



IP Office™ Platform 9.1

Administering Avaya IP Office™
Platform Voicemail Pro

Notice

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

For full support, please see the complete document, Avaya Support Notices for Hardware Documentation, document number 03–600759.

For full support, please see the complete document, Avaya Support Notices for Software Documentation, document number 03–600758.

To locate this document on our website, simply go to <http://www.avaya.com/support> and search for the document number in the search box.

Documentation disclaimer

“Documentation” means information published by Avaya in varying mediums which may include product information, operating instructions and performance specifications that Avaya generally makes available to users of its products. Documentation does not include marketing materials. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of documentation unless such modifications, additions, or deletions were performed by Avaya. End User agrees to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

Link disclaimer

Avaya is not responsible for the contents or reliability of any linked websites referenced within this site or documentation provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

Warranty

Avaya provides a limited warranty on its hardware and Software (“Product(s)”). Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this Product while under warranty is available to Avaya customers and other parties through the Avaya Support website: <http://support.avaya.com>. Please note that if you acquired the Product(s) from an authorized Avaya Channel Partner outside of the United States and Canada, the warranty is provided to you by said Avaya Channel Partner and not by Avaya. “Software” means computer programs in object code, provided by Avaya or an Avaya Channel Partner, whether as stand-alone products or pre-installed on hardware products, and any upgrades, updates, bug fixes, or modified versions.

Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, [HTTP://SUPPORT.AVAYA.COM/LICENSEINFO](http://SUPPORT.AVAYA.COM/LICENSEINFO) ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AUTHORIZED AVAYA CHANNEL PARTNER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AUTHORIZED AVAYA CHANNEL PARTNER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA AUTHORIZED AVAYA CHANNEL PARTNER; AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS “YOU” AND “END USER”), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE (“AVAYA”).

Avaya grants you a license within the scope of the license types described below, with the exception of Heritage Nortel Software, for which the scope of the license is detailed below. Where the order documentation does not expressly identify a license type, the applicable license will be a Designated System License. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the documentation or other materials available to you. “Designated Processor” means a single stand-alone computing device. “Server” means a Designated Processor that hosts a software application to be accessed by multiple users.

License type(s)

Designated System(s) License (DS). End User may install and use each copy of the Software only on a number of Designated Processors up to the number indicated in the order. Avaya may require the Designated Processor(s) to be identified in the order by type, serial number, feature key, location or other specific designation, or to be provided by End User to Avaya through electronic means established by Avaya specifically for this purpose.

Concurrent User License (CU). End User may install and use the Software on multiple Designated Processors or one or more Servers, so long as only the licensed number of Units are accessing and using the Software at any given time. A “Unit” means the unit on which Avaya, at its sole discretion, bases the pricing of its licenses and can be, without limitation, an agent, port or user, an e-mail or voice mail account in the name of a person or corporate function (e.g., webmaster or helpdesk), or a directory entry in the administrative database utilized by the Software that permits one user to interface with the Software. Units may be linked to a specific, identified Server.

Database License (DL). End User may install and use each copy of the Software on one Server or on multiple Servers provided that each of the Servers on which the Software is installed communicates with no more than a single instance of the same database.

CPU License (CP). End User may install and use each copy of the Software on a number of Servers up to the number indicated in the order provided that the performance capacity of the Server(s) does not exceed the performance capacity specified for the Software. End User may not reinstall or operate the Software on Server(s) with a larger performance capacity without Avaya's prior consent and payment of an upgrade fee.

Named User License (NU). You may: (i) install and use the Software on a single Designated Processor or Server per authorized Named User (defined below); or (ii) install and use the Software on a Server so long as only authorized Named Users access and use the Software. "Named User", means a user or device that has been expressly authorized by Avaya to access and use the Software. At Avaya's sole discretion, a "Named User" may be, without limitation, designated by name, corporate function (e.g., webmaster or helpdesk), an e-mail or voice mail account in the name of a person or corporate function, or a directory entry in the administrative database utilized by the Software that permits one user to interface with the Software.

Shrinkwrap License (SR). You may install and use the Software in accordance with the terms and conditions of the applicable license agreements, such as "shrinkwrap" or "clickthrough" license accompanying or applicable to the Software ("Shrinkwrap License").

Heritage Nortel Software

"Heritage Nortel Software" means the software that was acquired by Avaya as part of its purchase of the Nortel Enterprise Solutions Business in December 2009. The Heritage Nortel Software currently available for license from Avaya is the software contained within the list of Heritage Nortel Products located at <http://support.avaya.com/LicenseInfo> under the link "Heritage Nortel Products". For Heritage Nortel Software, Avaya grants Customer a license to use Heritage Nortel Software provided hereunder solely to the extent of the authorized activation or authorized usage level, solely for the purpose specified in the Documentation, and solely as embedded in, for execution on, or (in the event the applicable Documentation permits installation on non-Avaya equipment) for communication with Avaya equipment. Charges for Heritage Nortel Software may be based on extent of activation or use authorized as specified in an order or invoice.

Copyright

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, or hardware provided by Avaya. All content on this site, the documentation and the Product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

Virtualization

Each vAppliance will have its own ordering code. Note that each instance of a vAppliance must be separately ordered. If the end user customer or Avaya channel partner would like to install two of the same type of vAppliances, then two vAppliances of that type must be ordered.

Each Product has its own ordering code. Note that each instance of a Product must be separately licensed and ordered. "Instance" means one unique copy of the Software. For example, if the end user customer or Avaya channel partner would like to install two instances of the same type of Products, then two Products of that type must be ordered.

Third Party Components

"Third Party Components" mean certain software programs or portions thereof included in the Software that may contain software (including open source software) distributed under third party agreements ("Third Party Components"), which contain terms regarding the rights to use certain portions of the Software ("Third Party Terms"). Information regarding distributed Linux OS source code (for those Products that have distributed Linux OS source code) and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply is available in the Documentation or on Avaya's website at: <http://support.avaya.com/Copyright>. You agree to the Third Party Terms for any such Third Party Components.

Note to Service Provider

The Product may use Third Party Components that have Third Party Terms that do not allow hosting and may need to be independently licensed for such purpose.

Preventing Toll Fraud

"Toll Fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of Toll Fraud associated with your system and that, if Toll Fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya Toll Fraud intervention

If you suspect that you are being victimized by Toll Fraud and you need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support website: <http://support.avaya.com>. Suspected security vulnerabilities with Avaya products should be reported to Avaya by sending mail to: securityalerts@avaya.com.

Trademarks

The trademarks, logos and service marks ("Marks") displayed on this site, the Documentation and Product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the Documentation and Product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party.

Avaya is a registered trademark of Avaya Inc.

All non-Avaya trademarks are the property of their respective owners. Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries.

Downloading Documentation

For the most current versions of Documentation, see the Avaya Support website: <http://support.avaya.com>.

Contact Avaya Support

See the Avaya Support website: <http://support.avaya.com> for product notices and articles, or to report a problem with your Avaya product. For a list of support telephone numbers and contact addresses, go to the Avaya Support website: <http://support.avaya.com>, scroll to the bottom of the page, and select Contact Avaya Support.

Contents

1. Voicemail Pro Administration

1.1 New in Voicemail Pro 9.1.....	11
1.2 Supported Languages.....	13
1.3 Number of Simultaneous Users.....	14
1.4 Linux Server Support.....	14
1.4.1 UC Module Voicemail Pro.....	15
1.5 Voicemail Pro Licenses.....	16

2. Using the Voicemail Pro Client

2.1 Installing the Client.....	20
2.2 Logging in to the Voicemail Pro Server.....	20
2.2.1 Confirm Call Flow Download Window.....	22
2.2.2 Continue Offline Message Window.....	23
2.3 The Main Voicemail Pro Window.....	24
2.4 Logging Out.....	25
2.5 Voicemail Shutdown or Suspend.....	25
2.6 Changing Between Offline and Online Mode.....	27
2.7 Administrator Accounts.....	28
2.7.1 Changing Password.....	28
2.7.2 Editing Local Admin Accounts.....	28
2.7.3 Editing IP Office Security Users.....	31
2.8 Configuring Failback Option.....	32
2.9 Saving Changes.....	32
2.10 Including Other Files.....	33
2.11 Importing or Exporting Data.....	34
2.11.1 Importing Data.....	34
2.11.2 Exporting Data.....	36
2.12 Closing Down.....	36
2.13 Using the Navigation and Details Panes.....	38
2.13.1 Users / Groups.....	39
2.13.2 Voicemail Pro Administrators.....	45
2.13.3 Server Queues.....	46
2.13.4 Distributed Voicemails.....	49
2.13.5 Eventing Notification.....	50
2.14 Toolbar Icons.....	50
2.15 Viewing Call Flows as Text.....	51
2.16 Backup and Restore Functions.....	52
2.16.1 Immediate Backups.....	52
2.16.2 Scheduling Backups.....	54
2.16.3 Restoring backups.....	56
2.17 About.....	58

3. Conditions

3.1 Using the Condition Editor.....	63
3.2 Calendar.....	65
3.3 Week Planner.....	66
3.4 Condition.....	67
3.5 Compare.....	68
3.6 Example Call Flow.....	69

4. Start Points and Modules

4.1 Default Start Points.....	74
4.2 Using Start Points.....	75
4.3 Creating Modules.....	76
4.3.1 Running a Module.....	76

5. Variables

5.1 Call Variables.....	80
5.1.1 Using Variables in File Names.....	82
5.1.2 Speaking Variables to Callers.....	82
5.1.3 Using a User Variable as a Call Variable.....	82
5.2 User Variables.....	83
5.2.1 Managing User Variables.....	83
5.2.2 Using a User Variable as a Call Variable.....	84
5.2.3 Branching a Call Flow Using a Variable.....	84

6. Callflow Actions

6.1 Connections.....	87
6.2 Available Actions.....	88
6.3 Standard Action Tabs.....	91
6.3.1 General.....	91
6.3.2 Entry Prompts.....	92
6.3.3 Specific.....	95
6.3.4 Reporting.....	95
6.3.5 Results.....	97
6.4 Start Action.....	98
6.5 Basic Actions.....	99
6.5.1 Generic.....	99
6.5.2 Speak Text.....	111
6.5.3 Menu.....	115
6.5.4 Goto.....	117
6.5.5 Disconnect.....	118
6.5.6 Home.....	118
6.5.7 Module Return.....	118
6.6 Mailbox Actions.....	119
6.6.1 Get Mail.....	120
6.6.2 Leave Mail.....	122
6.6.3 Listen.....	123
6.6.4 Voice Question.....	124
6.6.5 Campaign.....	125
6.7 Configuration Actions.....	126
6.7.1 Edit Play List.....	126
6.7.2 Record Name.....	127
6.7.3 Personal Options Menu.....	128
6.7.4 Select System Prompt Language.....	130
6.8 Telephony Actions.....	131
6.8.1 Variable Routing.....	132
6.8.2 Route Incoming Call.....	133
6.8.3 Route by Call Status.....	133
6.8.4 Transfer.....	134
6.8.5 Whisper.....	135
6.8.6 Call List.....	137
6.8.7 Dial by Name.....	138
6.8.8 Assisted Transfer.....	139
6.8.9 Alphanumeric Collection.....	141
6.8.10 Park and Page.....	143
6.8.11 Predictive Call Script.....	145
6.9 Miscellaneous Actions.....	148
6.9.1 eMail.....	149
6.9.2 Open Door.....	150
6.9.3 Alarm Set.....	151
6.9.4 Clock.....	153
6.9.5 Post Dial.....	154
6.9.6 VB Script.....	155

6.9.7 Remote Call Flow.....	156	8.5.4 Out of Hours Operation.....	216
6.10 Condition Actions.....	157	8.5.5 Configuring Announcements.....	217
6.10.1 Test Condition.....	157	8.5.6 Customizing Announcements.....	219
6.10.2 Set User Variable.....	158	8.5.7 Hunt Group Queuing.....	220
6.10.3 Test User Variable.....	159	8.5.8 Customizing a Hunt Group Call Flow.....	221
6.10.4 Test Variable.....	160	8.6 Mailbox Management.....	223
6.10.5 Increment and Test Counter.....	162	8.6.1 Disabling a Mailbox.....	226
6.10.6 Decrement and Test Counter.....	163	8.6.2 Clearing a Mailbox.....	227
6.11 Database Actions.....	164	8.6.3 Mailbox Outcalling Settings.....	228
6.11.1 Database Open.....	164	8.6.4 Personal Distribution Lists.....	230
6.11.2 Database Execute.....	165	8.7 Remote Voicemail Notification.....	231
6.11.3 Database Get Data.....	166	8.7.1 Callback.....	232
6.11.4 Database Close.....	167	8.7.2 Outcalling.....	234
6.12 Queue Actions.....	168		
6.12.1 Queue ETA.....	169	9. Administration	
6.12.2 Queue Position.....	170	9.1 Routing Calls to Voicemail.....	238
7. System Preferences		9.1.1 Routing Calls to Voicemail.....	239
7.1 General.....	175	9.1.2 Forward Unconditional to Voicemail.....	239
7.2 Directories.....	176	9.1.3 Transferring Calls to Voicemail.....	239
7.3 Email.....	177	9.1.4 Using Short Codes to Access Voicemail.....	240
7.3.1 MAPI Service.....	177	9.1.5 Using VM: to Access Voicemail.....	241
7.3.2 MAPI.....	177	9.1.6 Voicemail Telephone Numbers.....	242
7.3.3 SMTP Sender.....	178	9.1.7 Example Call Flow.....	243
7.3.4 SMTP Receiver.....	181	9.2 Recording Calls.....	245
7.4 Housekeeping.....	183	9.2.1 Call Recording Warning.....	246
7.5 SNMP Alarm.....	185	9.2.2 Setting the maximum recording length.....	247
7.6 Outcalling.....	186	9.2.3 Voice Recording Library.....	248
7.7 Voicemail Recording.....	187	9.2.4 Manual Call Recording.....	251
7.8 Backup & Restore.....	188	9.2.5 Automatic Call Recording.....	255
7.9 Syslog.....	188	9.3 Announcements.....	261
7.10 VPNM.....	190	9.3.1 Mandatory Announcement Example.....	261
8. Mailbox Access and Configuration		9.3.2 Personal Announcements.....	262
8.1 Message Waiting Indication.....	194	9.4 Support for Callers with Impaired Hearing.....	263
8.1.1 Other User MWI.....	194	9.4.1 Installing Voicemail Pro TTY Prompts.....	264
8.1.2 Hunt Group MWI.....	195	9.4.2 Changing User Locale.....	264
8.2 Mailbox Passwords.....	196	9.4.3 Advice for Mailbox Owners Using a TTY Device.....	264
8.2.1 Password Rules Enforcement.....	196	9.4.4 Changing the Language Setting for a TTY Device.....	265
8.3 User Voicemail Access.....	196	9.5 Changing Language.....	267
8.3.1 Creating a Voicemail Collect Button.....	198	9.5.1 Changing the Language of System Prompts....	268
8.3.2 Creating a Visual Voice Button.....	198	9.5.2 Changing the Language of Custom Prompts....	269
8.3.3 Giving Users Access from Any Extension.....	199	9.6 Mobile Twinning.....	270
8.3.4 Giving Users Access from an External Location.....	200	9.6.1 Example Call Flow.....	271
8.3.5 Creating a Trusted Location.....	200	9.7 Support for Outbound Contact Express.....	274
8.4 Mailbox Access Methods.....	201	9.7.1 Messages.....	274
8.4.1 Short Code Controls.....	202	9.7.2 Hold Message.....	275
8.4.2 Intuity Mode.....	203	9.7.3 Agent-Initiated Messages.....	275
8.4.3 IP Office Mode.....	204	9.7.4 Virtual Agent Messages.....	275
8.4.4 one-X Portal for IP Office.....	205	9.7.5 Creating Messages.....	275
8.4.5 Visual Voice.....	206	9.8 Managing the Disk Space.....	276
8.4.6 UMS Web Voicemail.....	207	9.9 International Time Zone support.....	277
8.4.7 UMS IMAP.....	210		
8.4.8 UMS Exchange Integration.....	211	10.Using Web Management	
8.5 Hunt Group Voicemail.....	211	10.1 Configuring Server Preferences.....	283
8.5.1 Message Waiting Indication.....	213	10.1.1 General.....	283
8.5.2 Configuring Group Broadcast.....	214	10.1.2 Email.....	285
8.5.3 Using a Short Code to Collect Voicemail.....	215	10.1.3 Housekeeping.....	289
		10.1.4 SNMP Alarm.....	291

10.1.5 Outcalling.....	292	13.3 SFTP Host Key Verification.....	375
10.1.6 Voicemail Recording.....	293	13.4 Prompts.....	375
10.1.7 Syslog.....	293	13.4.1 US English Intuity Prompts.....	375
10.1.8 Alarms.....	294	13.4.2 English Non-Intuity Prompts.....	390
10.1.9 User Group.....	295	13.5 Glossary.....	396
10.2 Custom Prompt Management.....	295	13.5.1 Centralized Voicemail Pro Server.....	396
10.2.1 Uploading Prompts.....	297	13.5.2 Distributed Voicemail Server.....	396
10.2.2 Copying a Prompt.....	297	13.5.3 MAPI.....	396
10.2.3 Renaming a Prompt.....	297	13.5.4 SNTP.....	396
10.2.4 Deleting Custom Prompts.....	298	13.5.5 VPNM.....	396
10.2.5 Retrieving a Deleted Prompt.....	298	13.5.6 VRL.....	396
10.2.6 Create a New Folder.....	298		
10.2.7 Renaming a Folder.....	299	14.Document History	
10.3 Backup and Restore.....	299	Index	399
10.3.1 Backing Up Using Web Managment.....	299		
10.3.2 Restoring a Backup Using Web Management.....	299		
10.4 Editing Call Flows.....	300		
10.5 Downloading the Windows Client.....	300		
11.Voicemail Pro Examples			
11.1 Using VB Script.....	302		
11.1.1 VBScript Properties.....	304		
11.1.2 VBScript Methods.....	310		
11.2 Database Connection.....	325		
11.2.1 Example Database Scenario.....	326		
11.3 Dial by Name.....	334		
11.3.1 Example Call Flow.....	335		
11.3.2 Adding a Record Name Module.....	336		
11.3.3 Using the Name Table.....	337		
11.3.4 Changing Full Names.....	337		
11.4 Campaigns.....	338		
11.4.1 Managing Campaigns.....	339		
11.4.2 Accessing Campaign Results.....	343		
11.5 Fax Server Configuration.....	348		
11.5.1 Fax Server Configuration.....	349		
11.5.2 Setting the Voicemail Pro System Fax Number.....	350		
11.5.3 Setting up Fax Forwarding.....	352		
11.5.4 Setting Up a User Defined Fax Number.....	352		
11.5.5 Routing Fax Calls Using a Menu Action.....	353		
11.5.6 Configuring an Analog Extension Number for Fax Use.....	354		
11.5.7 Castelle Fax Server.....	355		
11.6 Using the Speak Text Action.....	355		
11.6.1 Text to Speech SAPI and SSML Controls.....	357		
11.6.2 Setting Up Text To Speech to Read Email.....	362		
12.Exchange Server Integration			
12.1 Exchange Server Configuration.....	366		
12.2 Voicemail Pro Configuration.....	369		
12.3 User Configuration.....	370		
12.3.1 Exchange User Configuration.....	370		
12.3.2 IP Office User Configuration.....	371		
12.4 Exchange Mailbox Operation.....	372		
13.Appendix			
13.1 SMTP Logging.....	374		
13.2 Voicemail Pro Syslogs.....	375		

Chapter 1.

Voicemail Pro Administration

1. Voicemail Pro Administration

This manual covers general Voicemail Pro administration. Due to the flexibility of the product it is not exhaustive, but it provides examples for most aspect of voicemail server configuration and usage. It is mainly focussed on the use of the Windows Voicemail Pro client application to configure and manage the voicemail server. However, aspects of administration that can be performed through the [web management](#)^[282] interface on a Linux based server are also covered.

1.1 New in Voicemail Pro 9.1

The following is a summary of the new features and changes in Voicemail Pro 9.1.

- **Security User Access Control**^[314]

Access to the voicemail server configuration can now be assigned to IP Office service users through the security configuration of the IP Office system. This removes the need to configure additional local voicemail administrator accounts on the voicemail server.

- **Removal of Advance Edition License**

For IP Office Release 9.1, the **Advanced Edition** license is no longer available.

- The voicemail database access and VBScript features are now enabled by the IP Office Preferred Edition license.
- On new systems, Generic TTS and VRL support are enabled using the specific license for those feature. However, for systems upgraded to release 9.1, any existing **Advanced Edition** license still enables 8 generic TTS port for use with Speak Text actions and also VRL support.

- **Support for A-Law/<ULAW%> Recordings**

The voicemail server now supports and stores recording from the telephone system using the companding format (A-Law or <ULAW%>) to which the telephone system is configured.

- This results in smaller files compared to the previous non-compressed PCM format. For example, a 1 minute recording is now approximately 0.5MB rather than 1MB.
- This new format is used for all recordings made via the telephone system. That includes the recording of names, greetings etc from a phone.
- The previous non-compressed PCM format is still supported and existing recordings in that format are not converted.
- Recordings made from a PC using the Voicemail Pro client still use the non-compressed PCM format.

- **IP Office Server Edition Dual Voicemail Pro**

For IP Office Server Edition systems with secondary server, the voicemail service on that secondary can be used to provide fallback resilience for the voicemail service on the primary. For IP Office Release 9.1, for systems running in IP Office Select mode, both voicemail servers can be used to provide voicemail services at the same time.

- The voicemail services on each server regularly synchronize their voicemail server configuration and recordings (messages, prompts, names, etc).
- Each server uses its own voicemail service when it or any users that is hosts requires voicemail.
- For each expansion system, you can configure which of the servers it should use when it or any users it hosts requires voicemail.
- The two voicemail servers still provide fallback resilience for each other.

- **Outcalling Control**^[235]

The option to enable or disable Intuity mailbox outcalling system-wide is now available to all systems. It is set by the **Control Outcalling** option in the IP Office system configuration (**System | Voicemail**).

- **Mailbox Password Control**^[196]

Control of the minimum mailbox password length and whether complexity requirements are applied to the passwords is now set through the IP Office system configuration. These settings are applied to all voicemail modes and to all methods of setting the voicemail password.

- **Message Waiting Indication for Other User Mailboxes**^[194]

A user can now be configured to received message waiting indication for new messages in another user's mailbox. When configured, the user's existing MWI methods are enabled for the other mailbox and the other user name appears in the user's Visual Voice display.

- **Visual Voice Button for Other Mailboxes**^[198]

Dedicated Visual Voice buttons for another user or hunt group mailbox can be programmed. The button provides message waiting indication for that mailbox. When pressed, it goes to the Visual Voice display for that other mailbox. The button can also be used for direct voicemail transfer of a call to the other mailbox.

Linux Web Management Enhancements

A number of enhancement have been made to the server web management menus.

- [System Preferences Configuration](#) ^[283]

The voicemail server preferences can now be accessed and set through the server web management menus.

- [Selected Mailbox Backups](#) ^[299]

For Linux based voicemail server, the backup options provided through the server's web management menus now include an options for backing up the messages and recordings of a selected set of mailboxes rather than all mailboxes.

- [Linux Server Custom Prompt Management](#) ^[295]

The Linux server web management menus now include a file manager for uploading and downloading files from the server. For the voicemail server, this allows access to the custom prompts folder used by the server and management of the files in that folder.

- [Exchange Integration using Enterprise Web Services \(EWS\)](#) ^[285]

<<<??>>>

1.2 Supported Languages

By default the prompts installed match the installer language selection plus English. If other languages are required they need to be selected by doing a custom installation. The Voicemail Pro prompts that are available for installation are listed in the table below. The availability of a language in voicemail does not necessarily indicate support for IP Office in a country that uses that language.

Language	WAV Folder	Fallback Selection	TTS Windows	TTS Linux
Brazilian Portuguese	ptb	> pt > en.	✓	✓
Chinese (Cantonese)	zzh	> en > enu.	✓	✗
Chinese (Mandarin)	ch	> en > enu.	✓	✓
Danish	da	> en.	✓	✓
Dutch	nl	> en.	✓	✓
English UK	en	> en.	✓	✓
English US	enu	> en.	✓	✓
Finnish	fi	> en.	✓	✓
French	fr	> frc > en.	✓	✓
French Canadian	frc	> fr > enu > en.	✓	✓
German	de	> en.	✓	✓
Greek	el	> en.	✓	✓
Hungarian	hu	> en.	✗	✗
Italian	it	> en.	✓	✓
Korean	ko	> en.	✓	✗
Latin Spanish	eso	> es > enu > en.	✓	✓
Norwegian	no	> en.	✓	✓
Polish	pl	> en.	✓	✓
Portuguese	pt	> ptb > en.	✓	✓
Russian	ru	> en.	✓	✓
Spanish	es	> eso > en.	✓	✓
Swedish	sv	> en.	✓	✓
Turkish	trk	> en.	✗	✗

When the IP Office routes a call to the Voicemail Pro server it indicates the locale for which matching prompts should be provided if available. Within the IP Office configuration, a locale is always set for the system. However differing locales can be set for each user, incoming call route and for short codes in addition to the default system locale.

The locale sent to the Voicemail Pro server by the IP Office is determined as follows:

Locale Source	Usage
Short Code Locale	The short code locale, if set, is used if the call is routed to voicemail using the short code.
System Locale	If no user or incoming call route locale is set system locale is used unless overridden by a short code locale.
Incoming Call Route Locale	The incoming call route locale, if set, is used if caller is external.
User Locale	The user locale, if set, is used if the caller is internal.

If the prompts matching the IP Office locale are not available, the Voicemail Pro server will provide prompts from a fallback language if available. The table of languages above lists the order of fallback selection.

If required, the language provided by a voicemail call flow can be changed using a  [Select System Prompt Language](#) ^[130] action.

TTY Teletype Prompts

TTY (Teletype (Textphone)) is included in the list of languages that can be installed. TTY is a text-based system that is used to provide services to users with impaired hearing. See [Support for Callers with Impaired Hearing](#) ^[263].

International Character Set

If you enter text that uses non-English characters, enter the text within quotes for the system to display it correctly. For example, enter "Fonctionnalités de recherche sur le Web" for *Fonctionnalités de recherche sur le Web* and "Maps für Handys" for *Maps für Handys*.

1.3 Number of Simultaneous Users

All connections between the Voicemail Pro server and the IP Office are established through LAN using data channels. The maximum number of data channels that can be simultaneously used for voicemail operation are shown below.

IP Office	Maximum number of data ports	Maximum number of users
IP500	40	384
IP500 V2	40	384
IP500 V2 with Unified Communications Module	20 ^[1]	384
Server Edition	150	1500

The actual number of simultaneous users is determined by the [licenses for Voicemail Pro](#)^[16] added to the IP Office configuration. Note also that some specific functions can have voicemail channels reserved for their use or can have channel restrictions.

1. If you are using Voicemail Pro installed on Unified Communications Module, see [Number of Simultaneous Users on UC Module Voicemail Pro](#)^[15].

1.4 Linux Server Support

A Voicemail Pro server is one of the Linux components that are installed as part of the IP Office Application Server installation. That process is covered separately in the IP Office Application Server documentation. However, configuration and administration of that server is still performed using the Windows based Voicemail Pro client application.

When logged into the Voicemail Pro server using the Voicemail Pro client, the unsupported features listed as follows are grayed out or hidden. If the features are present in an imported call flow, the call flow will not function and calls attempting to use these features will be disconnected.

For Voicemail Pro server running on the IP Office Application Server, the following Voicemail Pro features are **not supported**:

- VB Scripting.
- UMS Web Voicemail.
However access via IMAP and one-X Portal are available as alternatives.
- VPNM.
- 3rd Party Database Integration.

When you log on to Voicemail Pro server using the Voicemail Pro client, the system disables the features not supported by Voicemail Pro. These features do not function even if they are present in an imported or restored call flow and the system disconnects the calls attempting to use these features.

Voicemail Pro on Linux does not support the following call flow actions:

- Database Open
- Database Execute
- Database Get Data
- Database Close
- VBScript

For Small Community Network scenarios where multiple Voicemail Pro servers are present, for example distributed and backup server, a mix of Linux-based and Windows-based servers are supported.

1.4.1 UC Module Voicemail Pro

A Linux-based Voicemail Pro server is pre-installed on Unified Communications Module. However, the following behaviors of a Voicemail Pro server installed on Unified Communications Module are different from a standard Linux-based Voicemail Pro server.

Supported Languages

Only the English US and English UK languages are supported for Text to Speech (TTS).

Accessing Voicemail Pro Server

To access the Voicemail Pro server running on Unified Communications Module, use the IP address or the DNS name of the Unified Communications Module.

Backup and Restore Settings

Backup files can be saved on a USB storage. The available file paths for the USB storage are */media/sdb1* and */media/sdc1*. As the storage space available on UC Module SSD is limited and primarily required for saving call recordings, use a USB storage for the backups.

Default Debug Level

The default general system preference for the **Debug Level** is **Critical**.

Number of Simultaneous Users

The maximum number of data channels that can be simultaneously used for voicemail operation is 40. However, if one-X is also enabled on Unified Communications Module, the maximum number of data channels that can be used simultaneously may reduce to 20.

Storage Space for Call Recordings

Voicemail call recordings use an approximate storage space of 1Mb for each minute of recording. Therefore, the available storage space on UC Module SSD is limited to an estimated maximum of 400 hours of call recordings. Consider this fact if you plan to use the Voicemail Pro server installed on Unified Communications Module for centralized voicemail.

1.5 Voicemail Pro Licenses

The [Help | About](#)  screen in the Voicemail Pro client can be used to check which IP Office the Voicemail Pro server is working and the licenses it has received from that IP Office.

The license keys are entered into the IP Office configuration using the IP Office Manager. If the Voicemail Pro server is installed without licenses, it will run for 2 hours and then shutdown.

Chapter 2.

Using the Voicemail Pro Client

2. Using the Voicemail Pro Client

2.1 Installing the Client

The Voicemail Pro client is a Windows application.

Windows Based Servers

For Windows based servers, a copy of the Voicemail Pro client is installed by default on the voicemail server. That copy of the client can then be used to manager and configure the voicemail server.

If an additional client is required, it can be installed from the same software package used to install the server. Start the installer and when prompted for the type of installation select **Voicemail Pro Client - Only**.

Linux Based Servers

To download the client from a Linux server:

For Linux base voicemail servers, a copy of the installer for the Voicemail Pro client can be downloaded from the server. This can then be installed on a Windows PC.

1. Using a browser, login to the server's web management menus.
2. On the **Solutions** page, click on the ☰ icon next to the server and select **Platform View**.
3. In the platform view, click on the **App Center** tab.
4. Download and install the Voicemail Pro client package.

2.2 Logging in to the Voicemail Pro Server

Having [installed the client](#) ^[20], you can use it to login to the voicemail server. To do that you will also need an [administrator account](#) ^[28] name and password.

Windows Based Servers

If you start the Voicemail Pro client on the same computer as the Voicemail Pro server, the system will automatically load the settings to manage that server. You will have full access to all the servers settings, you do not need to login with an [administrator account](#) ^[28] name and password. You can [change to offline mode](#) ^[27] if required or select to login to a remote server using the process below.

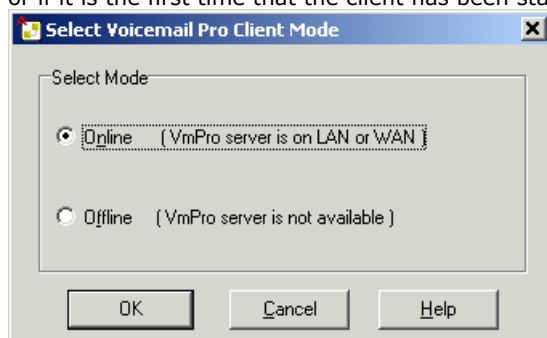
To connect to a remote Voicemail Pro server you will need to login using the name and password of an [administrator account](#) ^[28] already configured on that server. The default account user name is **Administrator** with password **Administrator**. After logging in with this account you should change the password from that default value.

Linux Based Servers

Linux based Voicemail Pro servers can only be accessed remotely. This accessed is controlled by the security configuration of the IP Office system to which the voicemail server is connected. By default only the IP Office Administrator has access to the voicemail server. However, you can use the IP Office's security setting to configure access for other accounts.

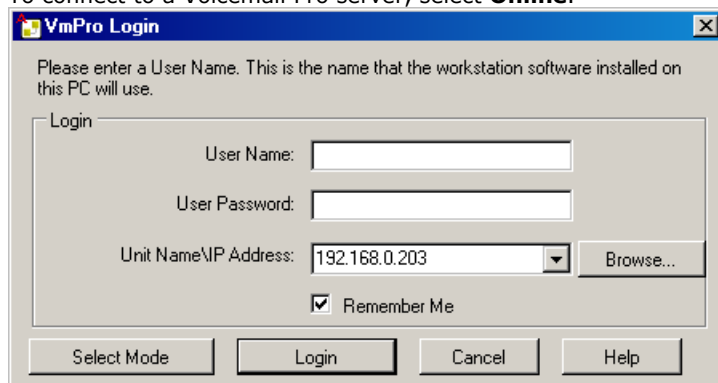
To login the Voicemail Pro client:

1. From the **Start** menu, select **Programs | IP Office | Voicemail Pro Client**.
2. The Voicemail Pro Client window opens.
 - If the client has been started before, it will start in the same mode as it used previously. If it fails to do that or if it is the first time that the client has been started, the select mode menu is displayed.



- Select either of the **Offline** modes to [import and export](#) ^[34] voicemail call flow and module files without being connected to any Voicemail Pro server. In the **Offline mode for Linux**, those call flow options not supported by a Linux base Voicemail Pro server are grayed out.

- To connect to a Voicemail Pro server, select **Online**.



VmPro Login

Please enter a User Name. This is the name that the workstation software installed on this PC will use.

Login

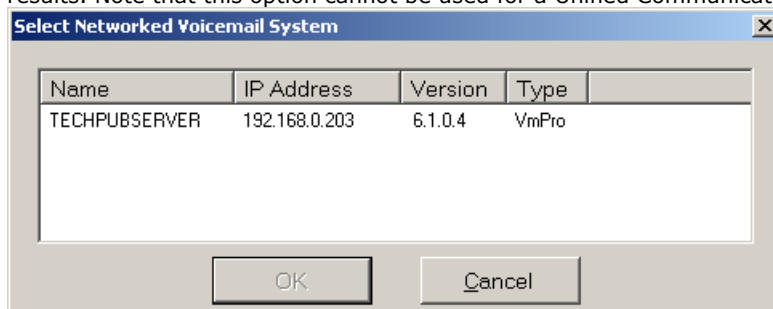
User Name:

User Password:

Unit Name/IP Address:

☒ Remember Me

- Enter the name and password for an administrator account.
- In the **Unit Name\IP Address** field enter the DNS name or the IP address of the Voicemail Pro server.
Note: If you are connecting to a Voicemail Pro server installed on Unified Communications Module, see [Accessing UC Module Voicemail Pro](#) [15].
- Alternatively, click on **Browse** to search the local network for a server and select a server from the results. Note that this option cannot be used for a Unified Communications Module.

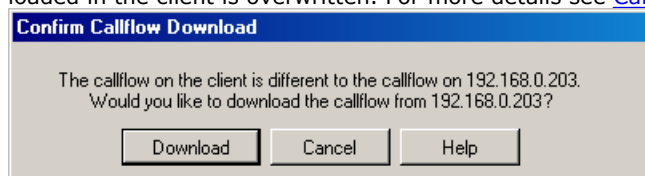


Select Networked Voicemail System

Name	IP Address	Version	Type
TECHPUBSERVER	192.168.0.203	6.1.0.4	VmPro

- To log in automatically to the selected Voicemail Pro server when you launch Voicemail Pro client next time, select the **Remember Me** check box.

3. If connected to a remote server, the following window opens up. If you select **Download**, any call flow currently loaded in the client is overwritten. For more details see [Callflow Download](#) [22].



Confirm Callflow Download

The callflow on the client is different to the callflow on 192.168.0.203.
Would you like to download the callflow from 192.168.0.203?

4. If this is the first time that the Voicemail Pro server has been logged into, you should first change the default remote access account.

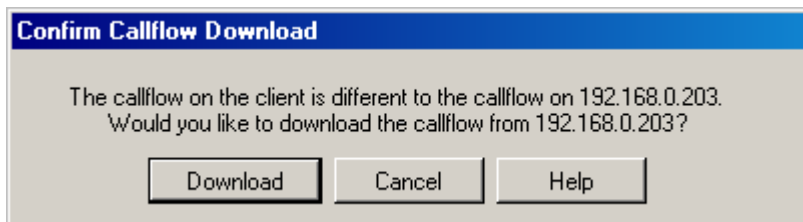
- If you logged in remotely using the default account, select **File | Change Password**.
- If you logged in locally, select **Voicemail Pro Administrators** in the navigation panel.

2.2.1 Confirm Call Flow Download Window

When you connect to a server across a LAN or WAN to view or modify the call flow on the server, a check is made to see if the call flow that is stored locally on the client is the same. The call flow on the server might be different to the call flow on the client because:

- The local call flow is older than the version on the server, for example if the call flow on the server has been modified by another Client connection.
- The local call flow is newer than the version on the server, for example if the call flow on the server has been worked on while the local Client was being used in offline mode.
- The local call flow is from a different server, for example if you are connecting to a different server to the one from which the call flow was previously downloaded.

If the call flow is the same, no data will need to be copied from the server to the client. If the call flow is different you can choose to download the call flow from the server or to use the local call flow.



- **Download**
Click to download the call flow from the server.
- **Cancel**
Click this if you do not want to download the call flow from the server.

To upload the local call flow to the server, use the **Save** or **Save and Make Live** options from the **File** menu. See [Saving Changes and Making them Live](#)³².

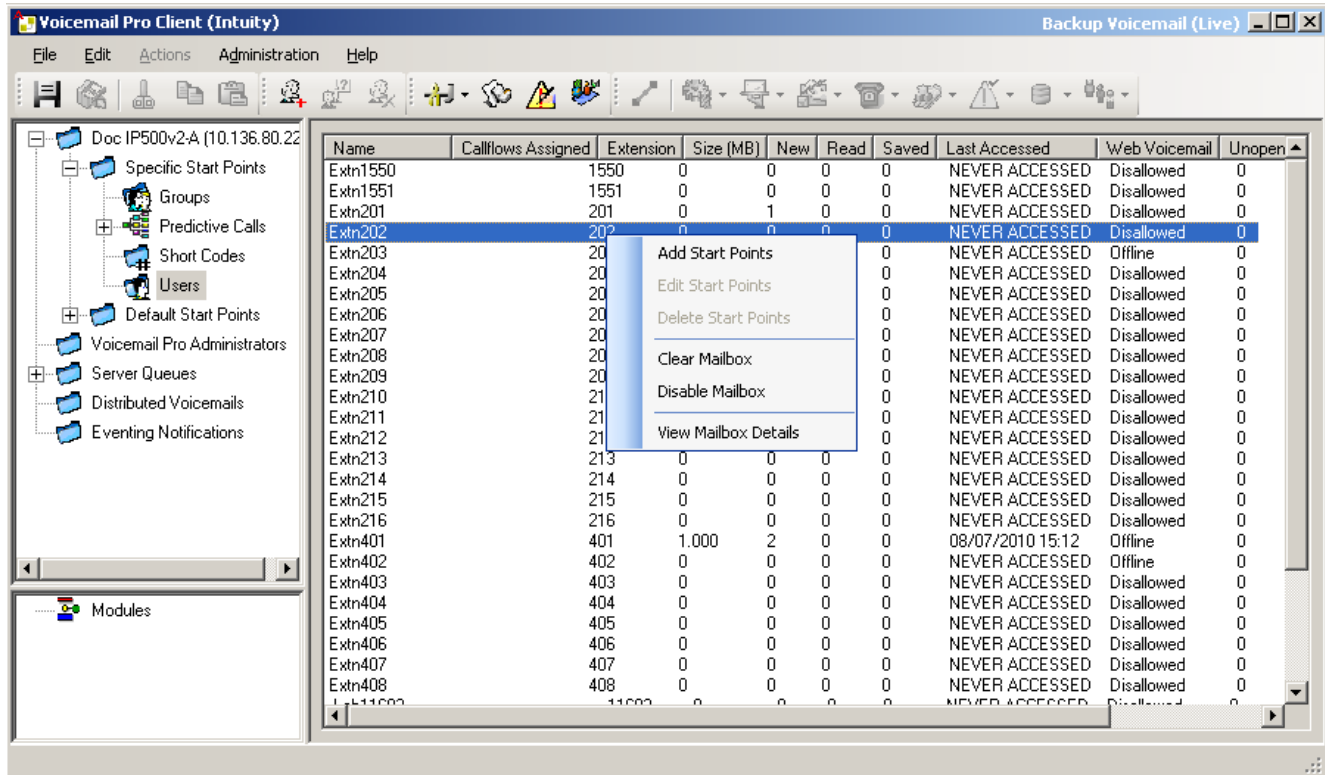
2.2.2 Continue Offline Message Window

Only one Voicemail Pro client can be connected to a Voicemail Pro server at any time. To prevent an idle client session from blocking the server, a Client/Server Connection Timeout (mins) setting is used to disconnect the idle client session. By default, the timeout is set to 5 minutes.

If your Voicemail Pro client session has timed out, the Voicemail Pro client will prompt you whether to re-establish the session or close. You are then able to continue working in offline mode or to close the client.

2.3 The Main Voicemail Pro Window

The Voicemail Pro Client is a Windows interface used to customize the Voicemail Pro Server.



The parts of the Voicemail Pro Client window are:

- **Title Bar** ^[20]
The title bar indicates the telephony interface that is being used, namely IP Office or Intuity. If you are working offline, the title bar displays *Offline*. If you are working online, the name of the connected server is displayed.
- **Toolbar** ^[50]
The toolbar across the top of the window provides access to the Voicemail Pro options via icons instead of the menus.
- **Navigation Pane** ^[38]
The upper left Navigation pane contains an expandable/collapsible list of customizable voicemail start points.
- **Modules** ^[76]
The lower left Navigation pane contains a library of voicemail modules.
- **Details Pane** ^[38]
The details pane shows information relating to the option selected in the left-hand panel.

2.4 Logging Out

It can be useful to connect to a system to download the current system configuration and then disconnect and make changes offline. You can then test configuration changes offline before applying them to a live system.

To log out:

1. From the **File** menu, select **Log Out**.
2. You are logged out of the Voicemail Pro server and placed in offline mode. You can either make configuration changes offline and then log back in when you are ready or log on to a different server to work. See [Logging in to the Voicemail Pro Server](#) ²⁰.

Note: Logging out is not the same as closing down with the Exit option. See [Closing Down](#) ³⁶.

2.5 Voicemail Shutdown or Suspend

You can request that the Voicemail Pro server either shuts down or is suspended:

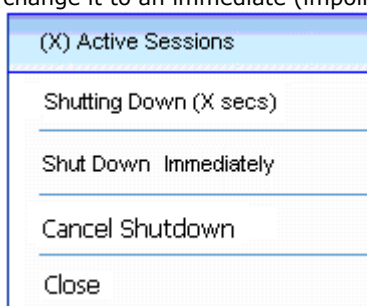
- **Suspend**
The IP Office will stop sending calls to the Voicemail Pro server until it receives an instruction to resume voicemail or until the Voicemail Pro server is restarted.
- **Shut Down**
The IP Office will stop sending calls to the Voicemail Pro server until the voicemail services are restarted or until the Voicemail Pro server is restarted.
- If a shut down is selected, the Voicemail Pro server will wait for all calls to cease before it shuts down. To do this it will first send a request to the IP Office hosting it, requesting that the IP Office stops sending any new calls to voicemail. Once all current calls have ended, the Voicemail Pro server will shut down.
- If an immediate shut down is selected, the system will end all calls in progress.
- If a Voicemail Pro server in a distributed voicemail setup is shut down, new calls to the Voicemail Pro server are routed to the central Voicemail Pro server.
- If the central Voicemail Pro server in the centralized voicemail with a backup server setup is shut down, new calls to voicemail are routed to the backup Voicemail Pro server.

Starting the Shut Down or Call Suspension Process

1. Select **File** and then **Voicemail Shutdown**.

2. Select one of the options:

- **Continue**
Selecting this option will start the polite shutdown process for the server. Once the server is shut down it can only be restart by restarting the Voicemail Pro service or restarting the Voicemail Proserver computer.
- While the server is shutting down, selecting **File** again will display **Voicemail (...Shutting Down)**. Clicking on this will show a menu showing the status of the shut down and options to either cancel it or to change it to an immediate (impolite) shut down.



- **Active Sessions**
Displays the number of sessions (calls) currently in progress. The shut down will only occur when this reaches zero.
- **Shutting Down**
Displays the time for which the shutting down process has been running.
- **Shut Down Immediately**
Change the shut down to an immediate impolite shut down. Any current calls are disconnected.
- **Cancel Shut Down**
Cancel the shutting down process.

-
- Once the shut down is complete, the Voicemail Pro clients are the same as for off-line mode. To restart the server the server computer must be restarted.

- **Suspend Calls**

Selecting this option will start the call suspension process for the server. Once the server is suspended, it can be restarted by selecting **File | Resume Voicemail**.

- While the server is suspending calls, selecting **File** again will display **Voicemail (...Suspending Calls)**. Clicking on this will show a menu showing the status of the call suspension process and options to either cancel it or to change it to an immediate (impolite) shut down.

(X) Active Sessions
Suspending Calls (X secs)
Shut Down Immediately
Cancel Suspend
Close

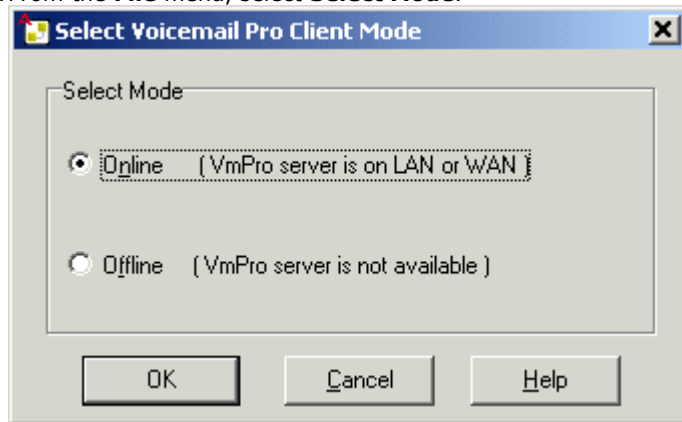
- **Active Sessions**
Displays the number of sessions (calls) currently in progress. The shut down will only occur when this reaches zero.
 - **Suspending Calls**
Displays the time for which the shutting down process has been running.
 - **Shut Down Immediately**
Change the shut down to an immediate impolite shut down. Any current calls are disconnected.
 - **Cancel Suspend**
Cancel the shutting down process.
- Once the server has suspended calls, selecting File again will display Voicemail Resume. Clicking on this will request the IP Office to resume routing calls to the Voicemail Pro server.

2.6 Changing Between Offline and Online Mode

It can be useful to connect to a system to get the current system configuration and then disconnect and make changes offline. If the Voicemail Pro client and server are on the same computer, you can switch between online and offline mode without having to log out.

To switch between online and offline mode:

1. From the **File** menu, select **Select Mode**.



- **Online**

If this option is selected, the client will display the menus for selecting the Voicemail Pro server to which it should then connect. If the server is remote, that is, not on the same computer as the client, the name and password of any [administrator account](#) ^[28] configured on the server will be required for access. The account used will determine the range of actions that can be performed on that server.

- **Offline (Offline mode for Windows)**

Select this option to use the client without connecting to a Voicemail Pro server. This mode can be used to view, edit and create call flows imported from a Voicemail Pro server or for export to a Voicemail Pro server.

- **Offline (Offline mode for Linux)**

This mode is similar to the Windows offline mode above. However, those call flow actions not available to a Voicemail Pro server running on a Linux based platform are grayed.

2. Select **Offline** to work offline or **Online** to connect to the server and work online. If you select **Online**, the [normal login process](#) ^[20] continues.

2.7 Administrator Accounts

Account Types

The different two types of account are:

- **Local Server Accounts** ²⁸
For Windows based server's you can create administrator accounts on the server. By default one account (**Administrator**) is created and can be used to connect to the voicemail server. Once connected, additional account can be created.
 - If a local administrator tries unsuccessfully to log in three consecutive times, the administrator account is locked and cannot be used for an hour. You can release a locked account by changing its **Status** from **Locked** to **Inactive**. If the **Administrator** account gets locked, the server needs to be restarted.
- **IP Office Service User Accounts**
For any server type, the security settings of the IP Office system can be used to create IP Office service users who can access the IP Office system's voicemail server. By default only the Administrator server user is enabled for such access.

Account Access Levels

For both types of account, the level of access is one of the following:

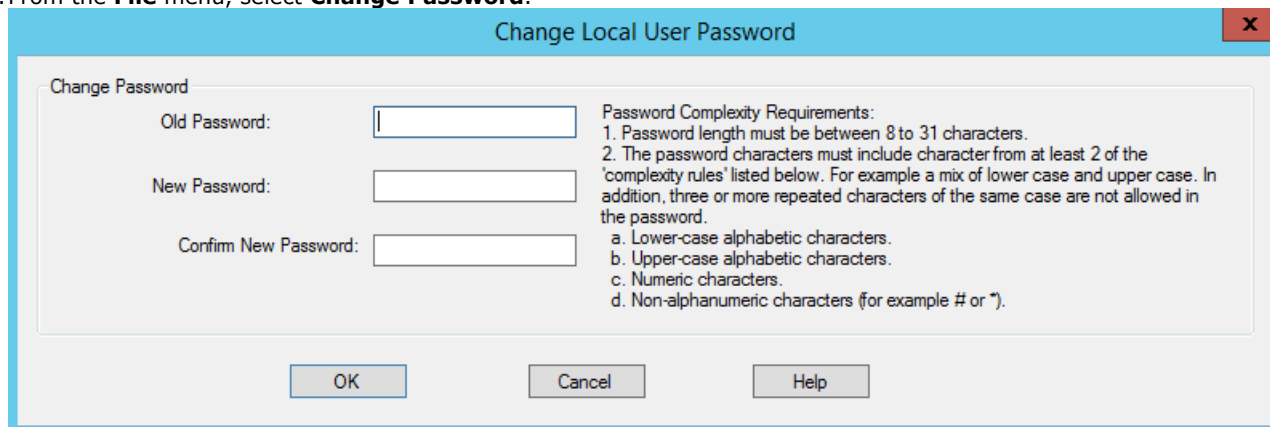
- **Basic**
A basic account user can view most of the voicemail settings but can only edit alarms.
- **Standard**
A standard account can perform administration of call flows using the client. A standard administrator can change their own password using [File | Change Password](#) ²⁸ but they cannot add, remove or modify other administrator accounts.
- **Administrator**
An administrator account can administer all settings including other server administrator account settings.

2.7.1 Changing Password

When logged in remotely using a local server account with either **Standard** or **Administrator** access, you can change the account password using the process below. In other scenarios, the password can be changed through the through the [Voicemail Pro Administrators](#) ²⁸ settings.

To change your password:

1. From the **File** menu, select **Change Password**.



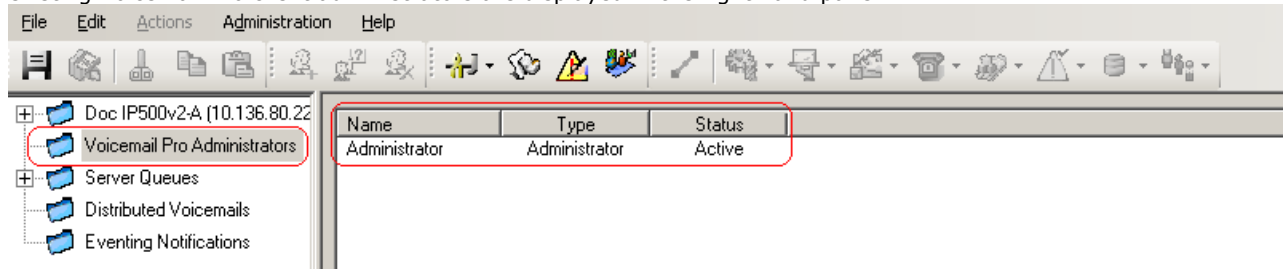
2. In the **New Password** box, type the new password.
3. In the **Confirm Password** box, retype the new password.
4. Click **OK**.

2.7.2 Editing Local Admin Accounts

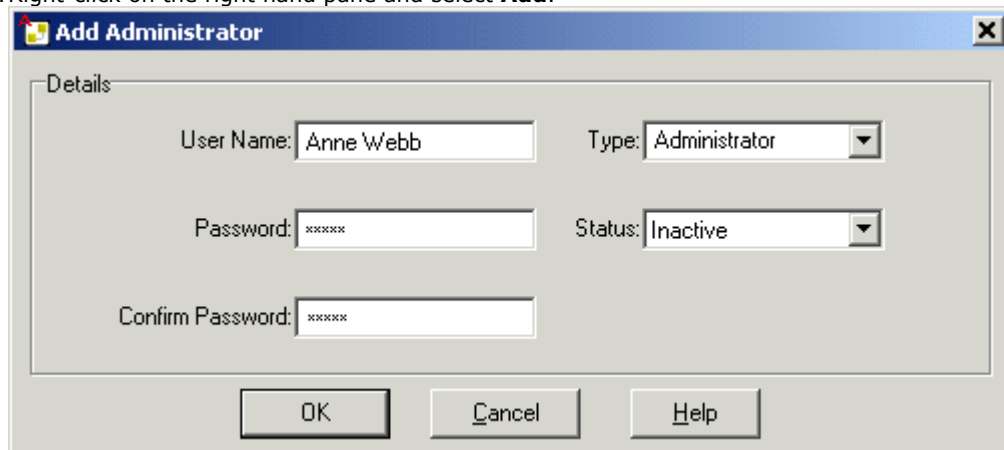
When logged in using an **Administrator** account, you can view and edit the local server administrator accounts. Note that if logged in remotely you cannot change the details of the account used for the login (you can still use [File | Change Password](#) ²⁸ to change your own password).

To add a local administrator account:

1. In the left hand navigation pane, select **Voicemail Pro Administrators**. The name, type and status of any existing Voicemail Pro client administrators are displayed in the right hand pane.



2. Right-click on the right hand pane and select **Add**.



3. Enter the details for the new client user:

- **User Name**
Enter a unique name for the administrator account. The name must be at least 5 characters long and must not contain spaces or any of the following characters: \ / : * ? < > | , ; .
- **Password / Confirm Password**
Enter and confirm the password for the account. The password should comply following rules,
 - Minimum Length: 8
 - Maximum Length: 31
 - The password must include at least TWO of the following: Uppercase, lowercase, numbers, special character [# , * , etc].
- **Type**
Select the type of account:
 - **Basic**
A basic account user can view most of the voicemail settings but can only edit alarms.
 - **Standard**
A standard account can perform administration of call flows using the client. A standard administrator can change their own password using [File | Change Password](#)^[28] but they cannot add, remove or modify other administrator accounts.
 - **Administrator**
An administrator account can administer all settings including other server administrator account settings.
- **Status**
By default new users are created as **Inactive**. Their status changes to **Active** when they connect to a Voicemail Pro server.

4. Click **OK**.

5. Click  **Save and Make Live** to save the changes. The user created can now log into the Voicemail Pro Client Server, for more information, see [Logging in to the Voicemail Pro Server](#)^[20].

To modify an account

1. Either double-click on the account in the display of administrators or right click on the account and select **Modify**.

To delete an account

1. Right-click on the account and select **Delete**.

2.7.3 Editing IP Office Security Users

Remote access to the voicemail server using the Voicemail Pro client is controlled by the IP Office systems security service user settings. By default, only the IP Office Administrator is configured for such access.

Each IP Office service user is a member of one or several rights groups. It is the rights group settings that control what the service user can do, including their level of Voicemail Pro server access.

To view and adjust rights group settings:

1. Using IP Office Manager, select **File | Advanced | Security Settings**.
2. Select the IP Office system and click **OK**.
3. Enter the name and password for access to the IP Office system's security settings.
4. Select  **Rights Groups**.
5. Select the **External** tab. This tab include settings for level of voicemail server access allowed to members of the rights group.
 - **Voicemail Pro Basic**
A user with this level of access can view most of the voicemail server settings but can only edit alarms.
 - **Voicemail Pro Standard**
A user with this level of access can administer callflows. They cannot administer the local accounts used on Windows based Voicemail Pro server.
 - **Voicemail Pro Administrator**
A user with this level of access can administer callflows and settings. They can also administer the local accounts used on a Windows based Voicemail Pro server.
6. Select a particular rights group in the list to see what level of access the rights group has.
7. If you make any changes, click **OK**.
8. Click on the  to save the changes.

To change a service user's rights group memberships:

1. Using IP Office Manager, select **File | Advanced | Security Settings**.
2. Select the IP Office system and click **OK**.
3. Enter the name and password for access to the IP Office system's security settings.
4. Select  **Service Users**.
5. Select the service user. The details shows the rights group of which that service user is a member.

2.8 Configuring Failback Option

1. From the **Administration** menu, select **Preferences > General**.
2. On the **General** tab, use the **Failback Option** field to set the failback option that you want to configure.

General

Debug Level: Information

Default Telephony Interface: Intuity

Voicemail Password:

Client/Server Connection Timeout (min): 5

Min. Message Length (secs): 3

Max. Message Length (secs): 120

Failback Option: Graceful

Max Call/VRL Record Length (Secs): 3600 ☒ Play Advice on Call Recording

System Fax Number (feature is disabled when empty)

☐ Use as Prefix ☒ Enable Fax Sub-Addressing

- **Manual**
The system administrator has to initiate the failback operation.
- **Graceful** (Default)
The backup server initiates the failback operation immediately after all the active voicemail calls on the backup server come to an end.
- **Automatic**
The backup server initiates the failback operation immediately after the specified timeout period or after all the active voicemail calls on the backup server come to an end, whichever occurs first. If you select **Automatic Failback**, set a timeout (maximum 60 minutes) for the failback operation.

3. Click **OK**.

2.9 Saving Changes

Using Voicemail Pro Client, you can make changes to call flow settings and can save the changes. To apply the changes to the Voicemail Pro server operation, you must also make the changes live.

To save the changes in offline mode

1. Click  **Save** to save the changes to the local database.
2. After you log in, click  **Save & Make Live** to make the changes live.

To save the changes in online mode

Click  **Save & Make Live** to save the changes and make the changes live.

To save the changes to a file

Click  **Save as** to save the call flow database as a **.vmp** file.

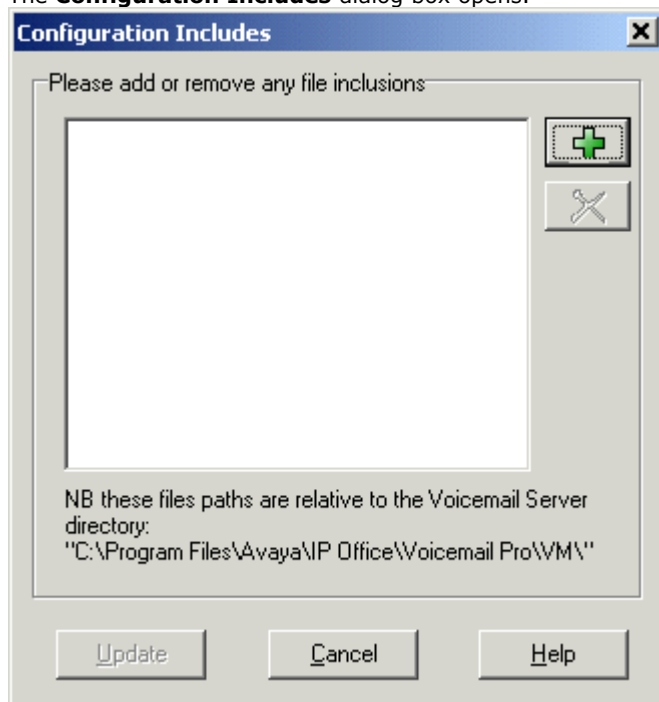
You can [include](#) ³³ a **.vmp** file in the operation of any voicemail system.

2.10 Including Other Files

The settings of an existing **.vmp** file can be included into the Voicemail Pro settings.

To include other files:

1. From the **File menu**, select **Includes**.
The **Configuration Includes** dialog box opens.



2. Click **+**.
The **New Include File** dialog box opens.
3. Select a file to include.
4. Click **Open**.
5. Click **Update** to update the Voicemail Pro file settings.

Notes

- If you use included files, the Voicemail Pro database contains only the pointers to the names and locations of the files and not the actual files. Therefore, do not move or rename an included file. To prevent accidental moving or renaming of an included file, place the file in the same folder as **Root.vmp** before you include it.
- Click **X** to remove an included file. The highlighted file is removed but not deleted.

2.11 Importing or Exporting Data

Use the **Import or Export Data** wizard to migrate Voicemail Pro configuration data from one system to another.

