



IP Office - Job Aid

Centralized Voicemail Pro

Summary

This document summarizes the requirements and programming necessary to achieve centralized voicemail for IP Office using Voicemail Pro.

It requires the IP Office systems to be already linked by a VoIP Small Community Network.

Centralized Voicemail Pro

Overview

The Voicemail Pro server on a central IP Office system can be used to provide voicemail services for another remote IP Office system. This is called Centralized Voicemail Pro.

Centralized Voicemail Pro requires the IP Office systems to be linked by VoIP Small Community Network.

Planning Requirements

The following factors must be remembered during planning of the centralized Voicemail Pro system:

- The Voicemail Server PC is attached to the central system.
- A Feature key, Feature key server PC and Voicemail Pro license key are required for the central system
- Small Community Networking is required between the central system and remote systems. This document assumes that this has already been setup and tested.
 - On linked IP Office systems it is possible for centralized voicemail to appear operational without Small Community Networking. However operation tends to be unpredictable and so we only support centralized Voicemail Pro when using Small Community Networking.
- VCM modules are required in the remote and central systems.
- The extension and group numbering on both systems must be unique.
- The extension and group names on both systems must be unique.
 - We also recommend that all names and numbers (groups, line, services, etc) on the separate IP Office systems are kept unique. This will reduce potential maintenance confusion.

Related Documentation

- **IP Office Job Aid 005: VCM & Data Channels**
Outlines the role of the VCM module in handling VoIP calls.
- **IP Office Job Aid 019: Small Community Networking**
Details how to run a small community network between IP Offices linked by VoIP connections.

Restrictions

- The number of simultaneous voicemail users is restricted by the Voicemail Pro license on the central system, up to the maximum number of data channels for voicemail supported by the central system's control unit.
- For extensions on the remote system, access is also restricted by the number of available VoIP and VCM channels on that system.
- Though technically possible centralized voicemail is not recommended for Voicemail Lite or IP401 Integrated Voicemail.
- **Supported Remote IP Office Voicemail Features:**
Not all Voicemail Pro features are available on the remote IP Office systems. Currently the only features supported for remote sites are:
 - Automated Attendant.
 - Call Answer (Voice Messaging).
 - Call Recording.
 - Dial by Name Directory.

Licensing

The most commonly seen problem in Centralized Voicemail Pro is misunderstanding of the licensing requirements.

- The voicemail licenses are entered on the central IP Office and validated against its Feature Key Server.
- The remote IP Office does not need any voicemail licenses.
- By default each IP Office uses a broadcast address to locate a Feature Key Server PC and validate its licenses.
- Once a Feature Key Server has validated licenses with one IP Office it will not do validation for another IP Office unless rebooted.

Given the above we strongly recommend that in any multiple IP Office network, the **Licence Server IP Address (System form | System tab)** on each IP Office is set to the specific address of its Feature Key Server PC. If a remote IP Office does not have a Feature Key Server (because it isn't using any licences) enter 0.0.0.0.

It is important to note also that the Voicemail Pro server will operate for 2 hours without license validation. This can cause Voicemail Pro and centralized Voicemail Pro to appear operational following installation and to then stop.

Additional Notes

By default each IP Office is set to use a broadcast IP address to locate a voicemail server. Due to this it can appear that centralized voicemail is operating before the remote system is set to the **Voicemail Type** of *Line*. Leaving the system's in this arrangement rather than setting the remote system's **Voicemail Type** to *Line* can cause problems and is not supported.

Setting Up Centralized Voicemail Pro

Install the Central and Remote IP Office Systems

1. Install and test IP Office Small Community Networking. Refer to the Job Aid "Small Community Networking".
2. Check that "**Enable Faststart**" has not been used on the VoIP links within the Small Community Network.

Install Voicemail Pro at the Central System

1. Using IP Office Manager, receive the configuration of the central system.
2. Set the **License Server IP Address** to the address of the PC acting as the central system's Feature Key Server PC.
3. Install Voicemail Pro on the Voicemail Server PC attached to the central system. Refer to the Voicemail Installation & Administration Manual.
 - The installation process is the same as for normal non-centralized voicemail operation.
 - Test and confirm the voicemail installation by dialing ***17** at an extension on the central system.

Configure the Remote Systems Voicemail Settings

1. Receive the configuration of the remote system.
2. Set the **License Server IP Address** to the address of the PC acting as the remote system's Feature Key Server PC.
 - **WARNING:** This cannot be the same PC as the central system's Feature Key Server PC.
 - If the remote system doesn't use any licenses, enter 0.0.0.0.
3. Double-click on the **System** icon.
4. Select the **Voicemail** tab and set the following:
 - Set the **Voicemail Type** to **Line**.
 - Set the **Voicemail Destination** to the **Outgoing Group ID** set on the VPN line to the central system.
5. Load the configuration and reboot the remote IP Office.
6. Dial ***17** at an extension on the remote IP Office. The call should ring the Voicemail Pro server and then access the extensions mailbox.

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