For more information, see the IP Office Manager help or user guide.

If a user has voicemail switched on, calls will be automatically routed to Voicemail if either:

1. The extension is busy and **Call Waiting** has not been enabled.
2. The user has **Do Not Disturb** set.
3. The extension is not answered within the **Allocated Answer Interval** (**No Answer Time**) set in the IP Office configuration (default 15 seconds).
    - **Exception:** Callers calling from 20 Series display telephones are not automatically routed to voicemail. They must press **VMAIL** to leave a message.

The caller will hear the standard greeting message. A user can record their own standard greeting message if required.

When new messages are received, the user's telephone call display or IP Office PC application will be updated to show the number of new messages waiting.

If **Voicemail Ringback** is enabled, the Voicemail Server calls the user's extension to attempt to deliver new messages when the user next uses the telephone.

All messages are stored until they have been listened to and are then automatically deleted after a set time period. The default time period for IP Office mode is 36 hours. In IP Office mode users can designate a message as saved so that it is not automatic deleted.

At any stage whilst listening to Voicemail messages the user can ask for online help by pressing **8**.

A user can turn Voicemail and Voicemail Ringback on or off via Phone Manager or using the default short codes as follows:

- ***18** - To turn Voicemail on.
- ***19** - To turn Voicemail off.
- ***48** - To turn Voicemail ring back on.
- ***49** - To turn Voicemail ring back off.

Voicemail Reception/Operator

After a caller has been routed to voicemail, the mailbox owner may like to offer the option of transferring to another number, for example; reception, a colleague or an external number such as a mobile or cell phone.

So that mailbox owners can offer this transfer facility, you (the system administrator) must use IP Office Manager to set up the required transfer options. For information, see the IP Office Manager help. You then need to advise the mailbox owner to record a new greeting message to inform callers about the available transfer options

Transferring Calls to Voicemail

The facility to transfer a call directly to a user's voicemail is available using the SoftConsole or Phone Manager applications. For users who do not have these applications, you can set up a short code in IP Office Manager?.

For example:

- **Short Code:** *201
- **Telephone Number:** "#Extn201" *(include quote marks)*
- **Line Group ID: 0**
- **Feature:** VoicemailCollect

Note

- When you create short codes for use with voicemail, you can use ? to mean *collect voicemail* and # to mean *deposit voicemail*. You also need to enclose the telephone number in quotation marks as shown above.

The short code can then be used as follows. When they answer a call, the person who has received the call places it on hold, dials the short code and then replaces the handset or hangs up. The caller is transferred to the voice mailbox.

Voicemail Email Integration

Voicemail messages are stored on the Voicemail Server PC as .wav files. Voicemail email allows new messages or alerts about new messages to be sent to an email account.

This feature uses MAPI.

Notes

- Voicemail Email is separate from IMS operation which is a component of Voicemail Pro.
- The sending of .wav files across a network creates a high loading on the network and networks servers. A one-minute message requires a 1MB .wav file.

The User Voicemail tab in IP Office Manager is used to set the target email address and the default mode of operation (Off, Copy, Forward or Alert). For more information, see User Configuration.

Users accessing their mailbox using standard IP Office Mailbox mode can change the mode of email operation. They can also select to forward individual messages to email.

Using Voicemail to Give Error Messages

Voicemail can be used to give out messages when certain numbers are dialed. For example, if users are barred from making international calls, rather than giving users the busy tone a recording similar to "International calls are not permitted" could be played instead. The following example could be used:

1. In IP Office Manager create a user that will allow you to record the message and give this user a Voicemail Code, e.g.
    - **Name:** Barred
    - **Full Name:** Internal calls error message
    - **Extension:** 403
2. Use a short code to access the user's voicemail to enable you to record the message, e.g.
    - **Short Code:** *95
    - **Telephone Number:** "?Barred" (include quote marks)
    - **Line Group ID:** 0
    - **Feature:** VoicemailCollect
3. Record a new greeting message for the above user, e.g. "International calls are not permitted" and save as a Continuous Loop.
4. Create a short code so that when a user dials an international call they will be played the error message, e.g.
    - **Short Code:** 00N
    - **Telephone Number:** "#Barred" (include quote marks)
    - **Line Group ID:** 0
    - **Feature:** VoicemailCollect

Giving Users Remote Access to Voicemail

Overview

By default a user can dial *17 to log in to voicemail from their own extension.