You can select from one of the following file formats depending on the configuration items that you want to migrate:

- **.mdb**: To migrate the entire call flow database from one Voicemail Pro system to another. You can use a *.mdb* file to migrate the database when upgrading your Voicemail Pro system to a later release. A *.mdb* file includes the following items:
 - Modules
 - Conditions
 - Campaigns
- **.tar.gz**: To migrate the entire configurations settings from one Voicemail Pro system to another. The option to migrate the entire configurations settings gives you the flexibility to develop and test call flows, prompts, and settings on one system before migrating them to another and is helpful in call flow management on single or multiple remote Voicemail Pro systems. A *.tar.gz* file includes the following items:
 - Call flow database that includes modules, conditions, and campaigns
 - Prompts
 - Voicemail Pro system settings

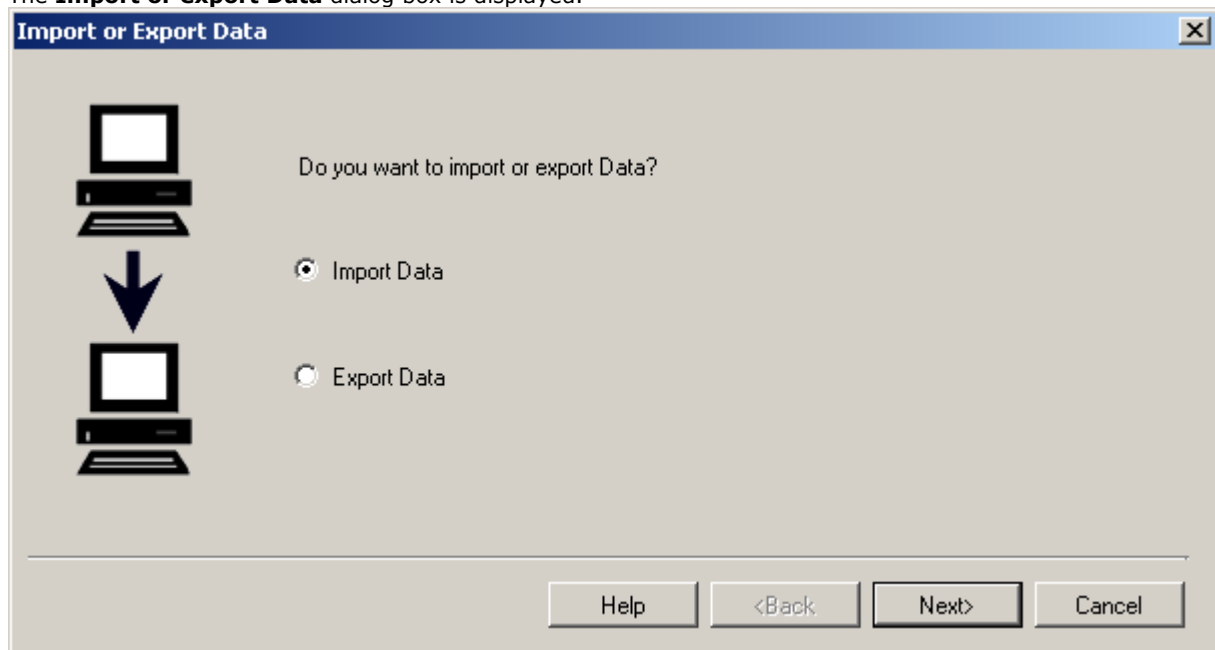
Note: The option to migrate the entire configuration settings is available only if you launch Voicemail Pro Client from Avaya IP Office Web Manager running on an IP Office Server Edition server that is deployed as an Application Server.

- **.mod**: To migrate only modules from one Voicemail Pro system to another.
- **.con**: To migrate only conditions from one Voicemail Pro system to another.

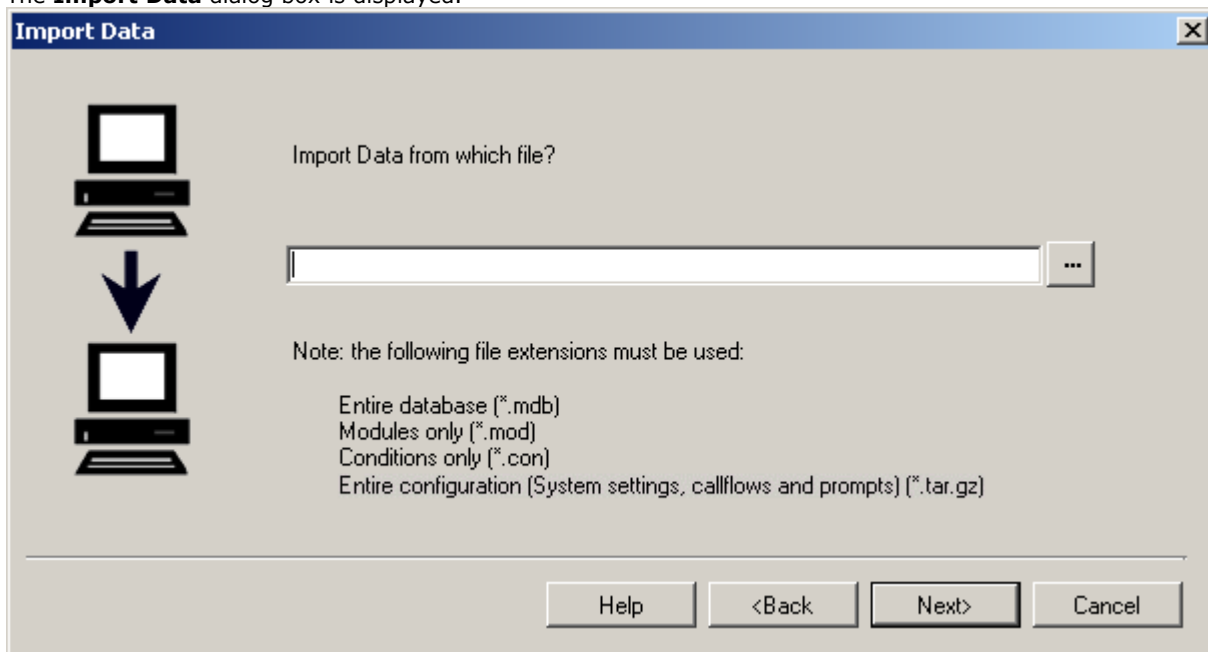
2.11.1 Importing Data

1. On the **File** menu, click **Import or Export**.

The **Import or export Data** dialog box is displayed.



2. Select **Import Data** and click **Next**.
The **Import Data** dialog box is displayed.



3. Enter the path and name of the file that you want to import. Alternatively, click the button to browse to the file, and click **Open**.

Tip: Use a *.mdb* file for the entire call flow database, a *.mod* file for modules only, a *.con* file for conditions only, and a *.tar.gz*^[34] for the entire configuration settings including the prompts.

4. Click **Next**.

5. If you are importing a *.con* or a *.mod* file type, then in the displayed list, select the items that you want to import and click **Next**.

6. Click **Finish** and then **Close**.

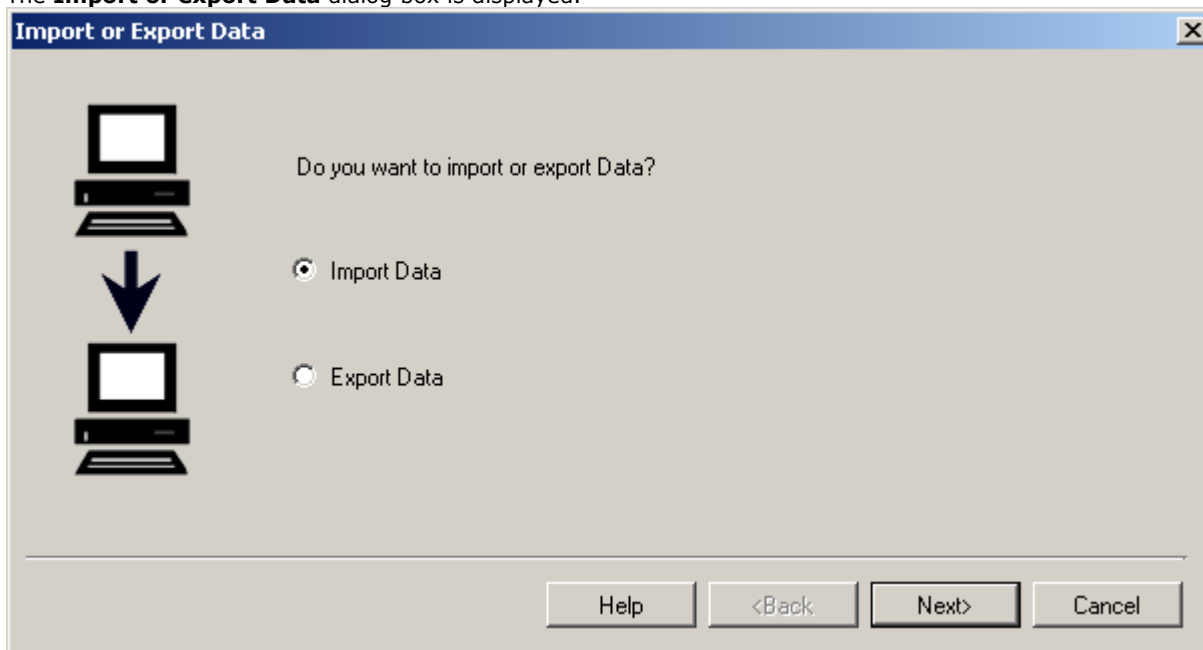
7. Click  **Save & Make Live** before you close the Voicemail Pro Client to apply the imported data.

Important:

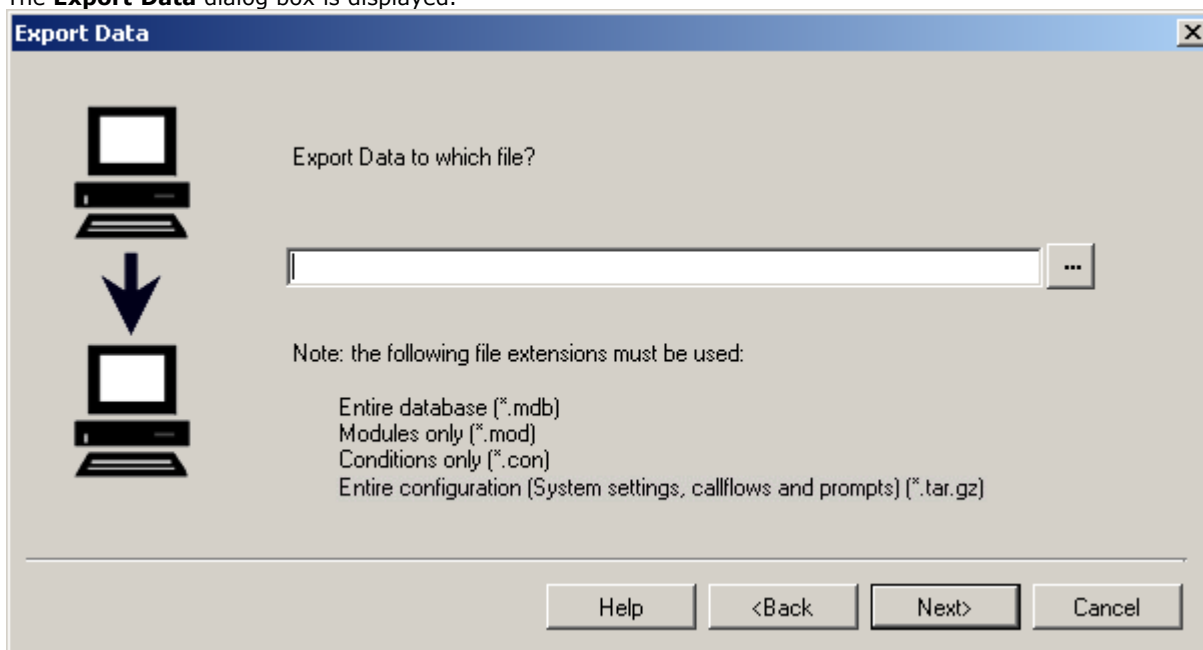
- The contents of an imported *.mdb* file overwrite the contents of the existing database. A copy of the existing database is saved in the folder **DB Backup** for a backup.
- The modules in an imported *.mod* file overwrite any existing modules with the matching module names.
- The conditions in an imported *.con* file overwrite any existing conditions with the matching condition names.
- Unless you use a *.tar.gz*^[34] file to migrate the entire configurations settings, migrate the prompts as separate items or re-record them.

2.11.2 Exporting Data

1. On the **File** menu, click **Import or Export**.
The **Import or export Data** dialog box is displayed.



2. Select **Export Data** and click **Next**.
The **Export Data** dialog box is displayed.



3. Enter the path and name of the file that you want to export. Alternatively, click the button to browse to the file path, select a file type, enter a name for the file that you want to export, and click **Open**.

Tip: Use a *.mdb* file for the entire call flow database, a *.mod* file for modules only, a *.con* file for conditions only, and a *.tar.gz* ^[34] for the entire configuration settings including the prompts.

4. Click **Next**.
5. If you are exporting a *.con* or a *.mod* file type, then in the displayed list, select the items that you want to export and click **Next**.
6. Click **Finish** and then **Close**.

2.12 Closing Down

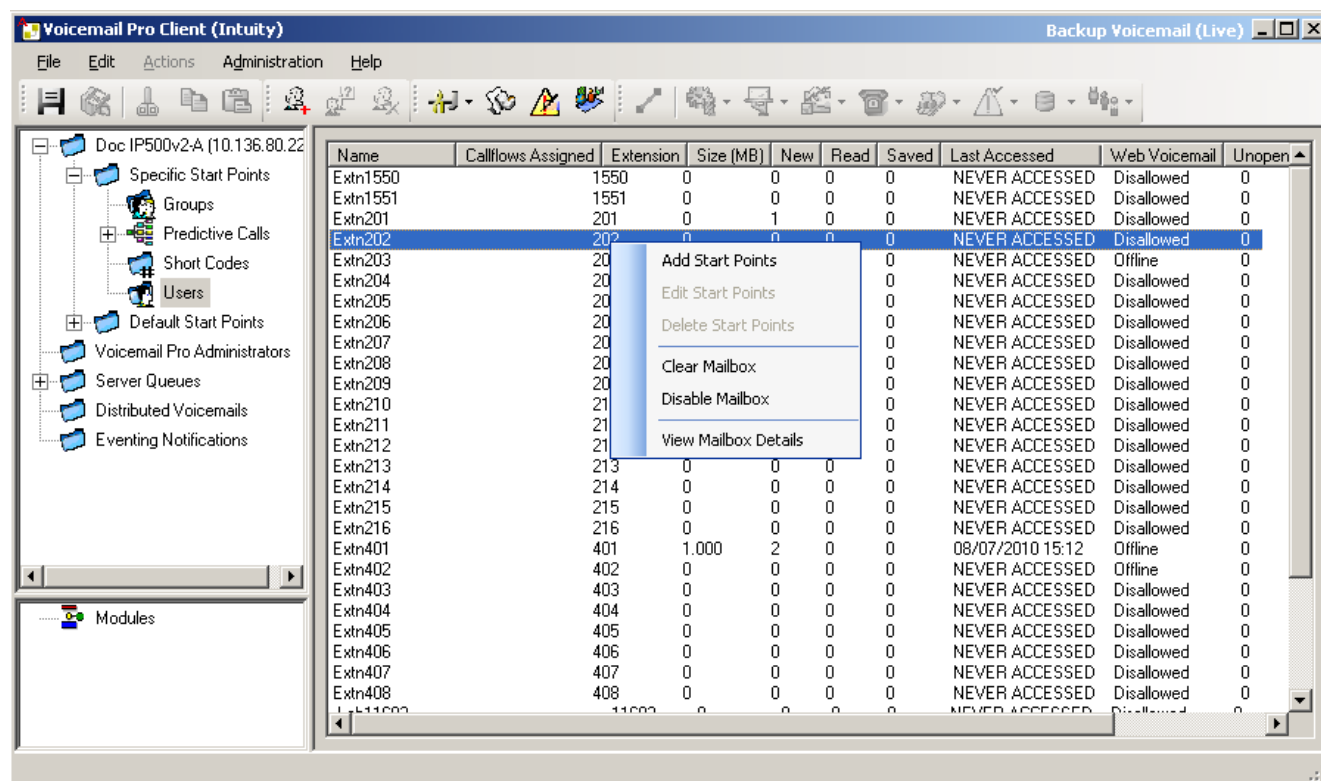
When you have finished working, you can close down the Voicemail Pro Client.

To close the Voicemail Pro Client:

1. From the File menu, select **Exit**.
2. If you have not made any changes, the Voicemail Pro Client closes and you are returned to the desktop. If you have made any changes, the system prompts you whether you want to save the changes.
3. If you do not want to save your changes, click **No**. No changes are saved. If you want to save your changes, click **Yes**. Your changes are saved but not made live.
4. If you want to make the changes live, click **Save & make Live**.

2.13 Using the Navigation and Details Panes

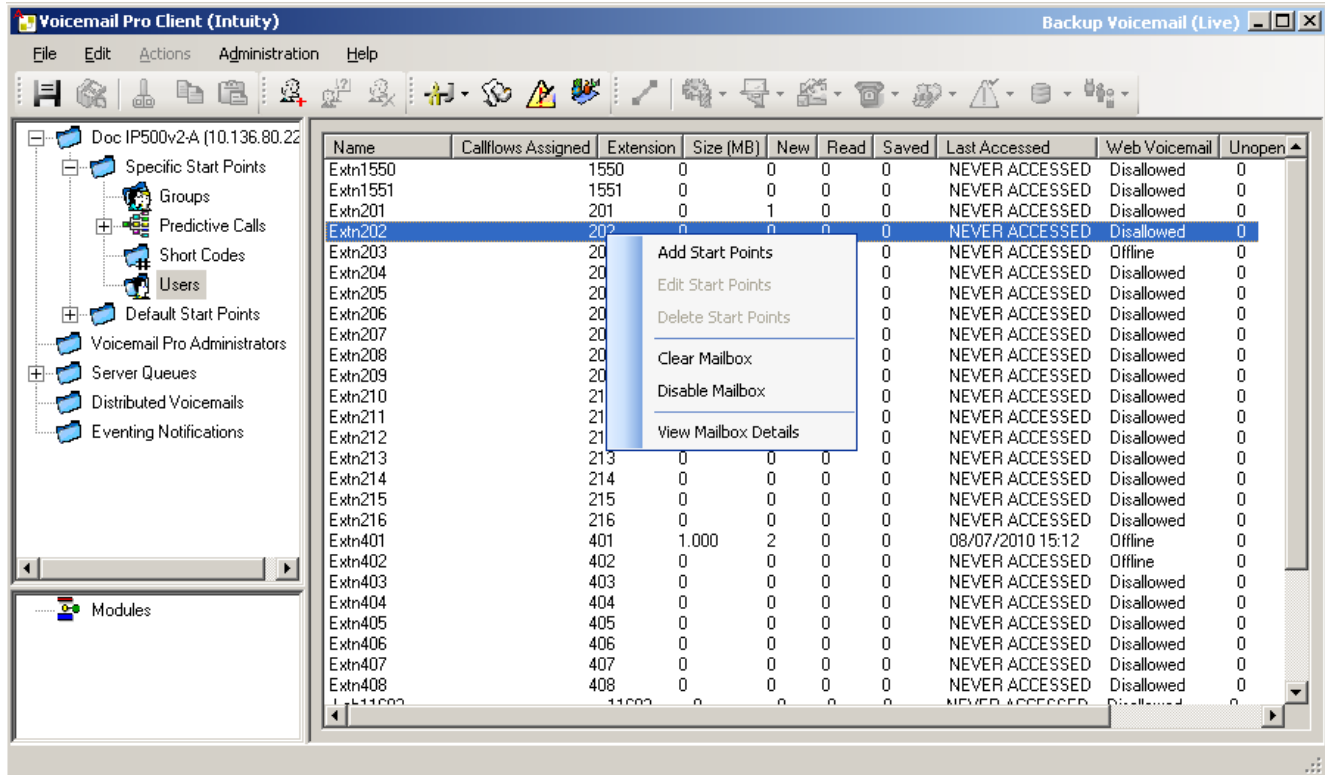
The information displayed in the main right-hand window of the Voicemail Pro client depends on what is currently selected in the left-hand navigation windows. For instance, if **Users** is selected, details of all the user mailboxes and the messages in those mailboxes is displayed.



- **Specific Start Points** ⁷²
The start points are used to create and edit call flows. Each of the different types of call flow created is group under icons for users, groups and short codes. Double-clicking on those icons will expand or collapse the list of individual start points of that type.
 - **Users/ Groups** ³⁹
Clicking on these icons will display a summary of the user or group mailboxes on the Voicemail Pro server. Information about the size and contents of the mailbox is displayed and some key settings. You can right click on the mailbox to perform various actions.
 - **Predictive Calls**
This section is used to create call flows for predictive calls made by Avaya Outbound Contact Express.
 - **Short Codes**
Clicking on this icon will display a list of the short code start points configured on the server.
- **Default Start Points** ⁷⁴
These icons are used to display the default call flows for different types of voicemail operations.
- **Voicemail Pro Administrators** ⁴⁵
Clicking on this icon will display a list of administrator accounts configured on the Voicemail Pro server. These are accounts used for remote access to the server.
- **Server Queues**
 - **Alarms** ⁴⁶
Click on this icon will display a list of outgoing alarm calls that the Voicemail Pro server is current scheduled to make. The list can be used to edit, delete and add alarms.
 - **Outcalls** ⁴⁸
Clicking on this icon will display a list of calls (other than alarms) that the Voicemail Pro server is currently scheduled to make. These are typically calls to inform users of new messages in their mailbox. The list can be used to edit the call settings.
 - **User Variables** ⁸³
User variable are values stored by the Voicemail Pro server which can be written to and read by actions within call flows. Clicking on the icon will display a list of the user variables and their current values. The list can be used to manually change the value of a variable.

2.13.1 Users / Groups

When you click on **Users** or **Groups** in the left-hand navigation pane, the right-hand pane displays information about the user or group mailboxes.



The information can be sorted by clicking on the column headers. The information available is:

- **Name**
The user or group name used for the mailbox creation.
- **Callflows Assigned**
The customized call flows created for the mailbox.
- **Extension**
The associated extension number for the mailbox.
- **Size (MB)**
The current size for the mailbox messages, recordings and prompts. The maximum size for a mailbox is 60 MB.
- **New**
The number of new messages in the mailbox.
- **Read**
The number of read messages in the mailbox.
- **Saved**
The number of messages marked as saved in the mailbox.
- **Last Accessed**
The date and time the mailbox was last accessed.
- **Web Voicemail**
Whether the mailbox is accessible via UMS Web Voicemail and whether it is currently being accessed.
- **Unopened**
The number of messages in the mailbox that have never been opened. This is different from new as messages can be changed from being read or saved to being marked as new.
- **Exchange Messages**
Whether the mailbox is configured to forward messages to an exchange server e-mail account.

If you right-click a mailbox, a list of options is available:

- **Add Start Points / Edit Start Points / Delete Start Points**
If the mailbox has any customized call flow start points setup, they are listed in the **Callflows Assigned** column. Use these options to add additional start points. A list of start point types is displayed which you can then select or deselect. Selecting an option will create a matching start point for the mailbox. Deselecting an option will delete the matching start point and any content.

- **Clear Mailbox**

This option will reset the mailbox. All existing messages and recordings are deleted and any prompts such as the user name and greeting prompts. The mailbox password is not reset. This action is not applied to messages for users using an Exchange server as their message store.

- **Disable Mailbox**

This option will stop the use of mailbox to receive messages. This includes the forwarding of messages to the mailbox and manual or automatic recording placing recordings into the mailbox. If you select this option, also disable the **Voicemail On** setting within the IP Office configuration to prevent IP Office from using the mailbox. This option does not affect any existing messages in the mailbox. Disabled mailboxes are listed as **DISABLED** in the **Last Accessed** column. See [Disabling a Mailbox](#) ^[226].

- **View Mailbox Details**

This option is available for user mailboxes. Use this option to view and edit various user mailbox settings including the user's alternate numbers, outcalling settings and personal distribution lists.

2.13.1.1 Mailbox Details

Right-click on a user mailbox and select View Mailbox Details to display a menu with a number of tabs. These can be used to view and edit some of the user's mailbox settings.

Account

This tab displays basic mailbox user settings.

Mailbox Details		
Account Personal Distribution Lists Outcalling		
Name	Extn210	
Full Name		
Extension	210	
☒ Enabled		
Numbers		
	Destination	Number Timeout (Secs)
▶	Desk	201 15
	Home	9123 15
	Mobile	923456 15
	Delegate	
	Other	
OK Cancel Help		

- **Enabled**

This check box indicates whether the user's voicemail mailbox is currently enabled or not.

- **Numbers**

These numbers are used for [outcalling](#) ^[228] if configured for the user. Each number specified can then be used as a target for outcalling calls or in an escalation list of targets for outcalling. The Timeout is used to set how long an outcalling attempt should ring the number before stopping. If the target number has its own voicemail system, the timeout should be set lower than the time it takes for that voicemail system to answer unanswered calls.

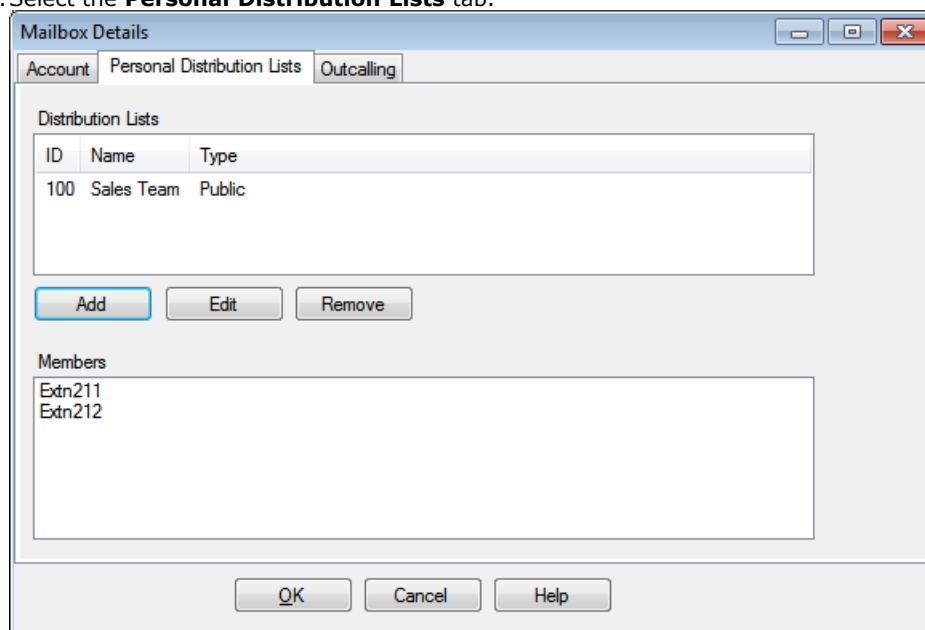
Personal Distributions Lists

Intuity mode mailbox users can use personal distribution lists as the destination for voicemail messages they are sending or forwarding to other mailbox user. This saves them having to enter the individual mailbox numbers each time. Users can configure their distribution lists through the mailbox's telephone user menus. Using Voicemail Pro you can view and edit each user's distribution lists.

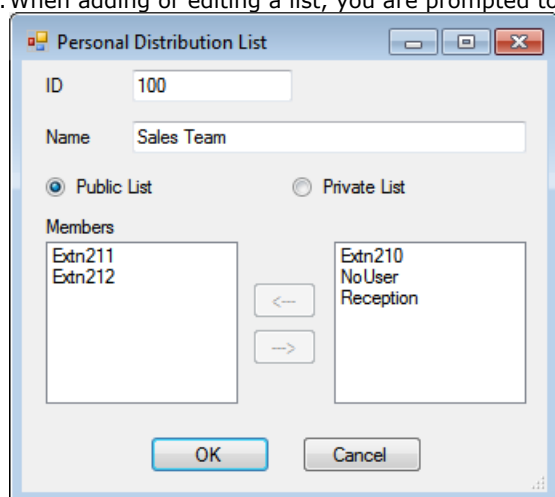
Each user mailbox can have up to 20 distribution lists. Each list can contain up to 360 mailboxes and can be set as either public or private. Private lists can be used only by the mailbox user. Public lists can be used by other mailbox users when they forward a message. However, public lists cannot be modified by other users.

To configure a user's distribution lists:

1. Click on Users in the navigation pane. A list of all the user mailboxes on the server is displayed in the details pane.
2. Locate the user mailbox and right-click on it. Select the option **Mailbox Administration**.
3. Select the **Personal Distribution Lists** tab.



4. To show the mailboxes in an existing list click on the list. The existing members are shown in the bottom panel.
5. When adding or editing a list, you are prompted to specify the list name, type and members.



Outcalling

These options are greyed-out and outcalling disabled is outcalling is not allowed. See Outcalling.

To configure a users outcalling settings:

1. Click **Users** in the navigation pane. A list of all the user mailboxes on the server is displayed in the details pane.
2. Locate the user mailbox and right-click on it. Select **View Mailbox Details**.
3. Select the **Outcalling** tab.

Mailbox Details

Account | Personal Distribution Lists | **Outcalling**

Enabled During Time Profile

A 09 00 Desk For All New Messages

B 17 30 Escalation List For All New Messages

C 19 30 DISABLED

Retry Times

☐ System

☒ Personalised

Number of retries: 3

Retry Intervals

	Attempt	Minutes
	1st	1
	2nd	10
	3rd	15

Escalation List

	Destination	Timeout (secs)	Delay (Mins)
	Desk	0	0
	Home	0	0
	Mobile	0	0
*		0	0

OK Cancel Help

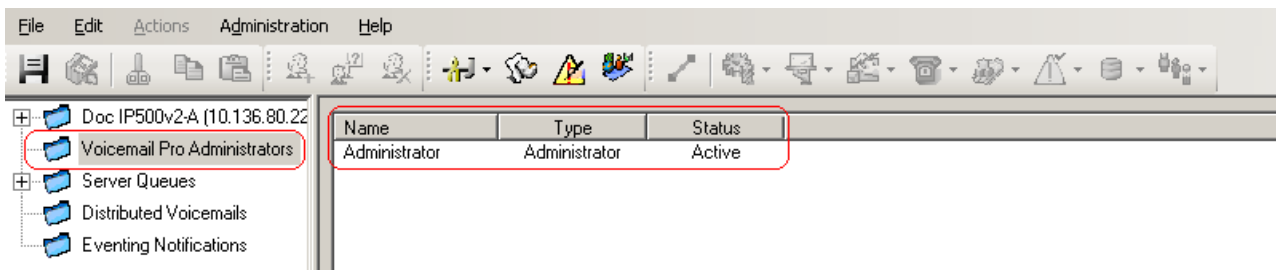
- The top drop-down is used to select the type of outcalling and the destination for outcalling. For each, the outcalling destination and the type of message for which outcalling should be used can be selected.
 - **Disabled**
Switch off outcalling for the user.
 - **Enabled Always**
 - **Enabled During Time Profile**
Use this option to specify a user specific time profile for outcalling.
 - **Enabled During Peak Time**
Use outcalling during the peak time period defined on the Voicemail Pro server.
 - **Enabled During Prime Time**
Use outcalling during the [prime time](#) ⁽²²⁸⁾ period defined on the Voicemail Pro server.
- **Retry Times**
 - **System**
Use the default retry settings configured on the Voicemail Pro server.
 - **Personalized**
Use the options below to configure user specific retry settings.
 - **Number of Retries**
Up to 10 retries can be specified.
 - **Retry Intervals**
These values set the interval between one notification attempt and the next (not including the actual outcalling ringing time for the outcalling destination). The first 5 retries can be given varying intervals between 0 and 60 minutes. To change a value click on it and enter the new value. When more than 5 retries are selected, the default value is used for all retries after the fifth retry.

- **Escalation List**

An escalation list can be used as the destination for an outcalling attempt. The list can contain up to 9 entries selected from the user's account settings. The same number can be used more than once if required. For each number in the list you can set how long it should be rung and also the delay before trying the next number in the escalation list. If multiple retries have been configured, the full escalation list must be completed before the next retry begins.

2.13.2 Voicemail Pro Administrators

If you log in locally or if you log in remotely using an **Administrator** account, you can [view and edit the administrator accounts](#)^[28]. Note that if logged in remotely you cannot change the details of the account used for the login (you can still use **File | Change Password**^[28] to change your own password).



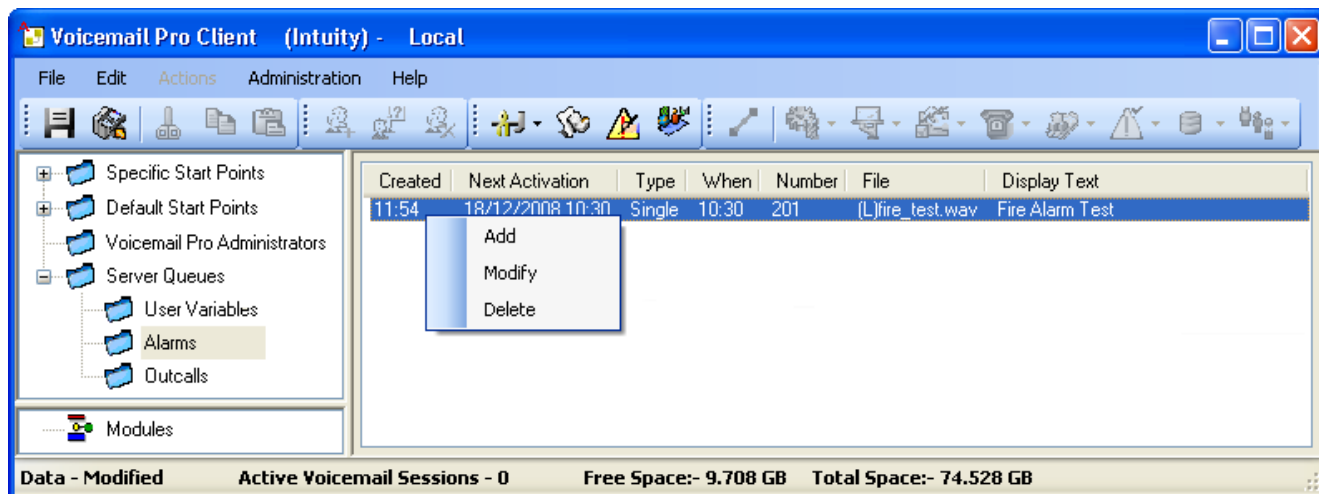
2.13.3 Server Queues

2.13.3.1 Alarms

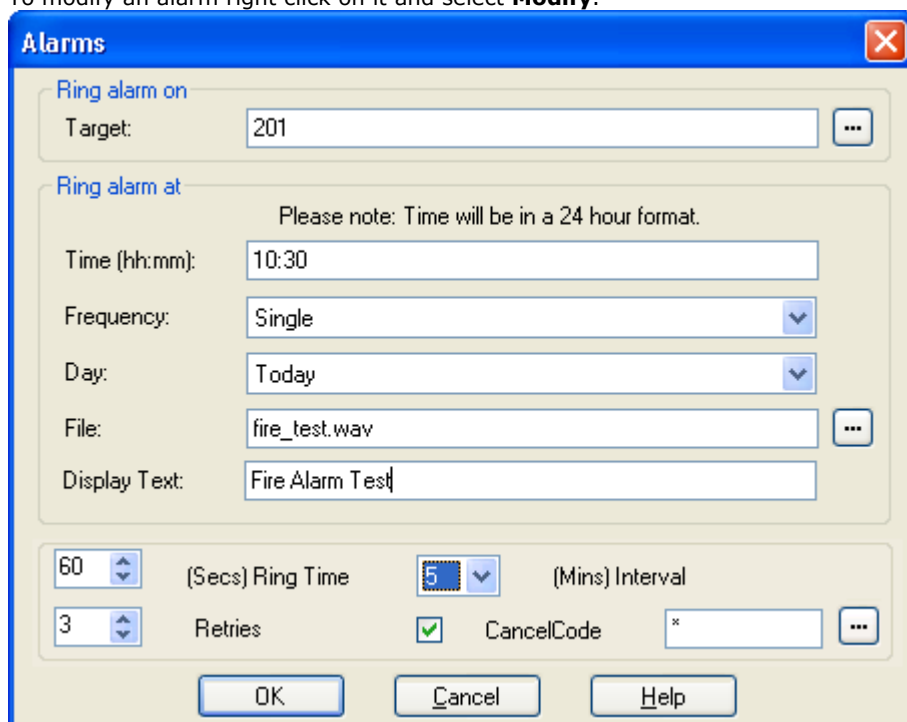
The voicemail server can be configured to make alarm calls to users. This is done by directing a caller to an [Alarm Set](#) ^[154] action in a callflow. As an administrator, you can also view the alarms that have been set and also edit those alarms. You can also manually add additional alarms.

For Linux based servers, they can also be viewed and edited through the server's [web management menus](#) ^[294].

- The Voicemail Pro is limited to 2 outgoing alarm calls at the same time (subject to voicemail port availability). Any additional alarm calls are delayed until the existing alarm calls have been completed.



- To delete an existing alarm, right click on it and select **Delete**.
- To add an alarm right click and select **Add**, then use the settings below.
- To modify an alarm right click on it and select **Modify**.



- **Time (hh:mm)**
Set the alarm time in 24-hour format (*hh:mm* or *hhmm*). A time value can be entered or a [call variable](#) ^[80] can be used. If left blank or if the call variable used is not a valid time value, the call flow user will be asked to enter a time the same as if **Ask Caller** was selected.
- **Frequency**
Sets how often the alarm should occur. The options are **Single**, **Daily** or **Weekly**. A variable with value 1, 2 or 3 respectively can be used.
- **Day**
Useable with **Single** and **Weekly** alarms. Set the day for the alarm. The option **Today** is also available for alarms where the **Frequency** is set as **Single**.

- **File**

This field is optional. If a file is specified here it is used for the alarm call. If no file is specified the default alarm message ("*This is an alarm call, please hang up*") is used.

- **Display Text**

By default the alarm will display "*Alarm*" on the target if it is an Avaya display telephone. This field can be used to customize the text used.

- **Ring Time:** *Default = 60 seconds. Range = 5 to 120 seconds.*

This field set the length of ring time used for the alarm call if not answered.

- **Retries:** *Default = 0 (Off). Range = 0 to 10.*

This field can be used to specify how many times the alarm should be repeated if it is not answered and cleared. When a value other than **0** is selected, the Interval option becomes available to specify the interval between repeats.

- **Interval:** *Default = None (Off).*

If a number of retries is specified, this option can be used to select the number of minutes between repeated alarm attempts until the alarm is cleared.

- **Cancel Code:** *Default = Off.*

When off, the alarm is cleared if the alarm call is answered. If on, a dialing code can be specified. If the correct code is not dialed in response to an alarm, the alarm is not cleared and will repeat if retries have been specified.

- **Cancel Code:** *Default = *, Range = Up to 4 digits.*

This field is used to enter the dialing required to clear the alarm call. The value * will match any dialing. To cancel the alarm, the cancel code must be entered followed by the hash key (**#**). The file used to play the alarm message must mention the cancel code and the fact that cancel code must be followed by the hash key (**#**).

2.13.3.2 Outcalls

When you click on **Outcalls** in the left hand navigation pane, details of any currently set calls are displayed in the right hand pane. These are calls being made by the Voicemail Pro server.

The types of calls that are displayed are listed below. Voicemail Pro server can also be configured for alarm calls, those are displayed on a separate [alarms page](#) ^[46] on which they can also be configured. The information displayed for the calls are:

- **Type**
The type of outgoing call.
 - **Callback**
These are new message notification calls being made for mailbox users configured for [remote callback](#) ^[232].
 - **Outbound Alert**
These are new message notification calls being made for mailbox users configured for [outcalling](#) ^[234].
- **Created**
The time and data at which the outgoing call was configured on the Voicemail Pro server.
- **State**
The current state of the outgoing call. The options are: **Failed**, **In Progress**, **Conference**, **Queued** and **Suspended**.
- **Attempts**
The number of times the Voicemail Pro server has attempted to place the alert call.
- **Next Attempt**
The time and data of the next outgoing call attempt.
- **Target**
The target number for the next call attempt.

Channel Restrictions

- The Voicemail Pro server has restrictions on the number of channels it can use for different types of outgoing calls that it can make. These limits are separate for each of the call types. When a limit is reached, further calls of that type are delayed until one of the existing calls is completed. These limitations are not controlled by **Voicemail Channel Reservation** settings.
 - Outcalling can use up to 5 channels at any time.
 - Conference center invitation calls can use up to 5 channels at any time.
 - Callback calls can use up to 2 channels at any time.
 - Alarm calls can use up to 2 channels at any time.

2.13.4 Distributed Voicemails

This screen displays information about the other Voicemail Pro servers when distributed voicemail is being used in an IP Office Small Community Network.

The screenshot shows the Voicemail Pro Client interface. The title bar reads "Voicemail Pro Client (Intuity - Centralized) Local". The menu bar includes File, Edit, Actions, Administration, and Help. The toolbar contains various icons for navigation and management. The left pane shows a tree view with the following items: Specific Start Points, Default Start Points, Voicemail Pro Administrators, Server Queues, and Distributed Voicemails (which is selected). Below this is a Modules section. The main pane displays a table of distributed voicemail servers.

Name	IP Address	Version	Type	Last Activity
EN3000VMTEST1	192.168.42.201	5.0.15.0	VmPro	12:15
EN3000VMTEST2	192.168.42.202	5.0.15.0	VmPro	12:14
EN3000VMTEST3	192.168.42.203	5.0.16.0	VmPro	12:16
EN3000VMTEST4	192.168.42.204	5.0.15.0	VmPro	12:16

EN3000VMTEST5	192.168.42.205	5.0.15.0	VmPro	10:33
EN3000VMTEST6	192.168.42.206	5.0.16.0	VmPro	17:45 10th Jun 2009

The status bar at the bottom shows: Data - Saved, Active Voicemail Sessions - 0, Free Space:- 75.258 GB, Total Space:- 149.048 GB.

2.13.5 Eventing Notification

Selecting this option will display a list of applications that are using the Voicemail Pro server to receive mailbox information. The type of notifications which the application has requested are shown. An example would be the one-X Portal for IP Office server requesting user mailbox information about the number of messages and about the user greetings.

2.14 Toolbar Icons

The Voicemail Pro screen includes the following icons. Some of the icons are grayed out depending on the area of the Voicemail Pro screen that is active.

-  [Save as](#) ^[32]
-  [Save and Make Live](#) ^[32]
-  [Cut](#)
-  [Copy](#)
-  [Paste](#)
-  [Add Start Point](#) ^[75]
-  [Edit Start Point](#) ^[75]
-  [Delete Start Point](#) ^[75]
-  [Preferences](#) ^[174]
-  [User Defined Variables](#) ^[83]
-  [Conditions Editor](#) ^[62]
-  [Campaigns](#) ^[338]
-  [Connection](#)
-  [Basic Actions](#) ^[99]
-  [Mailbox Actions](#) ^[119]
-  [Configuration Actions](#) ^[126]
-  [Telephony Actions](#) ^[131]
-  [Miscellaneous Actions](#) ^[148]
-  [Condition Actions](#) ^[157]
-  [Database Actions](#) ^[164]
-  [Queue Actions](#) ^[168]

2.15 Viewing Call Flows as Text

For support calls and diagnostic purposes it can be useful to view Voicemail Pro modules and start points as text files. You can then display the contents of the text file on the screen. The file can be changed as you would change any other text file.

To view a start point or module as text:

1. Select **File menu | View as Text**. A Notepad window opens. The txt file contains information of all Conditions and Campaigns as well as all call flow details.

2.16 Backup and Restore Functions

For Windows based servers, the Voicemail Pro client can be used to perform backup and restore functions. This includes configuring scheduled backups and backing up to a remote FTP server. The client can also be used to restore previous backup files.

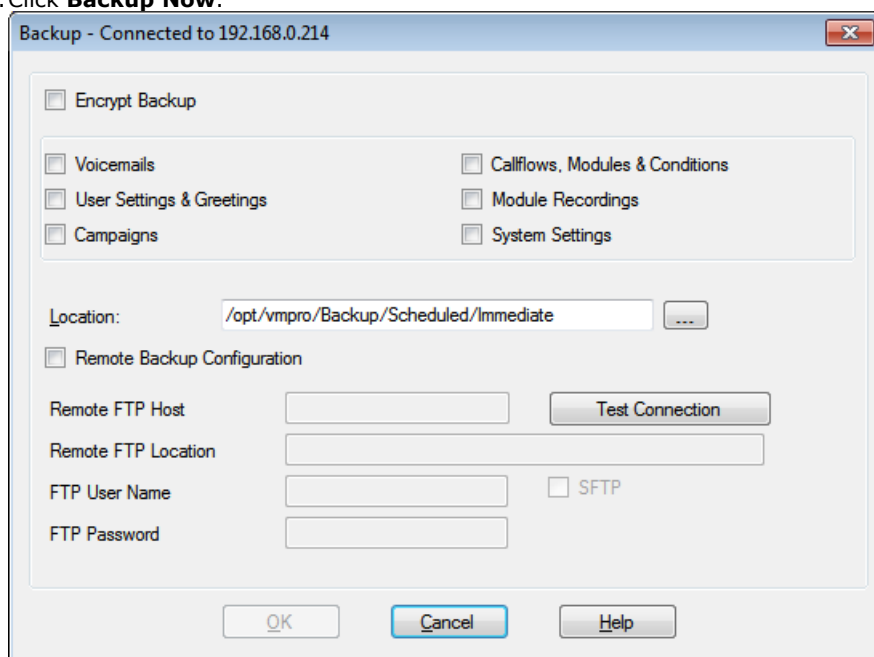
For Linux based servers, whilst the Voicemail Pro client can still be used to perform backups, it is recommended that the web management menus are used instead. The web management menus can be used to backup and restore to and from remote servers (FTP, HTTP, HTTPS, SFTP, SCP). See [Using Web Management](#) ^[295].

2.16.1 Immediate Backups

Using the Voicemail Pro client, you can create an immediate backup.

To take an immediate backup:

1. Open the Voicemail Pro Client application and connect to Voicemail Pro server.
2. From the **Administration** menu, select **Preferences > General**.
3. Click the **Backup & Restore** tab.
4. Click **Backup Now**.



5. If you want to protect backup files from unintended and malicious tampering, select the **Encrypt Backup** check box.
6. Select the items that you want to include in the backup. You can choose from the following:
 - **Voicemails:** The voice messages received in the user and hunt group mailboxes.
 - **User Greetings & Settings:** The personal and temporary greetings, greeting configuration settings, mailbox configuration settings, outcalling configuration settings, and custom recordings.
 - **Campaigns:** The responses received for campaigns.
 - **Callflows, Modules & Conditions:** The callflows, modules, conditions, and meta information for campaigns.
 - **Module Recordings:** The recordings for the various modules.
 - **System Settings:** The settings like Voicemail Pro settings, COS settings, debug settings, and so on.
7. To save the backup files locally, enter a local file path (that is, *C:\filepath*) or a remote file path in UNC format (that is, *\\server\filepath*) in **Location**.
 - Windows Server default path: **C:\Program Files (x86)\Avaya\IP Office\Voicemail Pro\Backup\Scheduled**.
 - Linux server default path: **/opt/vmpro/Backup/Schedule**.
 - On a Unified Communications Module, the paths **/media/sdb1** and **/media/sdc1** can be used to access the modules USB slots.
8. If you want to save the backup files to a remote FTP server, select **Remote Backup Configuration** and proceed as follows:
 - Enter the host name or the IP address of the remote FTP server in **Remote FTP Host**.

- Enter the absolute FTP path of the folder on the remote FTP server in **Remote FTP Location**.
- Enter the FTP user name in **FTP User Name**.
- Enter the FTP password in **FTP Password**.
- If you want to use SFTP for data transfer, select **SFTP**.
- Click **Test Connection** to verify the connectivity of the Voicemail Pro server to the remote FTP or SFTP server. If you receive an error message about the authenticity of the host, see [SFTP Host Key Verification](#)^[375].

9. Click **OK** to start the backup.

Note: If a backup is in progress, the **Restore & Backup** dialog box displays **Abort** instead of **Backup Now**. Click **Abort** to abandon the backup in progress.

2.16.2 Scheduling Backups

Using the Voicemail Pro client, you can schedule a daily, weekly and monthly backup for the server.

To schedule backups:

1. Open the Voicemail Pro Client application and connect to Voicemail Pro server.
2. From the **Administration** menu, select **Preferences > General**.
3. Click the **Backup & Restore** tab.
4. Click **Configure**.

5. Schedule a start time for the backup operation in the **Start** field.
6. If you want to protect backup files from unintended and malicious tampering, select the **Encrypt Backup** check box.
7. Select the **Daily**, **Weekly**, and **Monthly** check boxes to enable the respective backup schedules.

Note: At a given time, only one type of backup is run. If scheduled to start at the same time, a monthly backup gets priority over a weekly backup or a daily backup, and a weekly backup gets priority over a daily backup.

8. For each of the schedules that you enable, select the items that you want to include in the backup. You can choose from the following:

- **Voicemails:** The voice messages received in the user and hunt group mailboxes.
- **User Greetings & Settings:** The personal and temporary greetings, greeting configuration settings, mailbox configuration settings, outcalling configuration settings, and custom recordings.
- **Campaigns:** The responses received for campaigns.
- **Callflows, Modules & Conditions:** The callflows, modules, conditions, and meta information for campaigns.
- **Module Recordings:** The recordings for the various modules.
- **System Settings:** The settings like Voicemail Pro settings, COS settings, debug settings, and so on.

9. To save the backup files locally, enter a local file path (that is, *C:\filepath*) or a remote file path in UNC format (that is, *\\server\filepath*) in the respective **Location** field.

- Windows Server default path: **C:\Program Files (x86)\Avaya\IP Office\Voicemail Pro\Backup\Scheduled.**
- Linux server default path: **/opt/vmpro/Backup/Schedule.**
- On a Unified Communications Module, the paths **/media/sdb1** and **/media/sdc1** can be used to access the modules USB slots.

10.If you want to save the backup files to a remote FTP server, select **Remote Backup Configuration** and proceed as follows:

- Enter the host name or the IP address of the remote FTP server in **Remote FTP Host.**
- Enter the absolute FTP path of the folder on the remote FTP server in **Remote FTP Location.**
- Enter the FTP user name in **FTP User Name.**
- Enter the FTP password in **FTP Password.**
- If you want to use SFTP for data transfer, select **SFTP.**
- Click **Test Connection** to verify the connectivity of the Voicemail Pro server to the remote FTP or SFTP server. If you receive an error message about the authenticity of the host, see [SFTP Host Key Verification](#)^[375].

11.Click **OK.**

12.Click **OK** to close the **System Preferences** dialog box.

2.16.3 Restoring backups

The voicemail server suspends any active calls before it starts a restore operation. After the restoration is complete, the voicemail server resumes the normal operation.

There are two methods for restoring a backup previously made by the Voicemail Pro client:

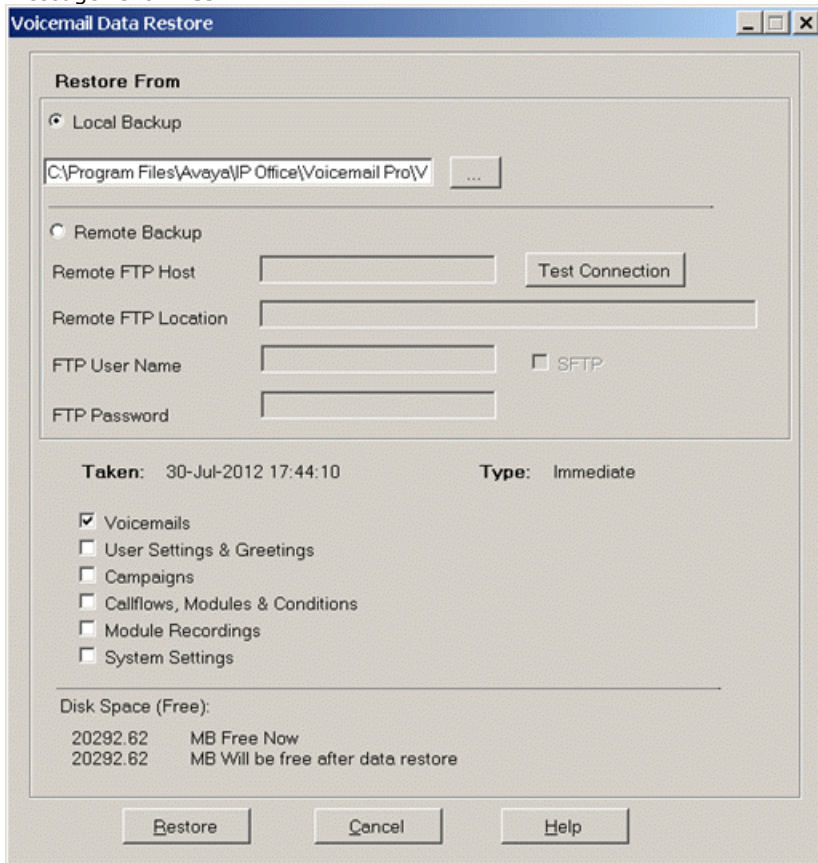
- [Windows Based Server](#)⁵⁷
The client can restore previous backups saved on the PC on which it is running or from an FTP file server. This method of restoration allows selection of what parts of the backup should be restored.
- [Linux Based Server](#)⁵⁸
Backup files on the server can be restored using the Linux sever's web management menus.

2.16.3.1 Windows Server Restore

Using the Voicemail Pro client, you can restore a previous backup onto a Windows based voicemail server.

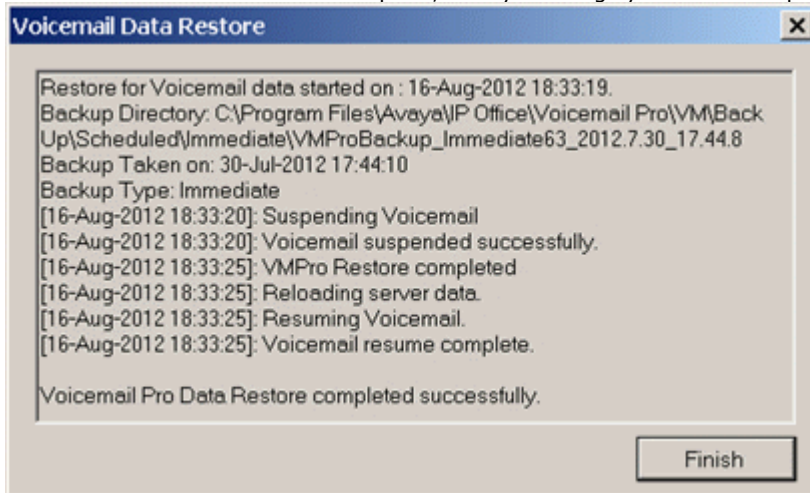
To restore files using the a backup on a Windows based server:

1. Open the Voicemail Pro Client application and connect to Voicemail Pro server.
2. From the **Administration** menu, select **Preferences > General**.
3. Click the **Backup & Restore** tab.
4. Click **Restore**. The system displays the **After the restore, you will be logged off. Do you want to continue?** message. Click **Yes**.



5. In the **Restore From** section, specify the backup file that you want to restore.
 - To specify a backup that is saved locally, select **Local Backup** and enter the path.
 - To specify a backup that is saved on a remote FTP server, select **Remote Backup**:
 - Enter the host name or the IP address of the remote FTP server in **Remote FTP Host**.
 - Enter the absolute FTP path of the folder on the remote FTP server in **Remote FTP Location**.
 - Enter the FTP user name in **FTP User Name**.
 - Enter the FTP password in **FTP Password**.
 - If you want to use SFTP for data transfer, select **SFTP**.
 - Click **Test Connection** to verify the connectivity of the Voicemail Pro server to the remote FTP or SFTP server. If you receive an error message about the authenticity of the host, see [SFTP Host Key Verification](#) ^[375].
6. Select the items that you want to restore. The list of options depends on what was included in the backup file when it was created.
 - **Voicemails:** The voice messages received in the user and hunt group mailboxes.
 - **User Greetings & Settings:** The personal and temporary greetings, greeting configuration settings, mailbox configuration settings, outcalling configuration settings, and custom recordings.
 - **Campaigns:** The responses received for campaigns.
 - **Callflows, Modules & Conditions:** The callflows, modules, conditions, and meta information for campaigns.
 - **Module Recordings:** The recordings for the various modules.
 - **System Settings:** The settings like Voicemail Pro settings, COS settings, debug settings, and so on.

7. Click **Restore**. The system displays the **Existing Voicemail Pro data will be overwritten. Are you sure you want to continue?** message.
8. Click **OK**. When the restore is complete, the system logs you off and displays the details of the restored files.



9. Click **Finish** to close the dialog box.
10. If the restored settings include call flow changes or server settings different from those that are currently used by the server, log in to the Voicemail Pro server again and click **Save and Make Live**.

2.16.3.2 Linux Server Restore

On a Linux-based voicemail server, you cannot use the Voicemail Pro client to restore previous backups it has taken. However, the backup files can be copied to the server and then restored using its web control menus.

To restore files using the web control menus:

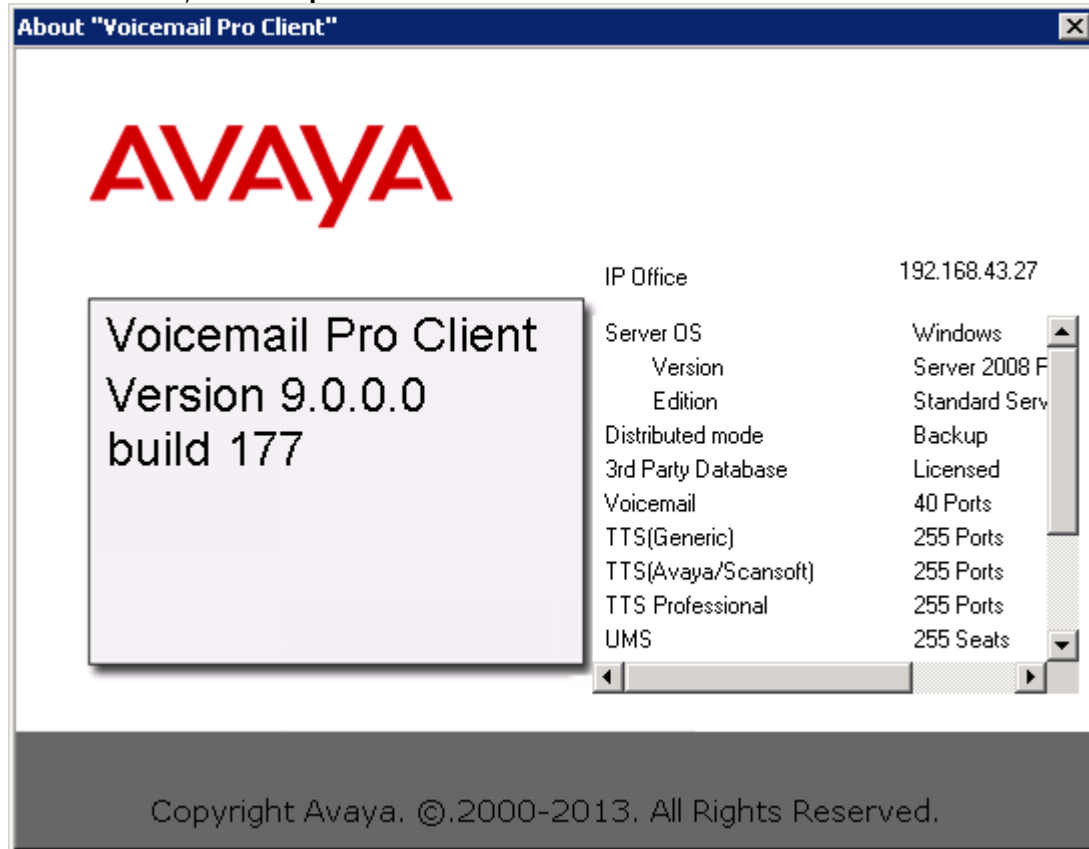
1. Connect to Linux server using an SSH File transfer tool.
2. Copy the backup folder to the **/opt/vmpro/Backup/Scheduled/OtherBackups** folder on IP Office Application Server.
 - If the backups are saved on a remote FTP host, you can download the backup folder from the remote FTP host using an FTP client application.
 - If you are using a Voicemail Pro server running on Unified Communications Module, you can copy the backup folder to a USB storage. For details, see [Backup paths on UC Module Voicemail Pro](#) ^[15].
3. Login to IP Office Application Server using a Web browser.
4. Click **Settings**, and select the **General** tab.
5. In the **Backup and Restore** section, click **Restore** for the **Voicemail** service.
6. Select the backup file that you want to restore.
7. Click **OK**.

2.17 About

The about screen displays information about the IP Office to which the Voicemail Pro server is connected and the licenses it has received from that IP Office. This includes information about the operating system being used by the Voicemail Pro server.

To view the 'About' information:

1. In the menu bar, select **Help** and then **About**.



2. The menu displays information from the Voicemail Pro server. This includes the address of the IP Office with which it is working and the licenses it has received from that IP Office.
3. To close the information window click the top-right **X** button.

Chapter 3.

Conditions

3. Conditions

Conditions provide a method to check and branch a call flow based on the date or day of the week or the value of a variable.

Within the voicemail call flow, a condition can be checked using a  **Test Condition** ^[157] action. According to whether the condition is currently true or false, callers can then be routed to different actions.

Conditions are constructed from a set of basic elements. These elements can be combined within a single condition to create complex rules. For example, the week planner can be used to define a company's standard working hours and then combined with the calendar to define exception days such as public holidays.

Condition Elements

The following different types of elements can be added to a condition.

-  **Calendar** ^[65]
Select days from the calendar (up to 255 days) which, if the current date matches a selected day, cause the element to be 'true'.
-  **Week Planner** ^[66]
Select days of week, and then a time period on each of those days, that should cause the element to be 'true'.
-  **Condition** ^[67]
Select an existing condition that is then used as an element within another condition.
-  **Compare** ^[68]
Compare one value to another using a selected criteria such as "*Is equal to*" or "*Is greater than or equal to*" and return 'true' when the criteria is met. The values compared can be the current value of [call variables](#) ^[80] and or number values entered directly.

Logic Settings

Logic settings can be applied to both the whole condition and to the elements in a condition. These can alter when a condition is true or false.

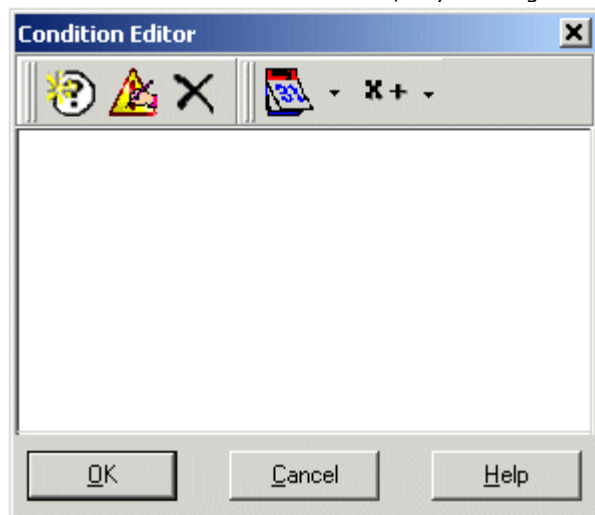
- **X+ AND**
The condition is true when all the elements within it are true, for example both A and B are true.
- **X|| OR**
The condition is true when any element within it is true, for example if the day is Monday or Tuesday.
- **X! NOT**
This logic element can be used to reverse the value (e.g. return false when true) of individual elements or of the whole condition.

