



IP Office - Job Aid

Voicemail Pro Callback (Outcalling)

Summary

Voicemail callback is a service whereby the Voicemail Pro will call a specific number whenever the user receives a new voicemail message.

To use this service requires configuration of a callback start point on the Voicemail Pro and entry of a callback number through IP Office Manager.

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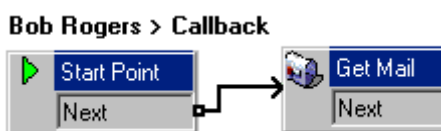
Introduction

Voicemail callback is a service whereby the Voicemail Pro will call a specific number whenever the user receives a new voicemail message.

To use this service requires configuration of a callback start point on the Voicemail Pro and entry of a callback number through IP Office Manager.

1. Setting Up the Callback Callflow

The callflow we have created below is a very simple example. In practice we could also include a menu that allows the user access to other features. For example access to a Play Configuration Menu action would allow the user to remotely change various mailbox settings including their callback number, see "Using a Play Configuration Menu Action" on page 4.



1. Under **Specific Start Points**, right-click on **Users** and select **Add**.
2. In the **Name** field enter the user's mailbox name. Select the **Callback** entry point and select **OK**.
3. Within select **Callback**.
4. Add a **Get Mail** action and under the **Specific** tab, in **Mailbox** enter the user's name again or extension number.
 - **IMPORTANT:** Record an entry prompt for the first action in the callback callflow. Experience with connection to some cell phone systems has revealed that this entry prompt may need to be up to 20 seconds in length.
5. Connect the **Start Point** and the **Get Mail** action.
6. Save and make live.




The Default Callback Start Point

In the example above we created a callback callflow for the individual users. The **Default Callback** start point can be used to create a default callback callflow for all users.

If the Default Callback start point is used, it must be designed so that users have to indicate which mailbox they are accessing. In the simple callflow used above, this can be done by entering ? in the **Mailbox** field of the **Get Mail** action.

2. Setting the User's Callback Number

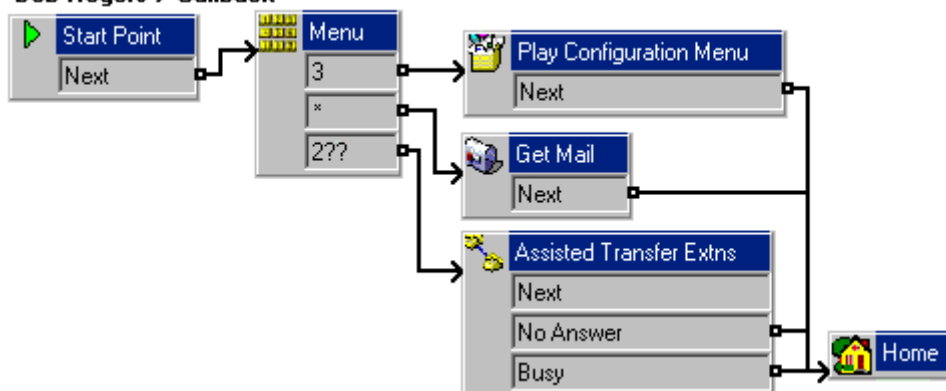
The callback number is initially set through IP Office Manager.


1. In Manager, click on  to receive the system's configuration.
2. Click on  **User** to display a list of existing users.
3. Double-click on the user for whom callback is being setup.
4. Select the **Voicemail** tab.
 - In **Voicemail Code** enter a pin code and confirm this in **Confirm Voicemail Code**.
5. Select the **Source Numbers** tab. Right-click and select add to add a new number.
 - **Callback Number:** Enter **P** followed by the destination telephone number. If your system requires an external dialing then that prefix must be included, for example **P901923555456**. If connecting to a cell phone or pager system that expects digits in separate sets, use , (comma) characters to add pauses to the telephone number dialing.
 - **Trusted Source:** If calls from the callback number include ICLID, you can set that number as a trusted source. In that case no request for the user's voicemail code is made following the callback. Enter V followed by the CLI displayed on calls from the callback number, eg. **V01923555456**.
6. Click on **OK**.
7. Click on  to send the configuration back to the IP Office. If the only changes made were to user settings, select **Merge Config**.

Using a Play Configuration Menu Action

The callback callflow below is more advanced than the previous example, see "1. Setting Up the Callback Callflow" on page 2. It allows the user to check messages, transfer themselves to another extension and to alter several aspects of their mailbox configuration.

Bob Rogers > Callback



Of main interest to a callback user is the  Play Configuration Menu action. This action allows the remote user to alter their extensions forwarding and voicemail operation. Option 9 in the menu played to the caller allows them to change the callback number.

To exit a **Get Mail** or **Play Configuration Menu** action and follow the callflow to the next action, the user should press 0.

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Avaya
Sterling Court
15 - 21 Mundells
Welwyn Garden City
Hertfordshire
AL7 1LZ
England.

Tel: +44 (0) 1707 392200
Fax: +44 (0) 1707 376933.

Email: contact@avaya.com
Web: <http://www.avaya.com>.