A user mailbox cannot be accessed from any other location (internal or external) until a voicemail code has been set for the mailbox. This access code is set in the IP Office Manager. For more information, see the IP Office Manager help or User Guide.

If you set a voicemail access code, you can then give a user access to their mailbox from locations other than their office desk. When they call the mailbox, they will be prompted to enter their access code. For more information, see:

- Giving Users Voicemail Access from A Different Extension
- Giving All Users Access from Any Extension
- Giving a Specific User Access from Any Extension
- Giving Users Voicemail Access from an External Location

If direct access is required a specified location can be set up as a *trusted location*. The caller then does not need to enter an access code. For more information, see Giving Users Access from a Trusted Location and Giving Users Direct Voicemail Access from a Trusted External Location

Note

- This requires that an incoming call provides a matching CLI.

Giving All Users Access from Any Extension

Note

- This task is completed in IP Office Manager. For more information, see the IP Office Manager help or user guide.

To give all users access to voicemail from any extension you need to set up a short code in IP Office Manager and then any user can dial the short code from any extension. Each user will be prompted for their mailbox number (extension number) and voicemail code.

To give all users access from any extension:

1. In IP Office Manager, set up a short code, for example *98, with the following settings:
    - **Short Code:** *98
    - **Feature:** VoicemailCollect
    - **Telephone Number:** ?Anonymous *(note no quote marks)*
    - **Line Group ID:** 0

Giving a Specific User Access from Any Extension

Note

- This task is completed in IP Office Manager. For more information, see the IP Office Manager help or user guide.

So that a specified user can log into their voicemail from any extension, you first need to set up a short code in IP Office Manager. For example you might set up *90 and associate it with the extension number of the user (for example extension 201) who has requested voicemail access from any other extension. The associated user can then dial ***90** from any extension and enter their voicemail code to collect their voicemail messages.

To give a specific user access from any extension:

1. In IP Office Manager, set up a short code, for example *90, with the following settings:
    - **Short Code:** *90
    - **Feature:** VoicemailCollect
    - **Telephone Number:** "?Extn201" *(include quotation marks).* This extension number is an example only.
    - **Line Group ID:** 0

Giving Users Access from an Internal Trusted Location

If a user regularly accesses their voicemail messages from another extension, you can set this extension number up as a *trusted location*.

To give users access from a trusted location:

1. In IP Office Manager, display the **Source Numbers** tab for the user who needs voicemail access from a trusted location, for example user with extension 214.
2. Add an entry, such as *V204*. From now on when the user with extension 214, dials *90 from extension 204 they will not be prompted for their voicemail code.

Giving Users Direct Voicemail Access from a Trusted External Location

If a user regularly logs in to their IP Office mode mailbox from the same external location, you can set that number up as a trusted location.

Notes

- This requires that the incoming call provides a matching CLI.

To give users access from an external trusted location:

1. In IP Office Manager, display the **Source Numbers** tab for the user who needs voicemail access from an external trusted location, for example user with extension 214.
2. Add a new source number entry with a **V** in front of the telephone number, for example *V01923 383838*.

When the user dials this number from the *trusted location*, they will not be prompted for their mailbox number or voicemail access code. See User Source Number Configuration.

Giving Users Voicemail Access from an External Location

If users need to access their Voicemail messages when they away from the office an Incoming Call Route can be used. The Incoming Call Route must be set up with the destination as Voicemail. For more information, see the IP Office Manager help.

Hunt Groups

Overview

Voicemail provides a number of services for hunt groups.

- **Queuing and Out of Hours Greetings**
  If a hunt group is using queuing or is in out-of-hours mode, the voicemail server provides appropriate greetings to callers. These greetings can be altered through the normal mailbox controls.
- **Messaging**
  If voicemail for a hunt group is on (the IP Office default) and if all available extensions have been called for the specified number of seconds, calls to the hunt group are automatically routed to voicemail . The number of seconds is defined in the **No Answer Time** field (default 15 seconds). This is set in IP Office Manager.