3.1 Using the Condition Editor

You can [add elements](#) ^[63] to existing conditions, [change the logic](#) ^[64] of a condition and [delete](#) ^[64] elements and conditions.

To start the Condition Editor:

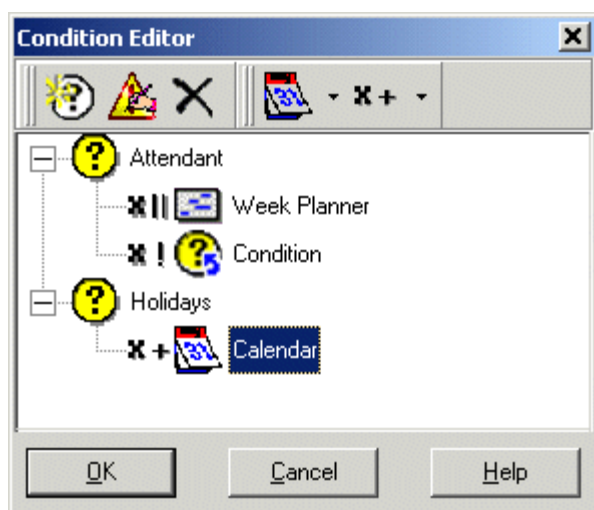
1. Click the  icon. You can also open the Condition Editor by pressing **F6** or click **Administration > Condition Editor**.
2. When the Condition Editor is started, any existing conditions are shown. In the example there are no conditions.



To add a new condition

Note: A maximum of 255 conditions can be added.

1. Click the  icon in the toolbar. The New Condition window opens.
2. Enter the name for the condition and then click **OK**.
3. The new condition is placed in the Condition Editor window. The condition is represented by the icon  followed by the condition name.
4. When a condition has been created, elements can be added and altered. A condition can consist of multiple elements, including several elements of the same type. In the example there are conditions added complete with elements.



To add elements to a condition:

1. Click the  **Element List** icon in the toolbar.
2. Click the type of element required.

-  **Calendar** - See [Calendar](#) ⁶⁵.
-  **Week Planner** - See [Week Planner](#) ⁶⁶.
-  **Compare** - See [Compare](#) ⁶⁸.
-  **Condition** - See [Condition](#) ⁶⁷.

3. Click  **Condition Name** in the Condition Editor window. The element icon is added.
4. You can now edit the element's settings.

To edit elements:

1. Select the element, click  **Edit** icon in the toolbar. The element's properties window opens. Alternatively, double-click the element to open the properties window.
2. Make any changes.
3. Click **OK** to save the changes and close the properties window.

To change the logic setting of a condition:

1. Click  **X+Logic** icon in the toolbar.
2. Select the required logic.
 - **x||** (OR)
 - **x+** (AND)
 - **x!** (NOT).
3. In the Condition Editor window, click the element to apply the logic to. The logic indicator changes.

To change the name of a condition:

1. Select the condition, click  **Edit** icon in the toolbar. The Rename condition window opens.
2. Amend the condition's name.
3. Click **OK**.

To delete elements and conditions:

1. Select the condition or element to be deleted.
2. Click  icon in the toolbar. The selected condition or element is deleted.

3.2 Calendar



Select days from the calendar (up to 255 days) which, if the current date matches the selected day, return 'true'.

Double-click a day to select or deselect the day. Selected days are shown with a green background, for example .

Note that a grey background  indicates weekend days, not whether the day is selected or not.

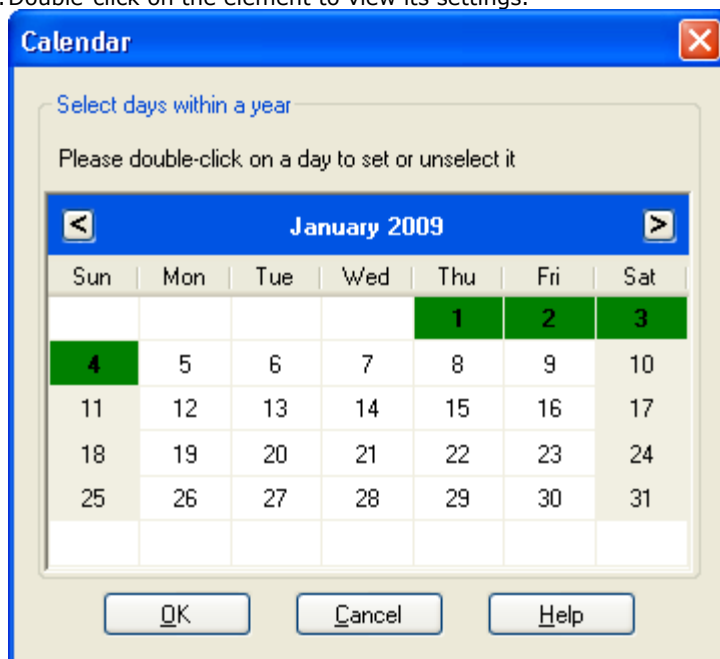
- **Multiple Day Logic**

By default, a logical **OR X||** is applied to this condition element. The element returns true if any of the selected days is true. If a logical **AND X=** is used and more than one day is selected, the element does not return true.

Note that days that are selected and are now in the past are not automatically de-selected.

To add a calendar element:

1. Click the  **Element List** icon in the toolbar.
2. Click  **Calendar**.
3. Click on the condition to which the element should be added.
4. Double-click on the element to view its settings.



5. Double-click on the individual dates to select or deselect them.
6. Click **OK**.

3.3 Week Planner



The call flow designed and stored on the Central Voicemail Pro contains a Week Planner Condition set for a particular time. The **Week Planner** element is used to set which time periods during a normal week return 'true'. It consists of an entry for each day of the week and a start and end time for the 'true' period on each day.

The Week Planner Condition is checked based on the time zone in which you are located and not based on the time where the centralized Voicemail Pro is located.

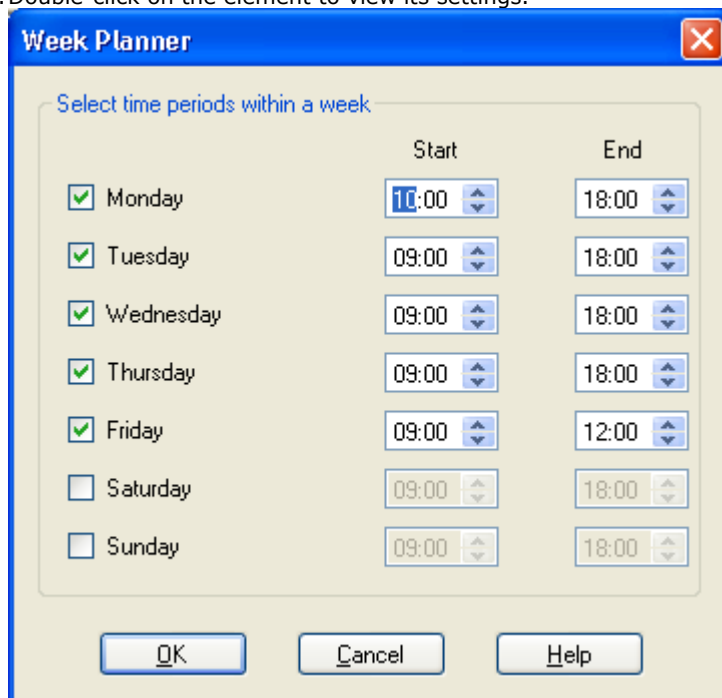
For example, you on IPO1 where the time is 2 PM (UTC +2.00) call another user located in a different time zone where the time is 2.30 AM (UTC -9.30). If the Week Planner condition of user2 has been set to 2.30 AM (UTC -9.30) and call flow is on a centralized Voicemail Pro server where the time is 5.30 PM (UTC +5.30), the call flow condition is based on the time zone of user2 and not that of the Voicemail Pro server where the system stores the call flow.

- **Multiple Day Logic**

By default a logical **OR X||** is applied to this condition element. The element returns true if any of the selected days is true. If a logical **AND X=** is used and more than one day is selected, the element does not return true.

To add a Week Planner element:

1. Click the  **Element List** icon in the toolbar.
2. Click  **Week Planner**.
3. Click the condition to which the element should be added.
4. Double-click on the element to view its settings.



	Start	End
☒ Monday	10:00	18:00
☒ Tuesday	09:00	18:00
☒ Wednesday	09:00	18:00
☒ Thursday	09:00	18:00
☒ Friday	09:00	12:00
☐ Saturday	09:00	18:00
☐ Sunday	09:00	18:00

5. Select the days required and the time period during each day that will return 'true'.
6. Click **OK**.

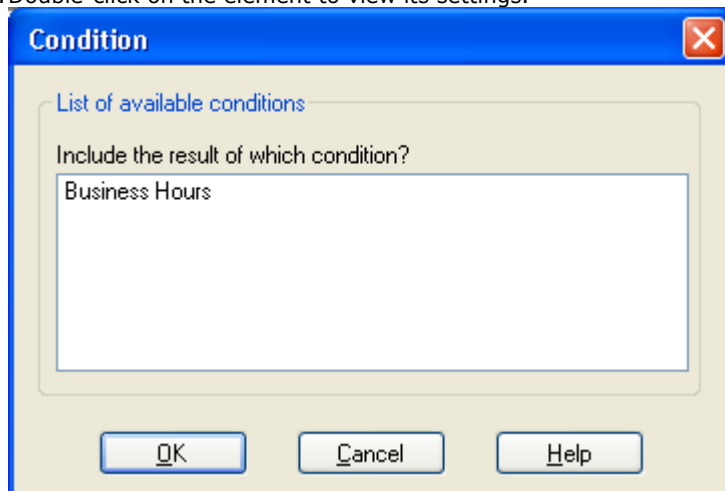
3.4 Condition



The **Condition** element is used to combine the value of an already existing condition. When selected the element displays a list of the other conditions from which to select.

To add a condition element:

1. Click the  **Element List** icon in the toolbar.
2. Click  **Condition**.
3. Click on the condition to which the element should be added.
4. Double-click on the element to view its settings.



5. Select the existing condition that you want to use.
6. Click **OK**.

Example:

Two conditions have been created:

- Using a [Week Planner](#)  element, a condition is created so that calls received between 09:00 and 18:00, Monday to Friday are treated differently to calls received outside of these hours. For more information.
- Using a [Calendar](#)  element, a condition is created so that calendar dates such as public holidays can be accounted for.
- The two conditions need to be combined so that the call flow treats calls during working hours differently to calls received outside working hours and on bank holidays.

1. Click the  **Element List** icon in the toolbar.
2. Click  **Condition**.
3. Click the Week Planner in the Condition Editor window. The  condition is placed in the Condition Editor window.
4. Open the properties of the condition element by double-clicking .
5. Select the Calendar condition result.
6. Click **X+** logic options and select a **X ! NOT** action. Click  **Condition** to apply the logical option.
7. Click **OK**. The condition is now true when it is between 09:00 and 18:00, Monday to Friday and not a holiday.

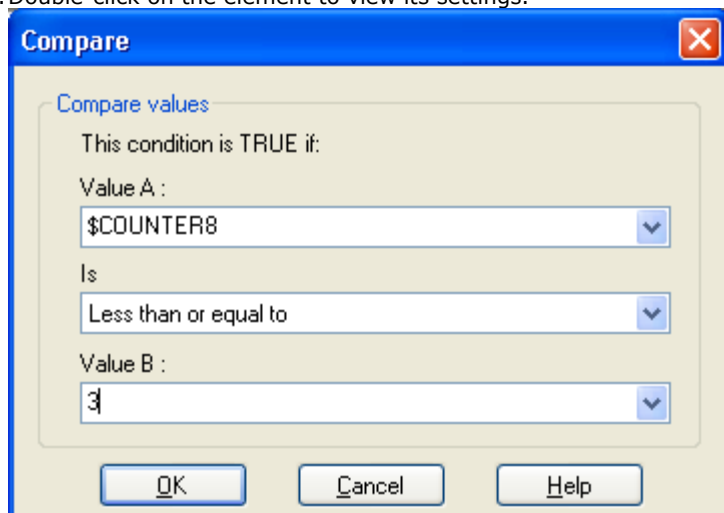
3.5 Compare



The **Compare** element is used to add a variable that will be used to determine the call flow to be presented to the caller. You can compare Voicemail Pro [call variables](#)^[80], for example \$POS or \$ETA, against each other or against a value you enter.

To add a condition element:

1. Click the  **Element List** icon in the toolbar.
2. Click  **Compare**.
3. Click on the condition to which the element should be added.
4. Double-click on the element to view its settings.



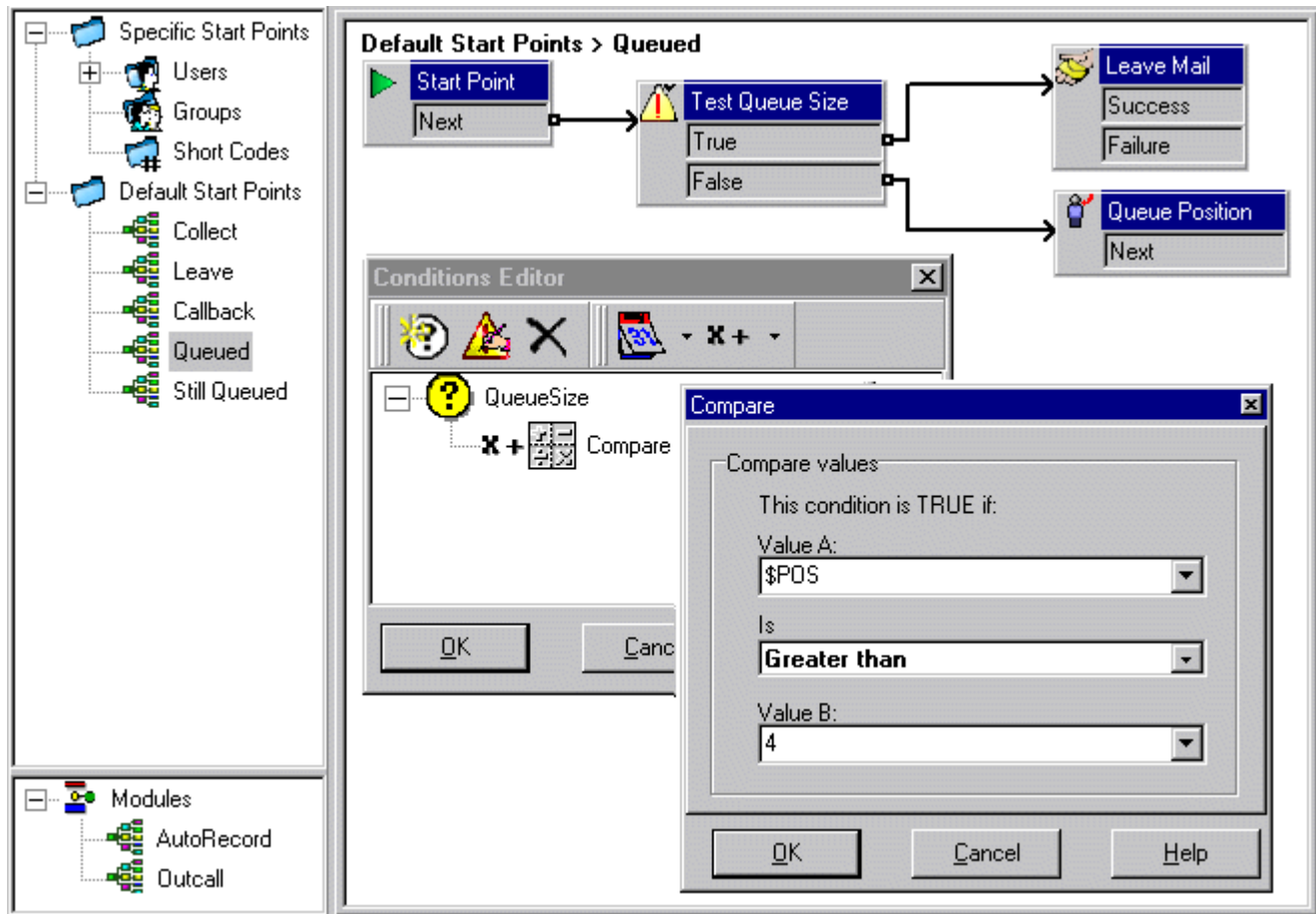
The image shows a 'Compare' dialog box with a blue title bar and a close button. Inside, the text 'Compare values' is followed by 'This condition is TRUE if:'. There are three input fields: 'Value A' with a dropdown menu showing '\$COUNTER8', 'Is' with a dropdown menu showing 'Less than or equal to', and 'Value B' with a dropdown menu showing '3'. At the bottom are 'OK', 'Cancel', and 'Help' buttons.

- **Value A**
Enter a value or use the drop down to select a [call variable](#)^[80].
- **Is**
Select the criteria which should be used to determine whether the element is currently 'true' or 'false'. Options are:
 - **Equal to**
True if value A equals values B ($A = B$).
 - **Not equal to**
True if value A does not equal value B ($A \neq B$).
 - **Less than**
True if value A is less than value B ($A < B$).
 - **Greater than**
True if value A is greater than value B ($A > B$).
 - **Less than or equal to**
True if value A is less or equal to value B ($A \leq B$).
 - **Greater than or equal to**
True if value A is greater than or equal to value B ($A \geq B$).
- **Value B**
Enter a value or use the drop down to select a [call variable](#)^[80].

5. Click **OK**.

3.6 Example Call Flow

The screen below shows an example of a queued call flow that uses a condition to test the value of the call variable **\$POS** for the queued caller.



- A condition QueueSize was created. The Compare element added to the condition tests whether the value of \$POS is greater than 4.
- In the call flow:
 - When the caller is in queue positions 1 to 4, the value the condition is false. The caller is passed to a **Queue Position** action and hear their queue position before returning to the queue.
 - When the caller is in queue position 5, the value of the condition is true. The caller is asked to leave a message.

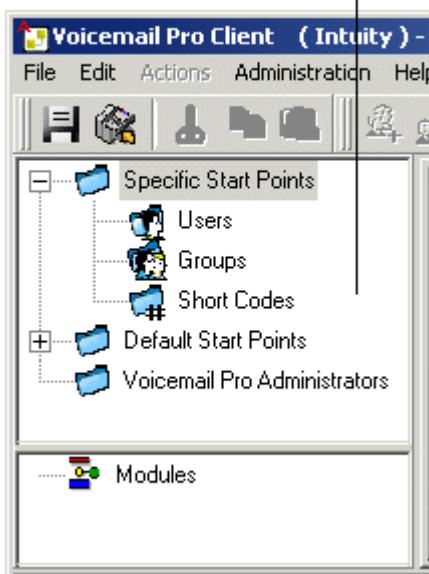
Chapter 4.

Start Points and Modules

4. Start Points and Modules

Voicemail Pro consists of a number of start points. When Voicemail Pro server receives a call, it looks for a matching start point and if it finds one it then provides a series of actions linked to that start point. If no match is found then it provides standard voicemail functions to the call.

Start Points Navigation Pane



The Navigation pane contains an expandable and collapsible list of start points. These can be start points for individual users, hunt groups, short codes and default start points.

-  **Specific Start Points**
This folder contains the start points for users, groups and short codes.
-  **Users** [39]
This folder contains start points set up for individual users. When selected a list is shown in the details pane containing the mailbox owners names and the names of any call flows that have been assigned to the selected mailbox.
 -  This is a user who has one or more start points configured. It can be expanded to show the different start points.
 -  **Collect** - Used when the user rings voicemail.
 -  **Leave** - Used for calls to the user that are redirected to voicemail.
 -  **Callback** - Used when voicemail rings a user to inform them of messages in the user's mailbox. See [Setting up Voicemail Pro Callback](#) [232].
 -  **Queued & Still Queued** - Used when calls to the user are queued. See [Personal Announcements](#) [262].
-  **Groups** [39]
This folder contains start points set up for hunt groups. When selected a list is shown in the details pane containing the mailbox owners names and the names of any call flows that have been assigned to the selected mailbox.
 -  This is a group that has one or more start points configured. It can be expanded to show the different start points.
 -  **Collect** - Used when someone accesses the group's mailbox.
 -  **Leave** - Used when calls to the hunt group are redirected to voicemail.
 -  **Queued & Still Queued** - Used when calls to the group are queued. See [Customizing a Hunt Group Call Flow](#) [221].

- **Short Codes**

This folder contains any start points set up for particular short codes. Short code start points require the Telephone Number entry of the matching short code in the IP Office Manager to be set up in a particular way. For example, if a Start Point for short code *88 is set up, the settings for short code *88 in the IP Office Manager application must be as follows:

- **Short Code:** *88
- **Telephone Number:** *88
- **Feature:** Voicemail Node.

In the above set up, the internal callers can access the start point. To allow external callers access, set up an Incoming Call Route with the destination *88.

-  An individual short code on the IP Office. This requires a matching special short code to be set up in Manager.

- **Default Start Points**

Rather than set up individual start points for every user and group, you can also program actions against the default start points. These will then be used for all calls received by the Voicemail Proserver that don't match a specific start point. See [Default Start Points](#) ⁷⁴.

- **Voicemail Pro Administrators** ⁴⁵

When the Voicemail Pro Administrators folder is selected a list is displayed in the details pane. The list contains the name, type and status of the administrators. Details can be added, amended or deleted.

- **Server Queues**

Use this option to view a listing of range settings.

- [User Variables](#) ⁸³
- [Alarms](#) ⁴⁶
- [Outcalls](#) ⁴⁸

- **Modules** ⁷⁶

Modules are reusable sets of actions. Use modules to create a sequence of actions that you can then use within any other start point's call flow. Any changes to the module will affect all the start points using that module. This simplifies the programming of actions if a number of start points use the same sequence of actions. Using modules also reduces the size of the call flow.

4.1 Default Start Points

The default start points can be used to create a sequence of actions that will be applied to all suitable calls unless a specific start point exists.

-  **Collect**
Used when a caller attempts to access a mailbox.
-  **Leave**
Used when a caller is redirected to voicemail.
-  **Callback**
Used when the voicemail calls a user to inform them about messages in a mailbox. See [Setting up Callback](#) ^[232].
-  **Queued**
Used for callers queuing for a hunt group or user. See [Customizing Queue Announcements](#) ^[219].
-  **Still Queued**
Used for callers queuing for a hunt group or user. See [Customizing Queue Announcements](#) ^[219].

When a default start point is used, the following actions attempt to recognize who the presumed user is (the internal user calling or being called) and access the matching mailbox for that user unless the action specifies another mailbox.

- **Get Mail Action.**
- **Leave Mail Action.**
- **Personal Options Menu.**
- **Listen Action.**
- **Record Name Action.**
- **Edit Play List Action.**

The following actions will automatically recognize who the presumed user is and then use that user's voicemail reception settings unless the action specifies another mailbox.

- **Transfer Action.**
- **Assisted Transfer Action.**
- **Whisper Action.**

4.2 Using Start Points

Start points can be for individual users, hunt groups, short codes or default start points. All start points can be added, [edited](#), [renamed](#) or [deleted](#).

To add a start point for a User or Group:

1. Either click  **Users** or  **Groups** and then . The Adding a new window opens. Alternatively, right-click  **Users** or  **Groups** and select **Add**.
2. Select the name that matches the user or group on the telephone system. To add all users or groups check the option **Add all users**.
3. Select the types of start points required. The start points **Collect**, **Leave**, **Callback**, **Queued** and **Still Queued** are available for both users and groups.
4. Click **OK**.

To add a start point for a short code:

1. Click  **Short Codes** and then . The Adding a new short code window opens. Alternatively, right-click  **Short Codes** and select **Add**.
2. Enter the short code.
 - Short code start points require the telephone number entry of the matching short code in the IP Office Manager application to be set in a specific way. For example, if a start point for short code *88 is set up the settings for short code *88 in the manager application must be as shown below. The short code will set up internal callers to access the start point. To allow external callers access, set up an Incoming Call Route with the extension *88.
 - **Short code:** *88
 - **Telephone number:** *88
 - **Feature:** Voicemail Node.
3. Click **OK**.

To edit a start point:

1. In the Navigation pane of the main Voicemail Pro window, select the start point to edit and click . The Editing start point window opens. Alternatively, right-click the start point and select **Edit**.
2. Make the required changes.
3. Click **OK**.

To delete a start point:

1. In the Navigation pane, select the start point to delete and click . Alternatively, right-click the start point, and then select **Delete**.
2. The system prompts you to confirm whether you want to delete the selected start point.
 - Click **Yes** to delete the start point.
 - Click **No** to cancel the deletion.

To rename a user, group or short code start point:

1. In the Navigation pane, right-click the user, group or short code and select **Rename**. The New start point name window opens.
2. Type the new name.
3. Click **OK**. The start point is renamed.

4.3 Creating Modules

Modules are reusable sets of actions. Use modules to create a sequence of actions that can be re-used in another call flow.

Any changes to a module will affect all other start points that are using that module. This simplifies the programming of actions if a number of start points use the same sequence of actions. Using modules also reduces the size of a call flow.

- To create connections from a module to other actions you must use the **Module Return** action within the module, see [Module Return Action](#)^[118].

To create a module

1. Click **Modules** and then . The Adding a new start point window opens. Alternatively, right-click **Modules** and select **Add**.
2. Enter a name for the module. This should not match any user or group name on the IP Office.
3. Click **OK**. You can now add actions and connections to the module in the same way as for any start point.

To add a module to a start point

1. Select the start point to which you want to add the module action and then click the right-hand panel.
2. Click and drag the module required from the Navigation pane to the Details pane.

For support calls and diagnostic purposes it can be useful to view Voicemail Pro modules and start points as text files. See [Viewing Call Flows as Text](#)^[514].

4.3.1 Running a Module

Modules can be run internally using short codes or can be configured for external calls.

Run a module from a short code

You can use modules directly in conjunction with short codes. The short code must call the name of the module. This example short code will run the module called *Special* when a user dials ***97**. The service that the user receives will depend on the actions in the module.

- **Short code:** For example *97
- **Telephone Number:** "Special" (include quotation marks)
- **Line Group ID:** 0
- **Feature:** Voicemail Collect

Run a module for an external call

A module can be applied directly to an incoming (external) call from within the IP Office Manager application. Within the appropriate **Incoming Call Route** entry, set the **Destination** to the module name prefixed with "VM:".

For example, enter **VM:AutoAttend** to route a call to a module called **AutoAttend**. Note that the maximum entry length is 15 characters. This means that the module name is limited to 12 characters.

- If there is a hunt group on the system whose name matches the module name, calls will be routed to that group when the Voicemail Pro server is not running.

Chapter 5.

Variables

5. Variables

The voicemail server supports two types of variables.

- [Call Variables](#) ^[80]
These are variables linked to the individual call being handled by the voicemail server, for example the CLI of the caller.
- [User Variables](#) ^[83]
These are system wide variables that you can define. The value can be set and changed by actions in call flows. Similarly, the current value can be checked by call flow actions to determine what actions should then follow.

5.1 Call Variables

A number of call variables exist which can be used to perform tasks. For example, **\$NAM** can be used to speak the user's name within an action's entry prompt. Call variables can also be checked by the compare element in a condition and then branch the call flow according to the variables value.

Unless otherwise stated, call variables are session based. This means that the variable values are specific to a particular call within Voicemail Pro and does not persist between calls, including calls transferred from the Voicemail Pro which then return. Also unless otherwise stated the values are 'read-only'.

Variable Length

The length of the value stored within a variable is limited. The limit is 512 characters.

Available Call Variables

Variable	Write	Description
\$ACCOUNT_CODE	✓	The account code associated with the call.
\$ANS_PARTY	✗	Number of party who answered the call.
\$ANS_PARTY_NAME	✗	Name of the party who answered the call.
\$CALL_DATE	✗	The call date (UTC).
\$CALL_TIME	✗	The call time (UTC).
\$CALLED	✗	The called number.
\$CALLED_NAME	✗	The name, if available, of the called party.
\$CALLED_TZOFFSET	✗	The called parties time zone offset.
\$CALLERS_TZOFFSEET	✗	The callers time zone offset.
\$CID	✗	Contains a unique call ID assigned to the call. This is not the same call ID as shown in IP Office SMDR records.
\$CLI	✓	Holds the CLI of the caller if available to the IP Office.
\$CLI_NAME	✗	The name, if available, of the caller.
\$COUNTER	✓	The voicemail server provides counter variable \$COUNTER1 to \$COUNTER15. These can be used in the same way as other call variables. They can also be manipulated using Generic ^[99] action commands for Set Counter ^[106], Clear Counter ^[104], Counter Decrement ^[104] and Counter Increment ^[105]. They can also be used with the Decrement and Test Counter ^[163] and Increment and Test Counter ^[162] actions. By default the initial value of a counter variable is 0. The formats \$COUNTERx or \$COUNTER[x] are both supported.
\$CP	✓	The 16 variables \$CP0 to \$CP15 are used to store values (call parameters) for the duration of a call within the call flow. Values can be written into these variables using the Generic ^[99] action command CPx:<value> where x is 0 to 15 and <value> is the value to be stored. The formats \$CPx or \$CP[x] are both supported.
\$DATE	✗	The date associated with the call. The individual elements of the date can be accessed using the \$DAY , \$YEAR , \$HOUR , \$MINUTE and \$SECOND variables.
\$DAY	✗	The current day.
\$DISPLAY	✓	The phone display text.

Variable	Write	Description
\$DBD	✗	A set of 6 variables \$DBD[0] to \$DBD[5] for fields extracted from a current database record. See Database Actions ^[164] . The formats \$DBDx or \$DBD[x] are both supported.
\$DDI	✓	Holds the DDI of the call if available.
\$ETA	✗	Holds the expected time to answer in seconds for a queued caller. This time is based on the last 5 queued and answered calls for the same target in the last hour. The variable can be used to speak the value as a prompt or to test the value in a condition. Only available when using hunt group Queued and Still Queued start points.
\$FALLBACK_NUM	✗	The fallback number associated with the call.
\$HOUR	✗	The current hour.
\$ISDST	✗	Indicates whether the system is currently using daylight saving or not.
\$KEY	✓	Holds the last DTMF key series entered. For more information, see Example Call Flow ^[243] .
\$LOC	✗	Holds the locale setting for the call passed by the IP Office system. See Changing the Language of Custom Prompts ^[269] .
\$NAM	✗	Holds the name of the mailbox user (blank for short codes). If used as a prompt, the mailbox's recorded name prompt is played.
\$POS	✗	Holds the position of a queued caller. Can be used to speak the position as a prompt or test the value in a condition. Only available when using Queued and Still Queued start points.
\$QTIM	✗	The same as the \$ETA above but returns the estimated time to answer rounded up to the nearest minute. This variable can be used to speak the value as a prompt or to test the value in a condition.
\$REC_ORIGINATOR	✗	The recording originator.
\$REG[name]	✗	This variable returns the current value of the named user variable ^[83] . This allows user variables to be used in the same way as call variables.
\$RES	✓	Holds the value of the result of the previous action. For example when a call flow has been branched by an action that has True and False results, on one branch the value of \$RES is "True", on the other "False".
\$SAV	✓	Holds the last saved result. This can be entered using the following entry in a Generic ^[99] action, Save:<value> , for example Save:\$KEY or Save:1234 .
\$SEC	✗	The current seconds.
\$TAG	✓	The tag text currently associated with the call.
\$TARGET	✓	For calls sent by the IP Office to a mailbox, this variable contains the original target of a call, that is, the original target user or hunt group.
\$TARGET_NAME	✗	The name of the target.
\$TARGET_TZOFFSET	✗	The targets time zone offset.
\$TIME	✗	The current system time.
\$TIMEQUEUED	✗	Holds the length of time, in seconds, that the call has been part of a particular hunt group queue. Only available when using Queued and Still Queued start points.
\$TIMESYSTEM	✗	Holds the length of time, in seconds, since the call was presented to the IP Office system. Only available when using Queued and Still Queued start points.
\$USER_DATA	✗	
\$UUI	✗	Available when a recording is triggered by auto-recording. Holds the user name, hunt group name or account code that triggered the auto-recording process. See Customizing Auto Recording ^[260] .
\$VAR	✓	A general variable which can hold amongst other things DTMF key sequences.
\$WEEKDAY	✗	The day of the week.

Variable	Write	Description
\$YEAR	X	The current year.

- **Write**

This column indicates those call variables where the existing value can be changed using methods such as VBScript or generic action commands. Other call variables have a fixed value set when the call is received by the Voicemail Pro server or, for \$DBD values, the value is requested by the Voicemail Pro server.

5.1.1 Using Variables in File Names

Variables can be used in prompt file paths as follows:

- When accessing voicemail prompts, [voicemail variables](#)^[80] can be used in both the path and filename for the prompt. For example:
 - If the prompts **Greeting1.wav** and **Greeting2.wav** etc. are recorded, an action set to play **Greeting\$KEY.wav** plays the greeting prompt that matches the current value of **\$KEY**.
 - By recording custom prompts for different languages with the same file name but placed in appropriately named language sub-folders, the variable **\$LOC** can be used in an action's prompt file path to play the correct language version of the prompt.

5.1.2 Speaking Variables to Callers

Speaking Variables to Callers

Call variables can be used as prompts. The value of the call variable is then spoken. This applies to all variables that are numeric values. It also applies to **\$NAM** which plays the mailbox user's recorded name prompt.

Numbers are spoken as a series of single digits. For example, 123 is spoken as "one two three". To speak 123 as "one hundred and twenty-three" requires TTS to be installed and a [Speak Text](#)^[111] action used.

Some call variables can be played as prompts, for example:

- **\$NAM**
Plays the mailbox's name prompt if one has been recorded.
- **\$CLI**
Speaks the caller's CLI.
- **\$RES**
Plays the current result if it is a .wav file.
- **\$VAR**
Plays the variable as a list of digits.

5.1.3 Using a User Variable as a Call Variable

The special call variable **\$REG** can be used to access the value of any user variable. For example, use the call variable **\$REG[UV1]** to access the current value of a user variable called **UV1**. This allows user variables to be used in the same way as call variables such as in a **Test Variable** action.

5.2 User Variables

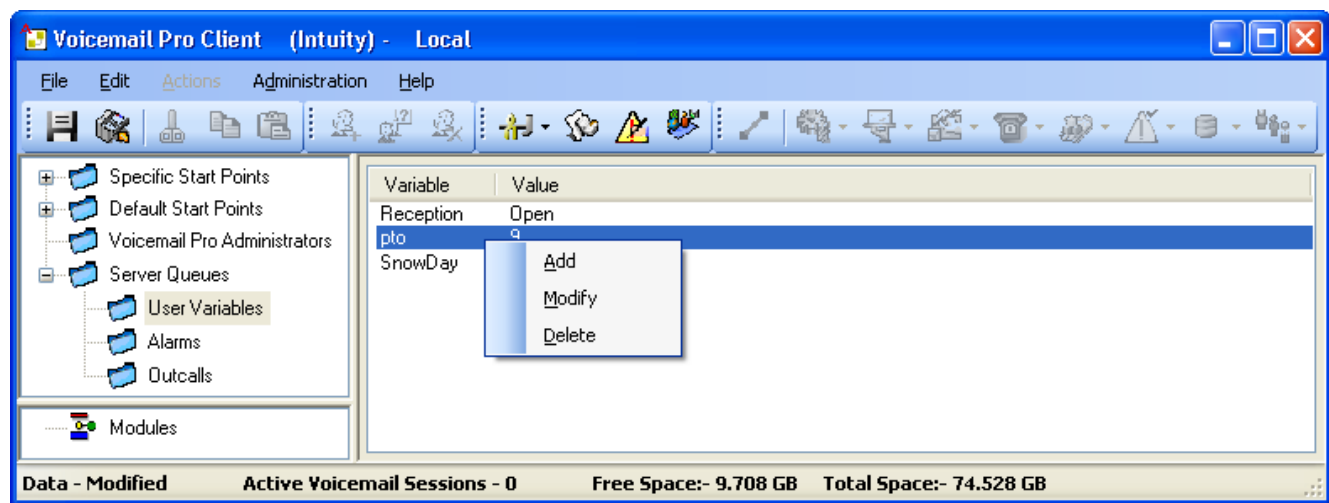
You can use the Voicemail Pro client to define user variables for the system. You can then use the user variables within any call flows. User variables differ from call variables in that they are system wide values that can be shared between all calls while call variable values differ from call to call.

- Within a call flow a  **Set User Variable** ^[158] action can be used to set or change the value of a user variable. This includes using the current value of a [call variable](#) ^[80] to set as the new value for the user variable.
- Call flows can also be branched using a  **Test User Variable** ^[159] action to check the current value of the variable against a required value.
- The existing value of a user variable can also be obtained using the variable **\$REG[name]** in call flows. This allows a user variable to be used in the same way as a [call variable](#) ^[80]. For example, in a  **Test Variable** action.

5.2.1 Managing User Variables

To viewing the current set of user variables and their values:

By clicking on **User Variables** in the left hand navigation pane you can view all the user variables and their current values. This pane can also be used to add and modify the user variables including changing their values.



To add and delete user variables and to change the current value you can right-click on the variable and select the required option. For example select **Modify** to change the value.

To add a user variable:

1. Click  or press **F8**. The User defined variables window opens.
2. Click . The **Add user defined variable** window opens.
3. Type a name for your new variable.
4. Click **OK**. The new variable is added to the list.

5.2.2 Using a User Variable as a Call Variable

The special call variable **\$REG** can be used to access the value of any user variable. For example, use the call variable **\$REG[UV1]** to access the current value of a user variable called **UV1**. This allows user variables to be used in the same way as call variables such as in a **Test Variable** action.

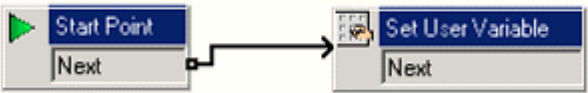
5.2.3 Branching a Call Flow Using a Variable

The **Test User Variable** ^[159] action is used in call flows to

Example of Using a User Variable to Branch a Call Flow

1. Add a variable called **Reception**.
2. Two start points need to be created, one for indicating when the reception is open, the other for when the reception is closed. When completed the call flows will look similar to the examples shown.
 - Create a start point called **ReceptionOpen** and connect it to a **Set User Variable** action. The **Set User Variable** action is then configured to set the value of the user variable **Reception** to **Open**. Record a prompt for the action such as *"Reception open"*.

Modules > ReceptionOpen



- Create a start point called **ReceptionClosed** and connect it to a **Set User Variable** action. The **Set User Variable** action is then configured to set the value of the user variable **Reception** assigned to **Closed**. Record a prompt for the action such as *"Reception closed"*.

Modules > ReceptionClosed

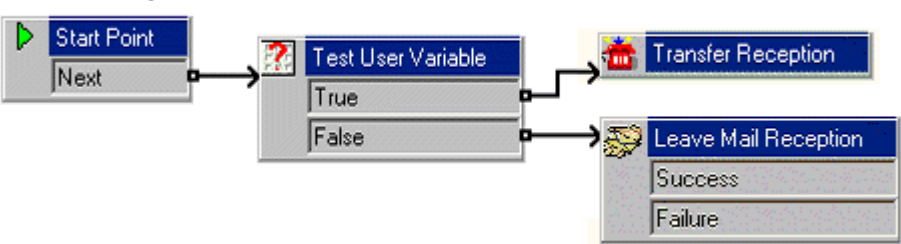


3. Create matching short codes for the modules on the telephone system. These allow the receptionist to simply set the reception to open or closed and hear a confirmation prompt when they do either.

Field	Enter:	Enter:
Code	*91	*92
Feature	Voicemail Collect	Voicemail Collect
Telephone Number	"ReceptionOpen"	"ReceptionClosed"
Line Group ID	0	0

4. For calls using another start point, you can now use the **Test User Variable** action to test whether the value of **reception** is **open**. The action has **true** and **false** results which you can link to the appropriate following actions, for example transferring calls to the reception desk when reception is open, otherwise direct to the receptionist's mailbox.

Modules > Open



Chapter 6.

Callflow Actions

6. Callflow Actions

When a [start point](#)^[72] has been added, it can be linked to an action. Each action can have one or several results, depending on the type of action, and each result can be linked to a subsequent action. In this way you can build up a call flow.

Each action can have a number of results (true, false, no answer, busy). The types of results depend of the type of action, most actions having just a 'Next' result. Each result can be used as a connection point to another action. See [Connections](#)^[87].

A set of actions and connections can be combined and reused as a module. [Modules](#)^[76] are reusable sets of actions. Use modules to create a sequence of actions that you can then use within any other start point's call flow. Changes to the module will affect all start points using that module. This simplifies the programming if a number of start points need the same sequence of actions.

You can double-click an action to display the properties in a series of tabs. Many actions share the same standard tabs but each usually also has a specific tab that contains options unique to that action's function.

The standard tabs of an action are:

- [General](#)^[91]
Sets a name for the action in the call flow and whether a PIN code is required by callers to use the action.
- [Entry Prompts](#)^[92]
Sets the prompts that should be played to callers that reach the action.
- [Reporting](#)^[95]
Provides reporting on calls that use the action.
- [Results](#)^[97]
Displays the results configured for the action. Each result can be connected to a further action in the call flow.

To add an action:

1. Select the start point to which you want to add an action.
2. Click in the Details pane.
3. Click **Actions** and select the type of action that you want to add from the list, for example Basic Actions.
4. From the submenu, select the required action. For example, if you selected Basic Actions, you might choose Speak Text. The cursor changes to show that you have selected an action to add. Alternatively on the toolbar, click the icon for the required type of action and then select an action from the submenu.
5. Click in the details pane, where you want to place the action. The new action is added. You can now edit the action and add connections to it.

You can change the properties of an action. For example, If you selected the Speak Text action you can specify the actual text to be spoken when an action is taken.

To edit an action:

1. Double-click the action in the details pane or right-click it and select **Properties**. The Properties window opens. Details of the selected action are contained in a set of tabs.
2. Select a tab and change the action properties as required.
3. Click **OK** when you have finished.

To delete an action:

1. In the Details pane where the actions are displayed, click the action to delete.
2. From the **Edit** menu, select **Delete** or right-click the action and select **Delete**.
3. The selected action is deleted.

6.1 Connections

The actions that are added to a start point must be connected before they can be used. The sequence of the connections determines how the call is routed through voicemail.

Each action can have a number of results (for example **True**, **False**, **No Answer** and **Busy**). The types of results depend of the type of action. For each result, a connection can be added.

- Most actions only have a **Next** result, that is, a single connection to the next action.
- Some actions have two results, for example **True** or **False**. Each of these results represents a connection point for different following actions.
- Some actions have multiple results. For example, the Assisted Transfer action has results for **Next**, **No Answer**, and **Busy**. Each of these results represents a connection point for different following actions.
- If a result occurs, for which no connection to a following action has been set, either the call is disconnected or, if it came from a hunt group queue, it is transferred back to the queue.
- Within modules, all connections should end in another action or in a Module Return action.

To add a connection:

1. Click the  icon.
2. Click and drag the cursor from action's result that triggers the connection to the action that should follow the connection.

To delete a connection:

1. Click the connection to delete. It is displayed in red.
2. Press **Delete**. The connection is removed. Alternatively, either select **Edit** and then **Delete** or right-click and then select **Delete**.

6.2 Available Actions

Once a start point has been added, it can be linked to an action. The available actions are divided into the following groups:

- **Start Point** ^[72]

This special action is present by in all call flows. It is simply the start point for the call flow to which other actions can be linked. While this action has **General**, **Entry Prompts**, **Reporting** and **Results** tabs they should not be used. Any settings added to those tabs will be ignored and should be applied through the tabs of the first additional action added to the call flow and linked to the **Start Point**.



Basic Actions

The following actions are used to control the routing of a call between actions.

- **Generic Action** ^[99]

Play a prompt entered through the **Entry Prompts** tab to the caller. Also used to enter custom commands for the Voicemail Pro server.

- **Speak Text Action** ^[111]

Enter text and then play it to the caller. Requires TTS to be installed and licensed.

- **Menu Action** ^[115]

Branch the call flow according to the telephone button presses made by the caller.

- **Goto Action** ^[117]

Go to another start point.

- **Disconnect Action** ^[118]

Disconnect the call.

- **Home Action** ^[118]

Return to the start point.

- **Module Return Action** ^[118]

Return to the start of a module.



Mailbox Actions

These actions relate to the leaving and collecting of messages from a mailbox.

- **Get Mail Action** ^[120]

Collect messages from a mailbox.

- **Leave Mail Action** ^[122]

Leave a message in a mailbox.

- **Listen Action** ^[123]

Record to a mailbox.

- **Voice Question Action** ^[124]

Record responses to a series of prompts.

- **Campaign Action** ^[125]

Access a campaign to read or leave messages.



Configuration Actions

A caller can use these actions to change the settings of a user or hunt group mailbox.

- **Edit Play List Action** ^[126]

Re-record a prompt.

- **Record Name Action** ^[127]

Re-record a mailbox name.

- **Personal Options Menu Action** ^[128]

Change user or group settings.

- **Select System Prompt Language Action** ^[130]

Change the prompt language.



Telephony Actions

These actions relate to telephony functions such as call transfers.

- **Variable Routing Action** ^[132]

Route on a match to a variable such as the caller's CLI.

-  **Route Incoming Call Action** ^[133]
Route a call depending on whether the call is internal or external.
-  **Route by Call Status** ^[133]
Calls route is determined by why the reason the call was routed to voicemail.
-  **Transfer Action** ^[134]
A blind transfer.
-  **Whisper Action** ^[135]
Screened transfer.
-  **Call List Action** ^[137]
Transfer to a user selected choice.
-  **Dial by Name Action** ^[138]
Select user/group by keypad letters.
-  **Assisted Transfer Action** ^[139]
A transfer with assistance for callers.
-  **Alphanumeric Collection Action** ^[141]
Callers use this action to input text and numeric values.
-  **Park and Page Action** ^[143]
Park an incoming call and page a specific user extension or hunt group about the call.
-  **Predictive Call Script Action** ^[145]
Create call flows for predictive calls made by Avaya Outbound Contact Express.

Miscellaneous Actions

-  **eMail Action** ^[149]
Email a recording.
-  **Open Door Action** ^[150]
Open and/or close a door relay.
-  **Alarm Set Action** ^[151]
Set an alarm call time.
-  **Clock Action** ^[153]
Play the time to the caller.
-  **Post Dial Action** ^[154]
Play a recording to an extension.
-  **VB Script Action** ^[155]
Use Visual Basic to script call flow events.
-  **Remote Call Flow** ^[156]
Include call flows developed elsewhere in an existing call flow.

Condition Actions

These actions are used to create branches in the call routing according to whether a value is true or false.

-  **Test Condition Action** ^[157]
Test whether a condition is true or false.
-  **Set User Variable Action** ^[158]
Set a variable to a particular value.
-  **Test User Variable Action** ^[159]
Test the value of a variable.
-  **Test Variable Action** ^[160]
Check if user dialing matches set digits.
-  **Increment and Test Counter** ^[162]
Increment a \$COUNTER variable and then test whether it matches a specified value.

-
-  [Decrement and Test Counter](#) ^[163]

Decrement a \$COUNTER variable and then test whether it matches a specified value.



Database Actions

These actions relate to retrieving and adding data to a database.

- **!** These features are not supported on a Linux-based Voicemail Pro server.
- For IP Office Release 9.1, use of database actions no longer requires the IP Office system to have an **Advanced Edition** license.

-  [Database Open Action](#) ^[164]
Open a database.

-  [Database Execute Action](#) ^[165]
Perform an action on a database.

-  [Database Get Data Action](#) ^[166]
Get information from a database.

-  [Database Close Action](#) ^[167]
Close a database.



Queue Actions

These actions are associated with hunt group queues and are not available to user and short code start points. The IP Office Manager option **Synchronise calls to announcements** should not be used when using the queue actions.

-  [Queue ETA Action](#) ^[168]
Speak the caller's expected time to answer.
-  [Queue Position Action](#) ^[170]
Speak the caller's queue position.

6.3 Standard Action Tabs

The standard tabs of an action are:

- **General** ^[91]
Sets a name for the action in the call flow and whether a PIN code is required by callers to use the action.
- **Entry Prompts** ^[92]
Sets the prompts that should be played to callers that reach the action.
- **Reporting** ^[95]
Provides reporting on calls that use the action.
- **Results** ^[97]
Displays the results configured for the action. Each result can be connected to a further action in the call flow.

6.3.1 General

The **General** tab contains the action name. You can also enter notes about the action and protect a call flow by adding an access code.

This tab is shown for the **Start** action in calls flows. However it should not be used as settings applied to the Start action are ignored and should instead be applied through the first other added to the call flow.

The screenshot shows a configuration window for an action. At the top, there are five tabs: 'General' (selected), 'Entry Prompts', 'Specific', 'Reporting', and 'Results'. Below the tabs, there are three input fields: 'Token Name' with the text 'Generic' entered, 'Description' which is empty, and 'Pin' which is empty.

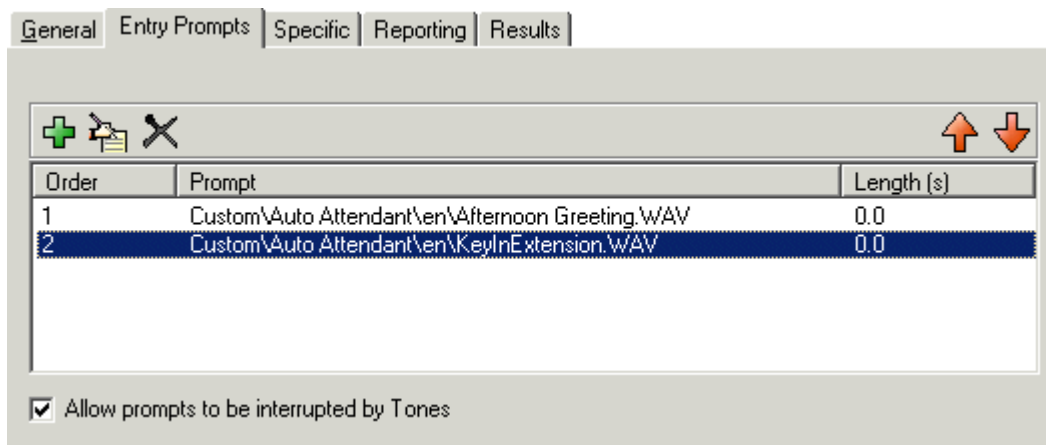
- **Token Name**
The name of the action, for example, the token name for the action Menu is 'Menu'. The token name can be changed so the use of the action can be indicated. It could also be confusing having two actions within a module with the same name.
- **Description**
Use this field to enter notes about why the action is being used or other information that is needed. The text in the **Description** field can be used with TTS to automatically generate a prompt, see [Using the Wave Editor](#) ^[93].
- **Pin**
Each action can be protected by a PIN number. The PIN number can be the voicemail code of the presumed user. To do this enter a \$ symbol. For example, entering \$ would force the callers to dial their voicemail code, entering **104\$** would force the callers to dial 104 followed by their voicemail code.

6.3.2 Entry Prompts

The **Entry Prompts** tab is used to select the prompts to be played before the action performs its main role. Multiple prompts can be added and the order in which they are played adjusted.

This tab is shown for the **Start** action in calls flows. However it should not be used as settings applied to the Start action are ignored and should instead be applied through the first other added to the call flow.

- When accessing voicemail prompts, [voicemail variables](#)^[80] can be used in both the path and filename for the prompt. For example:
 - If the prompts **Greeting1.wav** and **Greeting2.wav** etc. are recorded, an action set to play **Greeting\$KEY.wav** plays the greeting prompt that matches the current value of **\$KEY**.
 - By recording custom prompts for different languages with the same file name but placed in appropriately named language sub-folders, the variable **\$LOC** can be used in an action's prompt file path to play the correct language version of the prompt.



- **+ Add Prompt**
Clicking **+** or double-clicking an existing listed prompt starts [Wave Editor](#)^[93]. Use Wave Editor to record and play prompts through the Voicemail Pro server computer or through an extension on the IP Office system. You can select an existing prompt or specify a new file name and then record the new prompt.
- **✎ Edit Prompt**
Edit the details of the currently highlighted prompt using the [Wave Editor](#)^[93].
- **✕ Delete Prompt**
Delete the currently highlighted prompt from the play list. Note that the actual prompt file is not deleted from the server.
- **↑↓ Move Prompt**
Move the position of the currently highlighted prompt in the play list.
- **Allow prompts to be interrupted by Tones**
If selected, the callers can press tone keys to make selections during the playing of the actions entry prompts.

The [Edit Play List](#)^[128] action can be used in call flows to record a specified prompt. This helps you to create call flow options where the voicemail user can record prompts themselves to reflect changes in operation.

Speaking Variables to Callers

Call variables can be used as prompts. The value of the call variable is then spoken. This applies to all variables that are numeric values. It also applies to **\$NAM** which plays the mailbox user's recorded name prompt.

Numbers are spoken as a series of single digits. For example, 123 is spoken as "one two three". To speak 123 as "one hundred and twenty-three" requires TTS to be installed and a [Speak Text](#)^[111] action used.

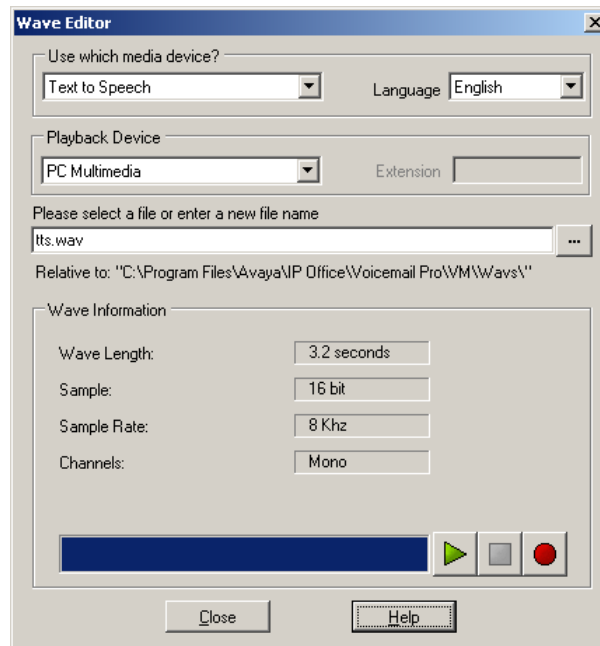
Some call variables can be played as prompts, for example:

- **\$NAM**
Plays the mailbox's name prompt if one has been recorded.
- **\$CLI**
Speaks the caller's CLI.
- **\$RES**
Plays the current result if it is a .wav file.
- **\$VAR**
Plays the variable as a list of digits.

6.3.2.1 Using the Wave Editor

The Wave Editor is used by Voicemail Pro to select, record and play prompts. It can be used to select existing prompts or to record new prompts. The system plays the prompt specified in the Entry Prompts tab of a call flow action before the action performs its main role.

Click  or double-click a listed prompt to open the **Wave Editor** window. The Wave Editor assists you to record and play prompts through the Voicemail Pro server computer or through an extension on the IP Office system.



To record a new prompt:

1. First configure the recording and playback devices:

- **Use which media device?**

- **PC Multimedia**

This option uses the speaker and microphone facilities of the computer on which the Voicemail Pro client is being run.

- **Telephony Handset**

If **Telephony Handset** is selected, enter the extension of the telephone to be used. When recording is started, the telephone will be run and after being answered, will start recording.

- **Text to Speech**

This option is available on systems licensed for TTS operation. Note that the option is also only shown if there is some text in the action's **Description** ⁹¹ field. When selected, the prompt file is automatically generated from that text. When **Text to Speech** is selected, the following additional fields are also used.

- **Language**

Select the TTS language engine that should be used for the prompt generation.

- **Playback Device**

Select either **PC Multimedia** or **Telephony Handset** as the device on which to playback the prompt following TTS generation.

2. Enter a file name for the recording. The file will be stored in the path shown. Alternatively use the browse icon  to select an existing prompt file to be recorded.

- When accessing voicemail prompts, [voicemail variables](#) ⁸⁰ can be used in both the path and filename for the prompt. For example:

- If the prompts **Greeting1.wav** and **Greeting2.wav** etc. are recorded, an action set to play **Greeting\$KEY.wav** plays the greeting prompt that matches the current value of **\$KEY**.

- By recording custom prompts for different languages with the same file name but placed in appropriately named language sub-folders, the variable **\$LOC** can be used in an action's prompt file path to play the correct language version of the prompt.

3. Click the  record button to record the message.

4. Unless using TTS to generate the prompt, speak the message and then click the  stop button when finished.

5. To listen to the recording, press the  play button.

To select a prompt.

There are a large number of standard prompts that can be used. Enter the name of the prompt or use the  button to browse to the required file. For a sample listing of these prompts see [US English Intuity Prompts](#)^[378] and [English Non-Intuity Prompts](#)^[398].

Useful files are:

- **en\MC_00** - Plays a bleep.
- **en\MC_01** - Plays 1 second of silence.
- Entering **1234.wav** will play "one two three four" (unless a file called 1234.wav has been recorded).

Some [call variables](#)^[80] can be played as prompts. For example:

- **\$NAM** - Plays the user name.
- **\$CLI** - Speaks the caller's CLI.
- **\$RES** - Plays the current result if it is a .wav file.
- **\$VAR** - Plays the variable as a list of digits.

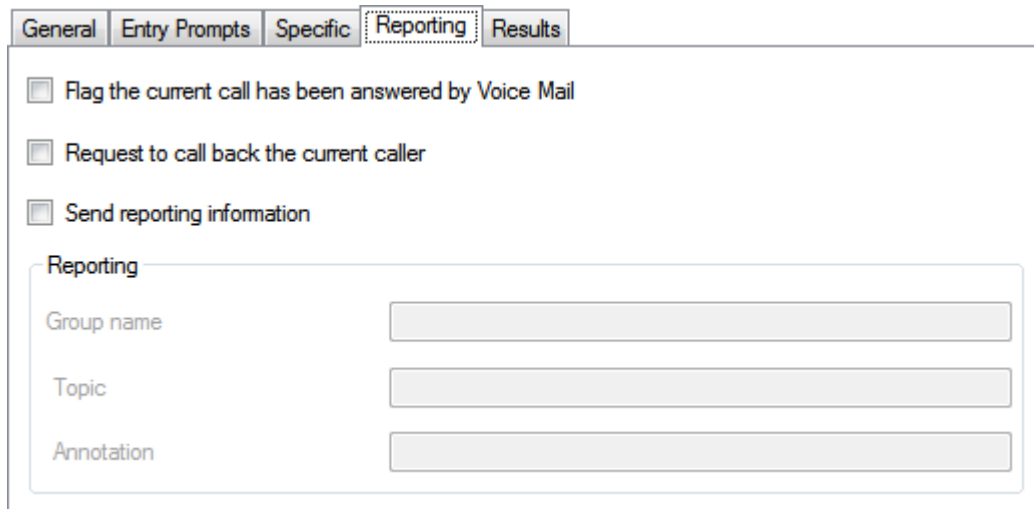
6.3.3 Specific

The contents of this tab vary according to the type of action. In some cases this tab has a different name, for example Touch Tones for the Menu action. Not all actions contain the Specific or Touch Tones tab. Details of the specific tab are covered in the section that describes the available actions.

This tab is shown for the **Start** action in calls flows. However it should not be used as settings applied to the Start action are ignored and should instead be applied through the first other added to the call flow.

6.3.4 Reporting

The Reporting tab can provide information that is then used by other IP Office applications to report on calls that use a voicemail call flow. Currently for IP Office Release 9.1 this tab is not used by any other IP Office application



Setting	Description
Flag the current call has been answered by Voice Mail	If not selected, the number of calls and the number of times trigger values are incremented by calls that complete the action and are routed to a further action. If selected, the number of calls and the number of times triggered values are incremented by the number of calls that reach the action.
Request to call back the current caller	<i>This field is not used.</i>
Send reporting information	If selected, information can be associated with the call. That information is used by the reports that are run.
Group Name	Sets the label for reporting.
Topic	<i>This field is not used.</i>

Annotation

This field is not used.

6.3.5 Results

This tab shows the results available from an action. For the majority of actions the results are fixed and cannot be changed. For some actions the results are variable.

This tab is shown for the **Start** action in calls flows. However it should not be used as settings applied to the **Start** action are ignored and should instead be applied through the first other added to the call flow.

GeneralEntry PromptsSpecificReportingResults

+

×

Default results for this token

Next

6.4 Start Action

▶ This special action is present by in all call flows. It is simply the start point for the call flow to which other actions can be linked. While this action has **General**, **Entry Prompts**, **Reporting** and **Results** tabs they should not be used. Any settings added to those tabs will be ignored and should be applied through the tabs of the first additional action added to the call flow and linked to the **Start Point**.

Settings

1. Double-click on the ▶ **Start** icon and select the **Specific** tab (the other tabs should not be used).

General Entry Prompts **Specific** Reporting Results

☒ Complete Sequence

Timeout 5 seconds

- **Complete Sequence:**

When selected, if the caller hangs up during the call flow, the call flow will continue running. If the current action which the call has reached in the call flow has a timeout result, that result connection is followed immediately. The call flow will continue until it either reaches a **Disconnect** action, a result with no action or the **Timeout** specified below.

- **Timeout:** Default = 5 seconds. Range 0 to 120 seconds.

This timeout sets the maximum time the call flow should continue running if **Complete Sequence** is selected.

Examples of Using Complete Sequence

In the call flow below, a [Listen](#) ¹²³ action is used to record a message and then two following [eMail](#) ¹⁴⁹ actions are used to distribute copies of the message. Without **Complete Sequence** enabled in the **Start Point**, if the caller hangs up after the recording no e-mails are sent. With the **Complete Sequence** option enabled in the Start Point, the e-mails are sent regardless of the caller hanging up.



6.5 Basic Actions



Basic Actions

The following actions are used to control the routing of a call between actions.

- 
Generic Action ^[99]
 Play a prompt entered through the **Entry Prompts** tab to the caller. Also used to enter custom commands for the Voicemail Pro server.
- 
Speak Text Action ^[111]
 Enter text and then play it to the caller. Requires TTS to be installed and licensed.
- 
Menu Action ^[115]
 Branch the call flow according to the telephone button presses made by the caller.
- 
Goto Action ^[117]
 Go to another start point.
- 
Disconnect Action ^[118]
 Disconnect the call.
- 
Home Action ^[118]
 Return to the start point.
- 
Module Return Action ^[118]
 Return to the start of a module.

6.5.1 Generic



The Generic action can be used to play a prompt to the caller. It can also be used to enter custom commands for the Voicemail Pro server. The maximum length for the string is 128 characters.

You can enter the Voicemail Pro generic commands either as traditional "free format" text strings such as *SAVE:\$KEY* or through using a series of data fields to set the parameters for the required string.

The types of generic command are:

- Arithmetic Evaluation** ^[100]
 Perform a mathematic operation on existing variables and save the result as a [call variable](#) ^[80].
- Change Caller's Priority** ^[101]
 Change the priority of a call before it is presented to a hunt group.
- Change User or Group Configuration** ^[102]
 Get or change the current status of a range of user and hunt group settings.
- Clear Counter** ^[104]
 Return one of the **\$COUNTER** variables to 0.
- Counter Decrement** ^[104]
 Decrement one of the 15 **\$COUNTER** variables.
- Counter Increment** ^[105]
 Increment one of the 15 **\$COUNTER** variables.
- Generic "Free Format" Command** ^[105]
 Enter a command as a plain text string.
- Set Counter** ^[106]
 Set one of the 15 **\$COUNTER** variables to a specific value.
- Set CPxx Value** ^[107]
 Set the value of one of the 15 **\$CP** variables.
- String Manipulation** ^[108]
 Extract or change the string stored in an existing variable and save the result as a [call variable](#) ^[80].
- Set Interdigit Delay** ^[110]
 Change the delay value between the dialing of digits for subsequent actions in a call flow.

6.5.1.1 Arithmetic Evaluation

This **Generic** command performs an arithmetic operation on [call variables](#)^[80]. The result is then stored in a selected [call variable](#)^[80]. For non-numeric values the string can be changed using the [String Manipulation](#)^[108] option.

The screenshot shows a configuration window with the following elements:

- Tabs: General, Entry Prompts, **Specific**, Reporting, Results
- Dropdown: Select Generic command (Arithmetic Evaluation)
- Text field: Select Variable For Result (with a dropdown arrow)
- Text field: Enter Expression to evaluate (Supported operators are: *, /, %, +, -, and ^) (with a dropdown arrow)

- **Select Generic command:** *Arithmetic Evaluation*

- **Select Variable For Result**

- Select the [call variable](#)^[80] into which the result of the arithmetic calculation should be stored.

- **Enter Expression to evaluate**

- The string entered here can include numeric values, call variables such as **\$KEY** and the following arithmetic operators in addition to (and) brackets:

- * = Multiply by.
 - / = Divide by.
 - % = Modulus (remainder after division)
 - + = Add.
 - - = Subtract.
 - ^ = Bitwise exclusive or (XOR). Does a binary comparison of the decimal inputs, returning a 1 for each bit if only one of the corresponding input bits is 1, otherwise returning 0 for the bit.
 - If the values being evaluated are integers (for example 123), the result will be an absolute integer value. For example 123/2 will result in 61.
 - If any value being evaluated is a decimal (for example 123.0), the result will be a 6 decimal place value. For example 123.0/2 will result in 61.500000.

Free Format Equivalent

This action creates a [free format command](#)^[105] such as `EVAL:$CP0=$CP1+$CP2+5`. In this example the current values of **\$CP1**, **\$CP2** plus 5 are added and then stored as **\$CP0**.

6.5.1.2 Change Callers Priority

This **Generic** command changes the call priority of a call. The priority value is retained when the call is transferred back to the IP Office system.

- When the system presents calls to a hunt group on the IP Office, IP Office uses the call priorities followed by the call waiting times to order the calls in the queue. By default, internal callers are assigned **Low** priority while the priority of external callers is set by the IP Office Incoming Call Route used to route the call (default also **Low**).
- Do not mix calls of different priorities if you are using Voicemail Pro to announce the queue estimate time to answer (ETA) and the queue position to callers, since those values will no longer be accurate when a higher priority call is placed into the queue. Note that in such a situation, Voicemail Pro will not increase a value already announced to a caller.

The screenshot shows a configuration window with five tabs: General, Entry Prompts, Specific, Reporting, and Results. The 'Specific' tab is active. It contains three dropdown menus. The first dropdown, labeled 'Select Generic command', is set to 'Change Callers Priority'. The second dropdown, labeled 'Set Callers Priority to:', is set to 'Medium'.

- Select Generic command:** *Change Callers Priority*
- Set Callers Priority to:**
The caller's priority can be set to **Low**, **Medium** or **High**. A [call variable](#) ^[80] set to 1, 2 or 3 can also be used to set **Low**, **Medium** or **High** priority respectively.

Free Format Equivalent

This action creates a [free format command](#) ^[105] such as `CHANGECALLPRIORITY:M`. In this example the caller's priority is set to medium.

6.5.1.3 Change User or Group Configuration

This **Generic** command creates generic commands that either get or set the value of configuration settings in the IP Office system. The IP Office settings are listed in the table below.

Some of these settings as indicated below can be changed using a [Personal Options Menu](#) ¹²⁸ action.

Any user or group configuration changes made using this method are written to the file "AuditTrail.txt" on the Voicemail Pro server computer (C:\Program Files\Avaya\IP Office\Voicemail Pro\VM\Logs\AuditTrail.txt). The file includes the time, date, details of the change and the CLI of the caller making the change.

- **Select Generic command:** *Change User or Group Configuration*
- **Operation**
Select whether the command should **Get** a value from the IP Office configuration or **Set** a value in the configuration. When **Get** is selected, the **Select Variable For Result** option is shown as a reminder that the value obtained is saved into the Voicemail Pro **\$SAV** variable.
- **From User\Group Mailbox**
Select the IP Office user or mailbox whose configuration settings the command accesses.
- **Parameter**
Select the IP Office configuration setting that is being got or set. For full details of the operation of these settings refer to *Avaya IP Office Manager* manual.

Parameter	User	Hunt Group	Parameter Values	Free Format Parameter Name	Personal Configuration on Action
Absent Message	✓	✗	0 ("None"), 1 ("On vacation until"), 2 ("Will be back"), 3 ("At lunch until"), 4 ("Meeting until"), 5 ("Please call"), 6 ("Don't disturb until"), 7 ("With visitors until"), 8 ("With cust. til."), 9 ("Back soon"), 10 ("Back tomorrow"), 11 (Custom).	<i>absent_msg</i>	✗
Absent State	✓	✗	0 (Off) or 1 (On).	<i>absent_set</i>	✗
Absent Text	✓	✗	Text added to the end of the Absent Message when the Absent State is on.	<i>absent_text</i>	✗
Announcements	✓	✗	0 (Off) or 1 (On).	<i>enable_comfort_announcements</i>	✗
Do Not Disturb	✓	✗	0 (Off) or 1 (On).	<i>do_not_disturb</i>	✓
Ex Directory	✓	✗	0 (Off) or 1 (On).	<i>exdirectory</i>	✗
Forward Unconditional	✓	✗	0 (Off) or 1 (On).	<i>forward_unconditional</i>	✓
Forward Number	✓	✗	The destination number for the users Forward Unconditional when that option is on.	<i>forward_number</i>	✓

Parameter	User	Hunt Group	Parameter Values	Free Format Parameter Name	Personal Configuration Action
Forward on Busy	✓	✗	0 (Off) or 1 (On).	forward_busy	✗
Forward on No Answer	✓	✗	0 (Off) or 1 (On).	forward_na	✗
Forward Hunt Group Calls	✓	✗	0 (Off) or 1 (On). Used with Forward Unconditional .	forward_hg	✗
Forward on Busy Number	✓	✗	The destination number for the user's Forward on Busy and Forward on No Answer if either option is on.	forward_busy_number	✗
Mobile Twinning Number	✓	✗	The destination number being used for the user's mobile twinning.	mobile_twinning_number	✗
Twinning Type	✓	✗	Mobile indicates or sets twinning on, any other value indicates or sets mobile twinning off.	twinning_type	✗
Voicemail On	✓	✓	0 (Off) or 1 (On).	voicemail_on	✓
Voicemail Reception	✓	✗	0 (Off) or 1 (On).	voicemail_reception	✓
Voicemail Email Mode	✓	✓	0 (Off), 1 (Copy), 2 (Forward), 3 (Alert).	voicemail_emailmode	✓
Voicemail Callback Number	✓	✗	The destination number for voicemail callback ^[232] .	voicemail_dialback	✓
Group Service Mode	✗	✓	0 (Out of service), 1 (in service) or 2 (night service) mode.	service_mode	

• Select Variable For Result

If the **Operation** is a **Get**, a [call variable](#) ^[80] must be selected to store the value returned.

Free Format Equivalent

This action creates a [free format command](#) ^[105] such as `CFG:GET "<extension number>" <parameter name> <parameter value>` or `CFG:SET "<extension number>" <parameter name> <parameter value>`. The free format parameter names and values are listed in the table above.

For example, to set announcements on for extension 201, the free format command is `CFG:SET "201" enable_comfort_announcements 1`.

The following additional options exist only as free-format command strings:

Option	User	Hunt Group	Value	Free Format Parameter Name	Personal Configuration Action
Follow Me Number	✓	✗	Number	follow_me_number	✓
Voicemail Code	✓	✗	Number	voicemail_code	✓
Off Hook Station	✓	✗	0 (Off) or 1 (On)	off_hook_station	✗
Dial In	✓	✗	0 (Off) or 1 (On)	dial_in_on	✗
Monitor Group	✓	✗	Number	monitor_group	✗
System Phone	✓	✗	0 (Off) or 1 (On)	systemphone	✗

6.5.1.4 Clear Counter

This **Generic** command resets one of the 15 \$COUNTER call variables to 0.

The voicemail server provides counter variable \$COUNTER1 to \$COUNTER15. These can be used in the same way as other call variables. They can also be manipulated using **Generic** ^[99] action commands for [Set Counter](#) ^[106], [Clear Counter](#) ^[104], [Counter Decrement](#) ^[104] and [Counter Increment](#) ^[105].

They can also be used with the [Decrement and Test Counter](#) ^[163] and [Increment and Test Counter](#) ^[162] actions. By default the initial value of a counter variable is 0. The formats \$COUNTERx or \$COUNTER[x] are both supported.

The screenshot shows a configuration window with tabs: General, Entry Prompts, Specific, Reporting, and Results. The 'Specific' tab is active. It contains three sections: 'Select Generic command' (dropdown menu), 'Select Generic command' (dropdown menu), and 'Select Counter' (text input field). The first dropdown is empty. The second dropdown is set to 'Clear Counter'. The third text input field contains the value '1'.

- **Select Generic command:** *Clear Counter*
 - **Select Counter**
Enter **1** to **15** to select **\$COUNTER1** to **\$COUNTER15** respectively.

Free Format Equivalent

This action creates a [free format command](#) ^[105] such as `CLEARCOUNTER1`.

6.5.1.5 Counter Decrement

This **Generic** command decreases the value of one of the 15 \$COUNTER call variables by 1.

The voicemail server provides counter variable \$COUNTER1 to \$COUNTER15. These can be used in the same way as other call variables. They can also be manipulated using **Generic** ^[99] action commands for [Set Counter](#) ^[106], [Clear Counter](#) ^[104], [Counter Decrement](#) ^[104] and [Counter Increment](#) ^[105].

They can also be used with the [Decrement and Test Counter](#) ^[163] and [Increment and Test Counter](#) ^[162] actions. By default the initial value of a counter variable is 0. The formats \$COUNTERx or \$COUNTER[x] are both supported.

The screenshot shows a configuration window with tabs: General, Entry Prompts, Specific, Reporting, and Results. The 'Specific' tab is active. It contains three sections: 'Select Generic command' (dropdown menu), 'Select Generic command' (dropdown menu), and 'Select Counter' (text input field). The first dropdown is empty. The second dropdown is set to 'Counter Decrement'. The third text input field contains the value '1'.

- **Select Generic command:** *Counter Decrement*
 - **Select Counter**
Enter **1** to **15** to select **\$COUNTER1** to **\$COUNTER15** respectively.

Free Format Equivalent

This action creates a [free format command](#) ^[105] such as `DECCOUNTER:$COUNTER1`. In this example decrementing the value of **\$COUNTER1**.

6.5.1.6 Counter Increment

This **Generic** command increases the value of one of the 15 \$COUNTER call variables by 1.

The voicemail server provides counter variable \$COUNTER1 to \$COUNTER15. These can be used in the same way as other call variables. They can also be manipulated using **Generic**^[99] action commands for [Set Counter](#)^[106], [Clear Counter](#)^[104], [Counter Decrement](#)^[104] and [Counter Increment](#)^[105].

They can also be used with the [Decrement and Test Counter](#)^[163] and [Increment and Test Counter](#)^[162] actions. By default the initial value of a counter variable is 0. The formats \$COUNTERx or \$COUNTER[x] are both supported.

- **Select Generic command:** *Counter Increment*
 - **Select Counter**
Enter **1** to **15** to select **\$COUNTER1** to **\$COUNTER15** respectively.

Free Format Equivalent

This action creates a [free format command](#)^[105] such as *INCCOUNTER:\$COUNTER1*. In this example incrementing the value of **\$COUNTER1**.

6.5.1.7 Generic Free Format Command

This **Generic** command assists you in the direct entry of generic commands. If the action has been previously used to setup using a specific type of generic command, the resulting free format text string for that command is shown and can be edited if required.

Details for many free format commands are included in the sections on other Generic action commands. In addition the following commands can be used:

- **Save a Value:** *Save:<value>*
This generic command can be used to replace the value of the call variable **\$SAV** with a specified value. For example *Save:\$KEY* or *Save:1234*.
- **Forward a Message:** *FWD:<ext1>#<ext2>##*
This option can be used with a generic action that is preceded by an action that records a message such as a **Voice Question** or **Edit Play List** action. It then forwards the message to another mailbox or mailboxes. Each extension number should be followed by a # plus an additional # at the end of the string.

6.5.1.8 Set Counter

This **Generic** command sets one of the 15 \$COUNTER call variables to a specific value.

The voicemail server provides counter variable \$COUNTER1 to \$COUNTER15. These can be used in the same way as other call variables. They can also be manipulated using **Generic**^[99] action commands for [Set Counter](#)^[106], [Clear Counter](#)^[104], [Counter Decrement](#)^[104] and [Counter Increment](#)^[105].

They can also be used with the [Decrement and Test Counter](#)^[163] and [Increment and Test Counter](#)^[162] actions. By default the initial value of a counter variable is 0. The formats \$COUNTERx or \$COUNTER[x] are both supported.

The screenshot shows a configuration window with the following elements:

- Tabs: General, Entry Prompts, **Specific**, Reporting, Results
- Field 1: Select Generic command (dropdown menu)
- Field 2: Select Generic command (dropdown menu showing "Set Counter")
- Field 3: Select Counter (text input showing "1" with a dropdown arrow)
- Field 4: Value (text input showing "34" with a dropdown arrow)

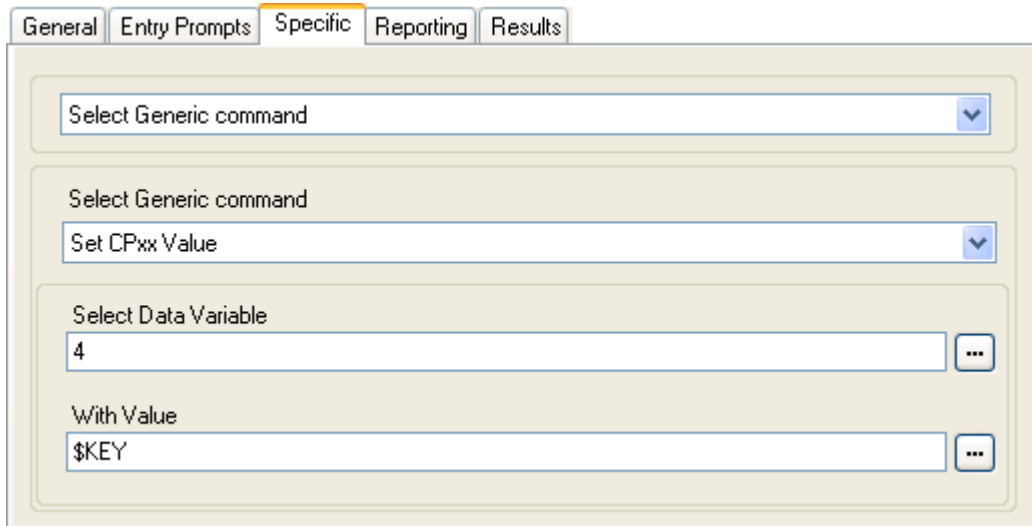
- **Select Generic command:** *Set Counter*
 - **Select Counter**
Enter **1** to **15** to select **\$COUNTER1** to **\$COUNTER15** respectively.
 - **Value**
Enter the numeric value for the counter. A [call variable](#)^[80] such as **\$KEY** can be entered to set the counter to match the current value of that variable.

Free Format Equivalent

This action creates a [free format command](#)^[105] such as **COUNTER1:34** or **COUNTER2:\$KEY**. These examples set the value of **\$COUNTER1** to **34** and **\$COUNTER2** to **\$KEY** respectively.

6.5.1.9 Set CPxx Value

This **Generic** command stores a value as one of the 15 \$CPxx [call variables](#)^[80]. The value to store can be the value of another variable or a value entered in the action.



The screenshot shows a configuration window for the 'Set CPxx Value' action. The 'Specific' tab is active. The configuration includes:

- A dropdown menu for 'Select Generic command'.
- A second dropdown menu for 'Select Generic command' with 'Set CPxx Value' selected.
- A text field for 'Select Data Variable' containing the value '4'.
- A text field for 'With Value' containing the value '\$KEY'.

- **Select Generic command:** *Set CPxx Value*
- **Select Data Variable**
Enter 1 to 15 for call variable **CP1** to **CP15** respectively.
- **With Value**
Enter the value to store. Another [call variable](#)^[80] such as **\$KEY** can be specified to have that variables current value stored.

Free Format Equivalent

This action creates a [free format command](#)^[105] such as **CP4:\$KEY**. In that example the current value of **\$KEY** is stored as variable **\$CP4**.

6.5.1.10 String Manipulation

This **Generic** command assists you in editing a [call variable](#) ^[80] in various ways. For example take the full CLI of a call (for example 01555364200) and save just the area code part (in the example 555) as a new value. The action treats variable values as text strings, it does not differ whether the value is numeric or alphabetic. For numeric variables value, the value can also be manipulated using the [Arithmetic Evaluation](#) ^[100] option.

- **Select Generic command:** *String Manipulation*
- **Select Variable**
Enter the [call variable](#) ^[80] on which the action should perform an operation.
- **Select Variable For Result**
Enter the [call variable](#) ^[80] which should be used to store the result of the operation.
- **Select Operation**
Select the operation to be performed on the selected input. Depending on the selected operation, the additional fields **Number of Characters**, **From Position Index**, **From**, and **Char/String** are displayed.

Operation	Description	Example		
		Free Format Command	\$CPO	\$CP1
Copy	Return the portion of the string before or after the first or last occurrence of the indicated character or characters to match.	STRING:\$CP1=copy(\$CPO)	01555364200	01555364200
		STRING:\$CP1=copytofirst(\$CPO,1)		01
		STRING:\$CP1=copyfromfirst(\$CPO,5)		555364200
		STRING:\$CP1=copytolast(\$CPO,5)		01555
		STRING:\$CP1=copyfromlast(\$CPO,5)		5364200
From Position	Return the selected number of characters starting from the position index and going right.	STRING:\$CP1=mid(\$CPO,3,3)	01555364200	555
From the Left	Return the selected number of characters starting from the left end.	STRING:\$CP1=left(\$CPO,5)	01555364200	01555
From the Right	Return the selected number of characters starting from the right end.	STRING:\$CP1=right(\$CPO,5)	01555364200	64200
Length	Return the length of the string before or after the first or last occurrence of the indicated character or characters to match.	STRING:\$CP1=length(\$CPO)	01555364200	11
		STRING:\$CP1=lengthtofirst(\$CPO,1)		2
		STRING:\$CP1=lengthfromfirst(\$CPO,5)		9
		STRING:\$CP1=lengthtolast(\$CPO,5)		5
		STRING:\$CP1=lengthtolast(\$CPO,5)		7

Lowercase	Change any uppercase characters in the input into lowercase.	<i>STRING:\$CP1=lower(\$CP0)</i>	<i>ABCdef123</i>	<i>abcdef123</i>
Reverse	Reverse the order of characters in the input.	<i>STRING:\$CP1=reverse(\$CP0)</i>	<i>ABCdef123</i>	<i>321fedCBA</i>
Uppercase	Change any lowercase characters in the input into uppercase.	<i>STRING:\$CP1=upper(\$CP0)</i>	<i>ABCdef123</i>	<i>ABCDEF123</i>

- **Number of Characters**

This option is displayed for the operations **From Position**, **From the Left** and **From the Right**. It sets the number of characters to be returned.

- **From Position Index**

This option is displayed for the operation **From Position**. It sets the start character for set of characters to be returned.

- **From**

This option is shown for the **Copy** and **Length** operations. The values set which part of the input variable should be used for the result. The options **To First Occurrence of**, **From First Occurrence of**, **To Last Occurrence of** and **From Last Occurrence of** are used with the **Char/String** field specifying the occurrence to match. If no match occurs then the full string is used, the same as if **From** is set to **All**.

- **Char/String:**

This option is shown for the **Copy** and **Length** operations. It sets the character or character string match that should be used as the start or end point for the operation.

6.5.1.11 Set Interdigit Delay

This **Generic** command adjusts the delay between dialing of the digits in a number.

The screenshot shows a configuration window with the following elements:

- Tabs: General, Entry Prompts, **Specific**, Reporting, Results
- Section 1: "Select Generic command" with a dropdown arrow.
- Section 2: "Select Generic command" with a dropdown menu showing "Set Interdigit Delay" and a dropdown arrow.
- Section 3: "Timeout (seconds)" with a text input field containing "1" and a button with three dots.

- **Select Generic command:** *Set Interdigit Delay*
- **Timeout (Seconds)**
Enter the [call variable](#) ⁸⁰ on which the action should be performed.

6.5.2 Speak Text

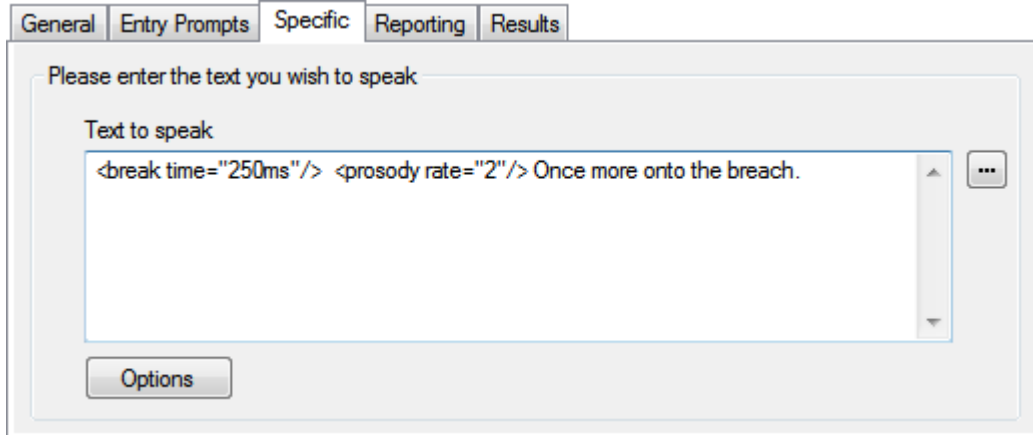
 The **Speak Text** action speaks any specified text to the caller. To use **Speak Text** action, you require TTS (Text to Speech) to be installed and licensed.

For examples of the action in a call flow, see:

- [Entering Details in to the Database](#)^[332]
- [Returning Data from the Database](#)^[330]

Settings

1. Click the  **Basic Actions** icon and select  **Speak Text**.
2. In the **Properties for Speak Text** dialog box, under the **Specific** tab, click **Options** to apply the required effects. The [General](#)^[91], [Entry Prompts](#)^[92], [Reporting](#)^[95] and [Results](#)^[97] tabs are standard tabs available to all actions.



The screenshot shows the 'Properties for Speak Text' dialog box with the 'Specific' tab selected. The 'Options' button is highlighted. The 'Text to speak' field contains the text: `<break time='250ms' /> <prosody rate='2' /> Once more onto the breach.`

3. In the **Speak Options** dialog box, from the **Option** drop-down list, select an option to change the way TTS speaks a text. For information on each of the options, see [Option](#)^[112]. For example, when you select **Change Relative Speed** and set the value to 2, the rate at which the text will be spoken will be 2 seconds per word.
4. Click **OK**. The **Text** text box displays the text surrounded by XML tags.

Results

This action has the following result which can be connected to a further action:



- **Next**
Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the [Start](#)^[98] action option **Complete sequence** has been selected.

Speaking Variables to Callers

Call variables can be used as prompts. The value of the call variable is then spoken. This applies to all variables that are numeric values. It also applies to **\$NAM** which plays the mailbox user's recorded name prompt.

Numbers are spoken as a series of single digits. For example, 123 is spoken as "one two three". To speak 123 as "one hundred and twenty-three" requires TTS to be installed and a [Speak Text](#)^[111] action used.

Some call variables can be played as prompts, for example:

- **\$NAM**
Plays the mailbox's name prompt if one has been recorded.
- **\$CLI**
Speaks the caller's CLI.
- **\$RES**
Plays the current result if it is a .wav file.
- **\$VAR**
Plays the variable as a list of digits.

For more information on Speak Text action, see the section [Using the Speak Text Action](#)^[355].

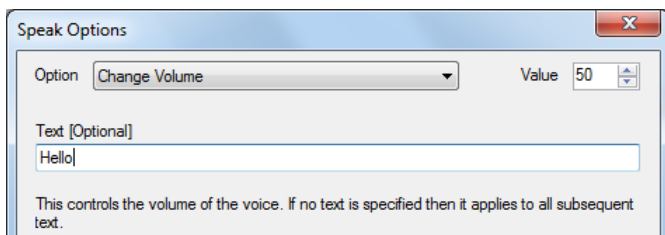
Options

You can use the following options from the **Speak Options** drop-down list to apply a range of [SAPI](#)^[357] effects:

- [Change Volume](#)^[112]
- [Change Absolute Speed](#)^[112]
- [Change Relative Speed](#)^[112]
- [Change Absolute Pitch](#)^[113]
- [Change Relative Pitch](#)^[113]
- [Emphasize Text](#)^[113]
- [Spell Text](#)^[113]
- [Add Silence](#)^[113]

Change Volume

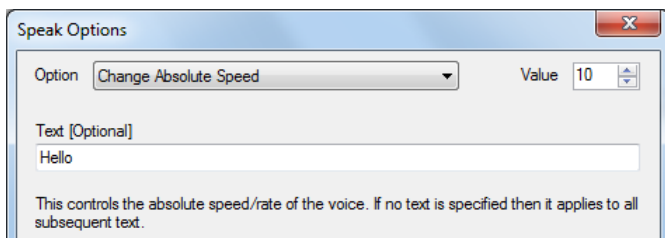
This option controls the volume of the voice. The example below would be added as `<volume level="50">Hello</volume>`. If the text is empty, the change will apply to all subsequent text, otherwise it only applies to that text.



The **Value** is between zero and one hundred. One hundred represents the default volume of a voice. Lower values represent percentages of this default. That is, 50 will correspond to 50% of full volume.

Change Absolute Speed

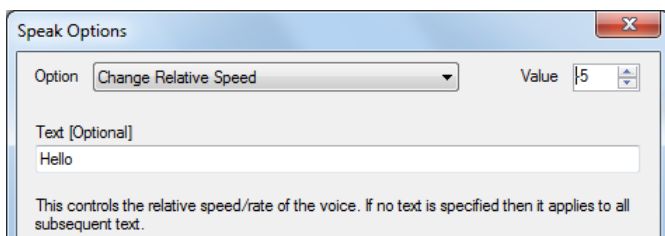
This option controls the rate at which the voice is played. The example below would be added as `<rate abspeed="10">Hello</rate>`. If the text is empty, the change will apply to all subsequent text, otherwise it only applies to that text.



The **Value** is between negative ten and ten. This specifies the absolute rate at which the voice is played. Zero represents the default rate of a voice, with positive values being faster and negative values being slower.

Change Relative Speed

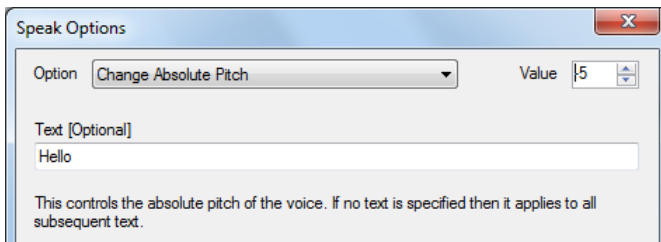
This option controls the rate at which the voice is played. The example below would be added as `<rate speed="-5">Hello</rate>`. If the text is empty, the change will apply to all subsequent text, otherwise it only applies to that text.



The **Value** is between negative ten and ten. This specifies the relative rate at which the voice is played. The absolute value is found by adding the relative speed to the current absolute value. Zero represents the default rate of a voice, with positive values being faster and negative values being slower.

Change Absolute Pitch

This option controls the pitch at which the voice is played. The example below would be added as `<pitch absmiddle="-5">Hello</pitch>`. If the text is empty, the change will apply to all subsequent text, otherwise it only applies to that text.

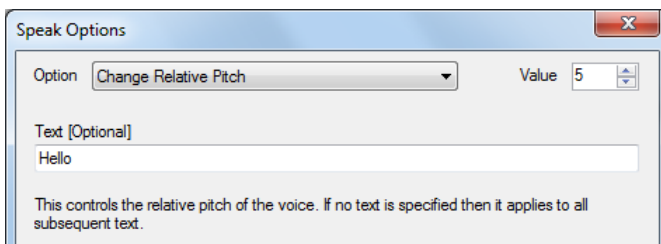


The screenshot shows a dialog box titled "Speak Options" with a close button (X) in the top right corner. Inside, there is a dropdown menu labeled "Option" with "Change Absolute Pitch" selected. To the right of the dropdown is a "Value" field with a numeric input set to "5" and up/down arrow buttons. Below this is a "Text [Optional]" field containing the word "Hello". At the bottom, a small text box explains: "This controls the absolute pitch of the voice. If no text is specified then it applies to all subsequent text."

The **Value** is between negative ten and ten. This specified the absolute pitch at which the voice is played. Zero represents the default middle pitch for a voice, with positive values being higher and negative values being lower.

Change Relative Pitch

This options controls the pitch at which the voice is played. The example below would be added as `<pitch middle="5">Hello</pitch>`. If the text is empty, the change will apply to all subsequent text, otherwise it only applies to that text.

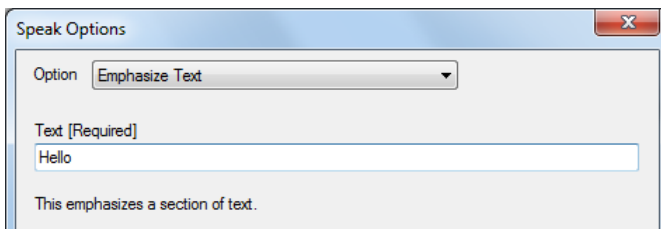


The screenshot shows a dialog box titled "Speak Options" with a close button (X) in the top right corner. Inside, there is a dropdown menu labeled "Option" with "Change Relative Pitch" selected. To the right of the dropdown is a "Value" field with a numeric input set to "5" and up/down arrow buttons. Below this is a "Text [Optional]" field containing the word "Hello". At the bottom, a small text box explains: "This controls the relative pitch of the voice. If no text is specified then it applies to all subsequent text."

The **Value** is between negative ten and ten. This specified the relative pitch at which the voice is played. The absolute value is found by adding the relative pitch to the current absolute value. Zero represents the default middle pitch for a voice, with positive values being higher and negative values being lower.

Emphasize Text

This option instructs the voice to emphasize a word or section of text. The text is required and must be included. The example below would be added as `<emph>Hello</emph>`.

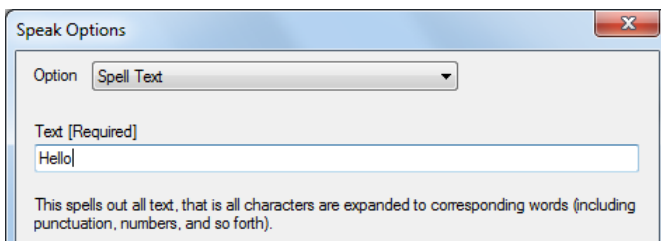


The screenshot shows a dialog box titled "Speak Options" with a close button (X) in the top right corner. Inside, there is a dropdown menu labeled "Option" with "Emphasize Text" selected. Below this is a "Text [Required]" field containing the word "Hello". At the bottom, a small text box explains: "This emphasizes a section of text."

The method of emphasis can vary from voice to voice.

Spell Text

This option instructs the voice to spell out all text, rather than using its default word and sentence breaking rules, normalization rules, and so forth. The text is required and must be included. The example below would be added as `<spell>Hello</spell>`.

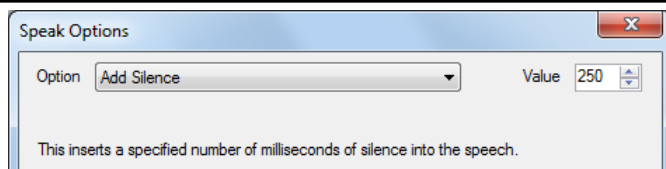


The screenshot shows a dialog box titled "Speak Options" with a close button (X) in the top right corner. Inside, there is a dropdown menu labeled "Option" with "Spell Text" selected. Below this is a "Text [Required]" field containing the word "Hello". At the bottom, a small text box explains: "This spells out all text, that is all characters are expanded to corresponding words (including punctuation, numbers, and so forth)."

All characters should be expanded to corresponding words including punctuation, numbers, and so forth.

Add Silence

This option inserts a specified number of milliseconds of silence into the output audio stream. The example below would be added as `<silence msec="250"/>`.



6.5.3 Menu

The **Menu** action assists you to specify DTMF tones for which you want to create connections to following actions. For example, a menu can be created that gives callers a choice of transfer locations.

Each **Menu** action supports a maximum of 15 active touch tone entries.

For examples of the action being used in a call flow, see:

- [Using a Personal Options Menu Action](#) [233].
- [Example Call Flow for Mobile Twinning](#) [271].
- [Routing Calls to Voicemail, Example Call Flow](#) [243].
- [Changing the Language of System Prompts](#) [268].
- [Changing the Language Setting for a TTY Device](#) [265].

Settings

1. Click the  **Basic Actions** icon and select  **Menu**.
2. The **General** [91], **Entry Prompts** [92], **Reporting** [95] and **Results** [97] tabs are standard tabs available to all actions.
3. For **Menu** actions, the **Specific** tab is replaced with the **Touch Tones** tab.

- **0-9, *, #**
Use the dialing digits check boxes to indicate the DTMF tones for which connections are required.
- **+ Add**
The  icon assists you to add custom sequences of dialing digits. In addition to the standard dialing digits (0 to 9, *, #) the following special digits can be used. If a sequence is added, check the associated box before you click **OK**. The sequence must be unique. For example, if 5 is selected, no other sequence that begins with 5 can be used.
 - **? = Any Digit**
The ? character can be used to represent any digit (except * and #). For example, **123???** can be used for any six digit string starting with 123. See [Example Call Flow: SelfSelect Module](#) [243].
 - **\$ = Any Sequence of Digits**
The \$ character can be used to match any sequence of digits for which there is no other match. Key press entry is ended either by the caller pressing # or 5 seconds after the last digit dialed.
 - **F = For Fax Calls**
The F letter can be used to automatically detect any incoming fax calls. Once detected, the calls can be routed to another number. See [Routing Fax Calls Using a Menu Action](#) [353].
- **X Delete**
Use this icon to delete the currently selected custom dialing sequence.

- **Invalid Input Handling**

The following options can be used if the caller does not dial or dials an invalid digit.

- **No of Retries**

This option assists you to specify the number of retries a caller can make if they make an invalid entry or if the timeout occurs.

- **Timeout**

If selected, the Voicemail Pro will wait for the specified number of seconds for a valid digit. In case of a timeout, Voicemail Pro will either wait for a retry or if the **No of Retries** has been reached, it will follow the **Timeout** result connection within the call flow.

- **Invalid Entry**

If selected, if the caller enters an invalid digit, the Voicemail Pro will either wait for a retry or if the **No of Retries** has been reached, it will follow the **Timeout** result connection within the call flow.

- **Prompt**

You can associate a prompt with the Timeout and Invalid Entry options. If a prompt is specified, before a retry the Voicemail Pro will play that prompt. Use the  to access the [Wave Editor](#)⁹³.

Results

The action can have the following results which can then be connected to further actions:



- **Timeout**

This result is used to connect to a following call flow action if the caller does not make an entry within the specified number of seconds on the last retry.

- This connection is followed immediately the caller hangs up if the [Start](#)⁹⁸ action option **Complete sequence** has been selected.

- **Invalid**

This result is used to connect to a following call flow action if the caller makes an invalid entry on the last retry.

- **Others**

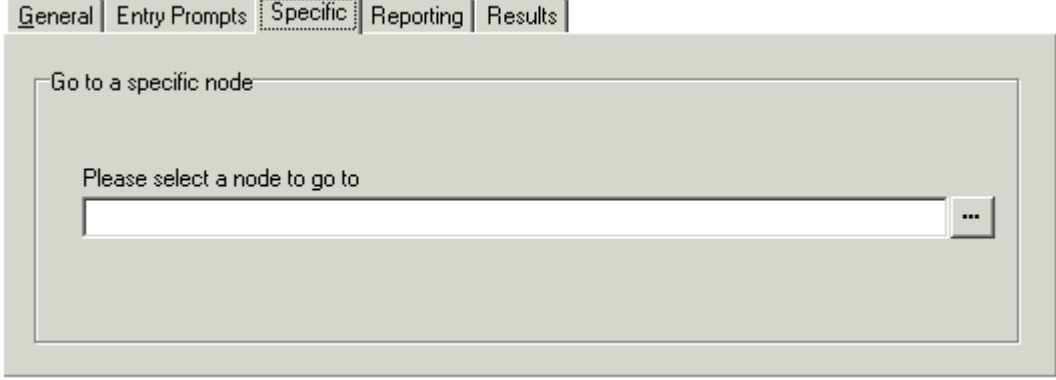
A result for connection to a following call flow action is shown for each select dialing digit sequence.

6.5.4 Goto

 The **GoTo** action will transfer the caller to another call flow start point.

Settings

1. Click the  **Basic Actions** icon and select  **GoTo**.
2. The [General](#) ^[91], [Entry Prompts](#) ^[92], [Reporting](#) ^[95] and [Results](#) ^[97] tabs are standard tabs available to all actions.
3. Select the **Specific** tab.



- **Please select a node to go to**

Click  to browse to select a start point, module or system defined variable. For short codes, the browse method does not work. Instead enter "**Short Codes.xxx**" where **xxx** is the short code key sequence.

- Select the option Start point or module. Select from the available options.
 - Users - all the users with specific start points are listed.
 - Groups - all the Groups with specific start points are listed.
 - Any default start point.
 - Any available modules.
- Select the option **System defined variables** to browse the available call variables. You can also type the name of the start point directly.

Results



This action does not have any results.

6.5.5 Disconnect

 The effect of a **Disconnect** action depends on the type of call flow in which it is used. For calls within a **Queued** or **Still Queued** call flow, a **Disconnect** action will return the call back to the queue. For calls within other types of call flow, the **Disconnect** action will disconnect the call.

- **Note**

Calls reaching a result with no following connection will be treated the same as if they had reached a **Disconnect** action. However, you can configure Voicemail Pro to play prompts to the caller prior to the use of the **Disconnect** action and to use the action's [Reporting](#)^[95] tab options for report on calls disconnected by the Voicemail Pro server.

Settings

1. Click the  **Basic Actions** icon and select  **Disconnect**.

Results

This action does not have any results that can be connected to a following action. The caller is disconnected.



6.5.6 Home

 The **Home** action returns the caller to the start point of the calls entry into voicemail. The PIN option in the General tab is not used for this action.

Settings

1. Click the  **Basic Actions** icon and select  **Home**.

Results



This action does not have any results that can be connected to a following action. Instead the caller is returned to the start point of the call entry into the voicemail. For an example of the action being used in a call flow, see [Using a Personal Options Menu Action](#)^[233].

6.5.7 Module Return

 The **Module Return** action is used within modules only. It creates a connection point from the module to subsequent actions within any call flow that uses the module. A module can use several Module Return actions.

Settings

1. Click the  **Basic Actions** icon and select  **Module Return**.
2. The action has no properties.

Results



This action does not have any results that can be connected to a following action. Instead it appears as a result in the module icon when the module is inserted into another call flow.

For examples see [Changing the Language of System Prompts](#)^[268] and [User Defined Variables](#)^[83].

6.6 Mailbox Actions



Mailbox Actions

These actions relate to the leaving and collecting of messages from a mailbox.

-  [Get Mail Action](#) ^[120]
Collect messages from a mailbox.
-  [Leave Mail Action](#) ^[122]
Leave a message in a mailbox.
-  [Listen Action](#) ^[123]
Record to a mailbox.
-  [Voice Question Action](#) ^[124]
Record responses to a series of prompts.
-  [Campaign Action](#) ^[125]
Access a campaign to read or leave messages.

6.6.1 Get Mail

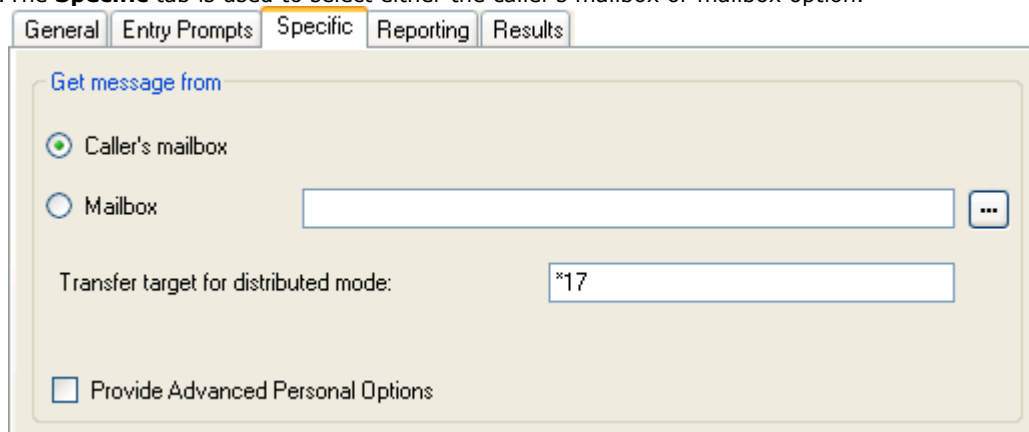
 The **Get Mail** action accesses the messages in the caller's mailbox or a specified mailbox. The caller then has access to the standard mailbox features setup for that mailbox. If the extension is a trusted extension, the user does not have to enter the mailbox number and code. See [Creating a Trusted Location](#) ^[200].

For examples of the action being used in a call flow, see:

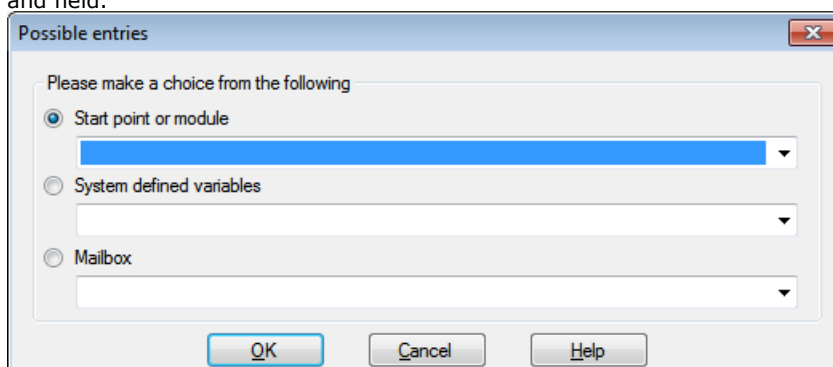
- [Using a Personal Options Menu Action](#) ^[233].
- [Setting Up Callback](#) ^[232].
- [Changing the Language of Custom Prompts](#) ^[269].
- [Changing the Language of System Prompts](#) ^[268].
- [Enabling Access to Hunt Group Voicemail](#) ^[215].
- [Changing the Language Setting for a TTY Device](#) ^[265].

Settings

1. Click the  **Mailbox Actions** icon and select  **Get Mail**.
2. The [General](#) ^[91], [Entry Prompts](#) ^[92], [Reporting](#) ^[95] and [Results](#) ^[97] tabs are standard tabs available to all actions.
3. The **Specific** tab is used to select either the caller's mailbox or mailbox option.



- **Caller's mailbox**
The mailbox matching the start point of the call.
- **Mailbox**
Select or enter the name of the target mailbox. If ? is entered, Voicemail will prompt callers to enter the mailbox number required.
 - Clicking on the ... browse button allows selection of the target mailbox from a drop-down list of either mailboxes, [system variables](#) ^[80], or other call flow modules. The options vary depending on the action and field.

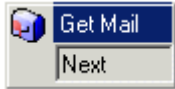


- **Transfer target for distributed mode:** *Default = *17.*
This option is required for Get Mail actions on Voicemail Pro servers acting as a distributed server. The value should match a default voicemail collect short code (telephone number ?U) set within the IP Office configuration.
- **Provide Advanced Personal Options:** *Default = Off. Intuity mode only.*
If selected, the user is able to access a number of additional options within the mailbox telephone user interface.

-
- | | | |
|--------------------------------|--------------------------|--------------------------------|
| • Voicemail on/off. | • Follow Me. | • Edit Callback Number. |
| • Voicemail email mode. | • Forwarding. | • Edit Mobile Twinning. |
| • DND on/off. | • Edit Voicemail. | |

Results

The action can have the following results which can then be connected to further actions:



- **Next**
This conditions when this option is used depend on the mailbox mode in which the Voicemail Pro is running:
 - **IP Office mode**
Users who press **0** while they are logged into their mailboxes will be routed to the **Next** result.
 - **Intuity mode**
Users who press ***0** whilst in their mailboxes will be routed to their Voicemail Reception number, if set. The **Next** result is not used.

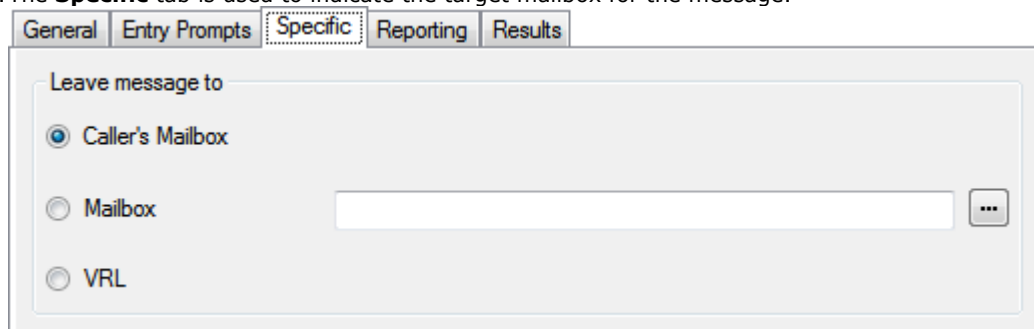
6.6.2 Leave Mail

 The **Leave Mail** action assists the caller to leave a message in the start point's mailbox or in a specified mailbox. For examples of the action in a call flow, see:

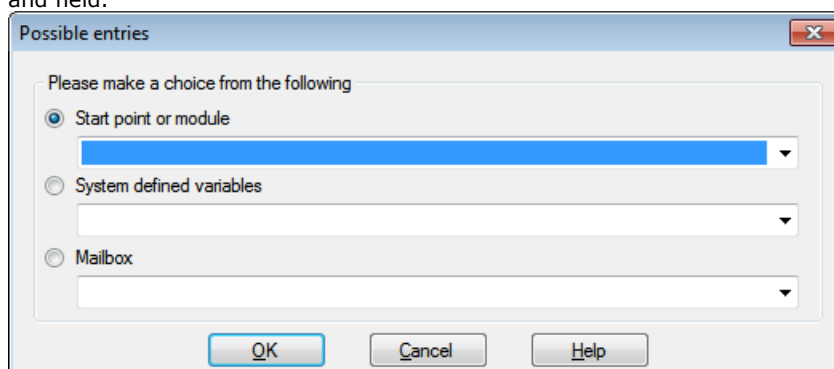
- [Routing Calls to Voicemail, Example Call Flow](#) ^[243].
- [Hunt Group Queuing, Example Call Flow using \\$POS.](#) ^[221]
- [Changing the Language Setting for a TTY Device](#) ^[265].
- [Example Call Flow: Dial by Name](#) ^[335].

Settings

1. Click the  **Mailbox Actions** icon and select  **Leave Mail**.
2. The [General](#) ^[91], [Entry Prompts](#) ^[92], [Reporting](#) ^[95] and [Results](#) ^[97] tabs are standard tabs available to all actions.
3. The **Specific** tab is used to indicate the target mailbox for the message.



- **Caller's Mailbox**
The mailbox matching the start point of the call.
- **Mailbox**
Select or enter the name of the target mailbox.
 - Clicking on the ... browse button allows selection of the target mailbox from a drop-down list of either mailboxes, [system variables](#) ^[80], or other call flow modules. The options vary depending on the action and field.



- **VRL**
If selected, specifies that the message should be transferred to the Voice Recording Library (VRL) application IP Office ContactStore. See [Voice Recording Library](#) ^[248].

Results

The Leave Mail action has **Success** and **Failure** results. The use of these depends on which mailbox mode the Voicemail Pro server is using.



- **IP Office mode:**
Callers in the mailbox follow the **Failure** or **Success** results depending on whether they press 0 before or after the leave a message tone respectively. This overrides the mailbox user's *Voicemail Reception* setting set in the IP Office configuration.
- **Intuity mode:**
The results cannot be accessed. Callers pressing 0 will always follow the mailbox user's *Voicemail Reception* setting set in the IP Office configuration.

6.6.3 Listen

The Listen action assists the caller to leave a message in the start point's mailbox or in a specified mailbox. The caller can only leave a message and cannot access any other mailbox features.

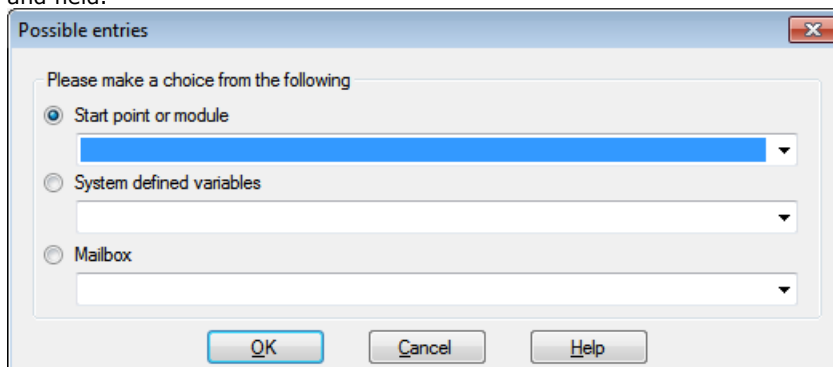
For examples of the action in a call flow, see [Customizing Manual Recording](#)^[254] and [Customizing Auto Recording](#)^[260].

Settings

1. Click the  **Mailbox Actions** icon and select  **Listen**.
2. The [General](#)^[91], [Entry Prompts](#)^[92], [Reporting](#)^[95] and [Results](#)^[97] tabs are standard tabs available to all actions.
3. In the **Specific** tab, select either the Caller's mailbox or Mailbox option.



- **Caller's Mailbox:** The mailbox matching the start point of the call.
- **Mailbox:** Select or enter the name of the target mailbox.
 - Clicking on the ... browse button allows selection of the target mailbox from a drop-down list of either mailboxes, [system variables](#)^[80], or other call flow modules. The options vary depending on the action and field.



Results

This action has the following result which can be connected to a further action:



- **Next**
Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the [Start](#)^[98] action option **Complete sequence** has been selected.

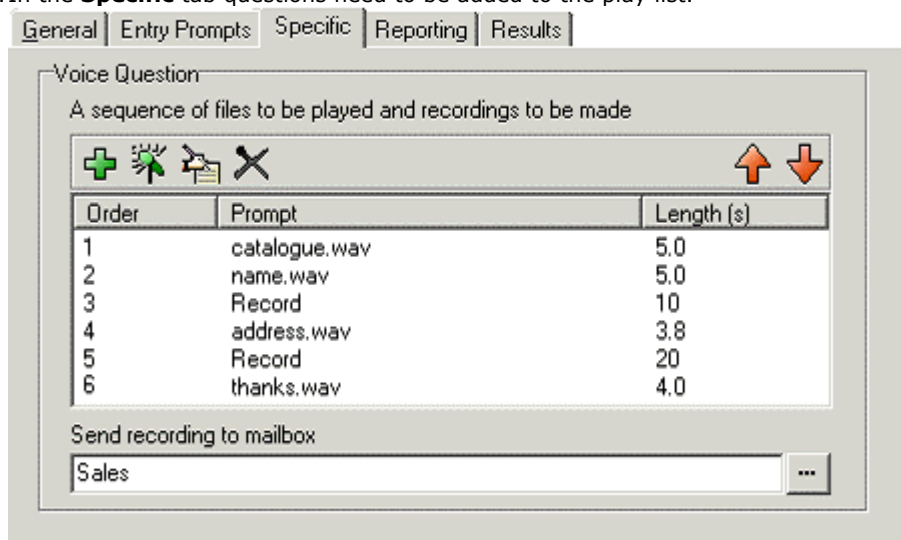
6.6.4 Voice Question

 The **Voice Question** action assists you to create a play list where the caller hears a sequence of prompts and the responses are recorded.

If the play list is completed, a single file containing the recorded responses is created. That file can then be placed into a specified mailbox or passed to an eMail action.

Settings

1. Click the  **Mailbox Actions** icon and select  **Voice Question**.
2. The [General](#)^[91], [Entry Prompts](#)^[92], [Reporting](#)^[95] and [Results](#)^[97] tabs are standard tabs available to all actions.
3. In the **Specific** tab questions need to be added to the play list.



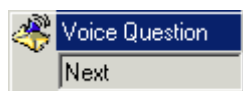
Order	Prompt	Length (s)
1	catalogue.wav	5.0
2	name.wav	5.0
3	Record	10
4	address.wav	3.8
5	Record	20
6	thanks.wav	4.0

Send recording to mailbox
Sales

4. Click  **Add a Prompt**. The [Wave Editor](#)^[93] window opens. Specify a new file name and then record the new prompt or select an existing prompt.
5. Click  **Record a Response**. Specify a name and a length in seconds for the recorded response. Click **OK**.
6. Repeat the above steps to create a series of questions and responses. Use the following controls to adjust the list.
 -  **Edit**: - Edit the settings of the currently highlighted item.
 -  **Delete**: - Deletes the currently highlighted item from the play list. This does not delete the actual prompt file.
 -  **Shuffle**: - Move the currently highlighted item within the play list.
7. Specify a mailbox into which the recorded file of the responses should be stored. If no mailbox is specified the file can be passed to an [eMail action](#)^[149].

Results

This action has the following result which can be connected to a further action:



- **Next**
Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the [Start](#)^[98] action option **Complete sequence** has been selected.
 - The recorded message can be passed to a connected **eMail** action if no mailbox is selected in the **Specific** tab.

6.6.5 Campaign



A campaign is used to ask callers a series of questions and record their spoken or key press responses. Agents can then access the campaign recordings and process the response using their telephone key pad or a web interface. Each campaign can include up to 21 questions.

Campaigns are set up using the [Campaign Wizard](#)^[338]. The **Campaign** action can be used to either route a caller into a campaign or to allow an agent to access any messages left for a campaign.

When accessing the caller recordings from using a **Campaign** action or park slot number, the following controls are provided through the telephone keypad.

1	Go to the start of the call.	7	Previous response.
2	Rewind.	8	Start of response.
3	Stop processing the message.	9	Next response.
4	Mark call as processed and delete.	0	Pause.
5	Mark call as processed and save.	#	Fast forward.

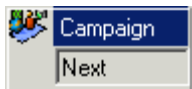
Settings

1. Click the **Mailbox Actions** icon and select **Campaign**.
2. The [General](#)^[91], [Entry Prompts](#)^[92], [Reporting](#)^[95] and [Results](#)^[97] tabs are standard tabs available to all actions.
3. Select the campaign and select whether to leave or collect campaign information in the **Specific** tab.

- **Please select a campaign**
Select the campaign that you want to use. Then select one of the following:
 - **Leave campaign information (e.g. customers)**
Select if the action should start the campaign to collect the caller's responses.
 - **Pick up campaign information (e.g. agent)**
Select if the action should start playing back the response left by callers to the campaign.

Results

This action has the following result that can be connected to a further action:



- **Next**
Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the [Start](#)^[98] action option **Complete sequence** has been selected.

6.7 Configuration Actions



Configuration Actions

A caller can use these actions to change the settings of a user or hunt group mailbox.

-  [Edit Play List Action](#) ^[126]
Re-record a prompt.
-  [Record Name Action](#) ^[127]
Re-record a mailbox name.
-  [Personal Options Menu Action](#) ^[128]
Change user or group settings.
-  [Select System Prompt Language Action](#) ^[130]
Change the prompt language.

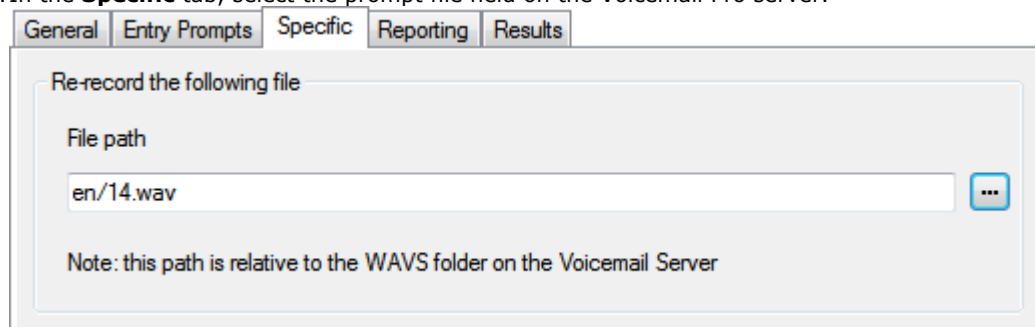
6.7.1 Edit Play List



The **Edit Play List** action can be used to record a specified prompt file held on the Voicemail Pro server computer. This allows call flows to be created to change the prompts being used by other call flows.

Settings

1. Click the  **Configuration Actions** icon and select  **Edit Play List**.
2. The [General](#) ^[91], [Entry Prompts](#) ^[92], [Reporting](#) ^[95] and [Results](#) ^[97] tabs are standard tabs available to all actions.
3. In the **Specific** tab, select the prompt file held on the Voicemail Pro server.



- **File Path**

This path is relative to the WAVS folder [defined](#) ^[176] for the Voicemail Pro server.

- To browse to a file location click . The [Wave editor](#) ^[93] window opens. Select an existing prompt or define and record a new one.
- When accessing voicemail prompts, [voicemail variables](#) ^[80] can be used in both the path and filename for the prompt. For example:
 - If the prompts **Greeting1.wav** and **Greeting2.wav** etc. are recorded, an action set to play **Greeting\$KEY.wav** plays the greeting prompt that matches the current value of **\$KEY**.
 - By recording custom prompts for different languages with the same file name but placed in appropriately named language sub-folders, the variable **\$LOC** can be used in an action's prompt file path to play the correct language version of the prompt.
- For announcements, the formats **[GREETING]\<name>_Queued** and **[GREETING]\<name>_StillQueued** can be used, where **<name>** is replaced by the hunt group or user name.

Results

This action has the following result which can be connected to a further action:



- **Next**

Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the [Start](#) ^[98] action option **Complete sequence** has been selected.

6.7.2 Record Name

The **Record Name** action assists users to record name prompts for their mailboxes or specified mailboxes. For an example of the action in a call flow, see [Adding a Record Name Module](#) [336].

The mailbox name prompt is used for the [Dial By Name](#) [334] feature and is played to callers who are directed to the mailbox to leave a message. If the Voicemail Pro server mailbox mode is set to **Intuity** mode, users can record the name prompt through the telephone prompt interface.

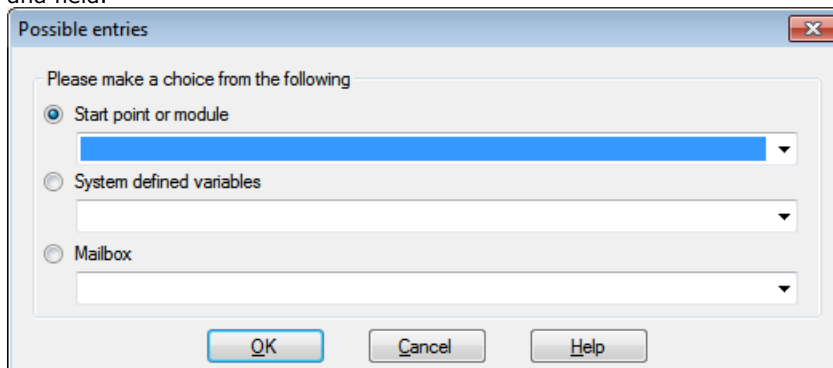
- To have a service for the bulk recording of mailbox name prompts a command called [NameWavsTable](#) [337] can be used.

Settings

- Click the  **Configuration Actions** icon and select  **Record Name**.
- The [General](#) [91], [Entry Prompts](#) [92], [Reporting](#) [95] and [Results](#) [97] tabs are standard tabs available to all actions.
- In the **Specific** tab the mailbox to record that the name is to be recorded for is selected.

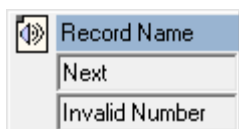


- **Caller's mailbox**
The mailbox matching the start point of the call.
- **Mailbox**
Select or enter the name of the target mailbox.
 - Clicking on the ... browse button allows selection of the target mailbox from a drop-down list of either mailboxes, [system variables](#) [80], or other call flow modules. The options vary depending on the action and field.



Results

This action has the following result which can be connected to a further action:



- **Next**
Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the [Start](#) [98] action option **Complete sequence** has been selected.
- **Invalid Number**
Route the call to a following action in the call flow if the extension number entered is not valid.