Important notes

- **Access to Hunt Group Messages**
  By default there is no indication when a hunt group mailbox contains messages and no direct access method to a hunt group mailbox.
- For message indication, a user with an appropriate **H** source number entry must be set up. For more information, see Displaying and Accessing Hunt Group Messages.
- For access by other users an access short code can be used. For more information, see Accessing Hunt Group Voicemail Using a Short Code.

Displaying and Accessing Hunt Group Messages

By default no indication of new hunt group messages is provided. To provide a user with indication, a **H<*group name*>** entry must be added to their Source Numbers tab in the IP Office Manager.

The **H<*group name*>** entry provides users with the following:

- **Message Waiting Lamp:**
  The user's message waiting lamp will be lit on supported phones.
- **Phone Manager:**
  If the user uses Phone Manager, the group name and number of new messages is displayed in the **Messages** tab. This can be clicked to access the group mailbox.
- **Display Phone Indication & Access:**
  - **4400, 4600 and 6400 Series Phones:**
    On phones with a **Menu** button, press **Menu** | **Menu** | **Msgs** | **Voice**. The group name is shown along with the number of new messages. Press the display button to access the group mailbox.
- **Voicemail Ringback:**
  If the user has voicemail ringback enabled, ringback occurs for new group messages as well as new personal messages. **Note**: Ringback for personal messages takes place before any ringback for new group messages.
- **Voicemail Code:**
  If the user is not a member of the hunt group, a voicemail code is also required. This is entered through the **Voicemail Code** field on the **Hunt Group>Voicemail** tab in IP Office Manager.
  - Alternatively the user can be made a member of the group but have their membership set to disabled. This allows them to access the group mailbox without receiving group calls.

Accessing Hunt Group Voicemail Using a Short Code

To access messages for a Hunt Group, a short code can be created in IP Office Manager:

For example:

- **Short Code:** *99
- **Telephone Number:** "?Sales" *(include quote marks)*
- **Line Group ID:** 0
- **Feature:** VoicemailCollect

This example would enable members of the Sales hunt group to dial ***99** from their own extensions to access hunt group messages.

To use this short code for access from an extension that is not a member of the hunt group, a Voicemail code should be configured for the group.

Hunt Group Configuration

Note

- This task is completed in IP Office Manager. For more information, see the IP Office Manager help or user guide.

The options described here can be configured via the **Voicemail** tab of the Hunt Group form in IP Office Manager.

- **Voicemail Code:** *Default = Blank*
  A security code (1 to 15 digits) used by the voicemail server. This is required by users retrieving messages for this hunt group remotely; ie. from an extension that is not a member of the hunt group or from an external telephone.
  - **Confirm Password:**
    The Voicemail Code must be retyped to ensure that it has been entered correctly.
- **Voicemail Email:** *Default = Blank*
  When a new message is received, the WAV file created can be sent to an email account. Enter the email address to be used by the Voicemail Server.
  - **Note**: The sending of .wav files across a network creates a high loading on the network and networks servers. A one-minute message requires a 1MB .wav file.
- **Voicemail On:** *Default = On*
  Each Hunt Group can use voicemail to collect group related messages. Use this option to turn this feature on or off.
- **Broadcast:** *Default = Off*
  This feature is not supported by Voicemail Lite.

- **Voicemail Help:** *Default = Off*
  When users retrieve Voicemail messages they can be played a recorded message to help them to use the Voicemail features. They hear a message that says: "For help at any time press 8." This option turns this help message on or off. Even if Voicemail Help is set to off, users can still press 8 at any time and hear the list of Voicemail features. This setting turns on/off the audible help message. It does not disable the actual feature.
- **Voicemail Email mode:** *Default = Off*
  If a Voicemail Email address has been entered above, select one of the following modes:
  - **Off:** Voicemail messages or notifications are not automatically sent.
  - **Copy:** A copy of the message is sent to the email account.
  - **Forward:** Voicemail messages are sent to the email account and deleted from the Voicemail server.
  - **Alert:** Notification that a new Voicemail message has been received is sent to the email account.