6.7.3 Personal Options Menu



The **Personal Options Menu** action assists you to alter various user or hunt group settings. Because of the nature of this action it should always be protected by a PIN code in its **General** tab. For an example of the action being used in a call flow, see [Using a Personal Options Menu Action](#) ^[233]. This action was previously called the **Play Configuration Menu** action.

Any user or group configuration changes made using this method are written to the file "AuditTrail.txt" on the Voicemail Pro server computer (C:\Program Files\Avaya\IP Office\Voicemail Pro\VM\Logs\AuditTrail.txt). The file includes the time, date, details of the change and the CLI of the caller making the change.

Settings



1. Click the **Configuration Actions** icon and select **Personal Options Menu**.
2. The **General** ^[91], **Entry Prompts** ^[92], **Reporting** ^[95] and **Results** ^[97] tabs are standard tabs available to all actions. In the **General** tab, enter a PIN code in the **PIN** field.
3. In the **Specific** tab, select the mailbox to play the configuration menu for:
 - **Caller's mailbox**
The mailbox matching the start point of the call.
 - **Mailbox**
Select or enter the name of the target mailbox. If the caller is not the owner or trusted member of the target mailbox, the Personal Menu Options prompts for the password of the target mailbox. Only after successful authentication, the system presents the Personal Menu options to the caller.
 - Clicking on the ... browse button allows selection of the target mailbox from a drop-down list of either mailboxes, [system variables](#) ^[80], or other call flow modules. The options vary depending on the action and field.

Possible entries

Please make a choice from the following

☒ Start point or module

☐ System defined variables

☐ Mailbox

OK Cancel Help

- **Menu Mode**
The drop-down box assists you in selection of the mode used for the menu. For systems running in IP Office mode, only **Play Configuration Menu** is supported. For systems running in Intuity mode, either **Play Configuration Menu** or **Personal Options Menu** can be selected.
- **Play Configuration Menu (Legacy)**

General Entry Prompts **Specific** Reporting Results

Personal Options Menu for

☒ Caller's Mailbox

☐ Mailbox

Play Configuration Menu(Legacy)

- 1 - Edit Forwarding Number
- 2 - Edit Follow Me Number
- 3 - Set Call Forwarding
- 4 - Set Voicemail
- 5 - Set DND
- 6 - Edit Voicemail Access Code
- 7 - Edit Voicemail Reception
- 8 - Set Voicemail Email Mode
- 9 - Edit callback Number

The options given when a caller accesses this action are:

User	Hunt Group
1. Edit forwarding number ^[1] . 2. Edit follow me number ^[1] . 3. Set call forwarding ^[1] . 4. Set voicemail on/off ^[1] . 5. Set do not disturb ^[1] . 6. Edit voicemail code ^[1] . 7. Edit voicemail reception ^[1] . 8. Set voicemail email mode ^[1] . 9. Edit voicemail callback number ^[1] .	1. Set voicemail on/off ^[1] . 2. Edit voicemail code. 3. Set voicemail email mode ^[1] . 4. Set service mode ^[1] .

1. The options marked ^[1] can also be set using [Generic](#)^[102] action commands.

- **Personal Options Menu**

The attributes that can be configured via Personal Options menu are **only** supported on Intuity mode voicemail systems.

User	More options
1. Configure mailing lists. 3. Configure Fax preferences. 4. Edit voicemail access code. 5. Record name. 6. Message address before record. 7. Administer call answer options. 8. Sort incoming messages. 9. More options...	1. Set voicemail on/off. 2. Set voicemail email mode. 3. Set DND. 4. Set Follow Me/Forwarding. 5. Edit Voicemail reception. 6. Edit Callback Number. 7. Edit Mobile twinning.

Results

This action has the following result which can be connected to a further action:



- **Next**

Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the [Start](#)^[98] action option **Complete sequence** has been selected.

6.7.4 Select System Prompt Language

 The **Select System Prompt Language** action assists the callers to alter the language of the prompts played by the system during a call flow. For examples of the action being used in a call flow, see [Changing the Language of System Prompts](#)^[268] and [Changing the Language Setting for a TTY Device](#)^[265].

For details of supported languages see [Supported Languages](#)^[13]. Not all languages are installed by default. If the selected language is not available the Voicemail Pro server will use the next nearest language.

Settings

1. Click the  **Configuration Actions** icon and select  **Select System Prompt Language**.
2. The [General](#)^[91], [Entry Prompts](#)^[92], [Reporting](#)^[95] and [Results](#)^[97] tabs are standard tabs available to all actions.
3. In the **Specific** tab select the language that the system prompts are to be played in. If a language is selected which is not loaded on the Server, the system will automatically select the most appropriate language.

GeneralEntry PromptsSpecificReportingResults

Which language should the system prompts be played in?

Possible System Prompts	Installed on server
Chinese (Simplified)	Yes
Chinese (Traditional, Hong Kong S.A.R.)	Yes
Danish	Yes
Dutch	Yes
English	Yes
English (United States)	Yes
German	Yes
Greek	Yes
Hungarian	Yes

- **Possible system prompts**
List of all prompt languages that could be installed on the system.
- **Installed on the Server**
Displays if the prompts for a particular language are installed on the server.

Results

This action has the following result which can be connected to a further action:

 Select System Prompt Language

Next

- **Next**
Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the [Start](#)^[98] action option **Complete sequence** has been selected.

6.8 Telephony Actions



Telephony Actions

These actions relate to telephony functions such as call transfers.

-  **Variable Routing Action** ^[132]
Route on a match to a variable such as the caller's CLI.
-  **Route Incoming Call Action** ^[133]
Route a call depending on whether the call is internal or external.
-  **Route by Call Status** ^[133]
Calls route is determined by why the reason the call was routed to voicemail.
-  **Transfer Action** ^[134]
A blind transfer.
-  **Whisper Action** ^[135]
Screened transfer.
-  **Call List Action** ^[137]
Transfer to a user selected choice.
-  **Dial by Name Action** ^[138]
Select user/group by keypad letters.
-  **Assisted Transfer Action** ^[139]
A transfer with assistance for callers.
-  **Alphanumeric Collection Action** ^[141]
Callers use this action to input text and numeric values.
-  **Park and Page Action** ^[143]
Park an incoming call and page a specific user extension or hunt group about the call.
-  **Predictive Call Script Action** ^[145]
Create call flows for predictive calls made by Avaya Outbound Contact Express.

6.8.1 Variable Routing



This action routes calls based on whether a selected [call variable](#)^[80] matches any of the numbers specified by the action's settings. This action replaces the previous **CLI Routing** action but can perform the same function using the **\$CLI** variable.

The selected variable is checked for a match against all strings. Where multiple matches occur, the one with the most matching digits (excluding wildcards) is used. If several equal length matches are found, the first one in the list is used.

Settings

1. Click the **Telephony Actions** icon and select **Variable Routing**.
2. The [General](#)^[91], [Entry Prompts](#)^[92], [Reporting](#)^[95] and [Results](#)^[97] tabs are standard tabs available to all actions.
3. Select the **Specific** tab.

- **Select a Variable**
This drop down is used to select the [call variable](#)^[80] against which the values are checked for a match.
- **Does the Variable match any of the following numbers**
The area below lists the numbers against which the selected variable will be selected for a possible match. If the variable matched multiple numbers in the list, the routing for the match nearest the top of the list is used.
 - Add a new number to the list of numbers. Some examples are listed in the results section below.
 - Numbers can include a ? wildcard to represent any single digit, with multiple ?'s to represent a matching number of digits.
 - Numbers can include a * wildcard to match any digits including multiple digits.
 - Edit an existing selected number.
 - Delete an existing selected number.
 - Move the position of the currently highlighted string.

Results

This action has a separate result for each number string entered on the action's **Specific** tab plus a **No Match** result. Examples are:

- **01707364725** will only match that number exactly.
- **01707*** will match any number beginning with 01707.
- ***4625** will match any number ending in 4625.
- ***4329*** any number containing 4329.
- **01707??????** will match any 11 digit number beginning with 01707.
- **???????4625** will match any 11 digit number ending in 4625.
- **???*** will match any number with 7 as the third digit.

6.8.2 Route Incoming Call



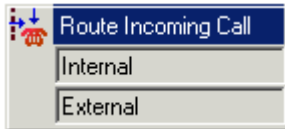
The **Route Incoming Call** action assists you to branch a call flow based on whether the call is internal or external.

Settings

1. Click the **Telephony Actions** icon and select **Route Incoming Call**.
2. The [General](#)^[91], [Entry Prompts](#)^[92], [Reporting](#)^[95] and [Results](#)^[97] tabs are standard tabs available to all actions.
3. There is no **Specific** tab for this action.

Results

This action has the following results which can be connected to further actions:



- **Internal**
This result is used for internal calls.
- **External**
This result is used for external calls.

6.8.3 Route by Call Status



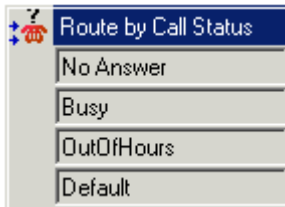
The **Route by Call Status** action assists you to branch a call flow based on the reason that the original IP Office target for the call did not answer it for.

Settings

1. Click the **Telephony Actions** icon and select **Route by Call Status**.
2. The [General](#)^[91], [Entry Prompts](#)^[92], [Reporting](#)^[95] and [Results](#)^[97] tabs are standard tabs available to all actions.
3. There is no **Specific** tab for this action.

Results

This action has the following results which can be connected to further actions:



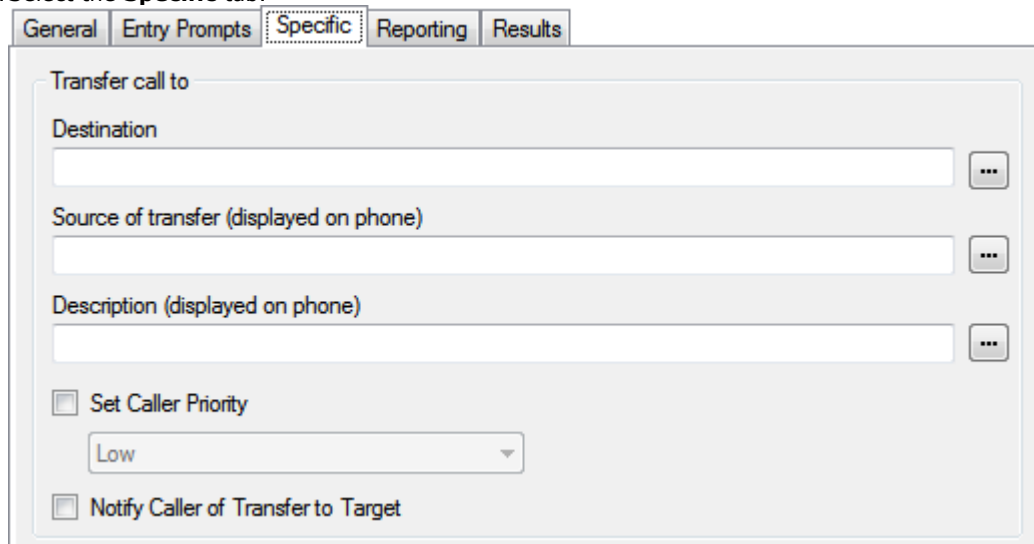
- **No Answer**
This result is used for calls routed to the Voicemail Pro server because the original target user or hunt group was rung but did not answer.
- **Busy**
This result is used when the call has been routed to the Voicemail Pro server because the original target user is busy.
- **Out of Hours**
This result is used for hunt group calls when the original target hunt group is in night service mode.
- **Default**
Where the cause for the call being routed to voicemail cannot be determined or does not fit the criteria above, the **Default** route is used.

6.8.4 Transfer

 The **Transfer** action transfers the caller to the extension that matches the mailbox selected. This is a blind transfer; if the call returns to the Voicemail Pro server again, for example if unanswered, it will be treated as a new call. More advanced transfers are done using either a [Call List Action](#)^[137] or [Assisted Transfer Action](#)^[139].

Settings

1. Click the  **Telephony Actions** icon and select  **Transfer**.
2. The [General](#)^[91], [Entry Prompts](#)^[92], [Reporting](#)^[95] and [Results](#)^[97] tabs are standard tabs available to all actions.
3. Select the **Specific** tab.



- **Destination**
Enter the number of the destination for the transfer. This can include IP Office short codes or numbers specified by the current value of a Voicemail Pro [call variable](#)^[80] such as **\$KEY**. Type the required text directly or use the  browse button to select the text that should be used including using the value of a [call variable](#)^[80].
 - For IP Office Release 5.0 and later operation, a short code can be set as the transfer destination.
- **Source of transfer (displayed on phone)**
The number to display on the destination telephone if internal. Type the required text directly or use the  browse button to select the text that should be used including using the value of a [call variable](#)^[80].
- **Description (displayed on phone)**
The text description to display on the destination telephone if internal. Type the required text directly or use the  browse button to select the text that should be used including using the value of a [call variable](#)^[80].
- **Set Call Priority**
If selected, the caller's priority can then be set to **Low**, **Medium** or **High**. A [call variable](#)^[80] set to 1, 2 or 3 can also be used to set **Low**, **Medium** or **High** priority respectively.
 - When the system presents calls to a hunt group on the IP Office, IP Office uses the call priorities followed by the call waiting times to order the calls in the queue. By default, internal callers are assigned **Low** priority while the priority of external callers is set by the IP Office Incoming Call Route used to route the call (default also **Low**).
 - Do not mix calls of different priorities if you are using Voicemail Pro to announce the queue estimate time to answer (ETA) and the queue position to callers, since those values will no longer be accurate when a higher priority call is placed into the queue. Note that in such a situation, Voicemail Pro will not increase a value already announced to a caller.
- **Notify caller of transfer to target**
If enabled, the caller is notified of a call transfer. If a recorded name for the destination is available, the message *"Transferring to"* followed by the associated mailbox name of the destination is played to the caller, else the message *"Please wait, you are being transferred"* is played. This follows any prompts selected in the **Entry Prompts** list above.

Results

A **Transfer** action has no results.

6.8.5 Whisper

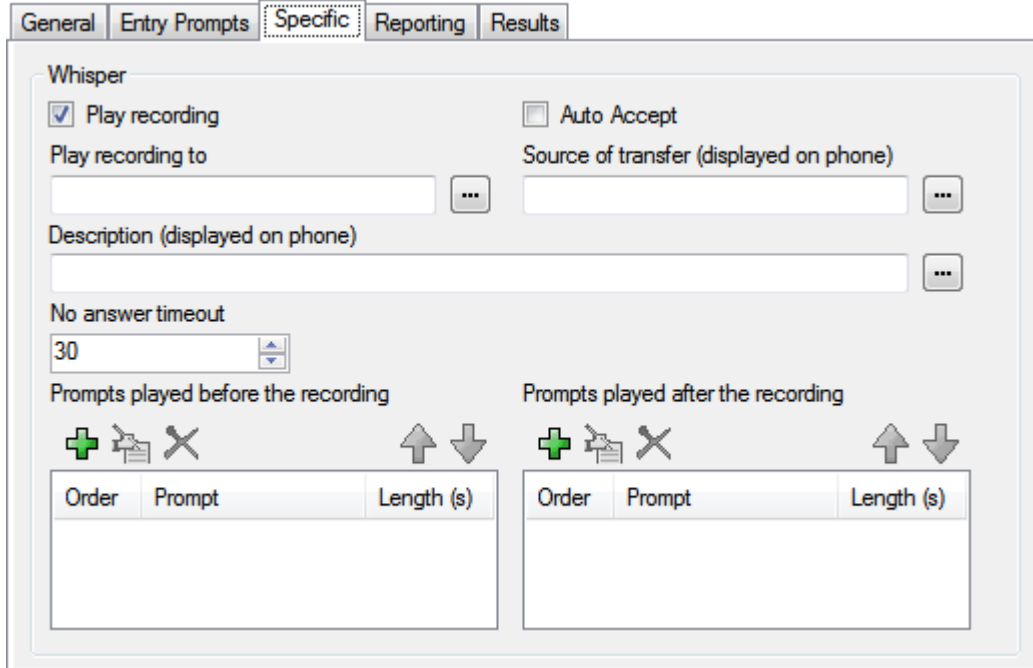
The **Whisper** action plays a recording made by the caller to a transfer target while the caller is on hold. While listening to the recording and prompts the transfer target can either accept the call by pressing 1 or reject the call by pressing any other key or hanging up.

The caller recording is obtained by a **Voice Question** or **Listen** action preceding the **Whisper** action. The **Whisper** action also sets several text items for display on the transfer target extension and for prompts to be played before and after the caller's recording.

You can use the action without requiring a recording. The transfer target decides whether to accept or reject the call based on the displayed information and the prompts if they have been setup. Voicemail Pro 9.1 also accepts the whisper call transfer automatically after the recording (if any) and after prompts have been played to the transfer target.

Settings

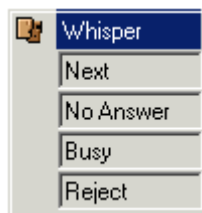
1. Click the  **Telephony Actions** icon and select  **Whisper**.
2. The **General** ^[91], **Entry Prompts** ^[92], **Reporting** ^[95] and **Results** ^[97] tabs are standard tabs available to all actions.
3. Select the **Specific** tab. Complete the fields with relevant details.



- **Play Recording**
If not selected, the call is presented to the target without playing the caller's recording. This allows the action to be used without requiring a recording from the caller. The prompts before and prompts after recording are still played if they have been setup.
- **Auto Accept**
If selected, after the recording has been played the caller is automatically connected without the target extension having to accept the call. If this option is used, the **Reject** result connection is not useable. If the user extension is set to auto-answer, the whisper call is answered, the recording and prompts played and the call connected without any action by the target.
- **Play recording to**
Enter the extension that is rung with the caller's recording.
- **Source of transfer**
Displayed in the caller's number field on Avaya telephones.
- **Description**
Displayed in the caller's name field on Avaya telephones.
- **No answer timeout**
Select how long the Voicemail Pro server should wait for an answer before following the **No Answer** connection. The whisper action will not go to the target extension voicemail.
- **Prompts played before the recording and Prompts played after the recording**
Click . The Wave Editor window opens. Select the prompts that are to be played to the target extension when they answer the call. The prompts played after the caller's recording should include the instruction "Press 1 to accept or hang up to reject".

Results

This action has the following results which can be connected to further actions:



- **Next**
Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the [Start](#) 98 action option **Complete sequence** has been selected.
- **No Answer**
This result connection is used if the transfer target does not answer the whisper call. The time out for no answer is set by the action's **No answer timeout** setting.
- **Busy**
This result connection is used if the transfer target returns busy to the whisper call.
- **Reject**
This result connection is used if the transfer target rejects the call by pressing any key other than 1 or by hanging up.

6.8.6 Call List

Using a **Call List** action, a caller can indicate the extension to which they want to be transferred. If selected the caller can be restricted to selecting an extension within a particular group. The transfer in this case is not blind, if unanswered the action can link to actions for no answer or busy.

Settings

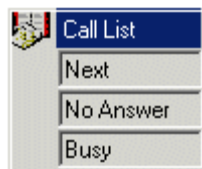
1. Click the  **Telephony Actions** icon and select  **Call List**.
2. The [General](#)^[91], [Entry Prompts](#)^[92], [Reporting](#)^[95] and [Results](#)^[97] tabs are standard tabs available to all actions.
3. Select the **Specific** tab. Complete the fields with relevant details.



- **Transfer to group**
Enter a group name if you want to restrict the caller to a particular group.
- **Prompt user with a list of group members**
If this option is selected, the Voicemail Pro server will list the group members for the caller.
- **Source of transfer (displayed on phone)**
The number to display on the destination telephone if internal. Type the required text directly or use the  browse button to select the text that should be used including using the value of a [call variable](#)^[80].
- **Description (displayed on phone)**
The text description to display on the destination telephone if internal. Type the required text directly or use the  browse button to select the text that should be used including using the value of a [call variable](#)^[80].
- **No answer timeout**
The value selected is how long the Voicemail Pro server waits for an answer before following the **No Answer** connection.

Results

This action has the following results which can be connected to further actions:



- **Next**
Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the [Start](#)^[98] action option **Complete sequence** has been selected.
- **No Answer**
This connection result is used if the transfer target does not answer the call.
- **Busy**
This connection result is used if the transfer target returns busy.

6.8.7 Dial by Name

 Using the **Dial by Name** action, callers can enter the name of the person or group they want to contact by dialing on a keypad. The caller is then played a list of matching names from which they make a selection. The list uses the name prompts recorded by the mailbox users. For an example of the action in a call flow, see [Example Call Flow: Dial by Name](#).

The action is designed on the assumption that the telephone uses the ITU standard alphabet markings as shown below.



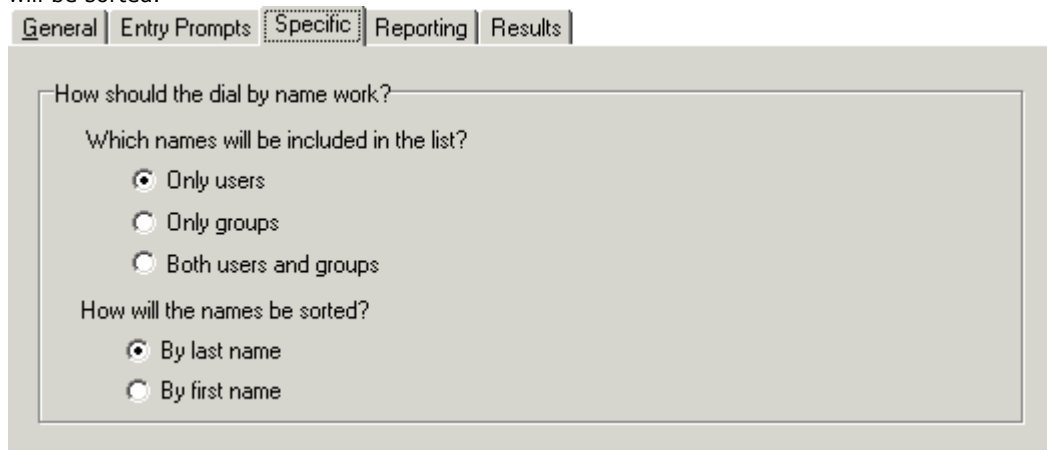
- The action prompts the caller to dial the name they require and then press **#**. Callers can also press ***#** to exit without making a selection. For example, dialing 527 matches names starting with JAS (for example "Jason") and KAR (for example "Karl").
- If no matches are found, the caller is given the option to retry.
- If 10 or less matches are found, the matching mailbox name greetings are played as part of a selection list, that is, "Press 1 for ..., press 2 for ..., ...".
- If more than 10 matches are found, the caller is prompted to either press **#** to hear the first 10 or to dial more characters to reduce the number of matches. If they select to play the list, after each set of 10 matches they can either make a selection or follow the prompts for other options.

For users or hunt groups to be included in the dial by name list, they must:

- Have a recorded mailbox name.
- Not be marked as **Ex Directory** in the IP Office configuration.

Settings

1. Click the  **Telephony Actions** icon and select  **Dial by Name**.
2. The [General](#)⁹¹, [Entry Prompts](#)⁹², [Reporting](#)⁹⁵ and [Results](#)⁹⁷ tabs are standard tabs available to all actions.
3. In the **Specific** tab you can select from three types of names that will be included in the list. Users and hunt groups set to ex-directory through the Manager application are not included. You can also select how the names will be sorted.



General | Entry Prompts | **Specific** | Reporting | Results

How should the dial by name work?

Which names will be included in the list?

☒ Only users

☐ Only groups

☐ Both users and groups

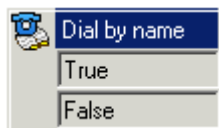
How will the names be sorted?

☒ By last name

☐ By first name

Results

This action has the following results which can be connected to further actions:



- **True**
If the caller makes a selection, the matching extension number is stored as in the **\$KEY** variable that can then be used by any following action linked to the True result .
- **False**
This result is used if the caller does not make a selection.

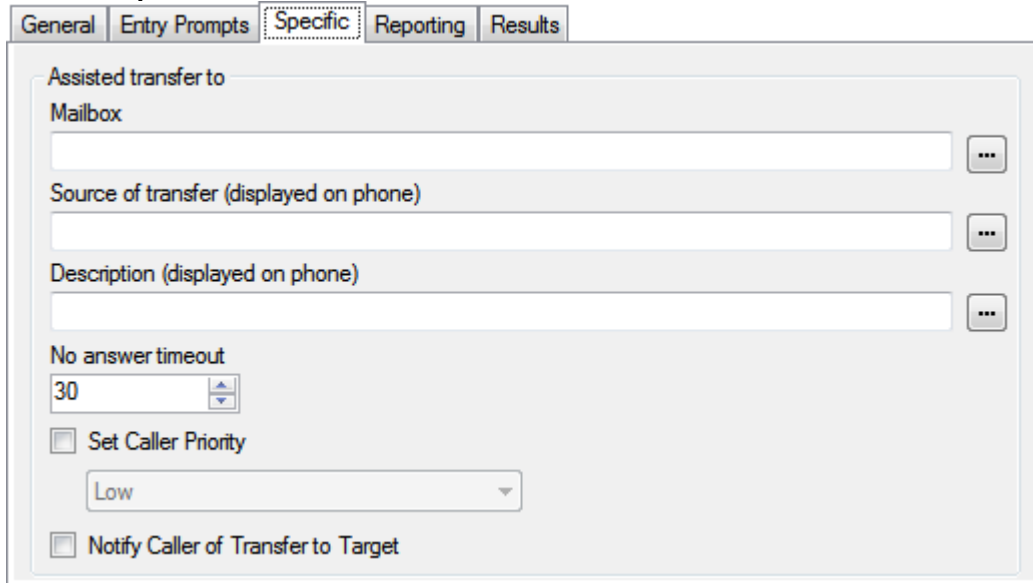
6.8.8 Assisted Transfer

The **Assisted Transfer** action transfers the caller to the specified number which can include IP Office short codes. The caller hears either music on hold if installed. The transfer is not blind, if the call receives busy or no answer then it returns to follow the appropriate connection.

- This action is intended primarily for use with internal transfer destinations for which the IP Office can track the status of the call. If used with external transfer destinations, the ability to detect whether the call has been answered or not depends on the signaling provided. For example if you transfer the call using an analog line, IP Office records the status of the call as answered.
- On systems with IP trunks and extensions, especially those that are within an IP Office Small Community Network, there may be a short delay to connect the speech path when an assisted transfer is answered.

Settings

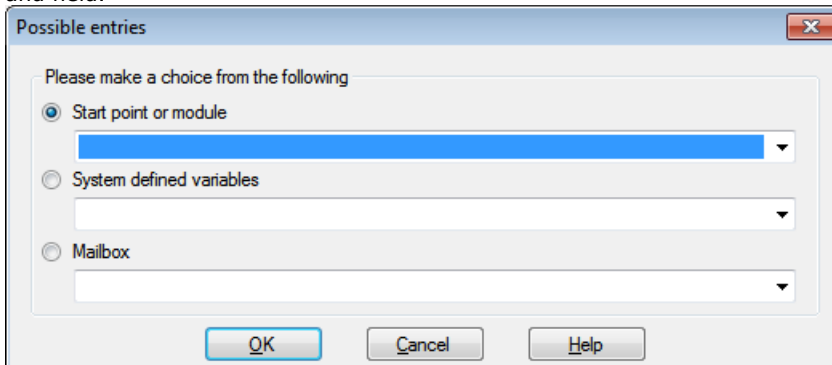
- Click the  **Telephony Actions** icon and select  **Assisted Transfer**.
- The **General** ^[91], **Entry Prompts** ^[92], **Reporting** ^[95] and **Results** ^[97] tabs are standard tabs available to all actions.
- Select the **Specific** tab.



- Mailbox**

Enter the number of the destination for the transfer. This can include IP Office short codes or numbers specified by the current value of a Voicemail Pro [call variable](#) ^[80] such as **\$KEY**.

- Clicking on the ... browse button allows selection of the target mailbox from a drop-down list of either mailboxes, [system variables](#) ^[80], or other call flow modules. The options vary depending on the action and field.



- Source of transfer (displayed on phone)**

The number to display on the destination telephone if internal. Type the required text directly or use the  browse button to select the text that should be used including using the value of a [call variable](#) ^[80].

- Description (displayed on phone)**

The text description to display on the destination telephone if internal. Type the required text directly or use the  browse button to select the text that should be used including using the value of a [call variable](#) ^[80].

- **No answer timeout**

Sets how long in seconds the Voicemail Pro server should wait for the transferred call to be answered before following the **No Answer** results connection.

- **Set Caller Priority:**

If selected, the caller's priority can then be set to **Low**, **Medium** or **High**. A [call variable](#) ⁸⁰ set to 1, 2 or 3 can also be used to set **Low**, **Medium** or **High** priority respectively.

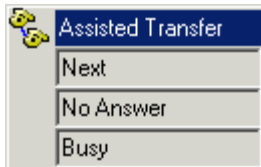
- When the system presents calls to a hunt group on the IP Office, IP Office uses the call priorities followed by the call waiting times to order the calls in the queue. By default, internal callers are assigned **Low** priority while the priority of external callers is set by the IP Office Incoming Call Route used to route the call (default also **Low**).
- Do not mix calls of different priorities if you are using Voicemail Pro to announce the queue estimate time to answer (ETA) and the queue position to callers, since those values will no longer be accurate when a higher priority call is placed into the queue. Note that in such a situation, Voicemail Pro will not increase a value already announced to a caller.

- **Notify caller of transfer to target:**

If enabled, the caller is notified of a call transfer. If a recorded name for the destination is available, the message *"Transferring to"* followed by the associated mailbox name of the destination is played to the caller, else the message *"Please wait, you are being transferred"* is played. This follows any prompts selected in the **Entry Prompts** list above.

Results

This action has the following results which can be connected to further actions:



- **Next**

Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the [Start](#) ⁹⁸ action option **Complete sequence** has been selected.

- **No Answer**

This connection result is used if the transfer target does not answer the call.

- **Busy**

This connection result is used if the transfer target returns busy.

6.8.9 Alphanumeric Collection



The **Alphanumeric Collection** action assists callers to input text and numeric values directly from the telephone keypad. When completed the entry is stored in the call variable \$KEY which can be used by following actions. For an example of the action being used in a call flow, see [Example Call Flow for Mobile Twinning](#) ^[271].

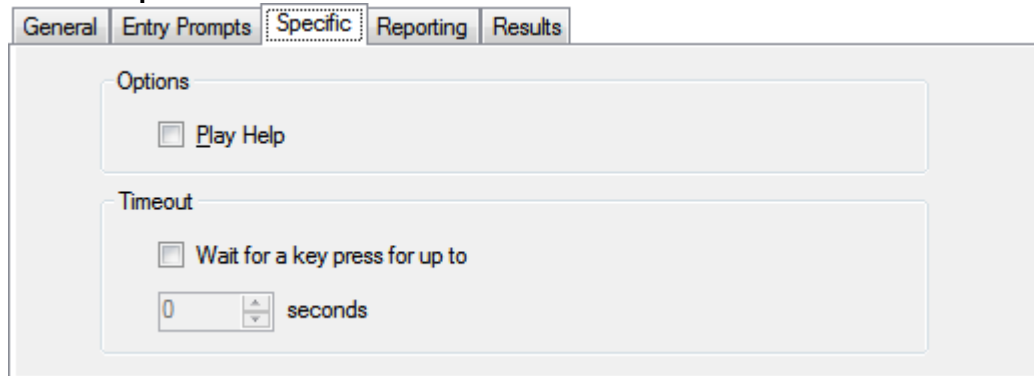
The action is designed on the assumption that the telephone uses the ITU standard alphabet markings as shown below.

1	ABC 2	DEF 3
GHI 4	JKL 5	MNO 6
PQRS 7	TUV 8	WXYZ 9
*	0	#

- Users enter data by pressing the key marked with the character required. For keys with multiple marking several key presses are required. For example, to enter **C** the user must press the **2** key three times. After each key press, the associated letter or number is spoken.
- To move on to entering the next character, the user should press whichever other key is marked with the required character or first press **#** if the required character is on the key just used.
- Controls available are:
 - **#** - Accept last character and begin entry of next character if the required character is on the key just used.
 - ***1** - Hear the characters entered so far.
 - ***2** - Delete all characters entered so far.
 - ***3** - Delete the last character entered.
 - ***#** - Accept the set of characters entered and go to next call flow action.

Settings

1. Click the  **Telephony Actions** icon and select  **Alphanumeric Collection**.
2. The [General](#) ^[91], [Entry Prompts](#) ^[92], [Reporting](#) ^[95] and [Results](#) ^[97] tabs are standard tabs available to all actions.
3. Select the **Specific** tab.



- Check the option **Play Help** if you want instruction to be given to the caller explaining how to enter information.
- If you want to use a timeout result from the action, check the option **Wait for a key press for up to** and set the number of seconds for the timeout period.

Results

This action has the following results which can be connected to further actions:



Alphanumeric Collection
Timeout
DTMF Data
No DTMF Data

- **Timeout**
This result connection only available if the option **Wait for a key press for up to** is selected on the **Specific** tab.
 - This connection is followed immediately the caller hangs up if the [Start](#) ^[98] action option **Complete sequence** has been selected.

- **DTMF Data**

This result connection is used if the caller enters some data and then presses *#.

- **No DTMF Data**

This result connection is used if the caller presses *# without entering any data.

6.8.10 Park and Page

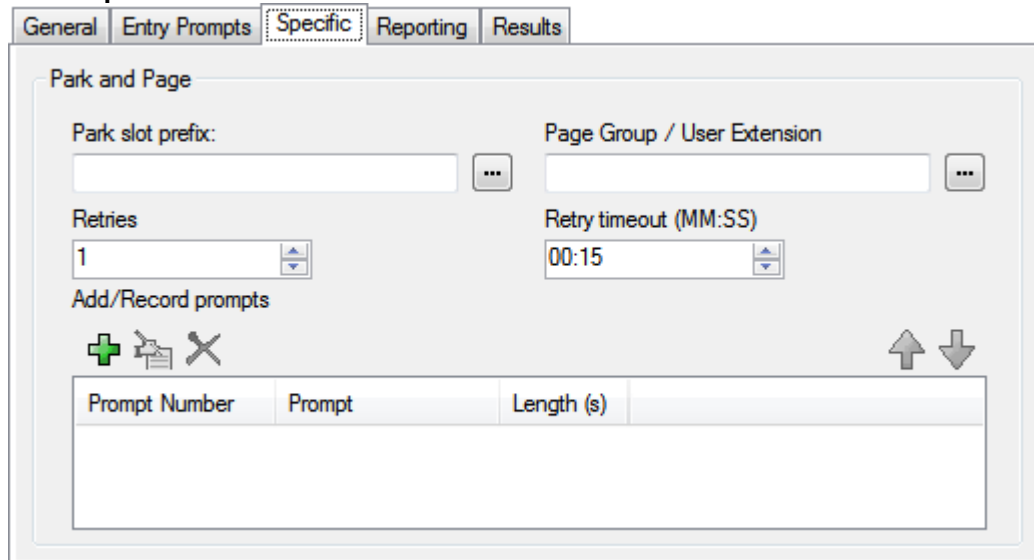
P Use the **Park and Page** action to park an incoming call and page a specific user extension or hunt group about the call. The paging message includes the park slot number of the parked call and is played on the speaker phone, so anyone who hears the paging message can unpark and answer the call.

Using the **Park and Page** action, you can configure:

- The park slot prefix. IP Office uses the park slot prefix to create park slot for a call by adding an extra digit (0-9). For example, if you set 62080 as the park slot prefix, IP Office uses a number between 620800 and 620809 as park slot to park a call.
- The hunt group or the user extension to page.
- The number of successive paging retries in case the call is not unparked in the first attempt.
- The timeout period before a successive paging retry is initiated.
- The prompts to be played in the paging message and the order in which the prompts are played.

Settings

1. Click the  **Telephony Actions** icon and select **Park and Page**.
2. The **General**^[91], **Entry Prompts**^[92], **Reporting**^[95], and **Results**^[97] tabs are standard tabs available to all actions.
3. On the **Specific** tab:



- **Park slot prefix**
The desired Park Slot prefix number. Maximum is eight digits. A 0-9 is added to this prefix to form a complete Park Slot.
- **Page Group / User Extension**
Enter the hunt group or the user extension that you want the system to page.
- **Retries**
Set one of **0**, **1**, **2**, **3**, **4**, **5**, or **Unlimited**. Set **Unlimited** if you want the system to continue paging for more than 1 hour.
- **Retry timeout (MM:SS)**
Set the timeout period before a successive paging retry is initiated.
The default retry timeout period is **00:15** and the maximum that you can set is **05:00**.
- **Add/Record prompts**
 - Click  and select or record a prompt that you want to include in the paging message.
 - Use  or  to reorder a prompt in the list.

4. Click **OK**.

Results

This action has the following results which can be connected to further actions:

P	Park and Page
	Park Fail
	Page Fail
	Timeout
	Success

- **Park Fail**
This result connection is used by the call if call park fails. Call park can fail if all 10 of the park slots are in use.
- **Page Fail**
This result connection is used by the call if call page fails.
- **Timeout**
This result connection is used by the call if the call remains parked even after all of the configured number of paging retries.
- **Success**
This result connection is used by the call if an agent unparks the call before the paging retries time out.

6.8.11 Predictive Call Script



Use the **Predictive Call Script** action to create call flows for predictive calls made by Avaya Outbound Contact Express. Using the **Predictive Call Script** action, you can configure:

- A timeout period for the call progress analysis (CPA) by Proactive Contact Dialer. By default, the timeout period is 30 seconds.
- Unique keys for the customers to press during the call flow to get included in the Do Not Call (DNC) list. By default, no keys are set.
- Unique keys for the customers to press during the call flow to opt out of a virtual agent call. By default, no keys are set.
- The prompts and messages to be played to a customer (and the pauses to be taken in between) at various stages of the call flow.

Calls on which customers opt to get included in the DNC list get disconnected automatically. You can configure a prompt to be played to the customers before such calls get disconnected.

For calls on which the customer opts out of a virtual agent call, you must configure the next action in the call flow. For example, you can configure a **Transfer** action to transfer the customer to a specific agent or a hunt group.

Settings

1. Click the  **Telephony Actions** icon and select  **Predictive Call Script**.
2. The [General](#)^[91], [Reporting](#)^[95], and [Results](#)^[97] tabs are standard tabs available to all actions.
3. On the **Specific > General** tab:

The screenshot shows the configuration window for the Predictive Call Script action. It has four tabs: General, Specific, Reporting, and Results. The General tab is selected. Inside the General tab, there is a sub-tab for 'Outbound Queue'. The main configuration area includes a 'Call Analysis Timeout (secs)' field set to 30. Below this is the 'FCC Support' section, which contains three fields: 'Key(s) to press for Do Not Call', 'Prompt to play', and 'For virtual jobs; key(s) to press for callflow'. Each of these fields has a text input area and a dropdown menu (indicated by three dots).

- **Call Analysis Timeout (secs)**
Set the timeout period for the call progress analysis. After the set time period is over, the call gets connected to an agent. The CPA timeout must be long enough to properly allow the detection of all possible progress tones and prevent connecting non-live calls to agents. If the primary goal is to connect the call to an agent in all circumstances, the timeout can be reduced to a small number.
- **Key(s) to press for Do Not Call**
Set the keys for a customer to press to get added to the DNC list.
- **Prompt to play**
Set the prompt to be played to a customer who opts for DNC.
- **For virtual jobs; key(s) to press for callflow**
Set the keys for a customer to press to opt out of a virtual call and be transferred to an agent.

4. On the **Specific > Outbound Queue** tab:

General Outbound Queue

While a person is waiting for an agent

When call is answered, prompts will be played within: 2.00 seconds

Messages to play:

Order	Prompt	Length (s)
-------	--------	------------

Messages played once a machine has been detected

Order	Prompt	Length (s)
-------	--------	------------

- **When call is answered, prompts will be played within**

Set the wait time within which prompts are played to a customer after the customer answers the call.

- **Messages to play**

Set the list of actions that are to be taken while a customer is waiting for an agent in the queue. Click to add an action to the list.

Select Action

Please make a choice from the following

☐ Pause
0 seconds

☒ Message
1

☐ Prompt
[Empty field]

☐ Loop

☐ Interrupt playback on agent connect

OK Cancel Help

- **Pause**

Add a pause and the time period for the pause.

- **Message**

Add a pre-recorded message (identified by its message number) to be played.

- **Prompt**

Add a pre-recorded Voicemail Pro prompt to be played.

- **Loop**

Add a loop to sequentially repeat the actions in the list again.

- **Interrupt playback on agent connect**

Immediately end the playback when an agent answers the call. Not available for **Loop**.

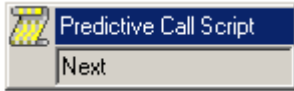
- **Messages played once a machine has been detected**

Set the list of prompts that are to be played if the call is answered by an answering machine. Click to add a prompt to the list. These messages are played only if no agents are available. If an agent is available, the call is connected to the agent.

5. Click **OK**.

Results

This action has the following results which can be connected to further actions:



- **Next**

Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the [Start](#)  action option **Complete sequence** has been selected.

6.9 Miscellaneous Actions



Miscellaneous Actions

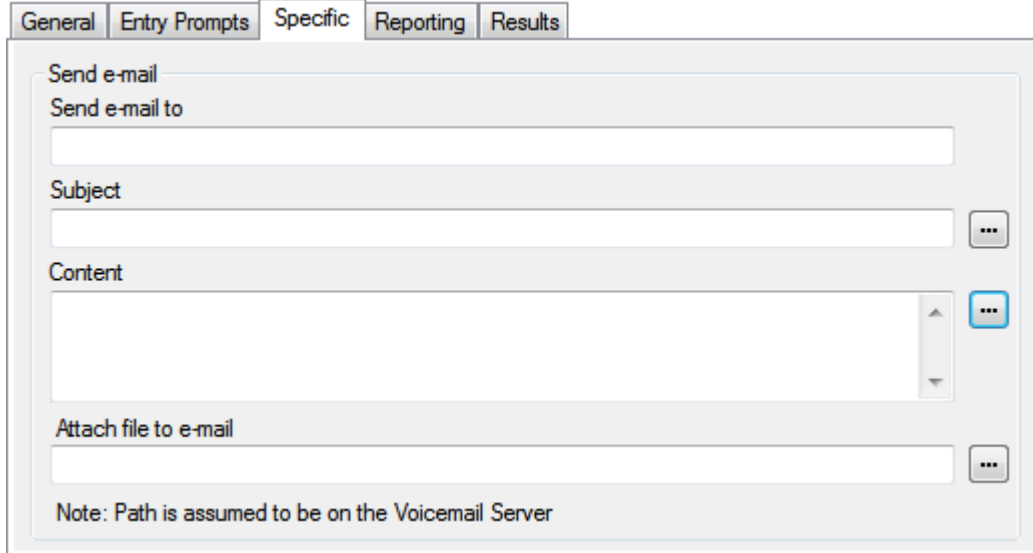
-  [eMail Action](#) ^[149]
Email a recording.
-  [Open Door Action](#) ^[150]
Open and/or close a door relay.
-  [Alarm Set Action](#) ^[151]
Set an alarm call time.
-  [Clock Action](#) ^[153]
Play the time to the caller.
-  [Post Dial Action](#) ^[154]
Play a recording to an extension.
-  [VB Script Action](#) ^[155]
Use Visual Basic to script call flow events.
-  [Remote Call Flow](#) ^[156]
Include call flows developed elsewhere in an existing call flow.

6.9.1 eMail

 The **eMail** action is used to send a recording to a specific e-mail address.

Settings

1. Click the  **Miscellaneous Actions** icon and select  **eMail**.
2. The [General](#)^[91], [Entry Prompts](#)^[92], [Reporting](#)^[95] and [Results](#)^[97] tabs are standard tabs available to all actions.
3. Select the **Specific** tab. Complete the fields with relevant details.



- **Send e-mail to**
Enter the e-mail address of the recipient.
- **Subject**
In the **Subject** field, type the subject line for the e-mail.
- **Content**
In the **Content** field, type the text to be placed in the e-mail.
- **Attach file to e-mail**
In the **Attach file to e-mail** field the recorded file to be attached to the e-mail needs to be selected.
 - If just \$ is entered then the action will use the recording collected by a preceding [Leave Mail](#)^[122] action or [Voice Question](#)^[124] action.

Results

This action has the following result which can be connected to a further action:



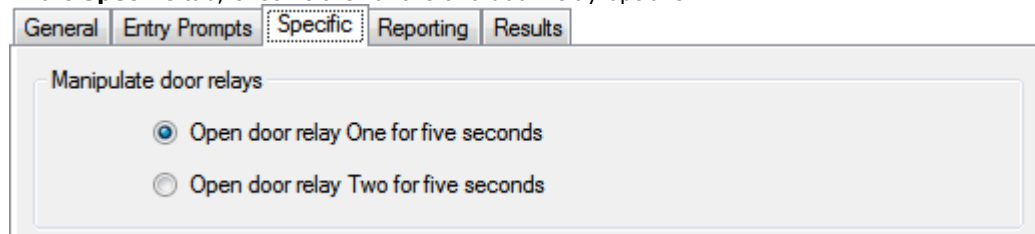
- **Next**
Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the [Start](#)^[98] action option **Complete sequence** has been selected.

6.9.2 Open Door

 The **Open Door** action activates either of the door entry switches provided on IP Office telephone system control units. These can be used to activate door entry relays.

Settings

1. Click the  **Miscellaneous Actions** icon and select  **Open Door**.
2. The [General](#)^[91], [Entry Prompts](#)^[92], [Reporting](#)^[95] and [Results](#)^[97] tabs are standard tabs available to all actions.
3. In the **Specific** tab, check either of the two door relay options.



The screenshot shows the configuration window for the 'Open Door' action, specifically the 'Specific' tab. At the top, there are five tabs: 'General', 'Entry Prompts', 'Specific' (which is selected and highlighted with a dashed border), 'Reporting', and 'Results'. Below the tabs, the main area is titled 'Manipulate door relays'. It contains two radio button options: 'Open door relay One for five seconds' (which is selected) and 'Open door relay Two for five seconds'.

Results

This action has the following result which can be connected to a further action:



- **Next**
Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the [Start](#)^[98] action option **Complete sequence** has been selected.

6.9.3 Alarm Set



The **Alarm Set** action sets up an alarm call to be played to a specified extension at a specified time. By default the alarm call displays **ALARM** and plays the prompt *"This is an alarm call, please hang up"*.

You can adjust the length of the alarm call ringing and repeat the alarm call if it is not responded to. The number of repeats can be adjusted. An optional dialing digit is required to clear the alarm.

- For administrators, the alarm calls that have been setup can be viewed and edited. You can also manually add additional alarms. For Windows based servers, that is done through the [Voicemail Pro client](#)^[46], for Linux based server it can be done through the [web management menus](#)^[294].
- The Voicemail Pro is limited to 2 outgoing alarm calls at the same time (subject to voicemail port availability). Any additional alarm calls are delayed until the existing alarm calls have been completed.

Settings

- Click the **Miscellaneous Actions** icon and select **Alarm Set**.
- The [General](#)^[91], [Entry Prompts](#)^[92], [Reporting](#)^[95] and [Results](#)^[97] tabs are standard tabs available to all actions.
- In the **Specific** tab, complete the fields with relevant details.

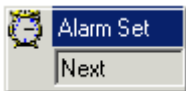
The screenshot shows the 'Alarm Set' configuration window with the 'Specific' tab active. The 'Ring alarm on' section has 'Caller's Extension' selected. The 'Ring alarm at' section has 'Ask Caller' selected. Below this, there are fields for 'Time (hh:mm)', 'Frequency' (set to 'Single'), 'Day' (set to 'Today'), 'File', and 'Display Text'. At the bottom, there are fields for 'Ring Time' (60 seconds), 'Interval' (Mins), 'Retries' (0), and 'Cancel Code'.

- Ring alarm on:** *Default = Caller's Extension.*
These options set the target for the alarm when set.
 - Caller's Extension**
This option sets the alarm target as the caller's own extension number.
 - Other Extension**
This option assists you to use a specific number for the alarm target or use a [call variable](#)^[80] that contains the number to use.
- Ring alarm at:** *Default = Ask Caller.*
These options set the time and frequency of the alarm being set.
 - Ask Caller**
The call flow user is asked to dial the required time in 24-hour clock format. This will set a single use alarm for that time.
 - Specific**
You can define a specific alarm time. This also assists you to specify a single use or a repeated alarm.
 - Time (hh:mm)**
Set the alarm time in 24-hour format (*hh:mm* or *hhmm*). A time value can be entered or a [call variable](#)^[80] can be used. If left blank or if the call variable used is not a valid time value, the call flow user will be asked to enter a time the same as if **Ask Caller** was selected.

- **Frequency**
Sets how often the alarm should occur. The options are **Single**, **Daily** or **Weekly**. A variable with value 1, 2 or 3 respectively can be used.
- **Day**
Useable with **Single** and **Weekly** alarms. Set the day for the alarm. The option **Today** is also available for alarms where the **Frequency** is set as **Single**.
- **File**
This field is optional. If a file is specified here it is used for the alarm call. If no file is specified the default alarm message ("*This is an alarm call, please hang up*") is used.
- **Display Text**
By default the alarm will display "Alarm" on the target if it is an Avaya display telephone. This field can be used to customize the text used.
- **Ring Time:** *Default = 60 seconds. Range = 5 to 120 seconds.*
This field set the length of ring time used for the alarm call if not answered.
- **Retries:** *Default = 0 (Off). Range = 0 to 10.*
This field can be used to specify how many times the alarm should be repeated if it is not answered and cleared. When a value other than **0** is selected, the Interval option becomes available to specify the interval between repeats.
- **Interval:** *Default = None (Off).*
If a number of retries is specified, this option can be used to select the number of minutes between repeated alarm attempts until the alarm is cleared.
- **Cancel Code:** *Default = Off.*
When off, the alarm is cleared if the alarm call is answered. If on, a dialing code can be specified. If the correct code is not dialed in response to an alarm, the alarm is not cleared and will repeat if retries have been specified.
 - **Cancel Code:** *Default = * , Range = Up to 4 digits.*
This field is used to enter the dialing required to clear the alarm call. The value * will match any dialing. To cancel the alarm, the cancel code must be entered followed by the hash key (**#**). The file used to play the alarm message must mention the cancel code and the fact that cancel code must be followed by the hash key (**#**).

Results

This action has the following result which can be connected to a further action:



- **Next**
Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the [Start](#) ⁹⁸ action option **Complete sequence** has been selected.

6.9.4 Clock

 The **Clock** action plays the current time on the Voicemail Pro server computer. With International Time Zone functionality, when you invoke a Clock Action configured on a Voicemail Pro server, the Clock Action reports the time based on the time zone where you are located and not the time where the Voicemail Pro server is located.

Settings

1. Click the  **Miscellaneous Actions** icon and select  **Clock**.
2. The [General](#)⁹¹, [Entry Prompts](#)⁹², [Reporting](#)⁹⁵ and [Results](#)⁹⁷ tabs are standard tabs available to all actions.
3. In the **Specific** tab, complete the fields with relevant details.



General Entry Prompts **Specific** Reporting Results

☒ Play Time until DTMF Input

- **Play Time Until DTMF Input:**
If not selected the time is played to the caller once. If selected the time is repeated until the caller presses a DTMF key or hangs up.

Result

This action has the following result which can be connected to a further action:



- **Next**
Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the [Start](#)⁹⁸ action option **Complete sequence** has been selected.

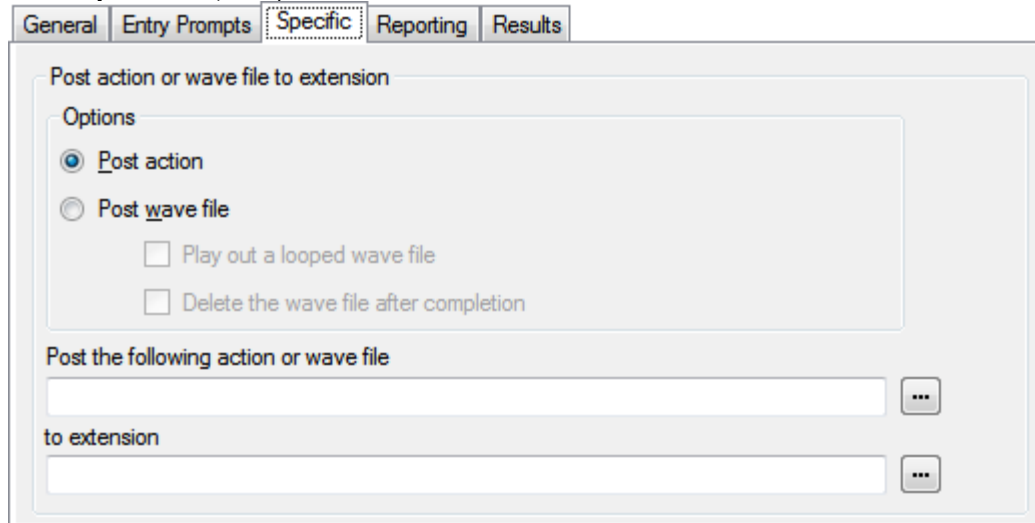
6.9.5 Post Dial



The **Post Dial** action can be used to connect another extension to a specified call flow start point or to play a recording to that extension.

Settings

1. Click the  **Miscellaneous Actions** icon and select  **Post Dial**.
2. The [General](#)^[91], [Entry Prompts](#)^[92], [Reporting](#)^[95] and [Results](#)^[97] tabs are standard tabs available to all actions.
3. In the **Specific** tab, complete the fields with relevant details.



- **Post action**
Select this option if you want to connect a target extension to a selected call flow.
- **Post wave file**
Select this option if you want the target extension to be played a selected wav file. When **Post wave file** is selected there are two options which can be selected.
 - **Play out a looped wave file**
The wav file will be played in a continuous loop.
 - **Delete the wave file after completion**
The wav file will be deleted after it has been played.
- **Post the following action or wave file**
Enter the name of the required start point or use the browse button to select the start point. To play a recording, enter **c:\mywavs\hello.wav** (substitute the appropriate file path and file name for the .wav file you want played).
- **To extension**
Enter or select the extension to which the call should be made. The Voicemail Pro server will attempt to make the call every 5 minutes for the next hour until successful. The **Post Dial** action can be used to page a .wav file to an extension number, including group extension numbers. This is done by entering **PAGE:** followed by the target extension number. In this case the wav file will not loop if selected.

Results

This action has the following result which can be connected to a further action:



- **Next**
Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the [Start](#)^[98] action option **Complete sequence** has been selected.

6.9.6 VB Script



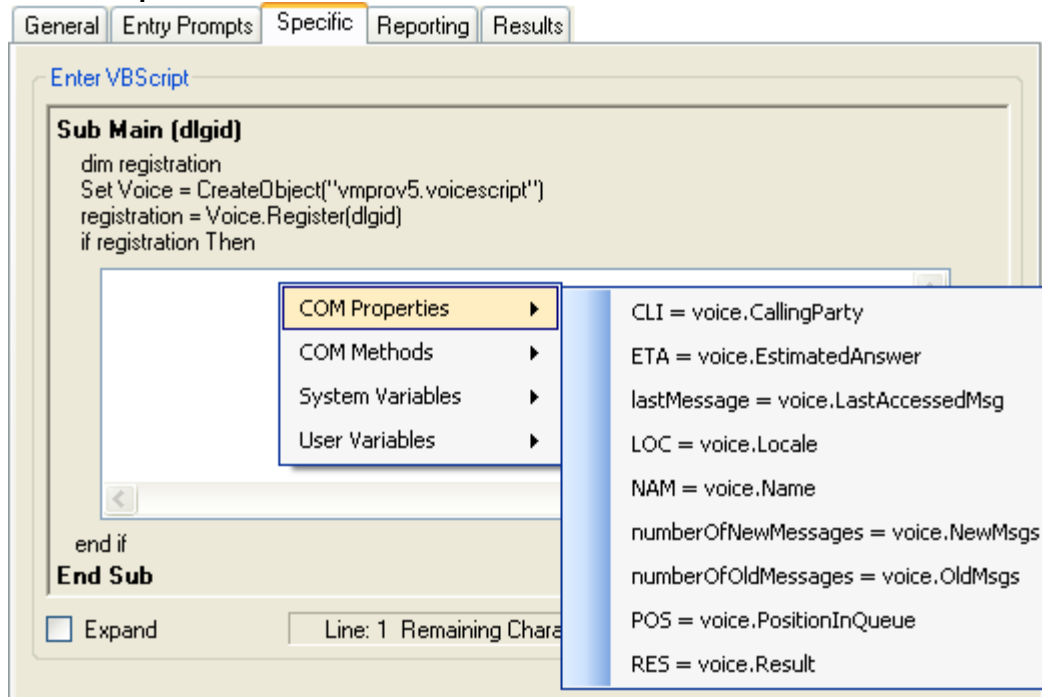
The **VB Script** action assists an administrator to construct additional call flow logic using VBScript commands and various [properties](#) ^[304] and [methods](#) ^[310].

When a VBScript action is executed, the Voicemail Pro server waits for up to one minute for the script to complete execution. If execution of the script takes longer, then it is terminated by the server and the action's **Failure** result path is used.

- **!** These features are not supported on a Linux-based Voicemail Pro server.
- For IP Office Release 9.1, use of VB Script actions no longer requires the IP Office system to have an **Advanced Edition** license.

Settings

1. Click the  **Miscellaneous Actions** icon and select  **VB Script**.
2. The [General](#) ^[91], [Entry Prompts](#) ^[92], [Reporting](#) ^[95] and [Results](#) ^[97] tabs are standard tabs available to all actions.
3. Select the **Specific** tab.



- **Enter VBScript**
In the script area enter the VBScript as required. Strings for the variables and methods provided for VBScript by Voicemail Pro can be selected and inserted by right clicking on the script area. This script can contain a maximum of 10000 characters.
- **Expand**
Check **Expand** to view a larger script area.
- **Syntax Check**
Click the **Syntax Check** button to check your input for any errors.
- **Maximum execution time:** *Default = 90 seconds*
Sets how long the call flow will wait for a VBScript to complete before assuming that the script has failed.

Results

This action has the following results which can be connected to further actions:



VBScript
Success
Failure

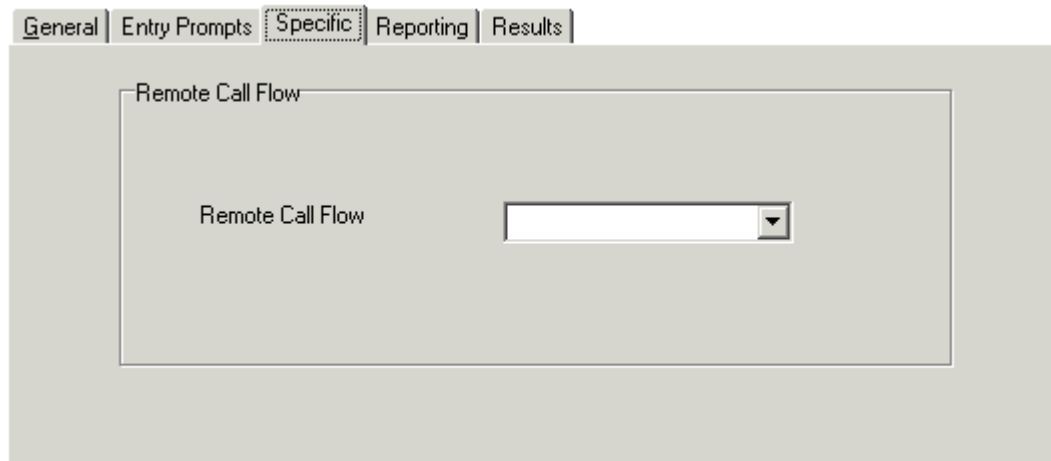
This action has two results, **Success** or **Failure**.

6.9.7 Remote Call Flow

➔ The **Remote Call Flow** action assists you to include a call flow developed elsewhere in an existing call flow, in the form of a .vmp file. The aim of this action is to assist you to place call flows developed by other applications on the Voicemail Pro server and include in its customized call flows.

Settings

1. Click the  **Miscellaneous Actions** icon and select ➔ **Remote Call Flow**.
2. The [General](#)^[91], [Entry Prompts](#)^[92], [Reporting](#)^[95] and [Results](#)^[97] tabs are standard tabs available to all actions.
3. In the **Specific** tab, the field **Remote Call Flow** will show a list of remote call flow files downloaded to the Voicemail Pro server.



The screenshot shows a configuration window with five tabs: **General**, **Entry Prompts**, **Specific** (selected), **Reporting**, and **Results**. Inside the **Specific** tab, there is a label "Remote Call Flow" above a text input field. The input field contains the text "Remote Call Flow" and has a dropdown arrow on its right side.

Results

➔ **Remote Call Flow** The Remote Call Flow action has no results. Any follow on call handling is determined by the actions in the remote call flow.

6.10 Condition Actions



Condition Actions

These actions are used to create branches in the call routing according to whether a value is true or false.

-  [Test Condition Action](#) ^[157]
Test whether a condition is true or false.
-  [Set User Variable Action](#) ^[158]
Set a variable to a particular value.
-  [Test User Variable Action](#) ^[159]
Test the value of a variable.
-  [Test Variable Action](#) ^[160]
Check if user dialing matches set digits.
-  [Increment and Test Counter](#) ^[162]
Increment a \$COUNTER variable and then test whether it matches a specified value.
-  [Decrement and Test Counter](#) ^[163]
Decrement a \$COUNTER variable and then test whether it matches a specified value.

6.10.1 Test Condition



The **Test Condition** action assists you to check the current state (**True** or **False**) of a condition setup through the [Conditions Editor](#) ^[62].

Settings

1. Click the  **Conditions Actions** icon and select  **Test Condition**.
2. The [General](#) ^[91], [Entry Prompts](#) ^[92], [Reporting](#) ^[95] and [Results](#) ^[97] tabs are standard tabs available to all actions.
3. In the **Specific** tab, complete the fields with relevant details.

General | Entry Prompts | **Specific** | Reporting | Results

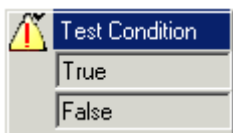
Which Condition does this action test ?

Return the result of the following condition:

- **Return the results of the following condition**
Assists you to select a condition from the conditions currently setup.

Results

This action has the following results which can be connected to further actions:



- **True**
This result connection is used by the call if the tested condition is currently true.
- **False**
This result connection is used by the call if the tested condition is currently false.