Out of Hours Operation

Voicemail provides a number of greetings for groups. One of these is an Out of Hours Greeting.

Through IP Office Manager or using short code a hunt group can be taken in or out of service. When the group is Out of Service, callers are played the group's "Out of Hours" greeting and can then leave a message.

Note

- Alternatively if an Out of Service Fallback Group has been configured, callers are passed to that group.

Similarly a group can be taken in or out of Night Service by using IP Office Manager, short codes or an associated time profile. When the group is in Night Service, callers are played the group's "Out of Hours" greeting and can then leave a message.

Note

- Alternatively if an Out of Hours Fallback Group has been configured, callers are passed to that group.

Hunt Group Queuing

If hunt group queuing is enabled, a call will be held in a queue when **all** extensions in the Hunt Group are busy.

The **Queue Ring Time** defines the number of seconds the caller will hear the ringing tone before being played the "You are in a queue greeting". The caller will then be placed on hold for 20 seconds and then played the "You are still in a queue greeting". Again the caller is on hold for a further 20 seconds and then played the still queued message again. This sequence is repeated until the call is put through to the first available extension.

This is the default queuing sequence used for Voicemail Lite.

- **Queuing On** : *Default = On*
  If selected (default) queuing will be available for this Hunt Group.
- **Queuing Limit:** *Default = Blank*
  This features sets the number of calls that will be held in the queue at any one time. If this number is exceeded the caller will receive the busy tone or be passed to voicemail.
- **Queue Ring Time:** *Default = 10 seconds*
  This facility defines the time (in seconds) before the caller is placed in the queue.

An additional option in the Hunt Group tab controls the interaction of queuing and the hunt group's overflow group.

- **Overflow Time:**
  The Overflow Time will allow the use of both the queuing and overflow facilities. This feature defines the time (in seconds) the caller will be held in the queue before being passed to the Overflow Group. If all extensions in the Overflow Group are also busy the caller will be returned to the queue. If an Overflow Time is not specified calls will be passed directly to the Overflow Group and the queuing facility will not be used.

Mailbox User Controls

Overview of Mailbox User Controls

After users have logged into their mailboxes, a number of methods are available for managing mailbox behavior and messages .

- **Standard IP Office Mailbox Mode**
  This is the default mode for Voicemail Lite. Mailbox owners can find more information in the IP Office Mailbox User Guide.
- **Visual Voice**
  This mode is available only to Avaya 20 Series display telephones. For more information, see Visual Voice.
- **PhoneManager**
  The PhoneManager application enables users to switch voicemail and voicemail ringback on/off. Phone Manager Pro also provides full visual access to a user's voicemail and allows messages to be played back and controlled through their PC. PhoneManager users can find more information in the PhoneManager User Guide or help.

If a mailbox does not have a recorded name greeting, the mailbox owner is asked to record their name when they log in to collect their messages.

Automatic Message Deletion

Unless a mailbox owner saves a message, all messages are automatically deleted from the voicemail server after they have been played. This also applies to messages that are played via a user's IMS email client .

The default delay before deletion is 36 hours. As the system administrator, you need to inform all users that they need to save their messages if they are not to be deleted from the server after they have been played.

If Voicemail email is being used, you can set it to delete a message from the voicemail server after it has been forwarded to the email address that is specified for the voicemail mailbox.

Advice for Mailbox Owners

All mailbox owners should be made aware that, unless they save a message after listening to it, all messages are automatically deleted from the server after they have been played. Mailbox owners can find more information in the IP Office Mailbox User Guide.