For examples of the Test Condition action in a call flow, see:

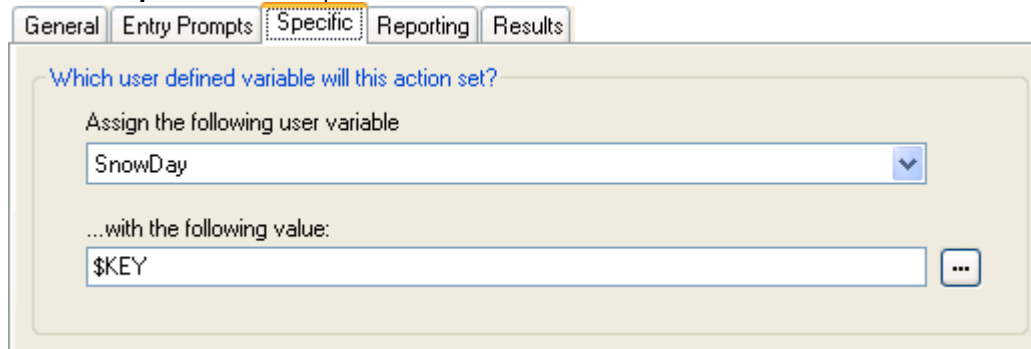
- [Customizing a Hunt Group Call Flow](#) ^[221].

6.10.2 Set User Variable

 The **Set User Variable** action sets a user variable to a particular value. Other call flows can then use [Test User Variable](#) ^[159] actions to check whether the variable has a particular value.

Settings

1. Click the  **Conditions Actions** icon and select  **Set User Variable**.
2. The [General](#) ^[91], [Entry Prompts](#) ^[92], [Reporting](#) ^[95] and [Results](#) ^[97] tabs are standard tabs available to all actions.
3. Select the **Specific** tab. Complete the fields with relevant details.



- **Assign the following user variable**

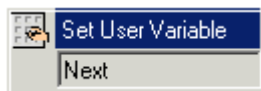
The name for the existing user variable. The variable must first be created using the [User Defined Variable](#) ^[83] menu or [User Variables](#) ^[46] panel.

- **With the following value**

The value of the variable. Type the required value directly or use the  browse button to select the text that should be used including using the value of a [call variable](#) ^[80].

Results

This action has the following result which can be connected to a further action:



- **Next**

Connect the **Set User Variable** action to another action (for example, a **Disconnect** action), whose entry prompt confirms to the caller that the value has been set. In some situations, such as where the **Set User Variable** action is accessed by a user dialing a short code, if the user hangs up too quickly the variable may not be set. Having a following action with a confirmation message encourages users not to hang up too quickly.

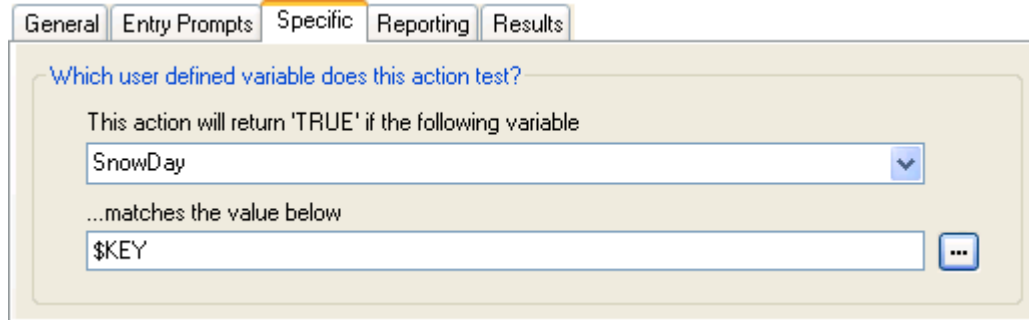
- Use the **Complete sequence** option in the **Start** action so that the variable is set even if the caller hangs up prior to hearing any confirmation.

6.10.3 Test User Variable

 The **Test User Variable** action has true and false connections that are followed according to whether the selected [user variables](#)^[83] current value matches a particular value. The **Set User Variable** action can be used in other calls to set the value of the variable. For an example of the action in a call flow, see [User Defined Variables](#)^[83].

Settings

1. Click the  **Conditions Actions** icon and select  **Test User Variable**.
2. The **General**^[91], **Entry Prompts**^[92], **Reporting**^[95] and **Results**^[97] tabs are standard tabs available to all actions.
3. In the **Specific** tab, complete the fields with relevant details.



General Entry Prompts **Specific** Reporting Results

Which user defined variable does this action test?

This action will return 'TRUE' if the following variable

SnowDay

...matches the value below

\$KEY

- **This action will return "TRUE" if the following variable**

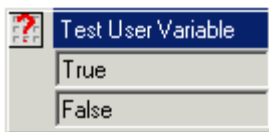
The name of the existing user variable to be checked.

- **Matches the value below**

The value of the variable that will return a true result. Type the required value directly or use the  browse button to select the text that should be used including using the value of a [call variable](#)^[80].

Results

This action has the following results which can be connected to further actions:



Test User Variable

True

False

The action can have the following results which can then be connected to further actions:

- **True**
This result connection is used by the call if the tested condition is currently true.
- **False**
This result connection is used by the call if the tested condition is currently true.

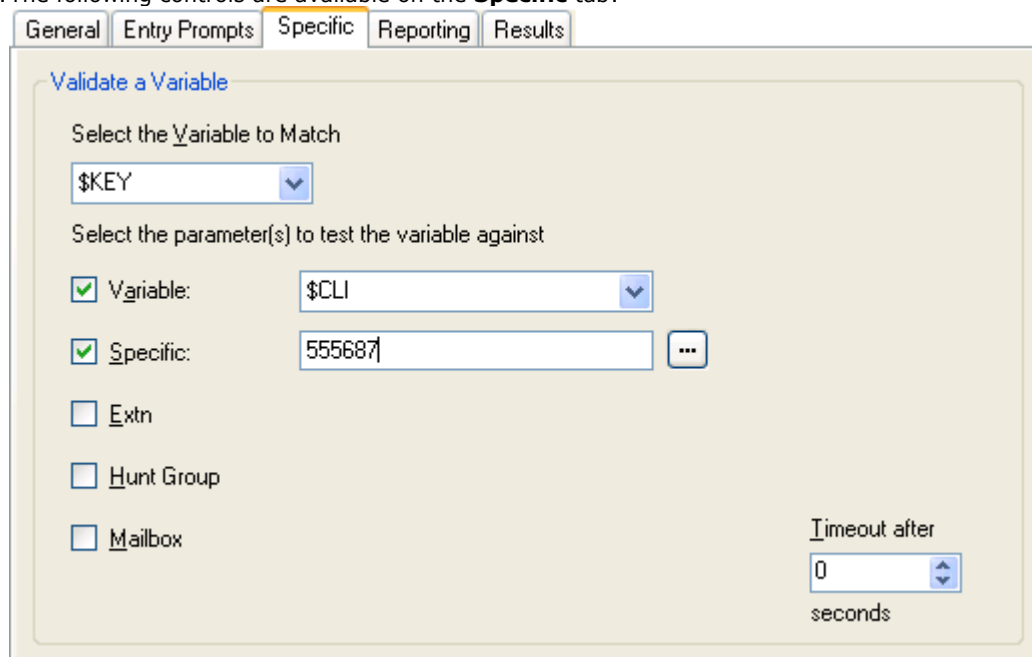
6.10.4 Test Variable

 This action allows you to route calls based on matching the value of a call variable to a specified value.

The special call variable **\$REG** can be used to access the value of any user variable. For example, use the call variable **\$REG[UV1]** to access the current value of a user variable called **UV1**. This allows user variables to be used in the same way as call variables such as in a **Test Variable** action.

Settings

1. Click the  **Conditions Actions** icon and select  **Test Variable**.
2. The **General** ^[91], **Entry Prompts** ^[92], **Reporting** ^[95] and **Results** ^[97] tabs are standard tabs available to all actions.
3. The following controls are available on the **Specific** tab:



- **Select the variable to Match**
This drop-down list is used to select which Voicemail Pro [call variable](#) ^[80] should be checked for a match.
- **Select the parameter(s) to test the variable against**
Select the types of values that should be checked for a match and enter the values. If several options are selected, the Voicemail Pro checks for a match starting from the top and working down until a match occurs.
 - **Variable**
Check for a match against the value of another selected [call variable](#) ^[80]. Type the required value directly or use the  browse button to select the text that should be used including using the value of a [call variable](#) ^[80].
 - **Specific**
Check for a match against the value entered in the adjacent field.
 - **Extn**
Check for a match against valid extensions on the IP Office.
 - **Hunt Group**
Check for a match against hunt group extension numbers.
 - **Mailbox**
Check for a match against mailboxes.
- **Timeout after**
The timeout value is used only if **\$KEY** is selected as the variable to match. In this case, if the Voicemail Pro will wait for the specified timeout period for the caller to dial a new value of **\$KEY**. To enter a value without waiting for the timeout to expire the user can be prompted to enter a value and then press #.

Results

This action will have results for connection to following actions in the call flow based on the selected options on its **Specific** tab plus a **No Match** and **Timeout** result:

Test Variable
Variable
Specific
Extn
Hunt Group
Mailbox
No Match
Timeout

- **No Match**
This result is used if no match is found.
- **Timeout**
This result is used when **\$KEY** is specified as the variable to match and no match occurs within the specified timeout period.
 - This connection is followed immediately the caller hangs up if the [Start](#) ⁹⁸ action option **Complete sequence** has been selected.

6.10.5 Increment and Test Counter



Increase the values of a \$COUNTER variable by 1 and then test whether its new value matches a target value.

The voicemail server provides counter variable \$COUNTER1 to \$COUNTER15. These can be used in the same way as other call variables. They can also be manipulated using [Generic](#)^[99] action commands for [Set Counter](#)^[106], [Clear Counter](#)^[104], [Counter Decrement](#)^[104] and [Counter Increment](#)^[105].

They can also be used with the [Decrement and Test Counter](#)^[163] and [Increment and Test Counter](#)^[162] actions. By default the initial value of a counter variable is 0. The formats \$COUNTERx or \$COUNTER[x] are both supported.

Settings

1. Click the **Conditions Actions** icon and select **Increment and Test Counter**.
2. The [General](#)^[91], [Entry Prompts](#)^[92], [Reporting](#)^[95] and [Results](#)^[97] tabs are standard tabs available to all actions.
3. The following controls are available on the **Specific** tab:

General Entry Prompts **Specific** Reporting Results

Select Counter
1 ...

Value to test counter against
\$KEY ...

- **Select Counter**
Select the \$COUNTER variable to increment and then test. **\$COUNTER1** to **\$COUNTER15** can be selected by entering **1** to **15** respectively.
- **Value to test counter against**
This can be a number or another [call variable](#)^[80]. When the counter matches the value the **True** result connection is used, otherwise the **False** result connection is used.

Results

This action has the following results which can be connected to further actions:



Increment and Test Counter

True

False

- **True**
This result connection is used if the counter value matches the test value.
- **False**
This result connection is used if the counter value does not match the test value.

6.10.6 Decrement and Test Counter



Decrease the values of a \$COUNTER variable by 1 and then test whether its new value matches a target value.

The voicemail server provides counter variable \$COUNTER1 to \$COUNTER15. These can be used in the same way as other call variables. They can also be manipulated using [Generic](#)^[99] action commands for [Set Counter](#)^[106], [Clear Counter](#)^[104], [Counter Decrement](#)^[104] and [Counter Increment](#)^[105].

They can also be used with the [Decrement and Test Counter](#)^[163] and [Increment and Test Counter](#)^[162] actions. By default the initial value of a counter variable is 0. The formats \$COUNTERx or \$COUNTER[x] are both supported.

Settings

1. Click the **Conditions Actions** icon and select **Decrement and Test Counter**.
2. The [General](#)^[91], [Entry Prompts](#)^[92], [Reporting](#)^[95] and [Results](#)^[97] tabs are standard tabs available to all actions.
3. The following controls are available on the **Specific** tab:

- **Select Counter**
Select the \$COUNTER variable to decrement and then test. **\$COUNTER1** to **\$COUNTER15** can be selected by entering **1** to **15** respectively.
- **Value to test counter against**
This can be a number or another [call variable](#)^[80]. When the counter matches the value the **True** result connection is used, otherwise the **False** result connection is used.

Results

This action has the following results which can be connected to further actions:



Decrement and Test Counter

True
False

- **True**
This result connection is used if the counter value matches the test value.
- **False**
This result connection is used if the counter value does not match the test value.

6.11 Database Actions



Database Actions

These actions relate to retrieving and adding data to a database.

- **!** These features are not supported on a Linux-based Voicemail Pro server.
- For IP Office Release 9.1, use of database actions no longer requires the IP Office system to have an **Advanced Edition** license.

-  **Database Open Action** ^[164]
Open a database.
-  **Database Execute Action** ^[165]
Perform an action on a database.
-  **Database Get Data Action** ^[166]
Get information from a database.
-  **Database Close Action** ^[167]
Close a database.

6.11.1 Database Open



The **Database Open** action opens a link to a database. If there is a connection to the database already then the current connection is closed and the new one requested will be opened. For an example of the action in a call flow, see [IVR Database Connection Example, Retrieving Data From the Database](#) ^[326].

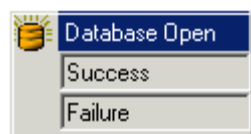
- **!** These features are not supported on a Linux-based Voicemail Pro server.
- For IP Office Release 9.1, use of database actions no longer requires the IP Office system to have an **Advanced Edition** license.

Settings

1. Click the  **Database Actions** icon and select  **Database Open**.
2. The [General](#) ^[91], [Entry Prompts](#) ^[92], [Reporting](#) ^[95] and [Results](#) ^[97] tabs are standard tabs available to all actions.
3. Select the **Specific** tab. The connection string to open the database can be entered directly into the field. For help on constructing the connection string, click . The **Data Link Properties** window opens.
 - **Provider Tab**
Select the OLE DB Provider of the data that is to be connected to. Click **Next to move to the Connection Tab**.
 - **Connection Tab**
Specific information relating the Database provider needs to be completed. Help of the information required for each of the fields can be obtained by clicking the **Help** button. Fields available will be dependent on the type of provider. To test that the information entered will provide you entry into the database, click the **Test Connection** button. A message **Test Connection Succeeded** will show if successfully connected to the database.
 - **Advanced Tab**
Network and other settings, for example access permissions. Fields showing will be dependent on the type of provider selected. Click help for specific information about any of the fields.
 - **All**
The properties that have been selected on the previous tabs are shown in the All Tab. Amendments can be made as required by selecting the Name and click Edit Value.

Results

This action has the following results which can be connected to further actions:



- **Success**
This result connection is used once the database is opened.
- **Failure**
This result connection is used if the database cannot be opened.

6.11.2 Database Execute

 The **Database Execute** action performs an SQL query on a database opened on a preceding **Database Open** action. An SQL query that is generated by the Database Execute Action does not support spaces in the field or table names. If you are using a Microsoft Access database, do not use a field name that has the same name as its field type. For example, do not use the name *Number* for a number field.

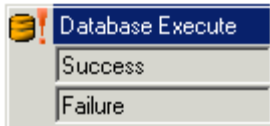
- **!** These features are not supported on a Linux-based Voicemail Pro server.
- For IP Office Release 9.1, use of database actions no longer requires the IP Office system to have an **Advanced Edition** license.

Settings

1. Click the  **Database Actions** icon and select  **Database Execute**.
2. The **General** ^[91], **Entry Prompts** ^[92], **Reporting** ^[95] and **Results** ^[97] tabs are standard tabs available to all actions.
3. Select the **Specific** tab. The SQL Wizard window opens. Use the wizard to construct the SQL query.
 - Any data included in the query must match the data type (number, integer or text) of the field that the query runs on. Values being used to query a text field should be enclosed by quotation marks. This applies whether using query values entered directly or using Voicemail Pro variables. For example, if using **\$KEY** as a query value, for a text field query you must enter **"\$KEY"**.

Results

This action has the following results which can be connected to further actions:



- **Success**
The action has been successful and has returned a set of records from the database.
- **Failure**
The action has not returned any data.

The **Database Execute** action results can only be Success or Failure. Add connections to relevant actions. For an example of the action in a call flow, see [IVR Database Connection Example, Retrieving Data From the Database](#) ^[326] and [Entering Details in to the Database](#) ^[332].

6.11.3 Database Get Data

 Once a [Database Execute](#)^[169] action has been used, it returns a set of records from the database. A **Database Get Data** action or actions are then used to select which record is the currently selected record whose values are placed into the call flow's **\$DBD** variables.

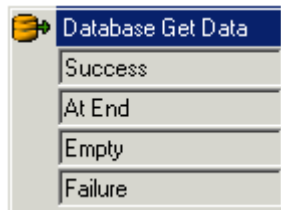
- **!** These features are not supported on a Linux-based Voicemail Pro server.
- For IP Office Release 9.1, use of database actions no longer requires the IP Office system to have an **Advanced Edition** license.

Settings

1. Click the  **Database Actions** icon and select  **Database Get Data**.
2. The [General](#)^[91], [Entry Prompts](#)^[92], [Reporting](#)^[95] and [Results](#)^[97] tabs are standard tabs available to all actions.
3. Select the **Specific** tab. Chose which record should be selected by selecting one of the following options:
 - **Retrieve the next item in the list**
Select the next record returned by the **Database Execute** action as the currently selected record.
 - **Retrieve the previous item in the list**
Select the previous record returned by the **Database Execute** action as the currently selected record.
 - **Retrieve the first item in the list**
Select the first record returned by the **Database Execute** action as the currently selected record.
 - **Retrieve the last item in the list**
Select the last record returned by the Database Execute action as the currently selected record.

Results

This action has the following results which can be connected to further actions:



The **Database Get Data** action has four possible results.

- **Success**
The selected records values have successfully been assigned to the **\$DBD** variables.
- **At End**
There are no further records in the set of data.
- **Empty**
The execute method returned no data, the **\$DBD** variable contains no information.
- **Failure**
There was a problem trying to retrieve the next data record, the **\$DBD** variable contains no information.

Examples of using the database actions are given in the IVR database Connection section. For an example of the action in a call flow, see [IVR Database Connection Example, Retrieving Data From the Database](#)^[326].

6.11.4 Database Close



The **Database Close** action will close the current database connection. If the database is open when a call terminates, then a **Database Close** action is run automatically.

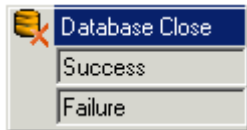
- **!** These features are not supported on a Linux-based Voicemail Pro server.
- For IP Office Release 9.1, use of database actions no longer requires the IP Office system to have an **Advanced Edition** license.

Settings

1. Click the  **Database Actions** icon and select  **Database Close**.
2. The **General** ⁹¹, **Entry Prompts** ⁹², **Reporting** ⁹⁵ and **Results** ⁹⁷ tabs are standard tabs available to all actions.
3. There is no **Specific** tab for this action.

Results

This action has the following results which can be connected to further actions:



- **Success**
The database connection has been closed.
- **Failure**
The database connection has not been closed. This action is useful during testing and development of the database call flow to validate correct operation.

6.12 Queue Actions



Queue Actions

These actions are associated with hunt group queues and are not available to user and short code start points. The IP Office Manager option **Synchronise calls to announcements** should not be used when using the queue actions.

-  [Queue ETA Action](#) ¹⁶⁹
Speak the caller's expected time to answer.
-  [Queue Position Action](#) ¹⁷⁰
Speak the caller's queue position.

6.12.1 Queue ETA

 The **Queue ETA** action plays the estimated time to answer (ETA) in minutes to a caller in the queue of calls for a hunt group. It is not used for calls queued for a user.

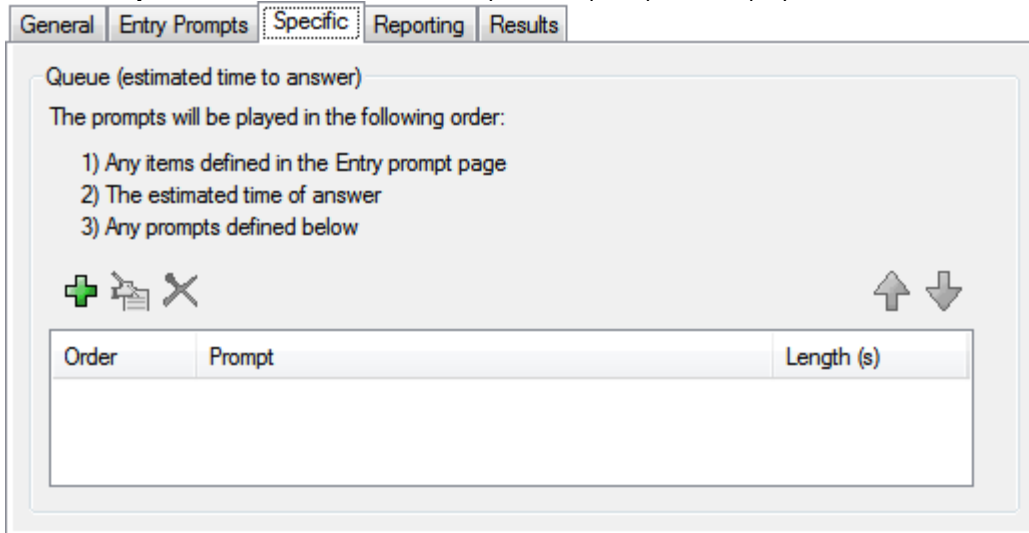
The ETA is supplied by the IP Office when it requests a queue or still queued announcement message to be played to a caller. It is calculated based on the queued time in the previous hour of the last 5 queued and answered calls. It is always rounded up to the nearest minute. For an example, see [Customizing Queuing](#) ^[219].

A simply announcement is used that does not include queue position and estimated time to answer. However if required the **Queued** and **Still Queued** call flow start points can be added and customized using actions including this one.

- When the system presents calls to a hunt group on the IP Office, IP Office uses the call priorities followed by the call waiting times to order the calls in the queue. By default, internal callers are assigned **Low** priority while the priority of external callers is set by the IP Office Incoming Call Route used to route the call (default also **Low**).
- Do not mix calls of different priorities if you are using Voicemail Pro to announce the queue estimate time to answer (ETA) and the queue position to callers, since those values will no longer be accurate when a higher priority call is placed into the queue. Note that in such a situation, Voicemail Pro will not increase a value already announced to a caller.
- The IP Office Manager option **Synchronize calls to announcements** should not be used with call flows that include this action.

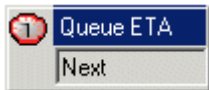
Settings

1. Click the  **Queue Actions** icon and select  **Queue ETA**.
2. The [General](#) ^[91], [Entry Prompts](#) ^[92], [Reporting](#) ^[95] and [Results](#) ^[97] tabs are standard tabs available to all actions.
3. Select the **Specific** tab. This tab includes any further prompts to be played to the callers after they hear their ETA.



Results

This action has the following result which can be connected to a further action:



- **Next**
Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the [Start](#) ^[98] action option **Complete sequence** has been selected.

6.12.2 Queue Position

 The **Queue Position** action plays to the callers their position within the queue of calls for a hunt group. It is not used for calls queued for a user. The queue position is supplied by the IP Office when it requests a queue or still queued announcement message to be played to a caller.

A simple announcement is used that does not include queue position and estimated time to answer. However if required the **Queued** and **Still Queued** call flow start points can be added and customized using actions including this one.

- When the system presents calls to a hunt group on the IP Office, IP Office uses the call priorities followed by the call waiting times to order the calls in the queue. By default, internal callers are assigned **Low** priority while the priority of external callers is set by the IP Office Incoming Call Route used to route the call (default also **Low**).
- Do not mix calls of different priorities if you are using Voicemail Pro to announce the queue estimate time to answer (ETA) and the queue position to callers, since those values will no longer be accurate when a higher priority call is placed into the queue. Note that in such a situation, Voicemail Pro will not increase a value already announced to a caller.
- The IP Office Manager option **Synchronize calls to announcements** should not be used with call flows that include this action.

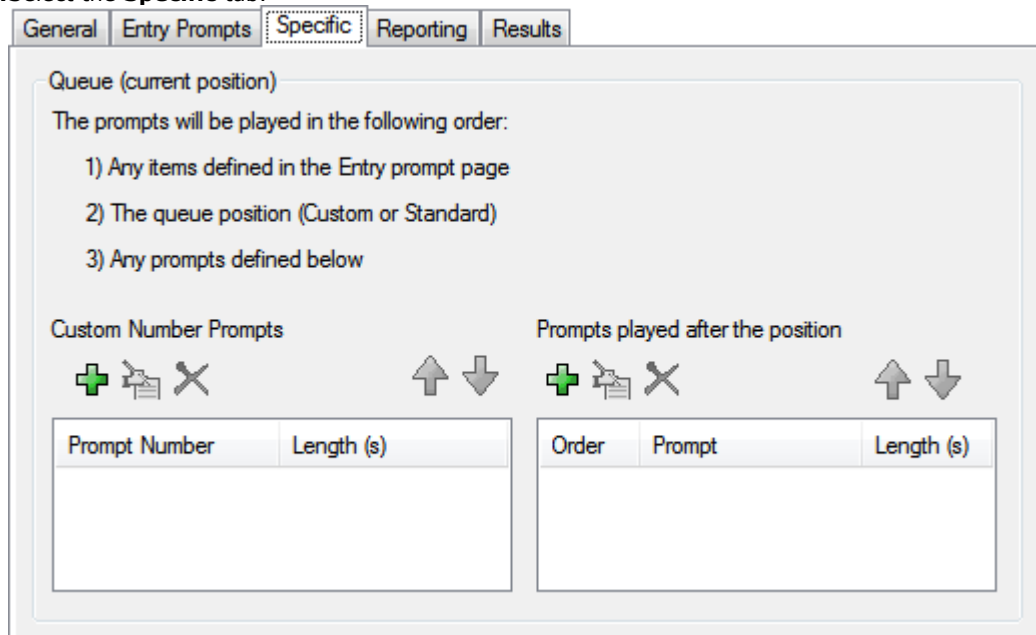
To enhance the caller experience, you can use the call flow designers to record the custom queue position numbers. Voicemail Pro plays the position of the caller in the queue based on the following rules:

- When the position of the caller in the queue is between 1 and 99:
 - If you have recorded the numbers, the system plays the custom recorded queue number.
 - If you have not recorded the numbers, then the system plays the standard pre-recorded queue number according to the current rules of play back.
- When the position of the caller in the queue is greater than 100:
 - If you have recorded the numbers, the system plays every digit of the custom number as the position of the caller in the queue. For example, if the position of the caller in the queue is 102 (hundred and two), then the system plays the number as 1 - 0 - 2 (one-zero-two).
 - If you have not recorded all the numbers, the system plays the standard pre-recorded digits of the number as the position of the caller in the queue according to the current rules of play back.

Note: To back up the custom digits, you must enable the **User Settings & Greetings** in **Voicemail Data Backup**. For more information see, [Backup and Restore Settings](#) ^[52].

Settings

1. Click the  **Queue Actions** icon and select  **Queue Position**.
2. The **General** ^[91], **Entry Prompts** ^[92], **Reporting** ^[95] and **Results** ^[97] tabs are standard tabs available to all actions.
3. Select the **Specific** tab.



The screenshot shows the 'Specific' tab of the Queue Position configuration window. At the top, there are five tabs: General, Entry Prompts, Specific (selected), Reporting, and Results. Below the tabs, the text 'Queue (current position)' is followed by 'The prompts will be played in the following order:'. A list shows three items: '1) Any items defined in the Entry prompt page', '2) The queue position (Custom or Standard)', and '3) Any prompts defined below'. Below this list are two sections: 'Custom Number Prompts' and 'Prompts played after the position'. Each section has a table with columns for 'Prompt Number' and 'Length (s)' for the first, and 'Order', 'Prompt', and 'Length (s)' for the second. Above each table are icons for adding (+), deleting (X), and moving (up/down arrows).

4. In **Custom Number Prompts** list, click  to add a custom queue position prompt. You can add up to 100 prompts (numbers from 0 to 99 can be recorded) for a queue action.

5. In **Prompts played after the position** list, click  to add any other prompts that you want to be played after the position.

6. Click **OK**.

Results

This action has the following result which can be connected to a further action:



- **Next**

Route the call to a following action in the call flow. This connection can be followed even after the caller has hung up if the [Start](#) ⁹⁸ action option **Complete sequence** has been selected.

Chapter 7.

System Preferences

7. System Preferences

A number of preferences control the operation of the voicemail server. For a Windows based server, these preferences can be set using the Voicemail Pro client. For a Linux based server, they can also be set through the server's [web management menus](#).

The preferences configurable using the Voicemail Pro client are grouped as follows:

- **General** ^[175]
General Voicemail Pro server settings.
- **Directories** ^[176]
Set the folder paths for different file locations. This set of preferences is not available through web manager.
- **Email** ^[177]
Select the e-mail mode used by the voicemail server for its e-mail functions and configure various settings for the selected mode.
- **Housekeeping** ^[183]
Set the times for automatic deletion of different types of messages. Also, set the default playback order.
- **SNMP Alarm** ^[185]
Set the criteria which will cause the Voicemail Pro server to send alarms via the IP Office.
- **Outcalling** ^[186]
Set the default times for outcalling operation and the frequency of outcalling retries.
- **Voicemail Recording** ^[187]
Set the configurations for the SFTP connection to the VRL directory.
- **Backup & Restore** ^[188]
Set the configurations for an immediate backup or the configurations and schedules for the daily, weekly, and monthly backups.
- **Syslog** ^[188]
Enable system logging and set the configuration for the system log server.
- **VPNM** ^[190]
Supported on Windows based servers only. If VPNM is installed and licensed, this tab is available to set the locations of the remote VPNM servers and the mailbox users on those servers.

To change Windows server preferences:

1. Connect to the voicemail server using the Voicemail Pro client.
2. Click the **Preferences**  icon. Alternatively, from the **Administration** menu select **Preferences**.
3. Select the required **System Preferences** tab.
4. After making any changes, click **OK**.
5. Click  **Save & Make Live**.

7.1 General

This set of preferences cover general options for the voicemail server operation.

General Preferences:

- **Debug Level:** *Default = Information (Critical for Unified Communications Module)*
Use this field to set the level of information that the server should output for logging, if required. For Linux based servers, this setting can also be set through web management using the **Settings | General** menu in the server's platform view.
- **Default Telephony Interface:** *Default = Intuity*
Use this field to select the mailbox operation mode for all mailboxes. The available options are [IP Office](#)^[204] mode and [Intuity](#)^[203] emulation mode.
- **Voicemail Password:** *Default = Blank*
The password set here must match the **Voicemail Password** configured in the IP Office security settings.
- **Client/Server Connection Timeout (mins):** *Default = 5 minutes.*
Show for the Voicemail Pro client only. As the server only supports one connected client at a time, this field sets a timeout period for an inactive client to be automatically logged out.
- **Min. Message Length (secs):** *Default = 0 seconds (in IP Office mode) and 3 seconds (in Intuity mode).*
Use this field to set a restriction on the minimum length for a message. The minimum value that you can set is 0 seconds, and the maximum value is 10 seconds. Messages shorter than the minimum length are deleted immediately. In IP Office mode, this field is unavailable.
- **Max. Message Length (secs):** *Default = 120 seconds.*
Use this field to set a restriction on the maximum length for a message. The maximum value that you can set is 3600 seconds (60 minutes).
- **Failback Option:** *Default = Graceful*
Use this field to configure the mode of failback operation in a voicemail system with a backup Voicemail Pro server.
 - **Manual**
The system administrator has to initiate the failback operation.
 - **Graceful (Default)**
The backup server initiates the failback operation immediately after all the active voicemail calls on the backup server come to an end.
 - **Automatic**
The backup server initiates the failback operation immediately after the specified timeout period or after all the active voicemail calls on the backup server come to an end, whichever occurs first. If you select **Automatic Failback**, set a timeout (maximum 60 minutes) for the failback operation.
- **Max. Call/VRL Record Length (secs):** *Default = 3600 seconds.*
Use this field to set a restriction on the maximum recording length for the calls. The minimum value that you can set is 5 seconds. The maximum value that you can set is 18000 seconds (300 minutes).

- **Play Advice on Call Recording:** *Default = On*

Use this check box to set whether to play an advice warning to the callers when their calls start getting recorded. It is a legal requirement in some countries to inform the callers before recording their calls, and so confirm before you clear this check box.

- **System Fax Number:** *Default = Blank*

Use this field to set the number of the fax machine to which all incoming faxes are to be directed. If you are using a fax board, the number that you enter must match the extension number that is connected to the fax board of the fax server computer. For details, see [Setting the Voicemail Pro System Fax Number](#)^[356].

- Intuity mailbox owners have the additional option to define their own personal fax number instead of the system fax number. As the system administrator, you still need to set a system fax number to enable mailbox owners to override it with their preferred personal fax number. Incoming calls are directed to Voicemail Pro and then Voicemail Pro redirects fax calls to the mailbox owner's personal fax number, if one has been set. For details, mailbox owners can refer *Avaya IP Office Using Voicemail Pro in Intuity Mode* (15-601130).
- If your fax system requires prefix addressing, for example the C3000 fax server, do not type a fax number in the **System Fax Number** box. Instead type the number to use as a prefix so that a fax message can be identified and forwarded to the extension number of the intended recipient. For example, if the prefix is 55, a fax message for extension 201 would have the prefix of 55 automatically added so that the complete number becomes 55201.

- **System Fax Number**

By default, fax detection is not enabled when Voicemail Pro is first installed. When fax detection is enabled, any fax calls that are left in a voicemail mailbox, are redirected to this system fax number.

- **Use as a Prefix**

If your fax system does not use prefix addressing, leave this box unchecked. For this feature to work, you also need to set up a short code.

- **Enable Fax Sub-Addressing**

Most fax servers perform fax forwarding based on DTMF signaling received with the fax call. Select the **Enable Fax Sub-Addressing** check box so that the DTMF signal is passed to the fax server after the call has been answered so that the fax can be forwarded to the e-mail address of the intended recipient.

7.2 Directories

When Voicemail Pro is installed some default folder locations are used. You can change these if required. These preferences are not accessible through the web management menus.

Directory Name	Path	Action
Voicemail server Directory on 192.168.0.214	/opt/vmpro/	...
Voicemail server Speech Directory on 192.168.0.214	/opt/vmpro/Wavs	...
Remote Campaign Directory on 192.168.0.214	/opt/vmpro/Campaigns	...

Voicemail Pro Client

Directories Preferences:

- **Voicemail Server Directory**

The path to the folder where the Voicemail Pro server program is to be stored. This is the folder where the file **Root.vmp** is saved when the **Save & Make Live** option is used.

- **Voicemail Server Speech Directory**

The path to the folder where the libraries of speech prompts are to be stored.

- **Remote Campaign Directory**

The path to the folder where the campaign files are to be stored.

7.3 Email

The **Email** tab is used to configure which e-mail mode (MAPI or SMTP) the Voicemail Pro server should use and the settings for that mode.

7.3.1 MAPI Service

These preferences are available for a Linux based voicemail server.

These settings indicate the Windows server onto which the Voicemail Pro MAPI proxy has been installed. The installer for the MAPI proxy can be downloaded from the **App Center** pages of the Linux server's platform menus.

- **Address**
Enter the IP address or fully qualified domain name of the server onto which the MAPI proxy has been installed.
- **Port**
Set the address to use for connection to the MAPI client. The default is 50792.

7.3.2 MAPI

This form is used to configure MAPI settings for use by the a Windows based voicemail server. For Linux, you must use the [MAPI Service](#) ^[17] tab to configure the IP address and port of the MAPI proxy service.

- **Enable MAPI**
Selecting this option will switch the Voicemail Pro server to using MAPI for its e-mail options rather than SMTP.
- **Profile**
This is used to select the MAPI e-mail account the Voicemail Pro server should use to provide visibility to the e-mail account mailboxes for which it requires access. The profile must exist within the MAPI e-mail client on the server computer and must be useable by the Windows account under which the Voicemail Pro service is running.

7.3.3 SMTP Sender

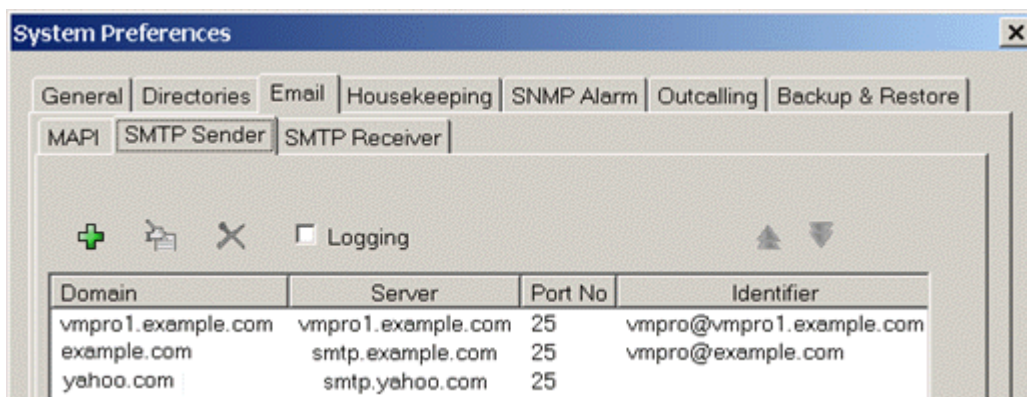
These settings are used to configure the SMTP server and the server account that Voicemail Pro server uses for sending e-mails through SMTP.

Multiple servers can be configured. The first entry specifies the default SMTP server used for sending e-mails if there is no other entry matching the domain specified in the e-mail destination address. Additional servers can be added when different settings are required for sending e-mails to specific domains. For example, the default can be configured for the customer's internal network exchange server with additional entries added for e-mails to external e-mail domain addresses such as yahoo.com.

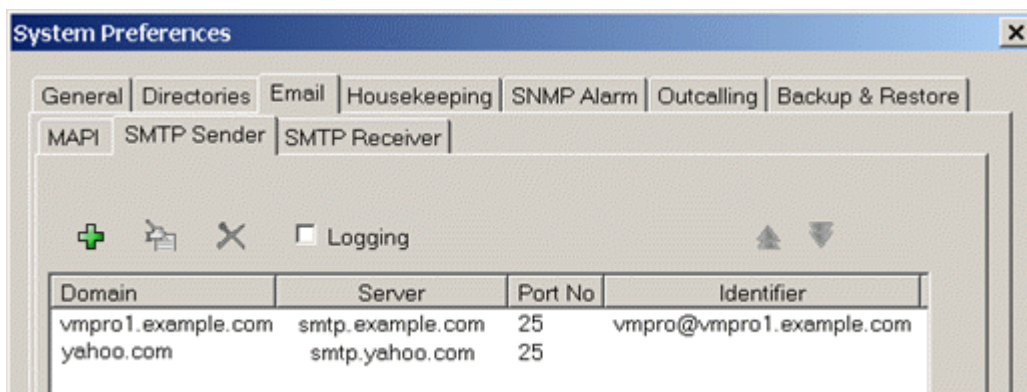
- **Messaging Between Voicemail Servers**

VPNM, distributed Voicemail Pro servers, and primary/backup Voicemail Pro servers all use SMTP to exchange information and messages between Voicemail Pro servers. When that is the case, the first entry in the **SMTP Sender** list must be the one used and needs to be configured for that service with the domain and server setting both matching the IP address or fully-qualified domain of the Voicemail Pro server.

In the below example, the first entry is used for messages to other Voicemail Pro servers. The same address is used in both the domain and the server settings for the first entry, as the SMTP service that is used is running on the same server computer on which the voicemail service is running (for example, IIS SMTP on the Windows server). The next entry is used for the emails that use the customer's general e-mail domain address with the server set to the customers e-mail server. A third entry has been added to send some e-mails generated by E-mail Actions in call flows direct to an external e-mail service.



- The first two entries in the example above can be combined. Voicemail server to server synchronization uses the **Domain** setting only whereas other e-mail services use the **Server** address and other setting.



SMTP Sender Settings

Domain	Server	Port No	Identifier	Auth	User	Password
192.168.0.214	localhost	25	vmpro@localhost	None		

- **Logging**

If selected, [SMTP logging](#)^[374] by the server is enabled.

- **Servers**

This section is used to enter details of the SMTP server or servers to which the Voicemail Pro server sends its messages. Click on the + icon to add another entry using the settings below. The ^ and v icons can be used to adjust the order of the entries when several SMTP servers are specified.

- **Mail Domain**

This field is used differently depending on whether it is the first entry in the list or not:

- **For the first server entry in the list:**

This is the default outgoing e-mail setting. It also sets the mail destination domain on which the Voicemail Pro server filters incoming messages (see below) and so is repeated on the [SMTP Receiver](#)^[181] tab.

- **Messaging Between Voicemail Servers**

For messaging between Voicemail Pro servers, the first entry in the SMTP Sender list must be the one configured and used. Each server uses the SMTP server service on the same server computer as the voicemail service. For example a Windows-based server uses the SMTP e-mail provided by the IIS on the same server. The voicemail service also uses the domain set to filter incoming SMTP mails received by the SMTP server. For this to work, the domain entered should be the fully-qualified name of the server on which the Voicemail Pro server is running, for example **vmpro1.example.com**. Any incoming messages where the recipient mail domain is not exactly the same as the specified domain are ignored. The recipient can either be **vmsyncmaster**, **vmsyncslave**, or the name or extension of a mailbox on the Voicemail Pro server, for example **Extn201@vmprocentral.example.com** or **201@vmprocentral.example.com**.

- **For subsequent entries:**

The domain specifies that these settings should be used for e-mails sent to the matching domain. The entry must be a fully-qualified name resolvable by DNS or an IP address.

- **Server**

This specifies the IP address or fully-qualified domain name of the SMTP server to which messages are sent. Voicemail Pro supports SMTP communication over both SSL/TLS and plain text.

- **For the first server entry in the list:**

Where messaging between Voicemail Pro servers is being used (central, backup and or distributed servers), the first entry is used and will match the domain set above.

- **For subsequent entries:**

It will be the address of the e-mail server that will handle e-mails for recipients other than another Voicemail Pro server on the network.

- **Port Number**

This is the port number on the SMTP server to which the messages are sent. Port number for an external SMTP server can be different depending on whether you want to send the messages in secure mode or non-secure mode.

- **Sender (Identifier)**

Note that some servers will only accept e-mails from a specific sender or sender domain. If left blank, the Voicemail Pro server will insert a sender using either the e-mail address set for the voicemail mailbox user if set or otherwise using the best matching name it can resolve from the IP Office.

- **Server Requires Authentication**

This check box indicates whether the connection to send SMTP messages to the mail server requires authentication with that server. The authentication will typically be to the name and password of a mailbox account configured on that server.

- **Account Name**

Sets the name to use for authentication.

- **Password**

Set the password to use for authentication.

- **User Challenge Response Authentication (Cram MD5)**

If this check box is selected, the name and password are sent using Cram MD5.

Note:

If you are using Voicemail Pro in a distributed environment, a distributed server delivers a recorded message to the central Voicemail Pro server on completion of the recording. However, the presentation to the Voicemail Pro server for message waiting indication (MWI) and access via telephone might be delayed because of the internal processing of the message and the network latency. The delay might be up to 2 minutes in high traffic situations.

7.3.4 SMTP Receiver

This tab is used to set where the Voicemail Pro server checks for incoming SMTP messages. The **SMTP Receiver** setting can be set to either **Internal** or **External**.

Internal

The screenshot shows the 'SMTP Receiver' tab with the following fields:

- SMTP Receiver:** A dropdown menu set to 'Internal'.
- Port:** A text box containing the value '25'.
- Domain:** A text box containing the value '192.168.0.214'.

- **Internal** ^[181]

The Internal setting can be used when the Voicemail Pro server should check the appropriate account on an SMTP server for waiting messages. The server settings will be pre-populated using the entries from the **SMTP Sender** form. Use this option for Voicemail Pro servers running on the IP Office Application Server server.

- **Distributed/Primary/Backup Voicemail**

This is the option that should be used when the Voicemail Pro server is running on an IP Office Application Server as either one of the distributed Voicemail Pro servers or as a server in a primary/backup server pairing.

- **Port**

This is the port on which the Voicemail Pro server listens for incoming messages. The default is 25.

- **Domain**

This is the domain destination address for which the server will accept incoming e-mails. Note that it matches the domain set by the first server entry in the **SMTP Sender** ^[178] tab.

- **Messaging Between Voicemail Servers**

For messaging between Voicemail Pro servers, the first entry in the SMTP Sender list must be the one configured and used. Each server uses the SMTP server service on the same server computer as the voicemail service. For example a Windows-based server uses the SMTP e-mail provided by the IIS on the same server. The voicemail service also uses the domain set to filter incoming SMTP mails received by the SMTP server. For this to work, the domain entered should be the fully-qualified name of the server on which the Voicemail Pro server is running, for example **vmpro1.example.com**. Any incoming messages where the recipient mail domain is not exactly the same as the specified domain are ignored. The recipient can either be **vmSyncmaster**, **vmSyncslave**, or the name or extension of a mailbox on the Voicemail Pro server, for example **Extn201@vmprocentral.example.com** or **201@vmprocentral.example.com**.

External

The screenshot shows the 'SMTP Receiver' tab with the following fields:

- SMTP Receiver:** A dropdown menu set to 'External'.
- Drop Folder:** A text box containing the value 'c:/inetpub/mailroot/drop/'.
- Domain:** A text box containing the value '192.168.0.214'.

- **External** ^[181]

Use this option when the Voicemail Pro server is on a server where it co-exists with a third-party SMTP application, for example an IIS server with SMTP enabled. The **External** setting should be used when the Voicemail Pro server should check the mail drop folder on a local SMTP server for SMTP e-mail messages. For example, when there is an IIS server with SMTP enabled on the same server computer as the Voicemail Pro server.

- **Distributed or Primary/Backup Voicemail**

This is the option that should be used if the Voicemail Pro server is a Windows-based server deployed as either one of the distributed Voicemail Pro servers or as a server in a primary/backup server pairing.

- **Port**

This is the port on which the server receives incoming SMTP e-mails.

- **Domain**

This is the domain destination address for which the server will accept incoming e-mails. Note that it matches the domain set by the first server entry in the **SMTP Sender** ^[178] tab.

- **Messaging Between Voicemail Servers**

For messaging between Voicemail Pro servers, the first entry in the SMTP Sender list must be the one configured and used. Each server uses the SMTP server service on the same server computer as the voicemail service. For example a Windows-based server uses the SMTP e-mail provided by the IIS on the same server. The voicemail service also uses the domain set to filter incoming SMTP mails received by the SMTP server. For this to work, the domain entered should be the fully-qualified name of the server on which the Voicemail Pro server is running, for example **vmpro1.example.com**. Any incoming messages where the recipient mail domain is not exactly the same as the specified domain are ignored. The recipient can either be **vmsyncmaster**, **vmsyncslave**, or the name or extension of a mailbox on the Voicemail Pro server, for example **Extn201@vmprocentral.example.com** or **201@vmprocentral.example.com**.

Note:

If you are using Voicemail Pro in a distributed environment, a distributed server delivers a recorded message to the central Voicemail Pro server on completion of the recording. However, the presentation to the Voicemail Pro server for message waiting indication (MWI) and access via telephone might be delayed because of the internal processing of the message and the network latency. The delay might be up to 2 minutes in high traffic situations.

7.4 Housekeeping

These preferences are used to:

- Set the duration after which voicemail server automatically deletes different types of messages and recordings.
- Set the default playback order for the different types of messages and recordings.

	Delete after	Playback Order
New messages	0 hours	FIFO
Old messages	30 days	LIFO
Saved messages	0 hours	LIFO
Unopened messages	0 hours	FIFO
New recordings	0 hours	FIFO
Old recordings	30 days	LIFO
Deleted messages	1 days	

Housekeeping Preferences:

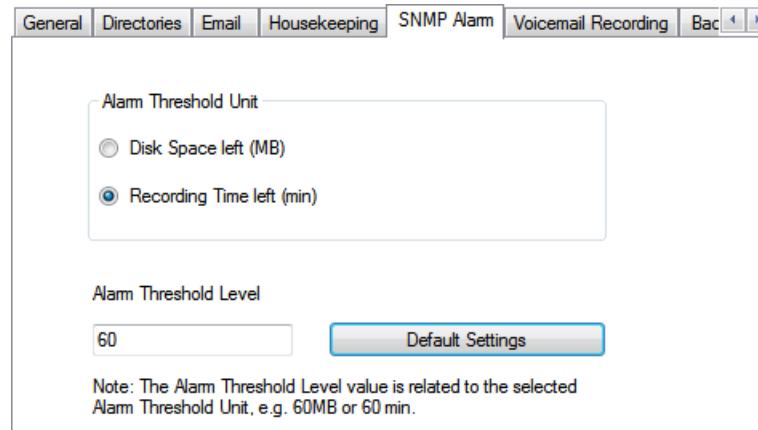
- **Delete After**
Under **Delete after**, set the time, in hours, after which you want the respective messages to be deleted automatically. A value of **0** disables automatic deletion (except for **Deleted messages**, where a value of **0** means immediate deletion). The actual deletion is performed during the next idle period, that is, when there are no calls to or from the Voicemail Pro server.
- **Playback Order**
Under **Playback Order**, set the order of playback for the respective message types. The available options are First in-First out (**FIFO**) and Last in-First out (**LIFO**). **FIFO** is the default option.
- **Message Type**
The following are the different categories of messages that the housekeeping settings apply to:
 - **New messages**
This status is applied to messages where neither the header nor the message content has been played.
 - **Old messages**
This status is applied to messages where the user has played the message content but has not marked the message as saved.
 - **Saved messages**
This status is applied to messages that have been marked as saved by the user.
 - **Unopened messages**
This status is used for messages where, in Intuity emulation mode, the user has played the message header but has not played the message content.
 - **New recordings**
This status is used for recordings that have not been played.
 - **Old recordings**
This status is used for recordings that have been played.
 - **Deleted messages**
This status is used for messages that have been marked as deleted through mailbox access. This setting is also used for messages that have been forwarded to an Exchange server.

7.5 SNMP Alarm

The IP Office system can be configured to generate alarms. These alarms can be sent from the IP Office using SNMP, SMTP e-mail or Syslog alarm formats. The voicemail server preferences set the levels at which the server indicates to the IP Office to send an alarm.

For Voicemail Pro Server Edition, the IP Office system also sends SNMP alarms based on the percentage of the available free space of the total disk space. Those SNMP alarms are:

- **Disk State Critical** - Free disk space is less than 5%
- **Disk State OK** - Free disk space is between 5 to 10%
- **Disk State Free** - Free disk space is greater than 10%
- **Disk State Stop Recording** - Free disk space is 0.



SNMP Alarm Preferences:

- **Alarm Threshold Unit**
Under **Alarm Threshold Unit**, select either **Disk Space Left (MB)** or **Recording Time left (minutes)**.
- **Alarm Threshold Level**
In the **Alarm Threshold Level** field, enter the number of units (minutes or MB) at which SNMP alarms are to be triggered. The minimum value that you can enter is 11. In addition to this alarm, the following additional alarms are also set based on the **Alarm Threshold Level**:
 - **Space OK Alarm**
This alarm is triggered when the amount of available space returns to above a level set at *Alarm Threshold Level plus 30*.
 - **Critical Alarm**
This alarm is set at 30. If the **Alarm Threshold Level** is set at less than 40, the critical alarm is set at *Alarm Threshold Level minus 10*. Note that the critical alarm value decreases if you decrease the Alarm Threshold Level, but the critical alarm value does not increase if you increase the Alarm Threshold Level. So, the critical alarm value keeps on decreasing and remains set at the least value that it takes. To reset the critical alarm back to 30, click **Default Settings**.
- **Default Settings**
To return to the default alarm settings, click **Default Settings**. The Alarm Threshold Level is reset to 60. The Space OK level is reset to 90. The Critical Alarm level is reset to 30.

7.6 Outcalling

The outcalling preferences in Voicemail Pro are defaults for global operation. Mailbox owners can configure their own outcalling options from their telephone, for example, create their own time profile. You can also view and edit those individual user settings, see [Mailbox Outcalling Settings](#)^[228].

This tab is not shown if outcalling has been disabled, see below.

Retry	Interval ...
1 st	1
2 nd	5
3 rd	10
4 th	15
5 th	30

Outcalling Preferences:

- **System Times**

These fields set the define start and end times for two different time categories. The individual users can then select whether they want outcalling used during those time periods rather than having to manually define their own times for outcalling.

- **Prime Times**

The time period that outcalling is to be active as default for the system.

- **Peak Times**

The busiest working hours.

- **System Retry Settings**

Set the default frequency for outcalling retries.

- **Number of Retries**

The **Number of Retries** can be between 0 and 10. If the message is not collected after the last retry, no notification is sent until another new message is delivered in the user's mailbox.

- **Retry Interval**

The **Retry Interval** for each successive retry. The interval is the length of time between each attempt to connect to the target number again. The 6th to 10th retries use the default retry interval.

7.7 Voicemail Recording

These preferences are used to configure an SFTP connection from a Linux-based voicemail server to the server running Call Recorder for IP Office or ContactStore for IP Office. Before you configure the settings, you must have a pre-configured SFTP server running on the destination server.

Housekeeping SNMP Alarm Voicemail Recording Backup & Restore Syslog

Remote Server Settings

FTP User Name

FTP Password

Remote FTP Location

Remote FTP Host

Test Connection

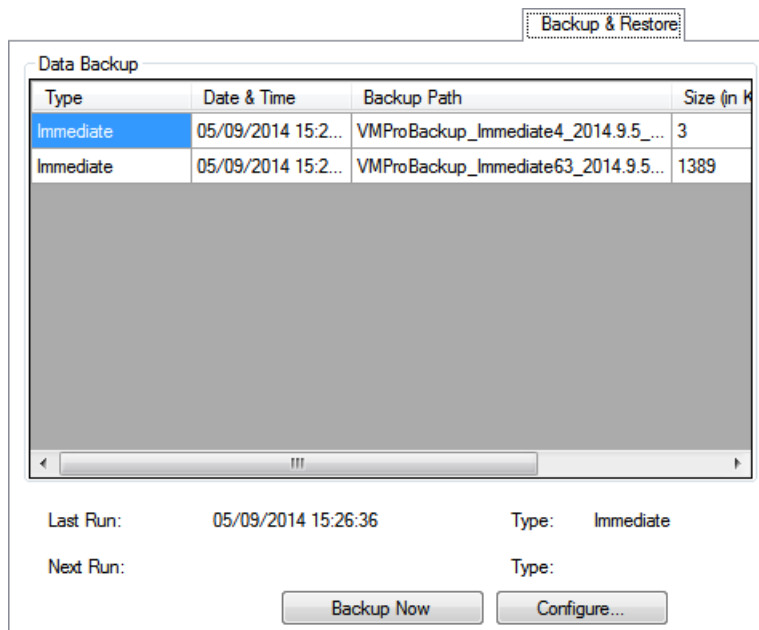
Voicemail Recording Preferences:

- **FTP User Name**
Set the user name for access to the remote SFTP server.
- **FTP Password**
Set the password for access to the remote SFTP server.
- **Remote FTP Location**
Enter the file path for the files on the target server. This is a sub-path to the remote servers root folder.
- **Remote FTP Host**
Set the address (IP address or fully qualified domain name) of the target server.
- **Test Connection**
When clicked, the server will test the connection using the current settings and report the results.

7.8 Backup & Restore

This tab in preferences is used by the Voicemail Pro client to make, schedule and restore backups of the voicemail server. See [Voicemail Pro Client Backup and Restore](#) ^[52].

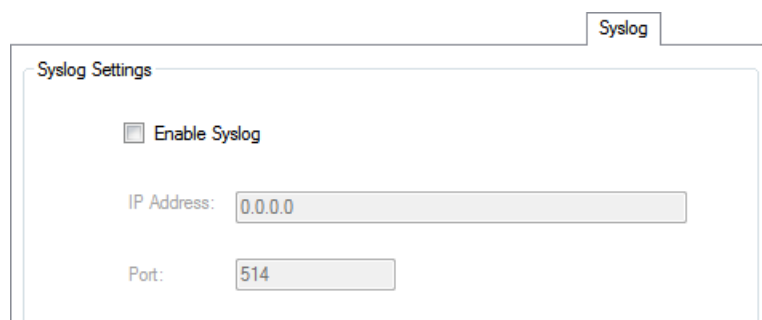
Whilst these options can be used with a Linux-based server, it is recommended that the backup and restored options available through the Linux server's [web management menus](#) ^[299] are used instead.



- The **Data Backup** section displays details of the previous backups. The list only includes those backups that are saved on the computer running the client. To refresh the list, close the **System Preferences** dialog box and open the dialog box again.
- **Last Run & Type**
The time and type of the previous backup.
- **Next Run & Type**
The time and type of the backup that is scheduled to run next. If a backup is already in progress, the **Next Run** field displays **Active**.
- **Restore**
Click **Restore** to restore the voicemail data and settings from a backup. For details, see [Restoring backups](#) ^[56]. If you connect to a Linux-based Voicemail Pro server or to a Windows-based Voicemail Pro server that is not running on the same computer as the Voicemail Pro Client, the **Restore** button is not available.
- **Backup Now**
Click **Backup Now** to take an immediate backup of the voicemail data and settings. For details, see [Taking an Immediate Backup](#) ^[52].
- **Abort**
If a backup is already in progress, the **Backup & Restore** dialog box displays **Abort** instead of **Backup Now**. Click **Abort** to abandon the backup in progress.
- **Configure**
Click **Configure** to schedule backups for the voicemail data and settings. For details, see [Scheduling Backups](#) ^[54].

7.9 Syslog

Use the **Syslog** tab to configure the voicemail server to write syslog records to a syslog server. The records can include alarms, events and changes in operation of the voicemail server.



Syslog Preferences:

- **Enable Syslog:** *Default = Off*
Select whether the voicemail server should send Syslog records.
- **IP Address:**
Set the IP address of the destination Syslog server.
- **Port:** *Default = 514*
Set the UDP port on which the destination server is known to listen for incoming Syslog reports.

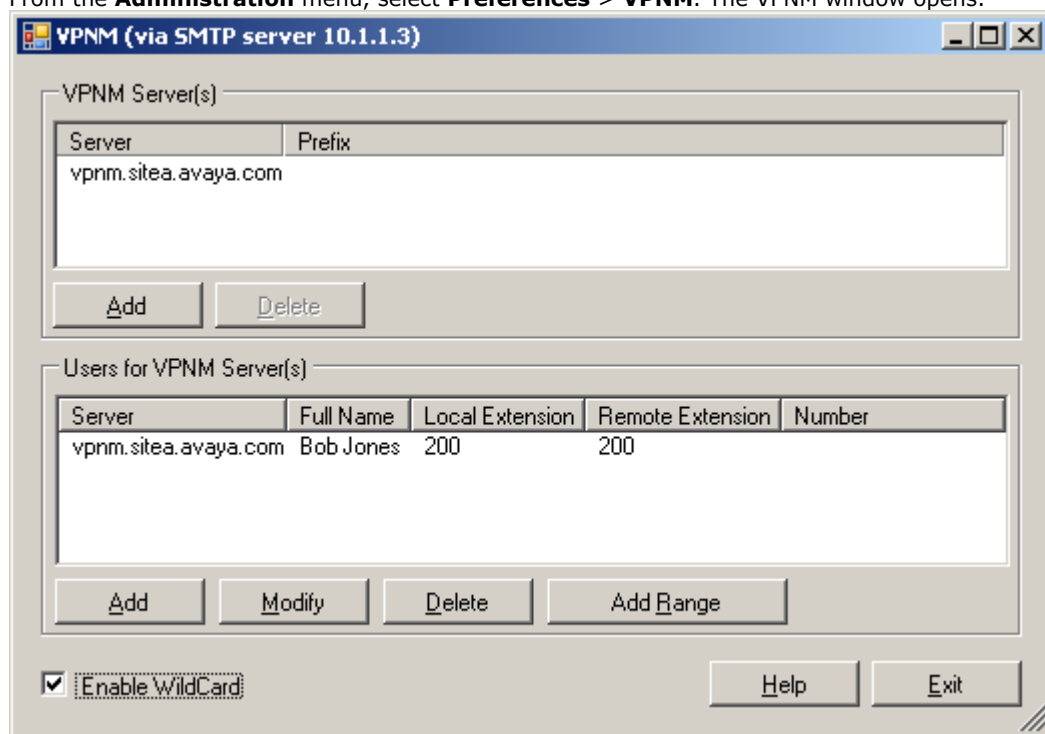
7.10 VPNM

This set of preferences is used to add a list of remote VPNM servers and mailbox users on those servers.

- **!** These features are not supported on a Linux-based Voicemail Pro server.

To open the VPNM window:

1. Open the Voicemail Pro Client application and connect to Voicemail Pro server.
2. From the **Administration** menu, select **Preferences > VPNM**. The VPNM window opens.



To add a VPNM server:

1. In the **VPNM Server(s)** section, click **Add**.
2. Enter the fully qualified domain name of the remote VPNM destination (the remote Voicemail Pro server computer or Avaya Interchange).
3. Enter the two digit access prefix, if these are being used.
4. Click **OK**.

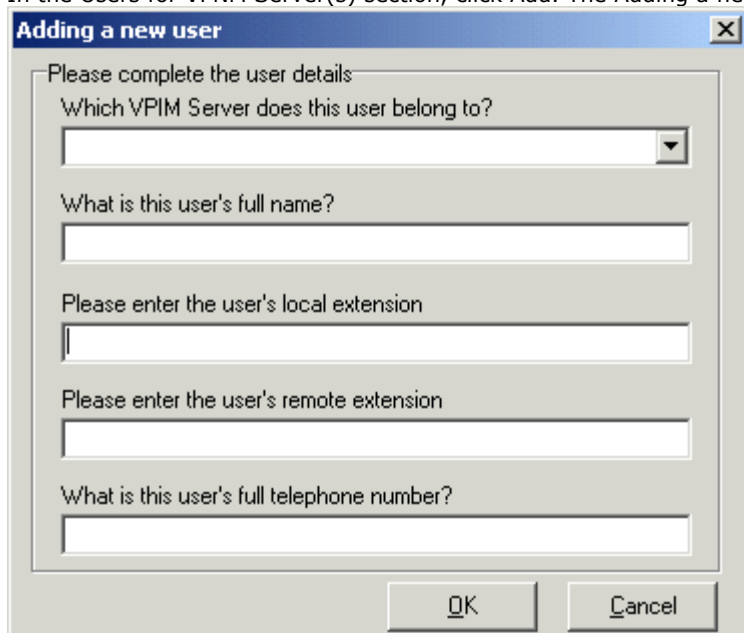
Note: If not present already, the VPNM server address should also be added in the relay list of the SMTP/Mail server that is configured in [SMTP Sender](#)^[178].

To delete a VPNM server:

1. In the VPNM Server(s) section, select the server that you want to delete.
2. Click Delete. When a server is deleted, all of the users associated with that server are also deleted.

To add a user to VPNM server:

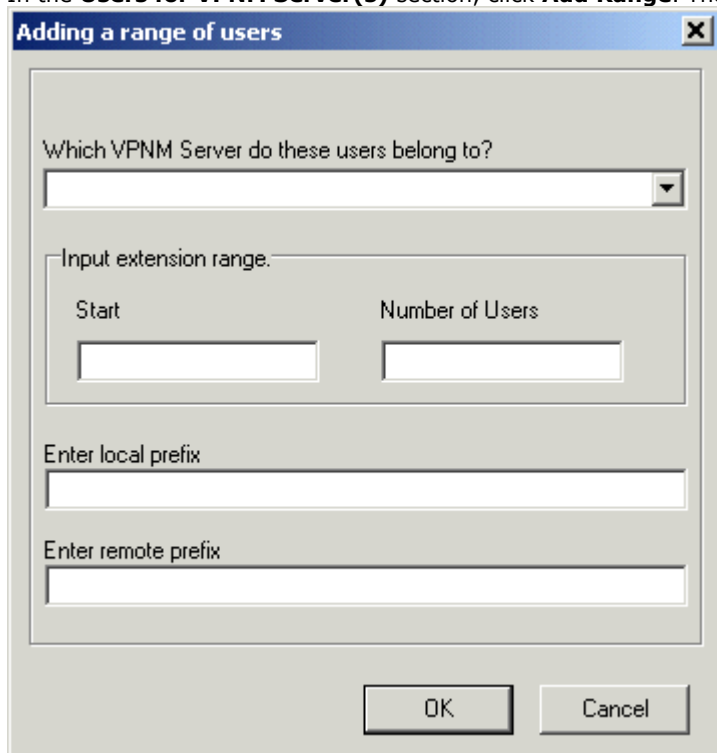
1. In the Users for VPNM Server(s) section, click Add. The Adding a new user window opens.



2. Enter details for the user. All of these details **MUST** be completed before the user can be added.
 - Select the VPIM server from the listing.
 - Enter the user's full name. The user's full name is used by the local Voicemail Pro's dial by name feature.
 - Enter the user's extension. The local extension number is used as the local mailbox number and so should not conflict with any existing local number.
 - Enter the user's remote extension. The remote extension number should be the user's real extension number. Typically this and the 'local extension number' are kept the same using a unique extension number dial plan for the linked systems.
 - Enter the user's full telephone number. The full telephone number should be a dialable number that is routed to the user's extension or mailbox.
3. Click **OK** to save the details and return to the VPNM configuration window.

To add a group of users:

1. (Optional) Check the option **Enable WildCard**. When this option is selected you can use the question mark symbol (?) to represent any number.
2. In the **Users for VPNM Server(s)** section, click **Add Range**. The **Adding a range of users** window opens.



The screenshot shows a dialog box titled "Adding a range of users" with a close button (X) in the top right corner. The dialog contains the following fields and controls:

- A dropdown menu labeled "Which VPNM Server do these users belong to?"
- A section titled "Input extension range:" containing two input fields: "Start" and "Number of Users".
- An input field labeled "Enter local prefix".
- An input field labeled "Enter remote prefix".
- At the bottom, there are two buttons: "OK" and "Cancel".

3. Enter details for the users. All of these details **MUST** be completed before the users can be added.
 - Select the VPNM server to which you want to add the users.
 - Enter the start number of the extension range.
 - Enter the local prefix.
 - Enter remote prefix.
4. Click **OK** to save the details and return to the VPNM configuration window.

To change details of a VPNM user:

1. In the **Users for VPNM Server(s)** section, select the name of the user whose details need to be changed.
2. Click **Modify**. You can change the user's full name, the local extension number and the full telephone number.

Chapter 8.

Mailbox Access and Configuration

8. Mailbox Access and Configuration

8.1 Message Waiting Indication

By default, messaging waiting indication (MWI) is sent to the user's extension each time they receive a new message in their mailbox. Additional methods for receiving message waiting indication can be added using the following processes.

8.1.1 Other User MWI

By default a user only receives message waiting indication (MWI) for their own mailbox. However, message waiting indication for another user's mailbox can be configured.

Depending on the type of telephone or IP Office application they are using, users who receive other user message waiting indication can choose any of the following methods to collect messages. Note that if not configured as a [trusted source](#) for that other user's mailbox, the user will have to enter the mailbox password for that mailbox when accessing it.

- **Visual Voice**
On telephone that support Visual Voice, the user name is shown along with the number of new messages. Press the display button to access the user mailbox.
- **one-X Portal for IP Office**
If the one-X Portal for IP Office application is used, the other user name and number of new messages is displayed in the **Messages** gadget. Use the **Messages** gadget to access the group mailbox.

To configure other user message waiting indication:

1. Use IP Office Manager to receive the configuration of the IP Office system.
2. Click  **User** and select the individual user.
3. View the **Source Numbers** tab.
4. Click **Add**. In the **Source Number** field, enter **U** followed by the user name or extension.
5. Click **OK**.
6. Click  to merge the configuration change back to the IP Office.

8.1.2 Hunt Group MWI

By default no message waiting indication (MWI) is provided for hunt groups. If required indication can be enabled for specific users including users who do not belong to the hunt group. If the user is not a member of the hunt group, a voicemail code is also required. This is entered in the **Voicemail Code** field on the **Hunt Group > Voicemail** tab in the IP Office's configuration. Alternatively the user can be made a member of the group but have their membership set to disabled. This provides them access to the group mailbox without receiving group calls.

Depending on the type of telephone or IP Office application they are using, users who receive hunt group message waiting indication can choose any of the following methods to collect messages.

- **Visual Voicemail**
If the user has visual voicemail on their phone, the name of the hunt group appears in the visual voice display along with the number of messages details.
- **one-X Portal for IP Office**
If the one-X Portal for IP Office application is used, the group name and number of new messages is displayed in the **Messages** gadget. Use the Messages gadget to access the group mailbox.
- **Voicemail Ringback**
If a user has voicemail ringback enabled, ringback will occur for new group messages as well as new personal messages. Ringback for personal messages takes place before any ringback for new group messages.

To configure hunt group message waiting indication:

1. Open IP Office Manager.
2. In the Navigation pane, click  **User** and select the individual user.
3. View the **Source Numbers** tab.
4. Click **Add**. In the **Source Number** field, enter **H** followed by the hunt group name. For example, to receive message waiting indication from a hunt group called Main, enter **HMain**.
5. Click **OK**.
6. Click  to merge the configuration change back to the IP Office.

8.2 Mailbox Passwords

8.2.1 Password Rules Enforcement

The IP Office system controls the rules applied to mailbox passwords. These are:

- Whether the password has a minimum length and what that length is.
- Whether complexity rules are applied when passwords are changed. When applied, the complexity rules are:

Note: You can set and change (though not see) mailbox passwords through the IP Office system configuration. The passwords set there do not need to comply with the password enforcement rules. However, when changed by the user, the password enforcement rules are applied.

To set the mailbox password rules:

1. Use IP Office Manager to receive the configuration of the IP Office system.
2. Select **System** and then select the **Voicemail** tab.
 - **Enforcement:** *Default = On*
When selected, the requirements for minimum password length and complexity below are applied when a user changes a mailbox password.
 - **Minimum length:** *Default = 4*
Sets the minimum password length allowed on password changes when Enforcement is selected.
 - **Complexity:** *Default = On*
When selected, the following complexity rules are applied to new mailbox passwords:
 - No forward (eg. 1234) or reverse (4321) sequence of numbers.
 - No repeated digits (eg. 1111).
 - No match to the extension number.
3. Click **OK**.
4. Click the  icon to save any changes back to the IP Office system.

8.3 User Voicemail Access

By default, users can dial ***17** to access their voicemail from their own extensions. The controls available to the users then depend on which [Default Telephony Interface](#)^[17b] mode the the voicemail system is running: [Intuity](#)^[203] or [IP Office](#)^[204].

Additional Telephone Access Methods

The basic access from their own telephone can be enhanced or varied using the following options:

- **Using the Messages button on their telephone**
If their extension is a trusted extension, they can access their messages without entering a voicemail code by pressing the **Messages** button. See [Creating a Trusted Location](#)^[20b].
- **Using a Voicemail Collect button.**
A button can be programmed for users to collect voice messages from their telephones. If their extension is a trusted extension, they can access their messages without entering a voicemail code See [Giving Users Button Access to Voicemail](#)^[19b].
- **Using Visual Voice**
Users can be given a display menu to use for access to their mailboxes. The menu provides a user with options to listen to messages, send messages, and change the greetings and password. See [Giving Users Button Access to Voicemail](#)^[19b].
- **Using a short code.**
Short codes can be created so the users can be given access to their mailboxes from locations other than their office desks. When they call the mailboxes, they will be prompted to enter their access codes. See [Giving Users Access from Any Extension](#)^[19b] and [Voicemail Telephone Numbers](#)^[242].
- **Outcalling**
Users can also receive notification of new voicemail messages at either their extensions or at other locations. To receive notification of new messages a user needs to configure the outcalling. See [Outcalling](#)^[234].

Application Access

In addition to access via their telephone, the user may be able to access their messages using an IP Office supported application.

- **[one-X Portal for IP Office](#)** ^[205]

Using the voicemail profile in one-X Portal for IP Office application, a user can switch voicemail and voicemail ringback on/off. The one-X Portal for IP Office application also provides full visual access to a user's voicemail and the users can play back and control messages through their computers.

- **[UMS Web Voicemail](#)** ^[207]

Using this method, users can access their mailboxes using a web browser. The user must be configured for UMS. The feature is licensed.

- **[UMS IMAP E-mail Access](#)** ^[210]

Using this method, users can access mailbox messages through an IMAP compatible e-mail program. The user must be configured for UMS. The feature is licensed.

- **UMS Exchange**

UMS Exchange provides a playback through a computer using Microsoft Outlook.

8.3.1 Creating a Voicemail Collect Button

Users can collect their voice messages from their extensions using a button programmed for voicemail collect. If the extension is a trusted extension, a user will not need to enter the voicemail code. See [Creating a Trusted Location](#) ^[200].

A button on the user's telephone will display the label **VMCol**. The extension number or voicemail code do not need to be entered if the extension is a trusted extension.

To add a voicemail collect button:

1. Using IP Office Manager, receive the configuration from the IP Office system..
2. Click  **User** to display the list of existing users. Click the required user.
3. Click the **Button Programming** tab.
4. Click the button line that you want to change.
5. Right-click in the **Action** field.
6. Select **Advanced > Voicemail > Voicemail Collect**.
7. Click **OK** to save the button details for the selected user.
8. Repeat for any other users.
9. Click  to merge the changes back to the IP Office system.

8.3.2 Creating a Visual Voice Button

[Visual voice](#) ^[200] uses the display on the user's phone to display the number of messages and to access functions such as changing their password.

- By default, the **MESSAGES** button on telephones is set to launch Visual Voice. On systems configured that way, the user does not need a specific Visual Voice button configured on their telephone.
- For user's whose phone does not have a **Messages** button and or when the above option is not enabled, a programmable button for the **Visual Voice** can be created using the process below.
- If the user is configured to receive [message waiting indication](#) ^[194] from another user or hunt group mailbox, that information is included in their Visual Voice display. It is also possible to configure a Visual Voice button directly to a specific user or hunt group mailbox in order to receive message waiting indication on that button and access that mailbox using the button.

To give a user access to Visual Voice:

1. Start IP Office Manager and receive the IP Office configuration.
2. Click  **User** to display the list of existing users. Click the required user.
3. Click the **Button Programming** tab.
4. Click the button line that you want to change.
5. Right-click in the **Action** field.
6. Select **Emulation > Visual Voice**.
 - To create a button for the user's own mailbox (and any for which they receive message waiting indication), leave the **Action Data** field blank.
 - To create a button for another user or hunt group mailbox, select the user or hunt group in the Action Data field.
7. Click **OK** to save the button details for the selected user.
8. Repeat for any other users.
9. Click  to save the changes back to the IP Office system.

8.3.3 Giving Users Access from Any Extension

Access to mailboxes from any extension can be given in several ways. Note however that both methods below will only work if either the mailbox has a voicemail code set or the number from which the call is being made is set as a [trusted source](#)^[200] for that mailbox.

To give a user access from any extension

To enable users to log in to their voicemail from any extension, set up short codes and associate them with the users' extension numbers. For example, if the short code *90 is associated with the user extension 201, the user can dial ***90** from any extension and enter the voicemail code to access the voicemail messages.

1. Open IP Office Manager.
2. Set up a short code, for example *90.

Field	Contains...
Code	*90
Feature	Voicemail Collect
Telephone Number	"?Extn201"
Line Group ID	0

To give all users access from any extension

To give all users access to voicemail from any extension you can use an anonymous short code. When a user dials the short code, from any extension, they will be prompted for the mailbox number required and then the voicemail code of that mailbox.

1. Open IP Office Manager.
2. Set up a short code, for example *98:

Field	Contains...
Code	*98
Feature	Voicemail Collect
Telephone Number	"?Anonymous"
Line Group ID	0

8.3.4 Giving Users Access from an External Location

If users need to access their voicemail messages when they are away from the office, you can set up an Incoming Call Route in IP Office Manager with the destination as Voicemail. See the IP Office Manager help or guide.

To give users access from an external location:

1. Open IP Office Manager.
2. In the Navigation pane, click  **Incoming Call Route** and add a new call route.
3. In the destination field, select the option **Voicemail**. When an incoming call is matched the call is passed to voicemail to enable remote mailbox access. Callers are asked to enter the extension ID of the mailbox required and then the mailbox access code.
4. Click **OK** to save the changes.
5. Click  to merge the configuration back to the IP Office.

8.3.5 Creating a Trusted Location

If a user regularly accesses their mailbox from another extension or from a number that presents a CLI, such as a mobile or home number, that location can be set a trusted location. In that case, the user is no longer prompted to enter their password.

By default a user's own extension is already configured as a trusted location. That setting should be removed if the mailbox should always prompt the user for their password.

To configure a trusted location:

1. Using IP Office Manager, receive the configuration from the IP Office system.
2. Click  **User** and select the individual user.
3. View the **Source Numbers** tab.
4. Add or delete the source numbers prefixed with V. These numbers are user as follows:
 - **User's own extension number**
For example, a user whose extension number is 214 wants to be able to access voicemail messages without entering the voicemail code. A source number **V214** would be entered.
 - **Other user extension numbers**
For example, a user whose extension is 214 wants to be able to access voicemail messages from extension 204. A source number **V204** would be entered. From then on when the user of extension 214 dials a short code from extension 204, system will not prompt the user for the voicemail code. Not supported for Intuity mailbox users.
 - **External telephone numbers**
Add a **V** source number containing the external telephone number. For example, **V01923 38383** would be entered if the external number was 01923 38383. When users dial the number set up as the Incoming Call Route to Voicemail from the "trusted location", they will not be prompted for their mailbox number or Voicemail Code. See [Giving Users Voicemail Access from an External Location](#)^[208]. Not supported for Intuity mailbox users.
5. Click **OK** to save the changes.
6. Click  to merge the configuration back to the IP Office.

8.4 Mailbox Access Methods

Mailbox owners can access their mailbox and messages in a number of ways:

- **Standard IP Office Mailbox Mode** ^[204]
Voicemail Pro can also be set to run in this mode rather than Intuity emulation mode.
- **Intuity Mailbox Mode** ^[203]
This is the default mode for Voicemail Pro. It provides through a series of spoken prompt menus an IP Office emulation of many of the Avaya Intuity features.
- **Visual Voice** ^[206]
This is a system of display menus rather than spoken prompts that can be used to access a mailbox.
- **one-X Portal for IP Office** ^[205]
Using the voicemail profile in one-X Portal for IP Office application, a user can switch voicemail and voicemail ringback on/off. The one-X Portal for IP Office application also provides full visual access to a user's voicemail and the users can play back and control messages through their computers.
- **UMS Web Voicemail** ^[207]
Using this method, users can access their mailboxes using a web browser. The user must be configured for UMS. The feature is licensed.
- **UMS IMAP E-mail Access** ^[210]
Using this method, users can access mailbox messages through an IMAP compatible e-mail program. The user must be configured for UMS. The feature is licensed.
- **UMS Exchange**
UMS Exchange provides a playback through a computer using Microsoft Outlook.

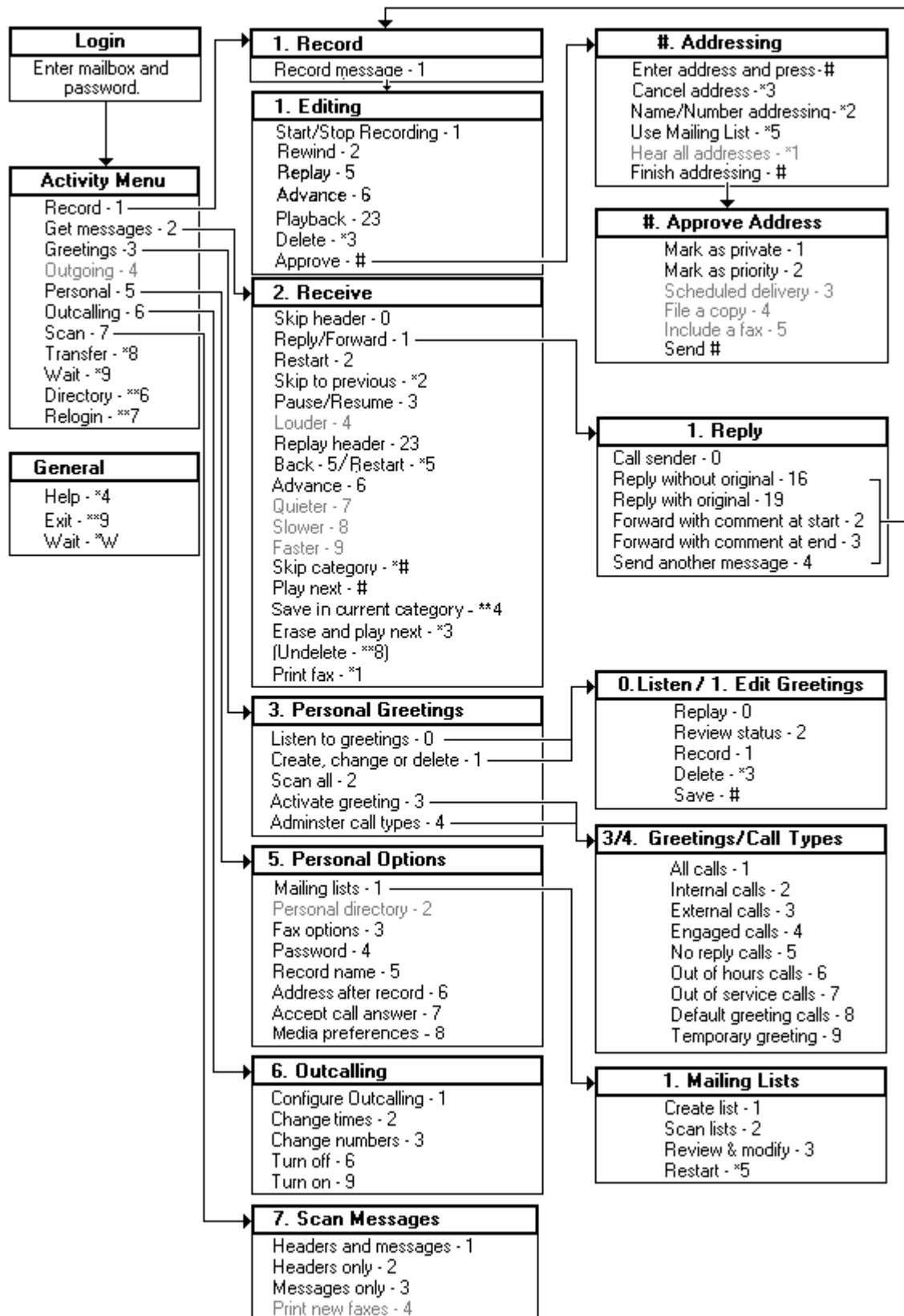
8.4.1 Short Code Controls

The following default IP Office short codes can be dialed by any user from their own extension. These short codes and others are configured on the IP Office telephone system using IP Office Manager. Refer to the IP Office Manager documentation for details of editing the available short codes.

- ***17 - Collect Messages**
Access their mailbox from their own extension.
- ***18 - Voicemail on / *19 - Voicemail off**
When on, the IP Office telephone system will use voicemail as the destination for unanswered calls.
- ***48 - Turn voicemail ringback on / *49 - Turn voicemail ringback off**
When on, if the user has a new message, the Voicemail Pro server will call the user's extension whenever the extension changes from off-hook to on-hook. The Voicemail Pro server will not ring the extension more than once every 30 seconds.
- ***01 - Sets the Voicemail E-mail mode to Forward**
- ***02 - Sets the Voicemail E-mail mode to Alert**
- ***03 - Sets the Voicemail E-mail mode to Off**

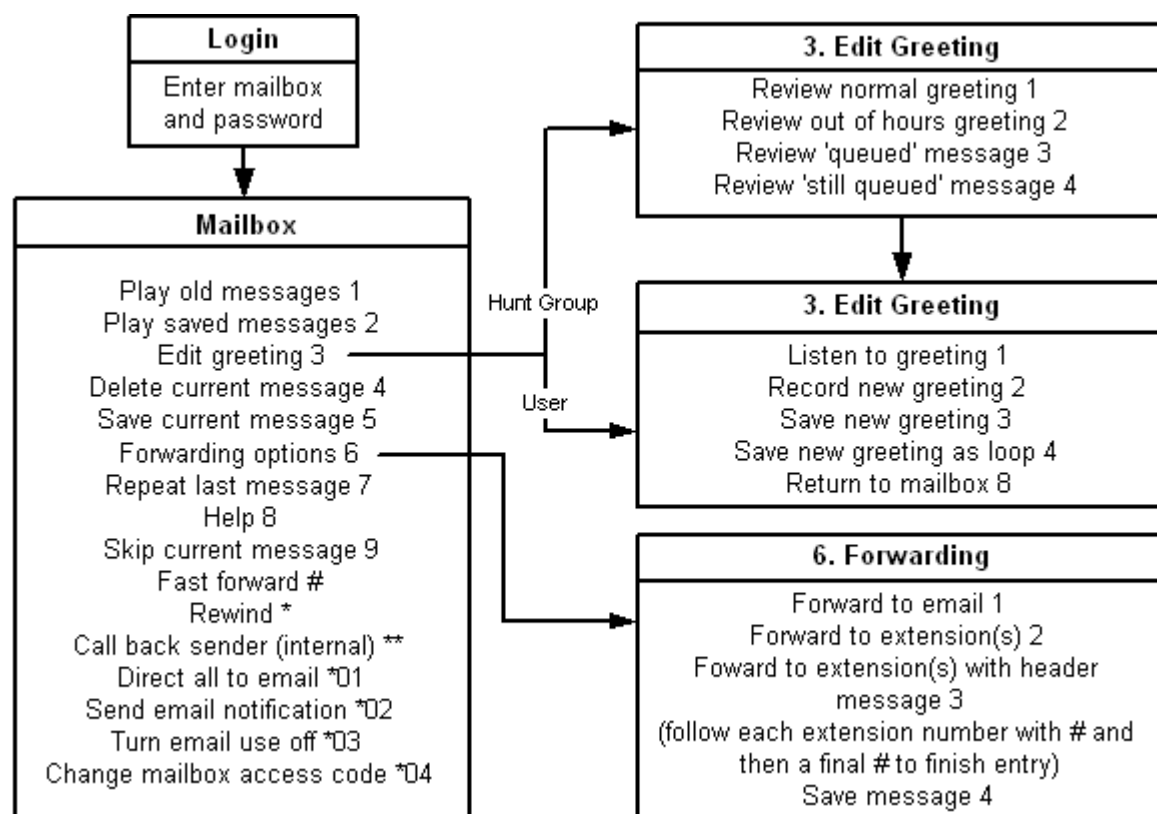
8.4.2 Intuity Mode

The following is a summary of the controls available when the Voicemail Pro server is set to run in Intuity emulation mode. The options that are shown in gray are not supported by IP Office Intuity emulation. For details, refer *Avaya IP Office Intuity Mailbox Mode User Guide* (15-601130).



8.4.3 IP Office Mode

The following is a summary of the controls available when the Voicemail Pro server is set to run in IP Office emulation mode. For details, refer *Avaya IP Office Mailbox User Guide* (15-601131).

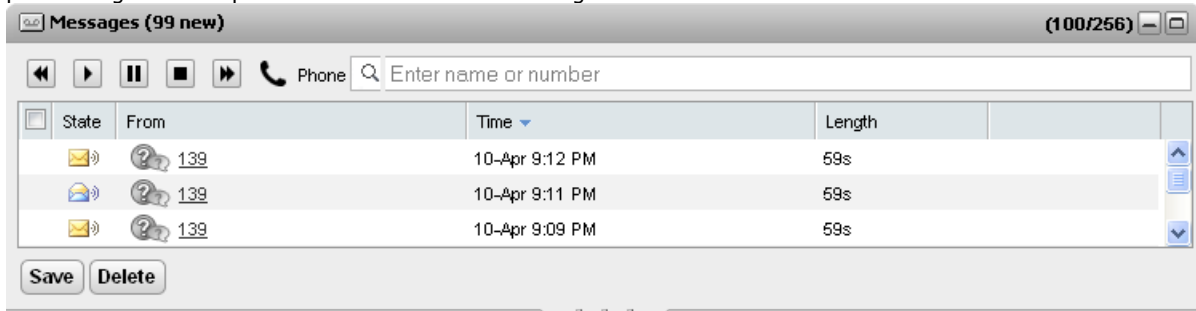


8.4.4 one-X Portal for IP Office

The one-X Portal for IP Office application provides a number of features relevant to Voicemail Pro. For details, see *Using one-X Portal for IP Office* (15-601131).

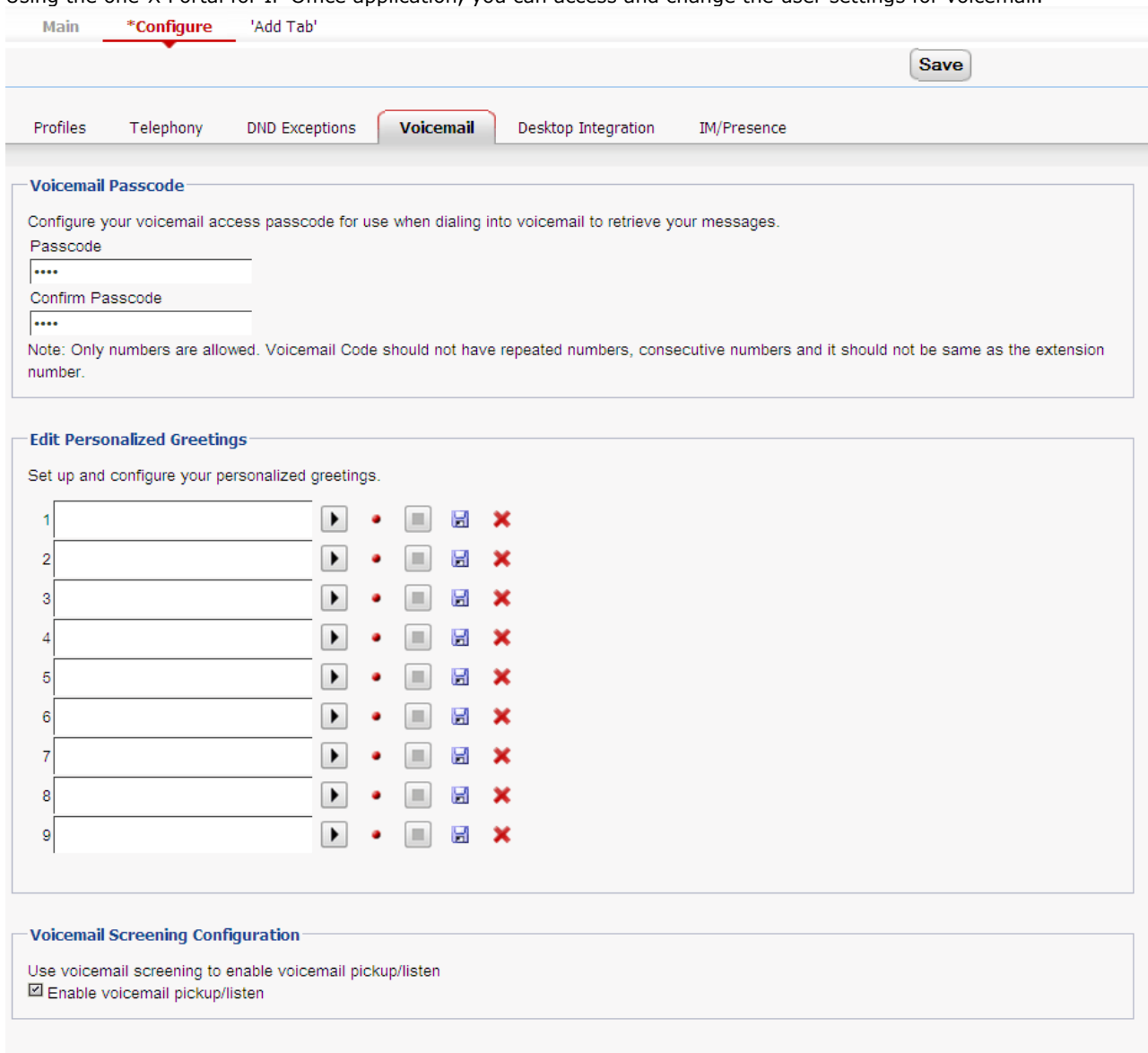
- **Messages gadget**

The  **Messages** gadget is available for all the users of one-X Portal for IP Office who have an access to voicemail. The  **Messages** gadget displays the voicemail messages in a mailbox and provides the controls for performing various operations on a voicemail message.



- **Configure Voicemail**

Using the one-X Portal for IP Office application, you can access and change the user settings for voicemail.



The screenshot shows the 'Configure Voicemail' settings page. The 'Main' tab is selected, and the 'Voicemail' sub-tab is active. The page includes a 'Save' button and a 'Note' about passcode requirements.

Voicemail Passcode

Configure your voicemail access passcode for use when dialing into voicemail to retrieve your messages.

Passcode

Confirm Passcode

Note: Only numbers are allowed. Voicemail Code should not have repeated numbers, consecutive numbers and it should not be same as the extension number.

Edit Personalized Greetings

Set up and configure your personalized greetings.

1						
2						
3						
4						
5						
6						
7						
8						
9						

Voicemail Screening Configuration

Use voicemail screening to enable voicemail pickup/listen

☒ Enable voicemail pickup/listen

8.4.5 Visual Voice

Visual Voice provides the user with a display menu for access to their mailbox rather than having to follow spoken prompts. It can be used with Voicemail Pro (Intuity and IP Office modes) and Embedded Voicemail.

By default Visual voice displays information for the user's own mailbox and for any other mailboxes for which the user has been configured to receive [message waiting indication](#)^[194]. When using a programmed Visual Voice button, that button can be configured for a specific other user's or hunt group's mailbox. See [Creating a Visual Voice Button](#)^[195].

It is supported on most Avaya telephones with multi-line displays (more than 2 lines) and programmable buttons. On telephones that have a display but do not support full visual voice operation, use of the buttons above will trigger normal spoken prompt voicemail access.

Access to visual voice can be provided in a number of ways:

- By default, access to visual voice is triggered by the telephone's **MESSAGES** button. This behaviour is controlled by the telephone system **System | Voicemail** option **Messages button goes to Visual Voice**.
- For phones without a Messages button and or when the above option is not enabled, a programmable button for the **Visual Voice** can be created. See [Creating a Visual Voice Button](#)^[196].
 - T3 telephones can access visual voice via the menu selection **Menu | Settings | Voicemail Settings**. If a **Visual Voice** programmable button is used on these telephones it will only access the **Listen** functions.

Visual Voice Controls

The arrangement of options on the screen will vary depending on the telephone type and display size.

- **Listen**
Access your own voicemail mailbox. When pressed the screen will show the number of **New**, **Old** and **Saved** messages. Select one of those options to start playback of messages in that category. Use the options below
 - **Listen**
Play the message.
 - **Save**
Mark the message as a saved message.
 - **Pause**
Pause the message playback.
 - **Call**
Call the message sender if a caller ID is available.
 - **Delete**
Delete the message.
 - **Copy**
Copy the message to another mailbox. When pressed as number of additional options are displayed.
- **<NAME>**
Visual voice access to other mailbox can be configured. That includes [hunt group mailboxes](#)^[195] and other [user mailboxes](#)^[194].
- **Message**
Record and send a voicemail message to another mailbox or mailboxes.
- **Greeting**
Change the main greeting used for callers to your mailbox. If no greeting has been recorded then the default system mailbox greeting is used.
- **Email**
This option is only shown if you have been configured with an e-mail address for voicemail e-mail usage in the IP Office configuration. Use this control to see and change the current voicemail e-mail mode being used for new messages received by your voicemail mailbox. Use **Change** to change the selected mode. Press **Done** when the required mode is displayed. Possible modes are:
- **Password**
Change the voicemail mailbox password. To do this requires entry of the existing password.
- **Voicemail**
Switch voicemail coverage on/off.

Using the Visual Voice Button for Voicemail Transfer

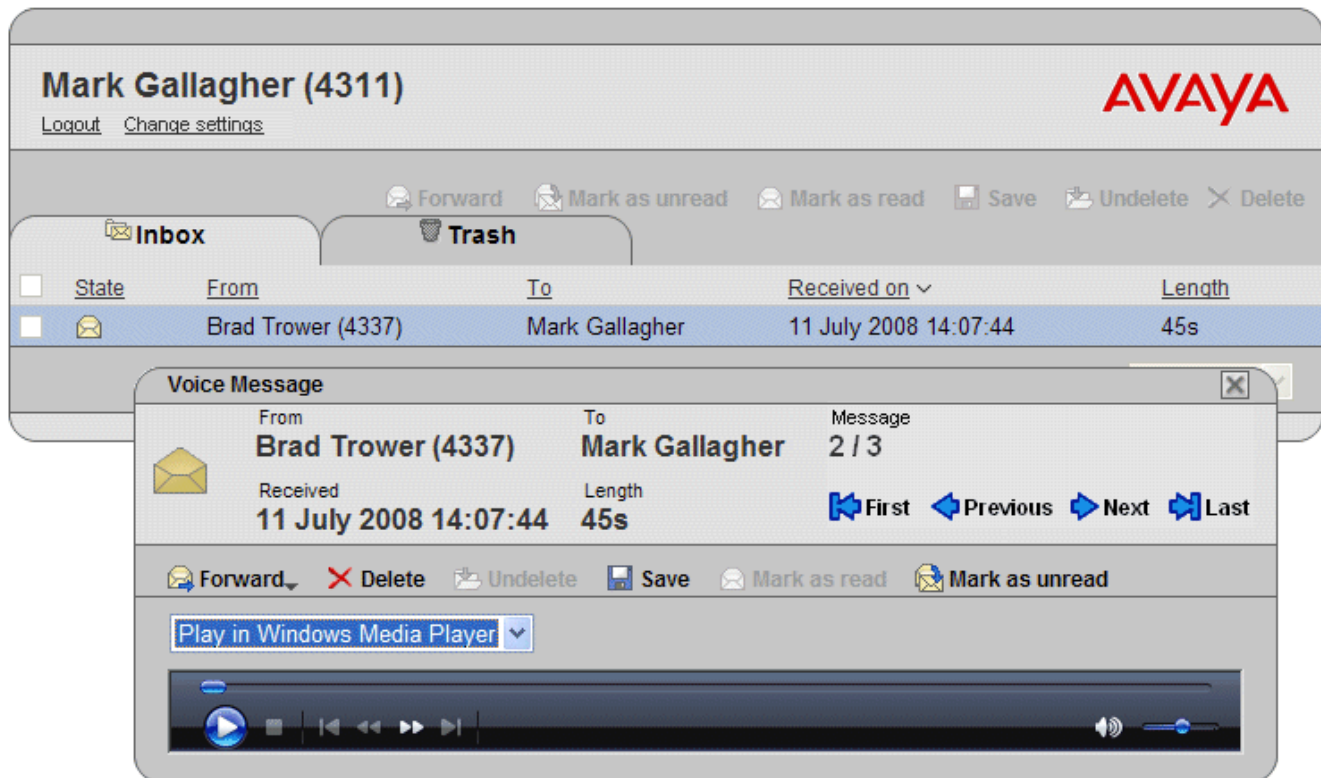
If you press the **MESSAGE** or **Visual Voice** button when you have a call connected, you can enter an extension number for direct voicemail transfer of the connected call. For **Visual Voice** buttons programmed for another user or hunt group's mailbox, the transfer is automatically made to that other user or hunt group mailbox.

8.4.6 UMS Web Voicemail

- ! These features are not supported on a Linux-based Voicemail Pro server.

The URL will be that of the Voicemail Pro server computer plus **/voicemail**. This will display the web voicemail login page.

1. Logon using your user name and voicemail code as set on the IP Office system. The System Administrator can change these settings.
 - Note: This is the user name set in the IP Office and used by Voicemail Pro. It is not the full name that is shown on telephones and used by SoftConsole, if set.
2. Note that multiple failures to login correctly can cause your access to Web Voicemail to be locked for 1 hour. Web Voicemail access can be unlocked using the Voicemail Pro administration client (select  **Users**, right click on the user marked as **Account Locked** in the Web Voicemail column, enter a new password for the user and click **OK**).



The interface shows the messages in your mailbox. Note that it is not updated in real time. To check if new messages have arrived in your mailbox since starting Web Voicemail, refresh the browser view using the browser controls. Similarly changes to the IP Office configuration such as new or deleted users and groups are not shown until you refresh the browser view.

The columns can be sorted by clicking on the column title. The currently selected sort column is shown by a **▼** symbol next to it.

Message Types

The following icons are used for different types of messages:

-  **Unread message**
-  **Read message**
Note that by default a read message is permanently deleted from the mailbox after 30 days unless changed to a saved message.
-  **Deleted message**
Manually deleted messages are automatically moved to the **Trash** folder. Deleted messages remain visible for at least 24 hours after they were marked as deleted.
 - Deleted messages are not accessible through the voicemail spoken prompts interface or Visual Voice.
 - Deleted messages can be undeleted by marking them as saved, read or unread. They can then be moved back out of the Trash folder. Moving a deleted message out of the Trash folder automatically changes it to read.
-  **Saved message**
Setting a message as saved stops it being automatically deleted after a period of time.
-  **Priority message**
This icon is added the message icon to indicate that the caller has set the message as a priority message.

Controls

-  **Select**
Before performing many actions such as saving, deleting or forwarding, you can select the messages to which the action should be applied.
 - The select box at the top of the list of messages can be used to select/deselect all messages on the currently displayed page.
-  **Save**
Change the status of the selected messages to saved.
-  **Mark as read**
Change the status of the selected messages to read. Changing the status of a message will override its previous status including those marked as saved.
-  **Mark as unread**
Change the status of the selected messages to unread. Changing the status of a message will override its previous status including those marked as saved.
-  **Forward**
Forward a copy of the selected message to another mailbox. When clicked, the type of mailbox (user or hunt group) can be selected. You can select multiple target mailboxes from the list displayed. Though private messages are not indicated in the view, they cannot be forwarded.
-  **Delete**
Delete the selected messages. Manually deleted messages remain visible until the Voicemail Pro server next performs its mailbox housekeeping. See the deleted message description above.
- **Change password**
Use this option to change your voicemail mailbox code.

Playing Messages

To play a message just click on it. The message menu is displayed. The appearance of this will vary depending on whether you select playback via the default media player on your computer or through an extension on the telephone system.

Voice Message

From **Brad Trower (4337)** To **Mark Gallagher** Message **2 / 3**

Received **11 July 2008 14:07:44** Length **45s**

First Previous Next Last

Forward Delete Undelete Save Mark as read Mark as unread

Play on Extension 4311

▶ ■ ◀ ▶▶

Voice Message

From **Brad Trower (4337)** To **Mark Gallagher** Message **2 / 3**

Received **11 July 2008 14:07:44** Length **45s**

First Previous Next Last

Forward Delete Undelete Save Mark as read Mark as unread

Play in Windows Media Player

▶ ■ ◀ ▶▶ 🔊

Changing Settings

You can click on Change Settings to access a number of options to customize your UMS web voicemail.

Change Settings

User name

Current password

New password

New password again

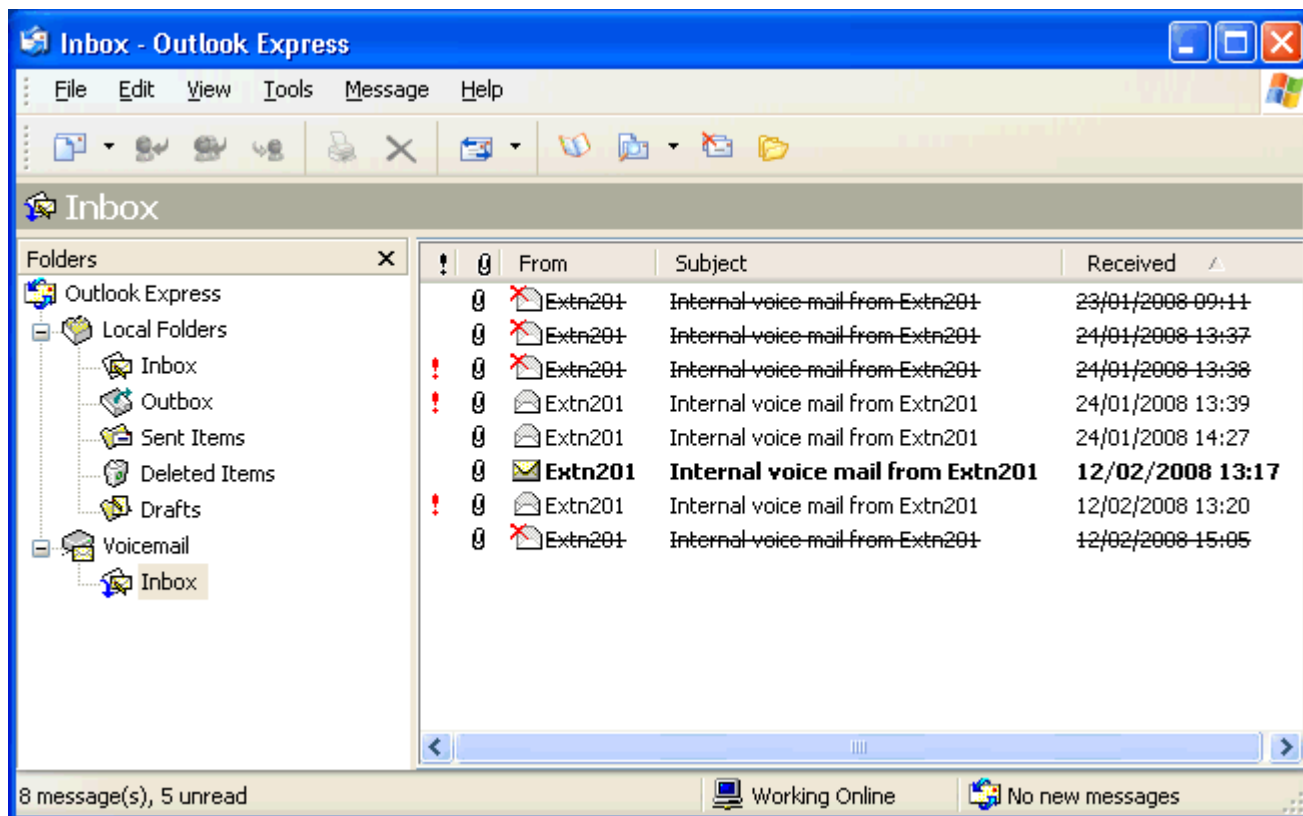
Number of messages per page

☒ Hide 'To' column

8.4.7 UMS IMAP

Most e-mail clients that support IMAP display IMAP messages in a separate folder. The contents of that folder are synchronized when the folder is viewed.

Note that the types of icons used and whether different icons are supported for different message statuses depends on the e-mail client used. The notes below are for Outlook and Outlook Express.

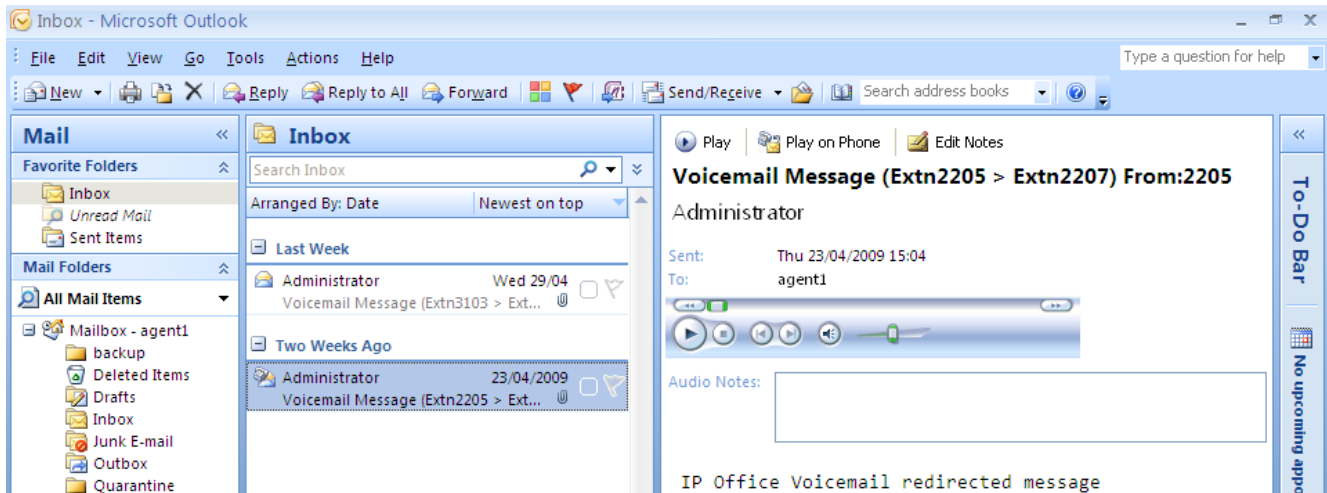


The following should be noted about the IMAP folder view:

- New messages are presented as a closed envelope.
- Read messages are presented as an open envelope.
- Priority messages are indicated as such.
- Private messages are not indicated as such. However the message may be indicated as confidential when opened.
- Saved messages are not indicated as such.
- Deleted messages are indicated as deleted but remain visible.
 - The Voicemail Pro server does not actually delete messages until at least 24 hours after it was marked as deleted.
 - Deleted messages are no longer accessible through the voicemail telephone prompts interface or Visual Voice.
 - Deleted messages can be undeleted. Those messages are then available through all the mailbox interfaces.
- Moving a message in the IMAP folder to another folder in the E-mail client will cause the e-mail to be copied to the new folder and the original message is shown as deleted in the IMAP folder.
- The Voicemail Pro housekeeping settings for automatic deletion of different message types (New, Read and Saved) are still applied.
- IMAP cannot be used to send or forward messages to other voicemail mailboxes.

8.4.8 UMS Exchange Integration

UMS can be configured to use a user's Exchange server email account as the user's voicemail message store rather than the voicemail server. The user can then see and playback messages through their email inbox.



- Mailbox access using the telephone, visual voice or one-X Portal for IP Office is done against voicemail messages in the e-mail account. Therefore some actions offered by the non-email interfaces cannot be used as they have no e-mail equivalents.
 - Messages stored in an e-mail account cannot be saved.
 - Undeleting messages using **8 from the telephone does not work for voicemail messages stored in Exchange.
- Access using UMS IMAP and UMS web voicemail is not supported.
- Messages are not subject to Voicemail Pro housekeeping.
- Only voicemail messages in the inbox are recognized. If a message is moved to another mailbox folder it is no longer visible to the voicemail system.
- Message waiting indication (MWI) is supported.
- **Note**
When using an Exchange server as the message store for a user's voicemail messages, the Voicemail Pro server will deliver messages to the Exchange server on completion of the recording. However, the presentation to Outlook and back to the Voicemail Pro server for message waiting indication (MWI) and access via telephone is delayed by Exchange server processing. The delay is typically 1 or 2 minutes. The same delay also applies to changes in the message status that affect message waiting indication.

8.5 Hunt Group Voicemail

Hunt groups must first be set up in IP office. You can then use Voicemail Pro to configure the way in which voicemail works for a hunt group.

Voicemail Provides a number of services for hunt groups.

- **Announcements**
If a caller is waiting to be answered, queuing or the hunt group is in out-of-hours mode, Voicemail Pro server can provide appropriate greetings to callers. These greetings can be changed through the normal mailbox controls. For details, mailbox users can refer *Avaya IP Office Mailbox User Guide* (15-601131) or *Avaya IP Office Intuity Mailbox Mode User Guide* (15-601130). See [Out of Hours Operation](#) ^[216] and [Configuring Announcements](#) ^[217].
 - Using Voicemail Pro, queued callers can customize the actions available to them as well as the greeting messages.
 - Voicemail Pro does not control the queuing of calls. Queuing is controlled by the IP Office switch that presents queued and still queued calls at the appropriate times and provides the queue position and ETA data.
- **Messaging**
If voicemail for a hunt group is on (the IP Office default), calls to the hunt group are automatically routed to voicemail if all available extensions have been called for the number of seconds defined in the IP Office No Answer Time parameter. The default time setting is 15 seconds.
- **Message Waiting Indication**
By default there is no indication on the handset when a hunt group mailbox contains messages and no direct access method to a hunt group mailbox.
 - For hunt group members to receive message indication, an appropriate **H** source number entry needs to be added. See [Configuring Hunt Group Message Waiting Indication](#).

-
- For access by other users an access short code can be used. See [Enabling Access to Hunt Group Voicemail with a Short Code](#)^[215].

8.5.1 Message Waiting Indication

By default no message waiting indication (MWI) is provided for hunt groups. If required indication can be enabled for specific users including users who do not belong to the hunt group. If the user is not a member of the hunt group, a voicemail code is also required. This is entered in the **Voicemail Code** field on the **Hunt Group > Voicemail** tab in the IP Office's configuration. Alternatively the user can be made a member of the group but have their membership set to disabled. This provides them access to the group mailbox without receiving group calls.

Depending on the type of telephone or IP Office application they are using, users who receive hunt group message waiting indication can choose any of the following methods to collect messages.

- **Visual Voicemail**

If the user has visual voicemail on their phone, the name of the hunt group appears in the visual voice display along with the number of messages details.

- **one-X Portal for IP Office**

If the one-X Portal for IP Office application is used, the group name and number of new messages is displayed in the **Messages** gadget. Use the Messages gadget to access the group mailbox.

- **Voicemail Ringback**

If a user has voicemail ringback enabled, ringback will occur for new group messages as well as new personal messages. Ringback for personal messages takes place before any ringback for new group messages.

To configure hunt group message waiting indication:

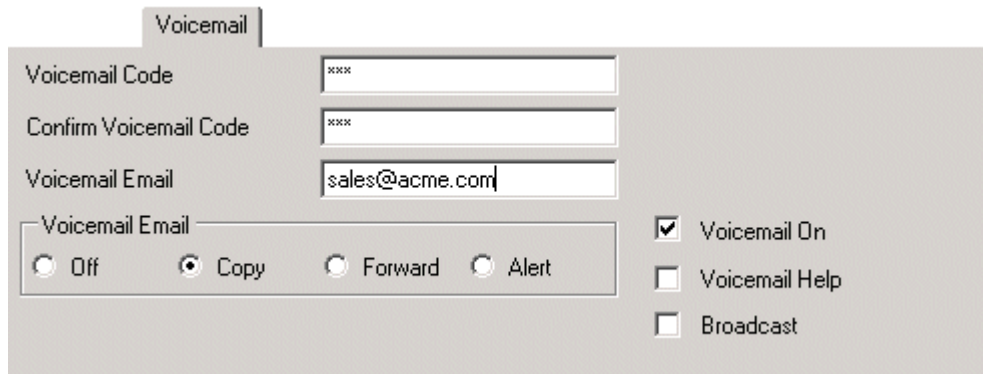
1. Open IP Office Manager.
2. In the Navigation pane, click  **User** and select the individual user.
3. View the **Source Numbers** tab.
4. Click **Add**. In the **Source Number** field, enter **H** followed by the hunt group name. For example, to receive message waiting indication from a hunt group called Main, enter **HMain**.
5. Click **OK**.
6. Click  to merge the configuration change back to the IP Office.

8.5.2 Configuring Group Broadcast

If the Broadcast option is enabled, a message for a hunt group is copied to the individual user mailboxes of each hunt group member. A call flow can be created that includes the Generic Action. See [Generic Action](#) ^[99]. If messages need to be forwarded to the same group a Personal Distribution List could be created. See [Personal Distribution Lists](#) ^[230].

To configure Group Broadcast:

1. Open IP Office Manager.
2. In the Navigation pane, click  **HuntGroup** and select the required group.
3. Click the **Voicemail** tab.



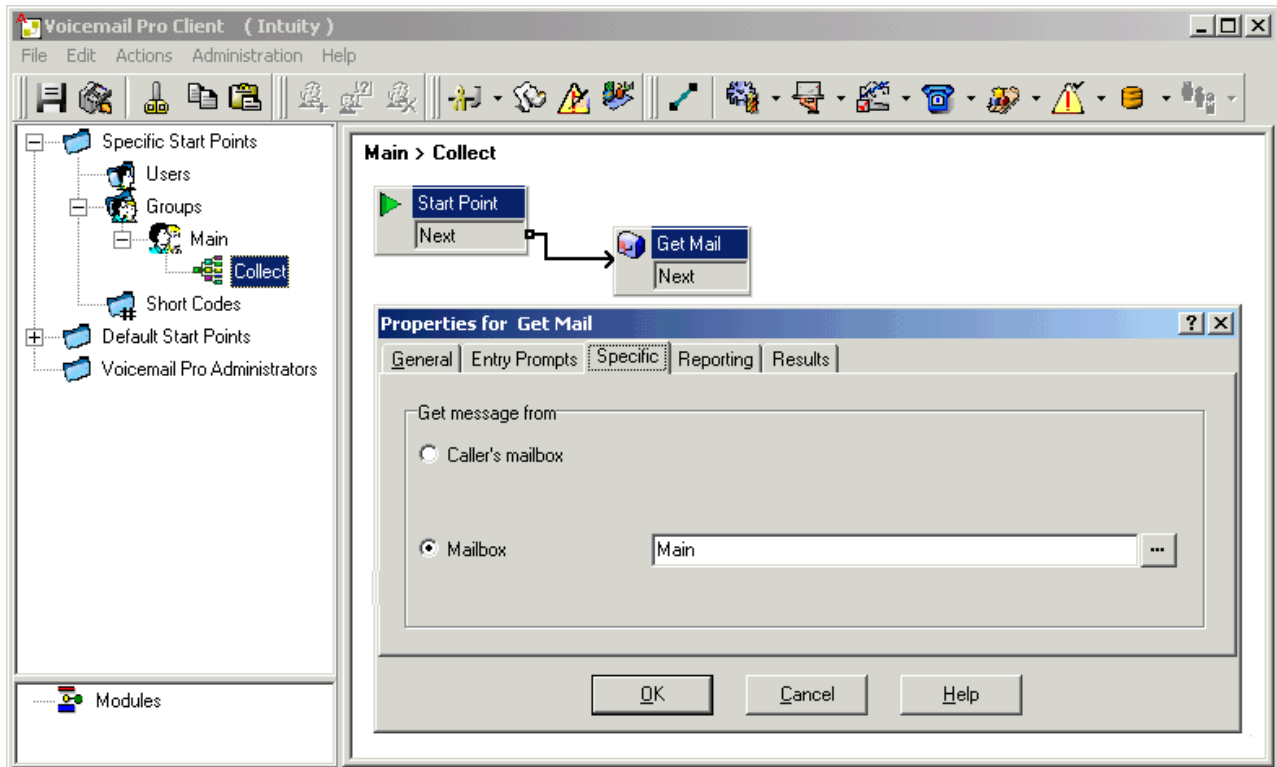
4. Check **Broadcast**.
5. Click **OK**.
6. Click  to merge the configuration change back to the IP Office.

8.5.3 Using a Short Code to Collect Voicemail

To access messages for a hunt group, a short code can be created. For example, for a group called **Main** a short code can be added with the following properties.

Field	Contains...
Code	*99
Feature	Voicemail Collect
Telephone Number	"?Main"
Line Group Id	0

For systems running in Intuity mode, the above will work only if the user is a member of the group and a custom call flow has also been set up for the collect start point to that hunt group.



Members of the hunt group Main can now dial ***99** from their own extensions to access hunt group messages. In IP Office mode, 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.

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

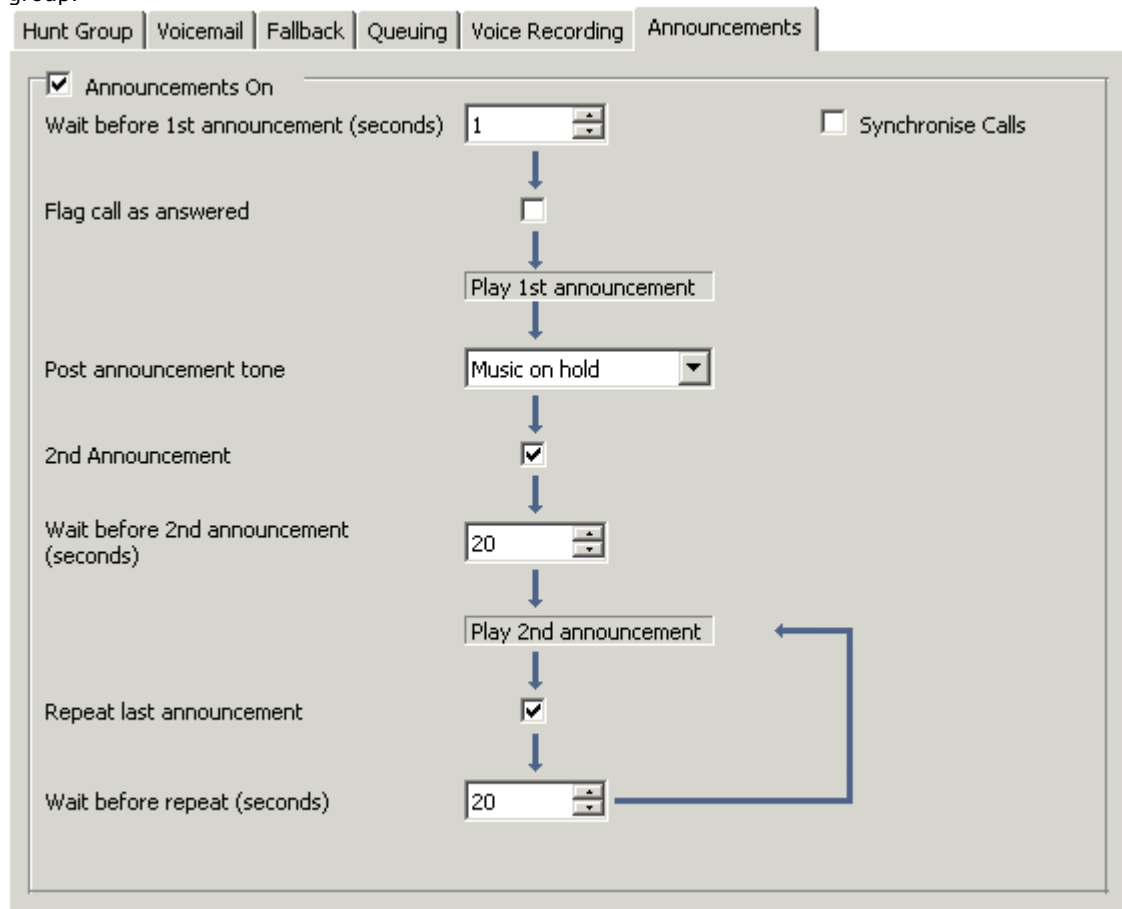
8.5.5 Configuring Announcements

When a caller is waiting to be answered or queuing, announcements can be played to the caller. The announcements are activated in IP Office Manager.

The standard announcement used is *"I am afraid all the operators are busy at the moment but please hold and you will be transferred when somebody becomes available."* This can be replaced by separate recordings for the 1st and 2nd announcements if required (see [Recording the Announcements](#)^[218] below) or by custom call flows (see [Customizing Announcements](#)^[219]).

Enabling Announcements

1. Open IP Office Manager and receive the configuration from the IP Office system.
2. In the Navigation pane, click  **HuntGroup** and select the hunt group.
3. View the **Announcements** tab.
4. Check **Announcements On**. Announcements will be played to a caller who is in a queued or waiting for the hunt group.



5. Select the amount of time for the caller to be queued or waiting before they hear the first announcement. The **Wait before 1st announcement (seconds)** default is 10.
6. Select the **Post announcement tone**. The options are **Ringing**, **Music on Hold** or **Silence**. The default selection is **Music on hold**.
7. (Optional) Check **2nd announcement** to play another message to the caller.
8. (Optional) Select the amount of time between the first and second announcements. The default time is 20 seconds.
9. (Optional) If the second announcement is to be repeatedly played to the caller until their call is answered, check **Repeat last announcement**.
10. Click **OK** to save the changes.
11. Click  to merge the configuration back to the IP Office.

Recording the Announcements

The standard announcement used is *"I am afraid all the operators are busy at the moment but please hold and you will be transferred when somebody becomes available."* This can be replaced in a number of ways, depending on the

The maximum length for announcements is 10 minutes. New announcements can be recorded using the following methods:

- **Voicemail Pro - IP Office Mode**

Access the hunt group mailbox and press **3**. Then press either **3** to record the 1st announcement for the hunt group or **4** to record the 2nd announcement for the hunt group.