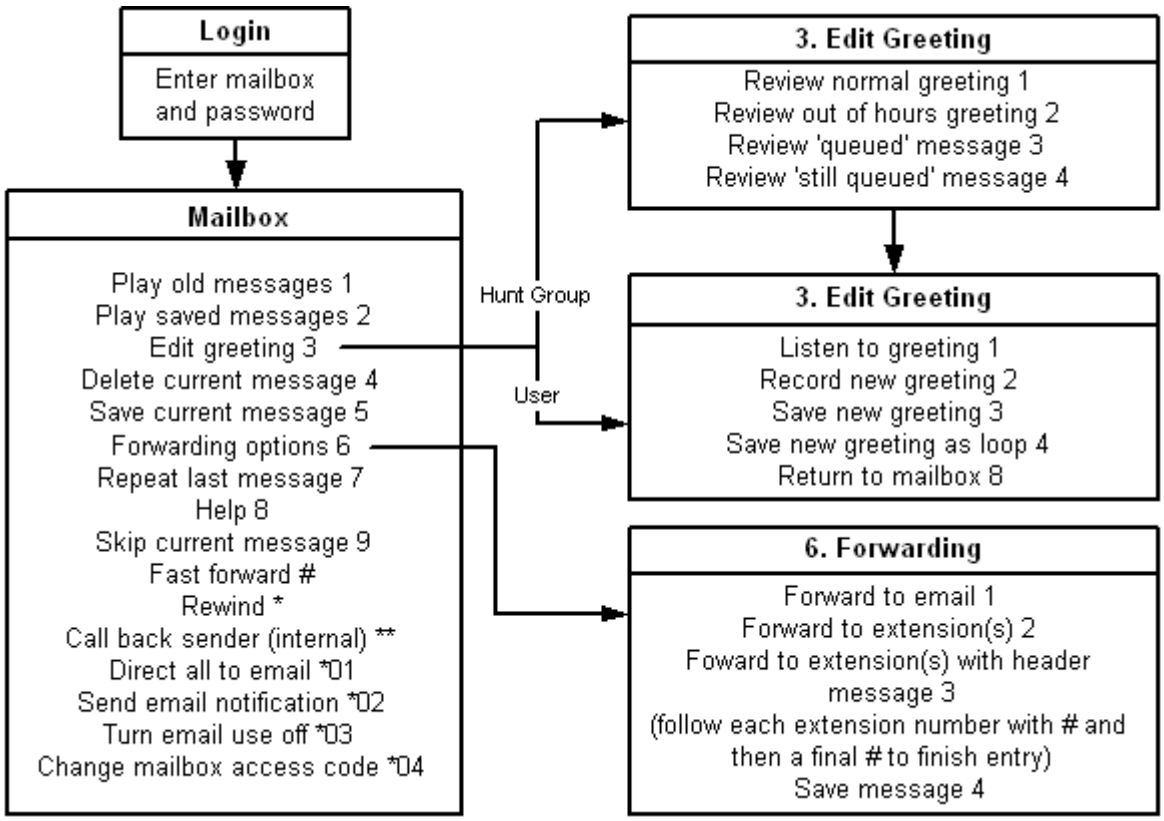
All mailbox owners can use the following default short codes:

- Log into mailbox from their own extension: ***17**
- Turn voicemail on: ***18**
- Turn voicemail off: ***19**
- Turn voicemail ringback on: ***48**
- Turn voicemail ringback off: ***49**

Summary of IP Office Mode Options

If the voicemail server is operating in IP Office mode, by default users can access the following controls when collecting mail from their mailbox.

Note that users with Avaya 20 Series display telephones use the display controls rather than voice prompts. For more information, see the appropriate User Guide.



While a message is playing, the mailbox owner can also press and hold **0** to pause the message. If they have a voicemail reception number set, they can press **0** to call that number.

Note that the email option requires outgoing email configuration to be set up in IP Office Manager. The user's email address must also be entered in the IP Office configuration.

If a user calls their own extension and is directed to voicemail to leave a message, they can press **8** during the initial voicemail greeting to switch to collecting messages.

Visual Voice

Visual Voice is available on Avaya 20 Series telephones. It is accessed by pressing **VOICE** on the telephone and then selecting from the displayed options.

- **Voicemail Lite**
  Voicemail Lite supports a limited set of Visual Voice controls as listed below.
    - **LISTEN**
      Gives direct access to the user's voicemail. They then need to use the standard voicemail controls.
    - **MESSAGE**
      Allows the user to leave a message directly in a mailbox they specify.

Note

- Voicemail Pro offers the additional options: GREETING, PASSWORD and EMAIL. For information about purchasing Voicemail Pro, contact your local Avaya office.

- **Leaving Messages**
  When a 20 Series display telephone user calls an extension that does not answer and has voicemail on, they are **not** automatically routed to voicemail. They must press **VMAIL** to leave a message.

Troubleshooting

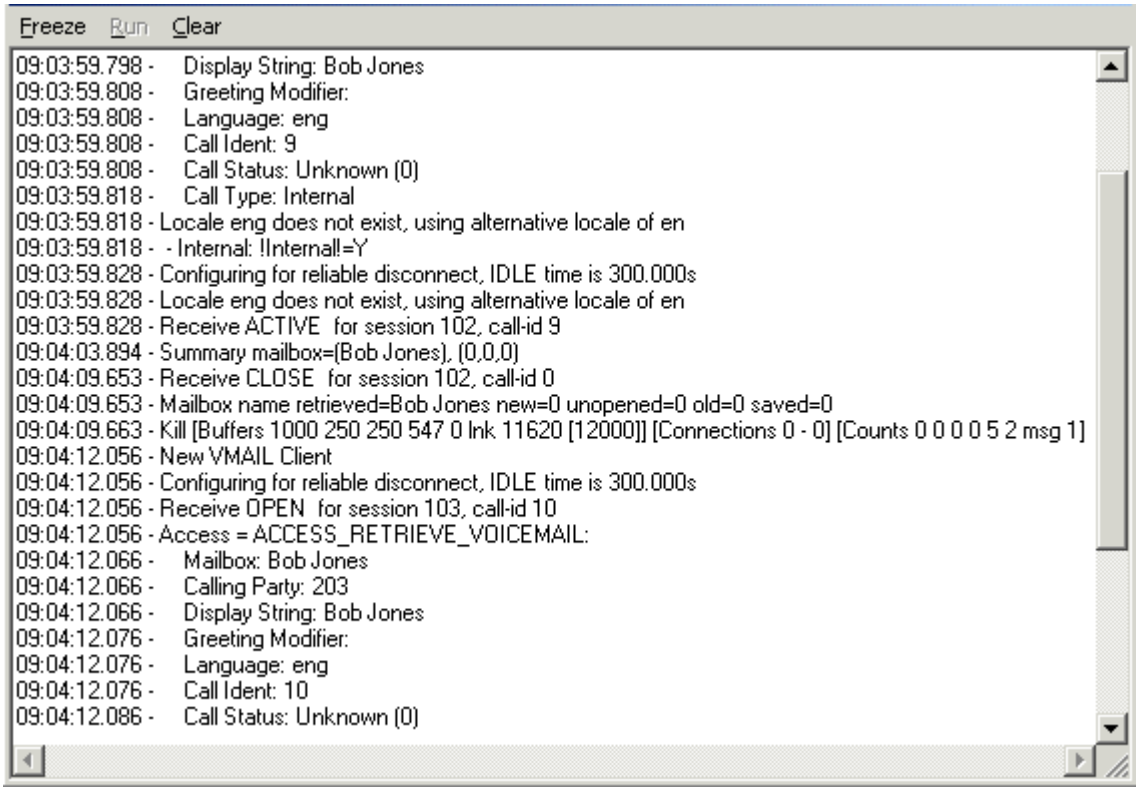
Overview

This section describes features that you might find useful for testing and diagnostic purposes when you install and configure Voicemail Lite.

The Voicemail Console

Voicemail Lite installs as a server program, referred to as the Voicemail Console. This program must be running for voicemail to operate. The program provides a console window that enables you to see messages between the voicemail server and the IP Office. The nature of the messages may be useful in diagnosing problems.

For information about displaying a service as a console, see the Windows help.



The console provides a number of commands. These commands affect only the display of messages within the console window and do not affect the voicemail server operation in any way.

Freeze
Halt the display of further messages. This is the default condition of the console when started.

Run
Start the display of messages.

Clear
Clear the display of messages.

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