- **Voicemail Pro - Intuity Emulation Mode**

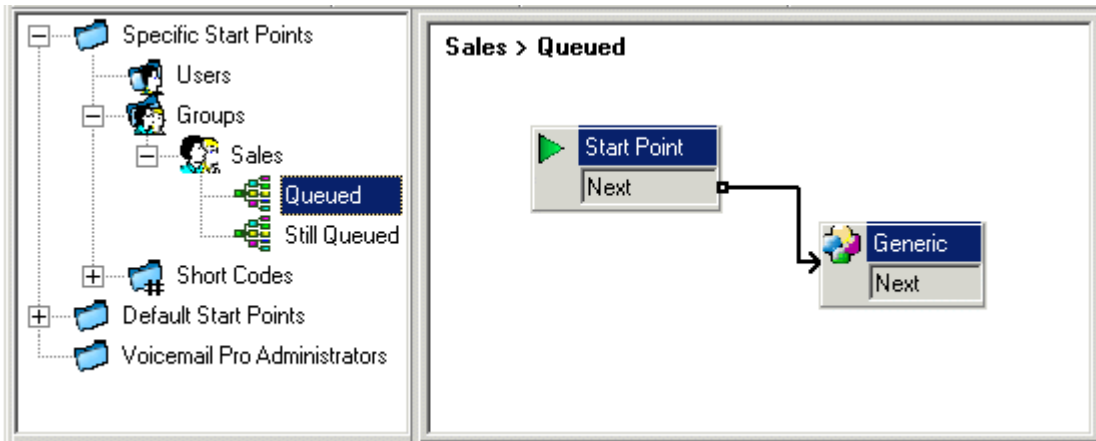
There is no default mechanism within the Intuity telephony user interface to record hunt group announcements. To provide one a custom call flow containing an [Edit Play List](#) ¹²⁶ action should be used. In the file path enter **[GREETING]\<hunt_group_name>_Queued** or **[GREETING]\<hunt_group_name>_StillQueued**. where **<hunt_group_name>** is replaced by the hunt group name.

- **[GREETING]** is a variable that points to the current location of the Voicemail Pro servers greeting folder (by default **c:\Program Files\Avaya\IP Office\Voicemail Pro\VM\Greetings**).

8.5.6 Customizing Announcements

The announcements and actions provided to a caller can be customized using the **Queued** and **Still Queued** start points.

- The **Queued** start point replaces the default Announcement 1.
- The **Still Queued** start point replaces the default Announcement 2.



It is important to note that unconnected results in **Queued** and **Still Queued** call flows will return the caller to the queue rather than disconnect them. An attempt to return the caller using a Transfer or similar action places the caller at the back of the queue as a new call.

- Do not use customized start point call flows for **Queued** and **Still Queued** if the **Synchronize Calls** option is enabled for the hunt group in the IP Office configuration. In such a case, the only option that Voicemail Pro supports is the playing of prompts.

To customize announcement 1 for a specific group:

1. In the **Start Points Navigation** pane, select  **Groups**. If necessary add a [Queued start point](#)⁷⁵ for the required group.
2. Select the group's **Queued** start point.
3. Add the required actions to the call flow and link them. To just play a message use a **Generic** action.
 - Do not use customized start point call flows for **Queued** and **Still Queued** if the **Synchronize Calls** option is enabled for the hunt group in the IP Office configuration. In such a case, the only option that Voicemail Pro supports is the playing of prompts.
4. Double on the actions added and on the **Entry Prompts** tab add the prompts required using the [Wave Editor](#)⁹³.
5. Click **OK** to save the changes.
6. Click  **Save and make live**.
7. Any caller queuing for the selected group will hear the new announcement when they first join the queue.

To customize announcement 2 for a specific group:

1. As above but use the **Still Queued** start point.

8.5.7 Hunt Group Queuing

If hunt group queuing options are enabled, a call will be held in a queue when **all** available extensions in the hunt group are busy. Using Voicemail Pro you can define custom actions and prompts for the queuing sequence.

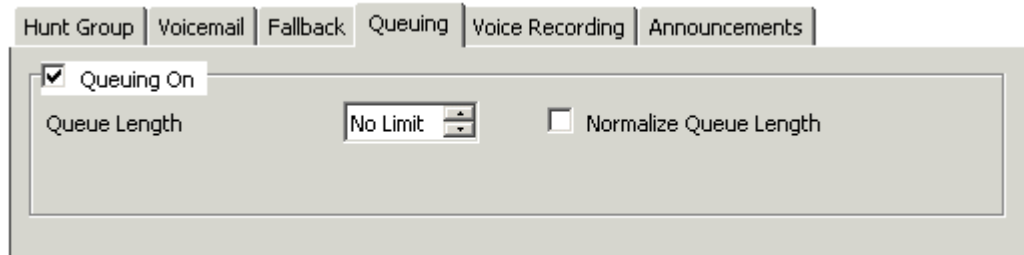
- The Still Queued message is not played if the hunt group name exceeds 13 characters.

To configure queuing for a hunt group:

1. Open IP Office Manager.

2. In the Navigation pane, click  **HuntGroup** and select the hunt group.

3. View the **Queuing** tab.



- **Queuing On** : *Default = On*
If selected, queuing will be available for the hunt group.
- **Queue Length**: *Default = No Limit*
This feature 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.
- **Normalize Queue Length**: *Default = Blank*
This facility selects whether to include calls that are ringing but not answered in the queue length.

When queuing is selected, announcements can be played to the queued caller. See [Configuring Queue Announcements](#) [217].

8.5.8 Customizing a Hunt Group Call Flow

Using Voicemail Pro, you can customize the queuing operation through the use of **Queued** and **Still Queued** start points, either specific to a particular hunt group or default for all groups.

The  **Queue ETA** and  **Queue Position** actions can be used to provide callers with queue information and then place them back in the queue. Within a **Queue** or **Still Queued** start points call flow, the default action for any unlinked results is to place the caller back in to the queue rather than disconnect the caller.

- **Incoming Call Route 'Priority'**

The IP Office supports a configurable Priority setting (1, 2 or 3) on Incoming Call Routes. Calls assigned a high priority are moved up any call queue ahead of those with a lower priority. The use of this feature is not compatible with **Queue ETA** and **Queue Position** messages as the spoken queue positions and ETA for some callers may be overridden by calls with a higher priority. For example, a caller might hear that their queue position is 5. If a call is received on an Incoming Call Route with a higher priority, the next time the queue position is heard their queue position could be 6, further back in the queue.

- **Synchronized Announcements**

If the option **Synchronize Calls** is enabled for the hunt group announcements within the IP Office configuration, actions other than speaking recorded prompts are not supported in custom Queued and Still Queued start points.

Further customization can be applied using actions such as a  **Menu** action to let the caller select, for example, to leave a message, be transferred to another number or return to the queue.

The Voicemail Pro variables, **\$QTIM**, and **\$POS** , can be used to further customize the **Queued** and **Still Queued** call flows. The importance of these variables is that, instead of or in addition to customizing the queue call flow for all queued callers, you can customize the actions for callers whose ETA or position match selected criteria.

- **\$QTIM: Queued Callers Estimated Time to Answer**

If used in a prompt list, will speak the callers' estimated time to answer (ETA). For example, *"Your estimated time to answer is 5 minutes."* If used elsewhere, such as in a condition, returns the ETA in minutes as a simple numeric value.

- **\$POS: Queued Callers Queue Position**

If used in a prompt list, will speak the caller's queue position, for example, *"You are in queue position 2."* If used elsewhere, such as in a condition, returns the caller's queue position as a numeric value.

- **\$TimeQueued**

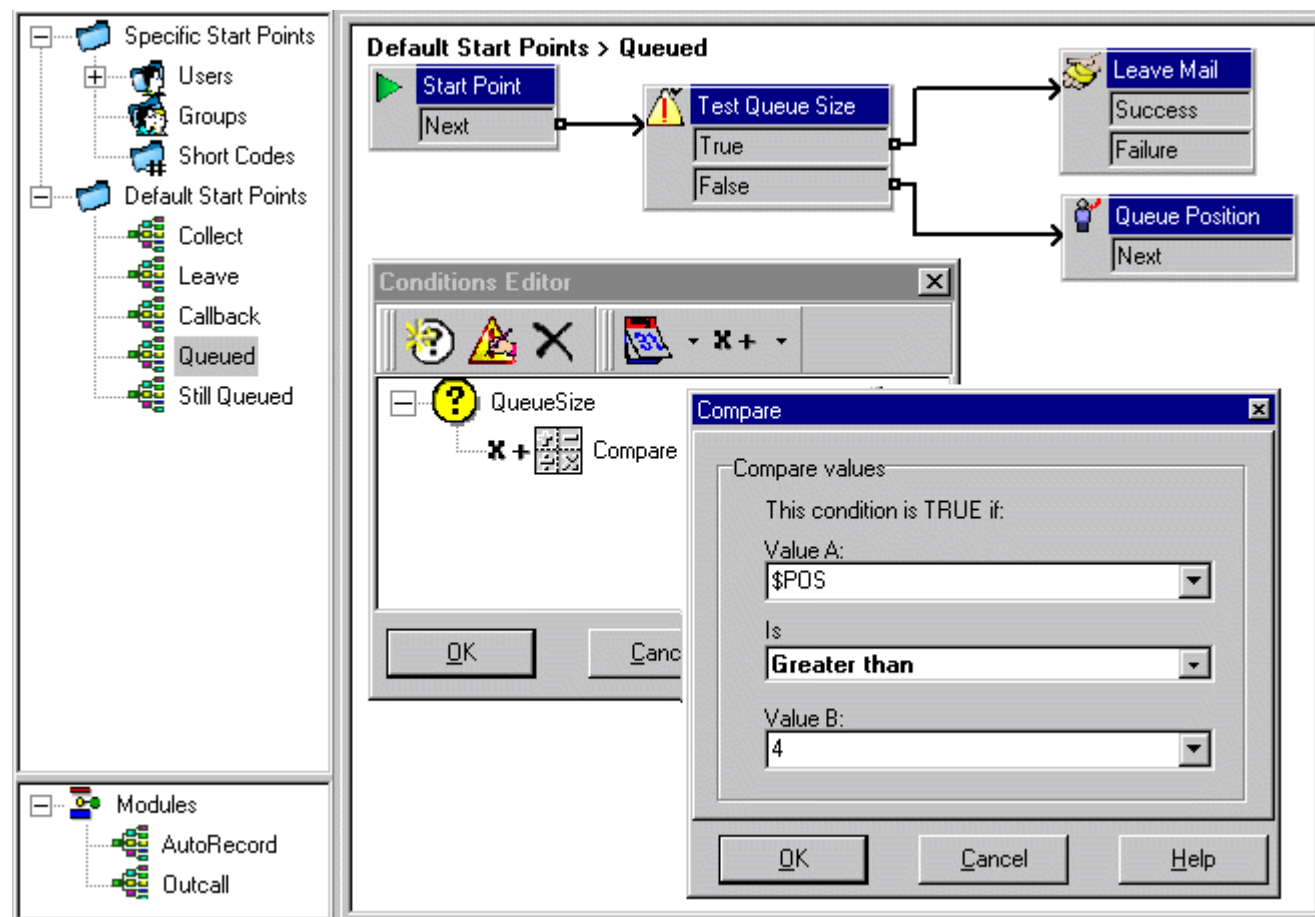
Holds the length of time, in seconds, that the call has been part of a particular hunt group queue. Only available when using Queued and Still Queued start points.

- **\$TimeSystem**

Holds the length of time, in seconds, since the call was presented to the IP Office system. Only available when using Queued and Still Queued start points.

Example Call Flow

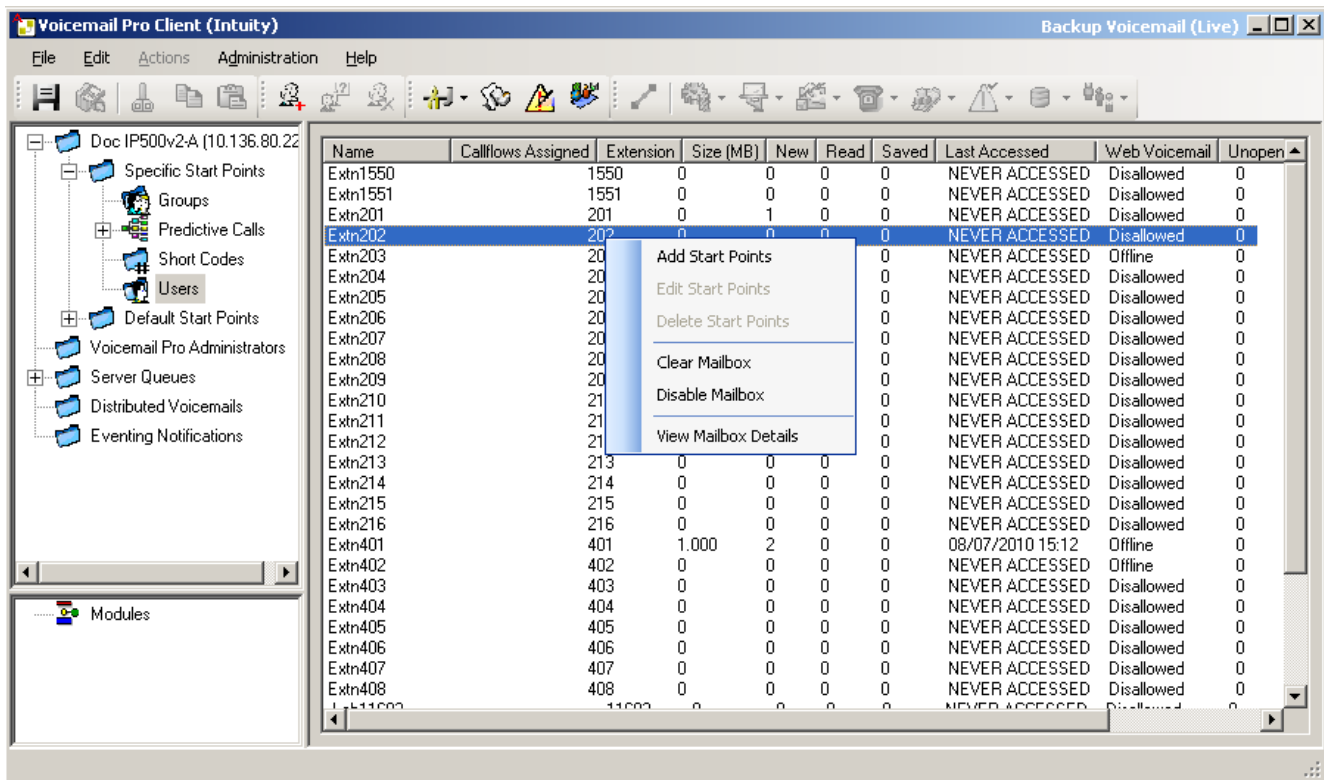
The screen below shows an example of a queued call flow that uses a condition to test the value of the call variable **\$POS** for the queued caller.



- A condition QueueSize was created. The Compare element added to the condition tests whether the value of \$POS is greater than 4.
- In the call flow:
 - When the caller is in queue positions 1 to 4, the value the condition is false. The caller is passed to a **Queue Position** action and hear their queue position before returning to the queue.
 - When the caller is in queue position 5, the value of the condition is true. The caller is asked to leave a message.

8.6 Mailbox Management

When you click on **Users** or **Groups** in the left-hand navigation pane, the right-hand pane displays information about the user or group mailboxes.



The information can be sorted by clicking on the column headers. The information available is:

- **Name**
The user or group name used for the mailbox creation.
- **Callflows Assigned**
The customized call flows created for the mailbox.
- **Extension**
The associated extension number for the mailbox.
- **Size (MB)**
The current size for the mailbox messages, recordings and prompts. The maximum size for a mailbox is 60 MB.
- **New**
The number of new messages in the mailbox.
- **Read**
The number of read messages in the mailbox.
- **Saved**
The number of messages marked as saved in the mailbox.
- **Last Accessed**
The date and time the mailbox was last accessed.
- **Web Voicemail**
Whether the mailbox is accessible via UMS Web Voicemail and whether it is currently being accessed.
- **Unopened**
The number of messages in the mailbox that have never been opened. This is different from new as messages can be changed from being read or saved to being marked as new.
- **Exchange Messages**
Whether the mailbox is configured to forward messages to an exchange server e-mail account.

If you right-click a mailbox, a list of options is available:

- **Add Start Points / Edit Start Points / Delete Start Points**
If the mailbox has any customized call flow start points setup, they are listed in the **Callflows Assigned** column. Use these options to add additional start points. A list of start point types is displayed which you can then select or deselect. Selecting an option will create a matching start point for the mailbox. Deselecting an option will delete the matching start point and any content.

- **Clear Mailbox**

This option will reset the mailbox. All existing messages and recordings are deleted and any prompts such as the user name and greeting prompts. The mailbox password is not reset. This action is not applied to messages for users using an Exchange server as their message store.

- **Disable Mailbox**

This option will stop the use of mailbox to receive messages. This includes the forwarding of messages to the mailbox and manual or automatic recording placing recordings into the mailbox. If you select this option, also disable the **Voicemail On** setting within the IP Office configuration to prevent IP Office from using the mailbox. This option does not affect any existing messages in the mailbox. Disabled mailboxes are listed as **DISABLED** in the **Last Accessed** column. See [Disabling a Mailbox](#) ^[226].

- **View Mailbox Details**

This option is available for user mailboxes. Use this option to view and edit various user mailbox settings including the user's alternate numbers, outcalling settings and personal distribution lists.

8.6.1 Disabling a Mailbox

By default, Voicemail Pro automatically creates a voicemail mailbox for each user and hunt group in the IP Office configuration. It is also defaulted to use voicemail to record a message if a user or hunt group call is not answered.

There are a number of ways that use of voicemail to record messages can be disabled if it is not required for a particular user or hunt group. These are:

- **Disabling IP Office Using a Mailbox for Unanswered Calls**

Within the IP Office configuration, each user and hunt group has a **Voicemail On** setting. When enabled, IP Office will use voicemail to record a message if a call is not answered. Disabling this option stops the IP Office from using the mailbox to record messages for unanswered calls, instead calls continue ringing. Other voicemail users can still manually forward callers and messages to the mailbox.

- IP Office users can change their Voicemail On settings themselves by dialing short codes (*18 for on, *19 for off) or through one-X Portal for IP Office.

- **Intuity Accept Call Answer**

If the Voicemail Pro server is set to Intuity mode, users can set their mailbox to no longer accept calls using the Accept call answer setting (select 5, 7, 1 after logging into the mailbox). Callers directed to the mailbox by IP Office hear *"Sorry, the mailbox you have reached is no accepting messages at this time. Please disconnect"*.

- **Customized Leave Mail**

A customized call flow can be setup for a user or group's **Leave** start point (or all users and groups using the **Default Start Points**). That call flow can direct redirect messages to another mailbox or a range of other actions. The **Collect** start point can also be customized.

- **Voicemail Server Disable Mailbox**

All operation and usage of a mailbox can be disabled on the Voicemail Pro server, see below.

To disable a mailbox:

1. Click on **Users** in the navigation pane. A list of all the user mailboxes on the server is displayed in the details pane.
2. Locate the user mailbox and right-click on it.
3. Select **Disable Mailbox**.
 - Alternatively select **Mailbox Administration** and on the **Account** tab, select or deselect the **Enable** option to enable or disable the mailbox.

8.6.2 Clearing a Mailbox

Clearing a mailbox removes all messages, recordings, prompts and greetings. Note that messages are not cleared for users using Outlook 2007 as their message store.

To clear a mailbox:

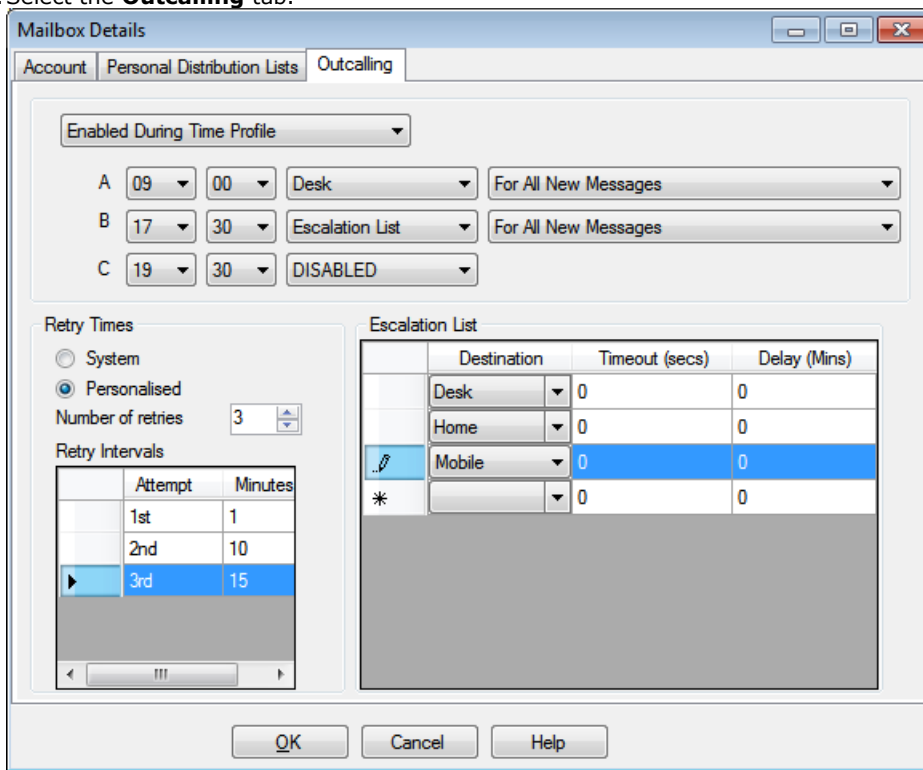
1. Click on **Users** in the navigation pane. A list of all the user mailboxes on the server is displayed in the details pane.
2. Locate the user mailbox and right-click on it.
3. Select the **Clear Mailbox** option.

8.6.3 Mailbox Outcalling Settings

These options are greyed-out and outcalling disabled is outcalling is not allowed. See Outcalling.

To configure a users outcalling settings:

1. Click **Users** in the navigation pane. A list of all the user mailboxes on the server is displayed in the details pane.
2. Locate the user mailbox and right-click on it. Select **View Mailbox Details**.
3. Select the **Outcalling** tab.



The screenshot shows the 'Mailbox Details' window with the 'Outcalling' tab selected. At the top, there's a dropdown menu set to 'Enabled During Time Profile'. Below it are three rows of settings labeled A, B, and C. Row A has time '09:00', destination 'Desk', and message type 'For All New Messages'. Row B has time '17:30', destination 'Escalation List', and message type 'For All New Messages'. Row C has time '19:30', destination 'DISABLED', and message type 'For All New Messages'. On the left, under 'Retry Times', 'Personalised' is selected with 'Number of retries' set to 3. Below that, 'Retry Intervals' shows a table with 3 attempts: 1st (1 min), 2nd (10 min), and 3rd (15 min). On the right, the 'Escalation List' table has columns for Destination, Timeout (secs), and Delay (Mins). It lists 'Desk', 'Home', 'Mobile' (highlighted in blue), and an asterisk, all with 0 seconds timeout and 0 minutes delay.

Destination	Timeout (secs)	Delay (Mins)
Desk	0	0
Home	0	0
Mobile	0	0
*	0	0

- The top drop-down is used to select the type of outcalling and the destination for outcalling. For each, the outcalling destination and the type of message for which outcalling should be used can be selected.
 - **Disabled**
Switch off outcalling for the user.
 - **Enabled Always**
 - **Enabled During Time Profile**
Use this option to specify a user specific time profile for outcalling.
 - **Enabled During Peak Time**
Use outcalling during the peak time period defined on the Voicemail Pro server.
 - **Enabled During Prime Time**
Use outcalling during the [prime time](#) ⁽²²⁸⁾ period defined on the Voicemail Pro server.
- **Retry Times**
 - **System**
Use the default retry settings configured on the Voicemail Pro server.
 - **Personalized**
Use the options below to configure user specific retry settings.
 - **Number of Retries**
Up to 10 retries can be specified.
 - **Retry Intervals**
These values set the interval between one notification attempt and the next (not including the actual outcalling ringing time for the outcalling destination). The first 5 retries can be given varying intervals between 0 and 60 minutes. To change a value click on it and enter the new value. When more than 5 retries are selected, the default value is used for all retries after the fifth retry.

- **Escalation List**

An escalation list can be used as the destination for an outcalling attempt. The list can contain up to 9 entries selected from the user's account settings. The same number can be used more than once if required. For each number in the list you can set how long it should be rung and also the delay before trying the next number in the escalation list. If multiple retries have been configured, the full escalation list must be completed before the next retry begins.

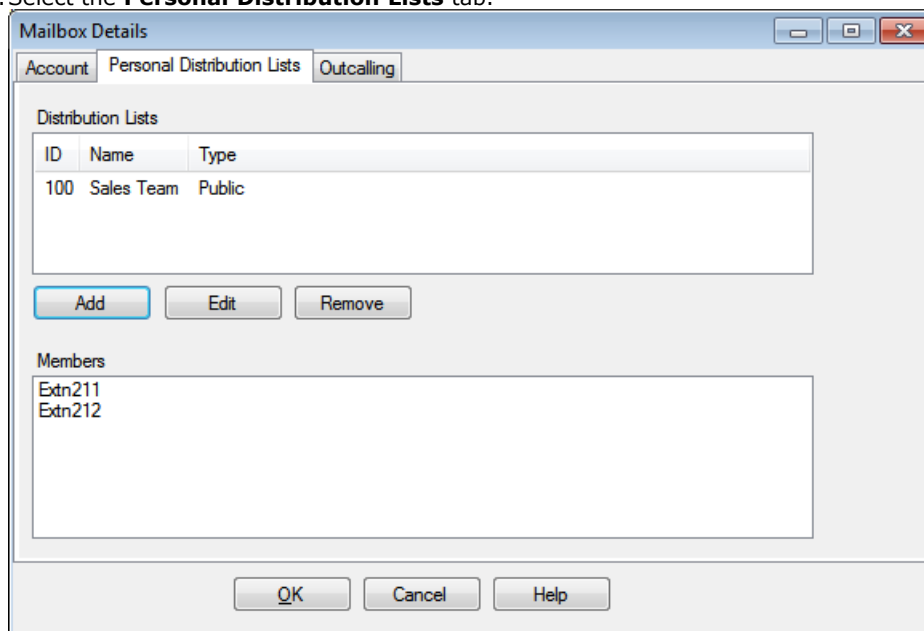
8.6.4 Personal Distribution Lists

Intuity mode mailbox users can use personal distribution lists as the destination for voicemail messages they are sending or forwarding to other mailbox user. This saves them having to enter the individual mailbox numbers each time. Users can configure their distribution lists through the mailbox's telephone user menus. Using Voicemail Pro you can view and edit each user's distribution lists.

Each user mailbox can have up to 20 distribution lists. Each list can contain up to 360 mailboxes and can be set as either public or private. Private lists can be used only by the mailbox user. Public lists can be used by other mailbox users when they forward a message. However, public lists cannot be modified by other users.

To configure a user's distribution lists:

1. Click on Users in the navigation pane. A list of all the user mailboxes on the server is displayed in the details pane.
2. Locate the user mailbox and right-click on it. Select the option **Mailbox Administration**.
3. Select the **Personal Distribution Lists** tab.

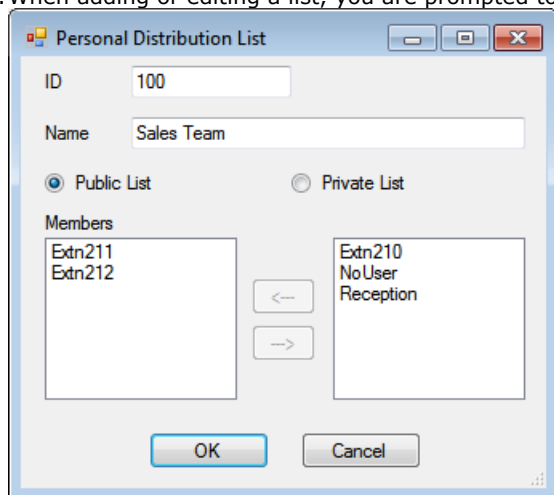


The 'Mailbox Details' window has three tabs: 'Account', 'Personal Distribution Lists' (selected), and 'Outcalling'. The 'Personal Distribution Lists' tab displays a table of distribution lists.

ID	Name	Type
100	Sales Team	Public

Below the table are buttons for 'Add', 'Edit', and 'Remove'. Below these is a 'Members' section with a list box containing 'Extn211' and 'Extn212'. At the bottom are 'OK', 'Cancel', and 'Help' buttons.

4. To show the mailboxes in an existing list click on the list. The existing members are shown in the bottom panel.
5. When adding or editing a list, you are prompted to specify the list name, type and members.



The 'Personal Distribution List' dialog box has fields for 'ID' (100) and 'Name' (Sales Team). It has two radio buttons: 'Public List' (selected) and 'Private List'. Below these are two list boxes for 'Members'. The left list box contains 'Extn211' and 'Extn212'. The right list box contains 'Extn210', 'NoUser', and 'Reception'. Between the list boxes are '<--' and '-->' buttons. At the bottom are 'OK' and 'Cancel' buttons.

8.7 Remote Voicemail Notification

A user can be set up to receive notification of new voicemail messages when they are away from their main extension. There are two ways that notification can be implemented.

- **Voicemail Callback** ^[232]
A service whereby the Voicemail Pro calls a specified number whenever the user receives a new voicemail message. Callback requires a callback start point to be created in Voicemail Pro and a callback number entered in IP Office Manager.
- **Voicemail Outcalling** ^[234]
A service where voicemail notification can be configured to specific external numbers and the notification escalated if the message is not listened to. Outcalling can be configured by any user of voicemail in Intuity mode.

Note

- Both the Callback and Outcalling features are separate from voicemail ringback. Ringback alerts the user's own extension while callback and outcalling can be used to provide voicemail notification to an external location, for example a mobile telephone or pager.

Channel Restrictions

- The Voicemail Pro server has restrictions on the number of channels it can use for different types of outgoing calls that it can make. These limits are separate for each of the call types. When a limit is reached, further calls of that type are delayed until one of the existing calls is completed. These limitations are not controlled by **Voicemail Channel Reservation** settings.
 - Outcalling can use up to 5 channels at any time.
 - Conference center invitation calls can use up to 5 channels at any time.
 - Callback calls can use up to 2 channels at any time.
 - Alarm calls can use up to 2 channels at any time.

8.7.1 Callback

Voicemail callback is a service whereby the Voicemail Pro calls a specified number whenever the user receives a new voicemail message. When the callback is answered, the system announces the outbound alert and waits for a key press for confirmation before continuing with the associated call flow.

This service requires configuration of a callback start point in Voicemail Pro and entry of a callback number through IP Office Manager. See [Using a Personal Options Menu Action](#) [233].

The call flow created below is a very simple example. In practice you could include a menu that provides the user access to other features. For example using access to a Personal Options Menu action, the user can remotely change various mailbox settings including the callback number.

Channel Restrictions

- The Voicemail Pro server has restrictions on the number of channels it can use for different types of outgoing calls that it can make. These limits are separate for each of the call types. When a limit is reached, further calls of that type are delayed until one of the existing calls is completed. These limitations are not controlled by **Voicemail Channel Reservation** settings.
 - Outcalling can use up to 5 channels at any time.
 - Conference center invitation calls can use up to 5 channels at any time.
 - Callback calls can use up to 2 channels at any time.
 - Alarm calls can use up to 2 channels at any time.

Bob Rogers > Callback



To set up the callback:

1. Under **Specific Start Points**, right-click **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 call flow. 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. Click **Save and Make Live** and select **Yes**.

The Default Callback Start Point

In the example above a callback call flow was created for an individual user. The **Default Callback** start point can be used to create a default callback call flow 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 call flow used above, this can be done by entering ? in the **Mailbox** field of the **Get Mail** action.

The callback number is initially set through IP Office Manager.

To set the user's callback number:

1. In IP Office Manager, open the system's configuration.

2. Click  **User** to display a list of existing users.

3. Double-click the user for whom callback is being set up.

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**

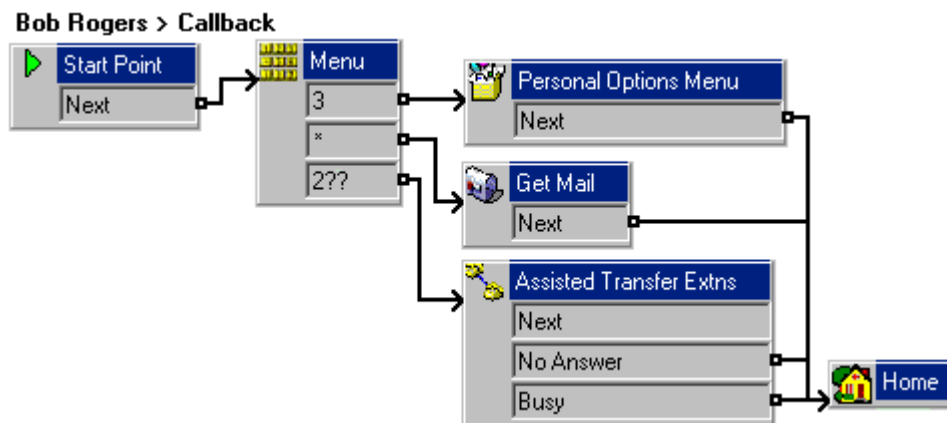
If calls from the callback number include ICLID, you can set that number as a trusted source. In that case no request for the user's voicemail code is made following the callback. Enter V followed by the CLI displayed on calls from the callback number, for example **V01923555456**.

6. Click **OK**.

7. Click  to send the configuration back to the IP Office. If the only changes made were to user settings, select **Merge Config**.

8.7.1.1 Using a Personal Options Menu Action

The callback call flow below is more advanced than the previous example. The user can check messages, transfer themselves to another extension and to alter several aspects of their mailbox configuration.



Of main interest to a callback user is the  **Personal Options Menu** action. Using this action, the remote users can alter their extensions forwarding and voicemail operation. The callers can use Option 9 in the menu played to them to change the callback number. To exit a **Get Mail** or **Personal Options Menu** action and follow the call flow to the next action, the user should press 0 (not supported for **Get Mail** in Intuity mode).

8.7.2 Outcalling

Using the Outcalling feature of Voicemail Pro running in the Intuity mode, you can configure Voicemail Pro to send notifications to a user when new messages are received in the user mailbox. When a new message is delivered to a user mailbox, Voicemail Pro calls at the phone number configured by the user and plays the prompt "<User name>, you have new messages. To access your messages, please enter your extension number and press hash. To avoid further notification of these messages, press *#". If the user takes an action that is different from the prompted action, Voicemail Pro processes the outcalling notification attempt as unanswered.

Channel Restrictions

- The Voicemail Pro server has restrictions on the number of channels it can use for different types of outgoing calls that it can make. These limits are separate for each of the call types. When a limit is reached, further calls of that type are delayed until one of the existing calls is completed. These limitations are not controlled by **Voicemail Channel Reservation** settings.
 - Outcalling can use up to 5 channels at any time.
 - Conference center invitation calls can use up to 5 channels at any time.
 - Callback calls can use up to 2 channels at any time.
 - Alarm calls can use up to 2 channels at any time.

Retries

If an outcalling notification attempt is not answered, the Voicemail Pro server can make another attempt. The number of retries, up to 10, and the delay after a failed notification attempt can use either system default or the users own defined settings.

Destinations

The mailbox user can define up to 5 destination numbers to be used with outcalling. The destinations must include any external dialing prefixes required for the IP Office system. For each destination a ring time can also be defined (default 15 seconds) after which the Voicemail Pro server disconnects the call.

- **Desk.**
- **Home.**
- **Mobile.**
- **Delegate** (called **Secretary** in some locales).
- **Other.**

Escalation List

The user can choose to use an escalation list, which combines several of their destinations into a sequence that will be tried as part of a single outcalling notification attempt. Up to 9 destinations can be included in the list and the same destination can be used more than once. Use of the escalation list counts as a single outcalling notification attempt.

Configuration Methods

- **System Settings**
The voicemail server can be configured with a set of default times for when outcalling is used, the number of retries for outcalling notification and the interval after a failed notification attempt before the next retry. This is done through the system preferences using the [Voicemail Pro client](#)^[186] or [web management](#)^[292]. In addition, through the IP Office system, the system-wide use of outcalling can be [enabled or disabled](#)^[235].
- **User Mailbox Settings**^[228]
Mailbox owners can configure their outcalling options using their telephone, for example, entering the destination telephone numbers. Details on how to configure outcalling for individuals can be found in *Avaya IP Office Intuity Mailbox Mode User Guide*. The individual user mailbox settings can also be viewed and edited using the Voicemail Pro client, see [Mailbox Outcalling Settings](#)^[228].

8.7.2.1 Enabling/Allowing Outcalling

The use of outcalling can be disabled system-wide. When done, access to the system and user outcalling settings is hidden and the system no longer uses any outcalling for calls.

To enable/disable outcalling:

1. Use IP Office Manager to receive the configuration of the IP Office system.
2. Select **System** and then select the **Voicemail** tab.
3. The **Outcalling Control** option is used to configure whether outcalling is allowed and outcalling options are configurable.
4. Click **OK**.
5. Click the  icon to save any changes back to the IP Office system.

Chapter 9.

Administration

9. Administration

9.1 Routing Calls to Voicemail

There are different methods by which callers can be transferred to voicemail. The transfer can be used to route the caller to a specific mailbox to leave or collect messages or to a particular Voicemail Pro start point.

The sections that follow describe the use of Voicemail Collect short codes and VM: paths as telephone numbers. These can then be applied to dialing and DSS keys SoftConsole.

An example Voicemail Pro module is included which the transferred caller can use to select the extension to which they want to talk or leave a message.

- **VM: versus Short Codes?**

The VM: method is easier to deploy. For IP Office applications such as SoftConsole, it can be used without the need to access and change the IP Office configuration using IP Office Manager. However, the disadvantage is that **VM:** cannot be dialed from a physical telephone. Short codes have the advantage that they can be dialed at an extension once set up through IP Office Manager.

9.1.1 Routing Calls to Voicemail

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 or the extension is not answered within the No Answer Time as set in IP Office Manager program (default 15 seconds).

The caller hears the standard greeting message *'Your call is being answered by IP Office. <Name> is not available. To leave a message, wait for the tone.'* Users can record their own greeting messages, if required.

When new messages are received, the user's telephone call display or the one-X Portal for IP Office application is updated to show the number of new messages waiting.

If Voicemail Ringback is enabled, the Voicemail Server calls the user's extension 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 automatically deleted.

A mailbox owner can turn voicemail and voicemail ringback on or off using the one-X Portal for IP Office application. The default short codes can also be used. The default short codes are:

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

9.1.2 Forward Unconditional to Voicemail

For IP Office Release 5.0 and later, the option **To Voicemail** is available for **Forward unconditional** on the **User | Forwarding** tab within the IP Office configuration. When selected, the Forward Number set for Forward Unconditional is overridden and calls are sent direct to the user's mailbox.

The option **Forward Hunt Group** calls is also overridden if **To Voicemail** is selected.

9.1.3 Transferring Calls to Voicemail

The facility to transfer a call directly to a user's voicemail is available using the SoftConsole application. For users who are not using these applications, you can create a short code for them.

For example:

Field	Setting
Code	*201
Feature	Voicemail Collect
Telephone Number	"#Extn201"
Line Group Id	0

When creating short codes for use with voicemail, the ? indicates "collect voicemail" and the # indicates "deposit voicemail". The telephone number entry must also be enclosed by quotation marks as shown in the example.

9.1.4 Using Short Codes to Access Voicemail

The short code **Voicemail Collect** feature can be used to route callers to voicemail. The voicemail service they receive is set by the telephone number field which should be enclosed in quote marks. See [Voicemail Telephone Numbers](#) ^[242].

- The examples use ***80** but any available short code could be used.

Example 1: Access to the Mailbox Main

The following short code will access the mailbox for **Main**. The **?** indicates that it is to collect messages. A **#** is used to indicate leave a message in the mailbox.

Field	Setting
Code	*80
Feature	Voicemail Collect
Telephone Number	"?Main"
Line Group Id	0

Example 2: Access a Voicemail Pro Module

If a Voicemail Pro module has been created and called **TimeCheck**, the following short code could be used to access it.

Field	Setting
Code	*80
Feature	Voicemail Collect
Telephone Number	"TimeCheck"
Line Group Id	0

The **Voicemail Node** short code feature can also be used to access short code start points. It uses the short code start point name as the telephone number without surrounding brackets.

9.1.5 Using VM: to Access Voicemail

Another method for accessing voicemail is the **VM:** option, where VM: is followed by the name of the mailbox or Voicemail Pro start point required.

This can be used in the telephone number field of IP Office applications such as SoftConsole and Manager.

- **Example 1: SoftConsole access to the mailbox Main**

The user wants single click access to check for messages in the hunt group mail box Main (extension ID 200).

1. Start SoftConsole.
2. Click one of the BLF panel tabs.
3. Right-click and select **New > BLF Group Member**.
4. Type a **Name**, for example **Messages**.
5. Type a **Number**, in this case enter **VM:?Main** or **VM:?200**.
6. Click **OK**. The operator can now check for messages in that group mailbox with a single click.

- **Example 2: Incoming Call Routing**

The VM notation can be used in the **Destination** field of a Manager Incoming Call Route. You can then route calls that match the Incoming Call Route's criteria to a particular mailbox or Voicemail Promodule.

9.1.6 Voicemail Telephone Numbers

This section describes the options that can be used with **VoicemailCollect** short codes and with **VM:** to access a mailbox or Voicemail Pro start point.

	Short Code	Application Number Field
Collect Messages	?200	VM:?200
	"?Main"	VM:?Main
Leave Messages	#200	VM:#200
	"#Main"	VM:#Main

A user accessing a mailbox will be prompted for the voicemail PIN code if not accessing from a trusted source. See [Creating a Trusted Location](#) ^[200].

Voicemail Pro Start Points

The following only apply when a matching start point has been set up. If a short burst of ringing is required then # should be inserted before the start point name. This is useful if transferring callers as it completes the transfer before the Voicemail Prompts begin.

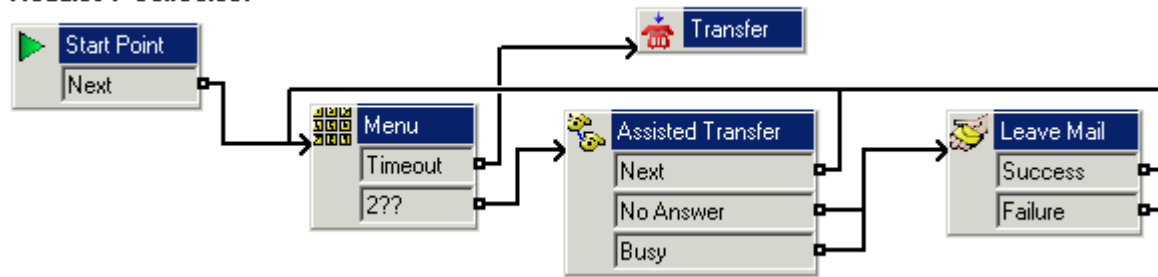
	Short Code	Application Number Field
User Start Points	for examples a user called Extn205.	
Collect	"Extn205.Collect"	VM:Extn205.Collect
Leave	"Extn205.Leave"	VM:Extn205.Leave
Callback	"Extn205.Callback"	VM:Extn205.Callback
Queued	-	-
Still Queued	-	-
Group Start Points	for example a group called Main.	
Collect	"Main.Collect"	VM:Main.Collect
Leave	"Main.Leave"	VM:Main.Leave
Queued	-	-
Still Queued	-	-
Default Start Points		
Collect	"Default.Collect"	VM:Default.Collect
Leave	"Default.Leave"	VM:Default.Leave
Queued	-	VM:Default.Queued"
Still Queued	-	VM:Default.Still Queued"
Short Code Start Points (see also Voicemail Node)	for example a shortcode start point called DVM.	
	"Short Codes.DVM"	VM:Short Codes.DVM
Module Start Points	for these examples a module called Attend...	
	"Attend"	VM:Attend
Campaigns	for example a campaign called Catalogue.	
Leave	-	VM:Catalogue
Collect	-	VM:Catalogue.Collect

The **Voicemail Node** short code feature can also be used to access short code start points. It uses the short code start point name as the telephone number without surrounding brackets.

9.1.7 Example Call Flow

This example creates a Voicemail Pro module that callers can use to select the extensions to which they want to be connected. If that extension is busy or does not answer they can then leave a message in the target mailbox.

Modules > SelfSelect



The Voicemail Pro Module

1. In Voicemail Pro, a module was added named **SelfSelect**.
2. A **Menu** action was added. The properties were set as:
 - On the **Touch Tones** tab the **Wait for a key press for** option was set to 5 seconds. This gives the action a **Timeout** result which can be used if the caller does nothing or does not have DTMF dialing.
 - Our IP Office has extensions and groups numbered in the 200 to 299 range. The touch tone sequence **2??** was added to match any dialing in that range.
 - In **Entry Prompts** a prompt was recorded along the line of *"Dial the number you want or wait for reception"*.
3. A **Transfer** action was added. In its properties, on the **Specific** tab the **Destination** was set to **Main**, the hunt group containing our receptionists.
4. A connection was added from the **Menu** action's **Timeout** result to the **Transfer** action.
5. An **Assisted Transfer** action was added. In its properties, on the **Specific** tab **\$KEY** was added in the **Mailbox** field.
6. A connection from the **Menu** action's **2??** result to the **Assisted Transfer** action was added.
7. A **Leave Mail** action was then added. In its properties, on the **Specific** tab **\$KEY** was again added in the **Mailbox** field.
8. The **Assisted Transfer** action's **No Answer** and **Busy** result was connected to the **leave Mail** action.
9. Connections were then added from the **Assisted Transfer** action's **Next** result and the **Leave Mail** action's **Success** and **Failure** results back to the **Menu** action.
 - The **Success** and **Failure** results in a **Leave Mail** action are only used if the caller presses **0** when in the mailbox.
10. The call flow was then saved and made live.

Creating a Matching Short Code

A short code was needed that could be used to route callers to the **SelfSelect** module.

1. Start IP Office Manager and receive the configuration.
2. A new system short code was added so that it would be available to all callers. The short code ***80** was set up as shown in the table.

Field	Contains...
Code	*80
Feature	Voicemail Collect
Telephone Number	"#SelfSelect"
Line Group Id	0

3. The entry **"#SelfSelect"** indicates the name of the Voicemail start point for the call, in this case the VoicemailProSelfSelect module.
4. For a module start point, the **#** is optional. Using it provides a short period of ringing before the module actions start. This is useful if manually transferring a caller as otherwise they may miss the start of the module's entry prompts.
5. The new configuration was merged.
6. At any extension the routing can be tested by dialing ***80**. We can then wait to be transferred to reception or dial the extension or group that we want.

Using the Module

The short code ***80** can now be assigned or the path **VM:SelfSelect** to whichever method the user wants to transfer callers to the voicemail service.

A further suggestion is to provide a system short code to deal with callers who dial an invalid extension number. For our example, a short code **2??/./"SelfSelect"/VoicemailCollect** would reroute such callers back to the **SelfSelect** module.

9.2 Recording Calls

In addition to the messaging services, you can use Voicemail Pro for the call recording service too. You can configure IP Office to trigger the recording of calls [manually](#)^[253] or [automatically](#)^[256].

- If you are recording a conference call, the call recording continues if a new party joins the conference. However, the message that the call is being recorded is repeated every time a new party joins the conference.
- If you are recording a call and you park the call or you put the call on hold, the voicemail system pauses the call recording. When you resume the call, the call recording resumes too.
- If you are recording calls, the call recordings are saved in your mailbox, by default. However, you can change the destination location to save the call recordings.
- A recording by an agent that is intruding on to a call will keep recording after the intruded call has ended. This assists the agent to annotate the recording.
- **Conference Capacity**
Call recording uses conferencing capacity and so is subject to the available conferencing capacity of the IP Office system.
- **IP Trunks and Extensions**
When the direct media path option is used with IP trunks and or an extension, calls may not be recorded.
- **Call Recording Warning**^[246]
In many countries, it is a legal requirement to inform the participants in a call that the call is being recorded. The Voicemail Pro does this by playing an **Advice of Call Recording** prompt which can be switched off. On automatically recorded calls, some telephones may also display a recording symbol.
- **Recording Duration**^[247]
You can record all calls to a maximum duration of five hours.
- **Voice Recording Library (VRL)**^[396]
Recordings are placed into standard voicemail mailboxes. Using VRL operation, you can transfer recordings to the VRL application IP Office ContactStore. Voicemail Pro supports the authentication of recorded files before they are transferred to IP Office ContactStore. Such files are invalidated if any attempt is made to change the file contents.

9.2.1 Call Recording Warning

In many locations, it is a local or national requirement to warn those involved in a call that they are being recorded. One method for doing this is to enable the Advice of Call Recording (AOCR) message provided by the Voicemail Pro server.

- The 'advice of recording' will always be played if the Advice of Call Recording message is enabled.
- A caller may not hear an 'advice of recording' announcement when the call is using analogue trunks. Analogue trunks do not support call status signaling so the 'advice of recording' announcement is played as soon as the trunk is seized even if the call is ringing and has not been answered.
- The Play Advice on Call Recording option is **on** by default.

The Advice of Call Recording Message

This message is provided in the file **aor_00.wav**. For each language installed on the Voicemail Pro server, a copy is located in the sub-folders of *c:\Program Files\Avaya\IP Office\Voicemail Server\WAVS*.

To switch the recording warning on or off:

1. From the Voicemail Pro Client, click  or select **Administration > Preferences > General**.
2. Click **Play Advice on Call Recording** to switch this option on (checked) or off (unchecked).
3. Click **OK**.
4. Click **Save & Make Live**.

To hide the auto record indication

In addition to the audible advice of call recording prompt, some Avaya terminals display REC to show that the call is being recorded. The display can be suppressed.

1. Open IP Office Manager and load the configuration from IP Office.
2. In the Navigation pane, click  **System**.
3. In the System Configuration window, click the **System** tab.
4. Check **Hide auto recording**. The terminal display **REC** will be suppressed.
5. Save the configuration back to the IP Office system.

9.2.2 Setting the maximum recording length

1. Open the Voicemail Pro Client application and connect to Voicemail Pro server.
2. From the **Administration** menu, select **Preferences > General**.

General

Debug Level	Information
Default Telephony Interface	Intuity
Voicemail Password:	
Client/Server Connection Timeout (min):	5
Min. Message Length (secs):	3
Max. Message Length (secs):	120
Failback Option	Graceful
Max Call\VRL Record Length (Secs):	3600
☒ Play Advice on Call Recording	
System Fax Number (feature is disabled when empty)	
☐ Use as Prefix	☒ Enable Fax Sub-Addressing

3. Set a value in the **Max. Call\VRL Record Length (Secs)** field.
The minimum value that you can set is 5 seconds. The maximum value that you can set is 18000 seconds (300 minutes).
4. Click **OK**.
5. Click  **Save and Make Live** and select **Yes**.

9.2.3 Voice Recording Library

When recording calls, either [manually](#)^[253] or [automatically](#)^[256], the default option is to save the call recordings in a specified mailbox. The recordings can then be played in the same manner as a normal message is played.

However, if you set either **Voice Recording Library** or **Voice Recording Library Authenticated** in the **Recording (Auto)** field, the automatic call recordings are saved to a specific location, the VRL directory. Similarly, if you set either **Voice Recording Library** or **Voice Recording Library Authenticated** in the **Recording (Manual)** field, the manual call recordings are saved to the VRL directory. The VRL directory is the location that [Avaya IP Office ContactStore](#)^[249] polls regularly to collect the call recordings.

You can also specify VRL as the destination for calls recorded through a **Leave Mail** action in a call flow.

To configure VRL on Windows-based Voicemail Pro server

1. Ensure that ContactStore has the **Read** and **Write** permissions on the VRL directory (by default, *C:\Program Files\Avaya\IP Office\Voicemail Pro\VM\VRL*) of the Voicemail Pro server. If ContactStore and Voicemail Pro server are installed on different computers, map the VRL directory on the Voicemail Pro server as a network drive on the ContactStore server with the read and write permissions.
2. On the ContactStore server, set the path of the VRL directory as the value of the registry entry **HKEY_LOCAL_MACHINE->SOFTWARE->Network Alchemy->Voicemail->Directories->VRLDir** (on a 32-bit system) or **HKEY_LOCAL_MACHINE->SOFTWARE->Wow6432Node->Network Alchemy->Voicemail->Directories->VRLDir** (on a 64-bit system).

To configure VRL on Linux-based Voicemail Pro server

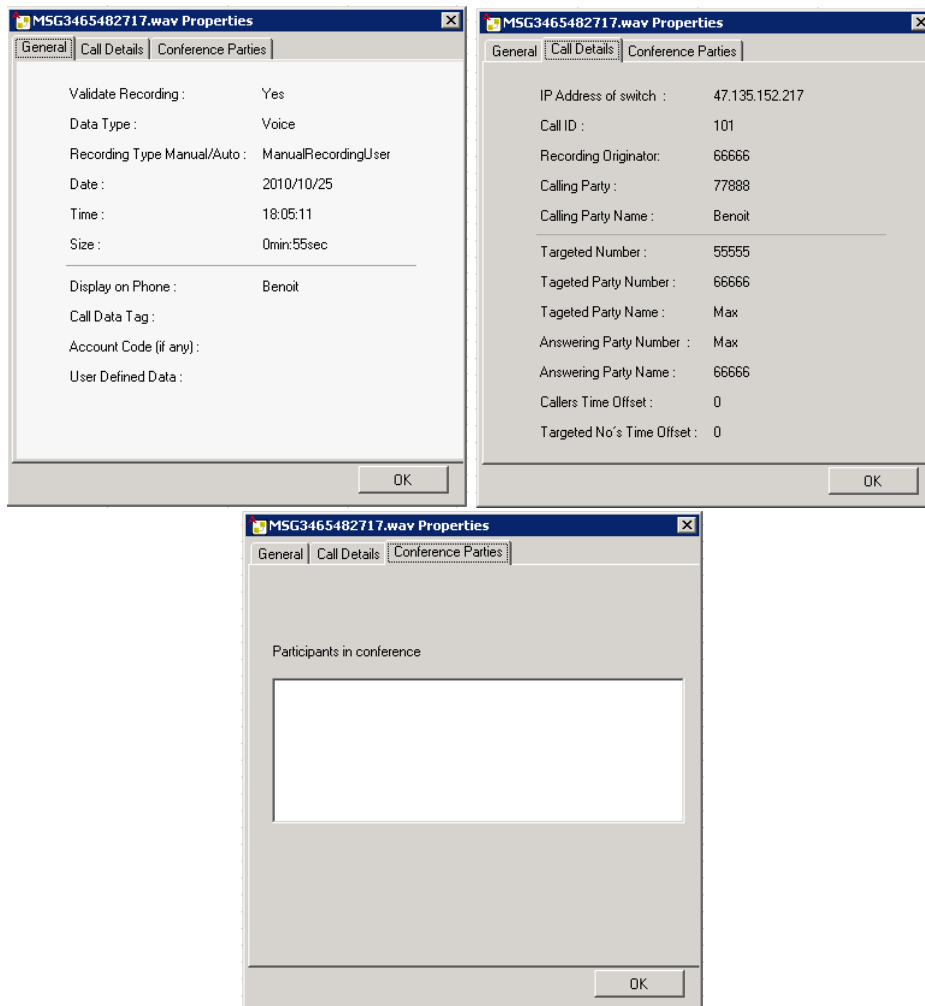
1. Ensure that the system meets the SFTP server requirements. For details on the SFTP server requirements, see *Avaya IP Office Implementing Voicemail Pro* (15-601064).
2. Using the **Voicemail Recording** tab in the **System Preferences** settings of Voicemail Pro Client, configure an SFTP connection on the Voicemail Pro server to transfer recordings to the VRL directory. For details, see Voicemail Recording .

- For installation and configuration of refer to the separate documentation for each of the applications.
- VRL is a licensed feature. It requires entry of **Voicemail Pro Recording Administrators** license into the IP Office configuration. For non-MIDSIZE% system, this applies regardless of whether that IP Office is hosting the voicemail server or not.
- The VRL application must be configured to store recording on a separate partition, drive, or computer from the voicemail server. This rules out any conflicts between the long-term storage or recording archives and the space available for mailbox messages.
- The recordings are stored in G726 16kps ADPCM format. They cannot be accessed or played back through normal Voicemail Pro mailboxes.
- The files can be recorded as authenticated files for storage and playback. These files indicate if they have been modified in any way.

9.2.3.2 Validate Recording

[illegible]

Right-clicking on any recording and selecting **Properties** displays additional information about the recorded call.



If ContactStore is being used, any files in the VRL folder are automatically moved by the ContactStore into its own database. However they can be downloaded from ContactStore if the file needs to be verified.

9.2.4 Manual Call Recording

There are several ways to start manually recording a telephone call.

SoftConsole

The SoftConsole operator can manually record all or part of a current telephone call.

- Press the  button on the toolbar. The button acts as a toggle. Press the button again to stop recording.
- Select **Actions** > **Record Call**. This action toggles and so is also used to stop recording.
- Press **F5** to start recording. Press F5 again to stop the recording.

4400 Series

Telephones in the 4400 Series with a Menu key can manually trigger call recording by:

- Press **Menu**  | **Menu**  | **Func** | **Recor**.

Using DSS Keys

The call record function can be programmed against a DSS key. When a DSS key has been programmed it can be pressed during a call to record the conversation.

To set a DSS key for manual recording:

1. Open IP Office Manager and load the configuration from IP Office.
2. In the Navigation pane, click  **User** and select the individual user.
3. Select the **Button Programming** tab.
4. Select the required DSS key and click **Edit**.
5. Click  browse for the **Action**. The Button Programming window opens.
6. Select **Advanced** | **Call** | **Call Record**. Click **OK**.
7. In the **Action Data** field, enter a description that will appear on the telephone display.
8. Click **OK**.
9. Click  to save the configuration file.

A call is recorded if the user presses the programmed DSS key during any call. The caller will hear an announcement that the call is being recorded if the mandatory call recording warning is active. See [Call Recording Warning](#) ^[246].

Using Short Codes

The short code feature "Call Record" can be used to trigger recording of calls into the user's designated mailbox. The example short code (*95) can be set up as a user short code or a system short code. In either case it will trigger recording

Field	Contains...
Code	*95
Feature	Call Record
Telephone Number	[Leave blank]
Line Group Id	0

To use the short code

1. During a call, put the caller on hold.
2. Dial the short code. The call is automatically reconnected and recording begins.

9.2.4.1 Setting Manual Recording Options

The IP Office Manager can be used to specify where recordings triggered by a user are placed:

To configure a user's recording options:

1. Open IP Office Manager and load the configuration from IP Office.
2. In the Navigation pane, click  **User** and select the individual user.
3. Select the **Voice Recording** tab.

Recording Outbound	None	
Recording Inbound	None	
Record Time Profile	<None>	
Recording (Auto)	Mailbox	402 Extn402
Auto Record Calls	External	
Recording (Manual)	Mailbox	402 Extn402

4. Use **Recording (Manual)** to specify the destination for the recordings. By default, this is a user's own mailbox.
 - **Mailbox**
This is the default option. When selected, the adjacent drop down list can be used to select the destination user or hunt group mailbox.
 - **Voice Recording Library**
This option should only be used if a VRL application has been installed. The recording files are placed into a VRL folder for collection by the VRL application. See [Voice Recording Library](#)^[248].
 - **Voice Recording Library Authenticated**
This option should only be used if a VRL application has been installed. The file header of the recording files are updated with a cryptographic hash data and then the recording files are placed into a VRL folder for collection by the VRL application. See [Voice Recording Library](#)^[248].
5. Click **OK**.
6. Click  to merge the configuration change back to the IP Office.

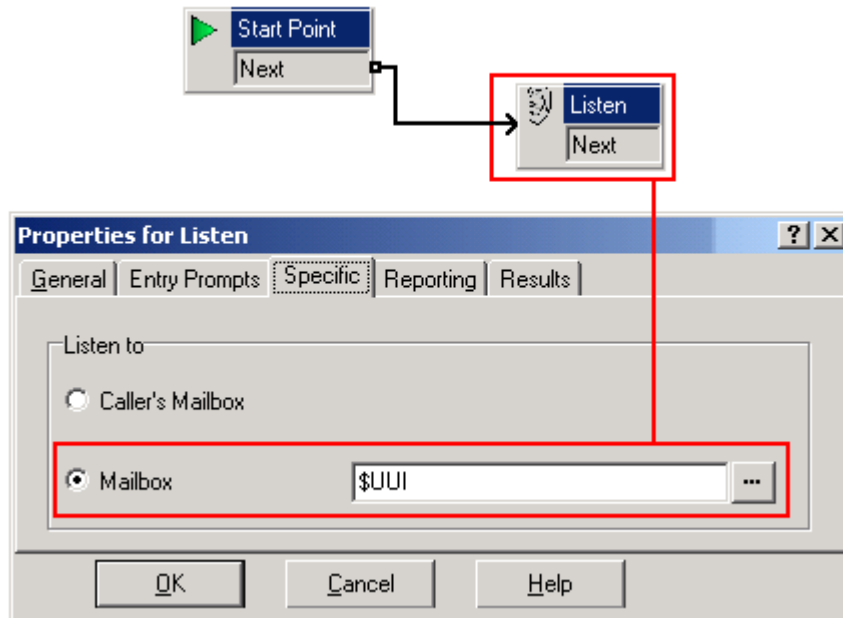
9.2.4.2 Customizing Manual Recording

Recording is performed by the Voicemail Pro server as a default task. However, a module named **Record** can be used to customize the operation of auto-recording.

Notes

- If a **Record** module is created, it overrides the default record operation. Therefore it must at minimum emulate the default manual recording process of placing recordings into the mailbox of the user who triggered recording. For example, in the module call flow shown below, the Listen action is set to **\$UUI**.
- Whenever recording is triggered, **\$UUI** contains the user name of the user who that triggered the recording process.

Modules > Record



9.2.5 Automatic Call Recording

The IP Office system can be configured to automatically record calls based on the user, hunt group, incoming call route, or account code.

Trigger	Incoming	Outgoing	Default Recording Destination	Duration
Incoming Call Route	✓	✗	None	For the call duration or up to 1 hour.
Hunt Group	✓	✗	Hunt group mailbox	Until ended or transferred to a user outside the hunt group or its overflow group.
User	✓	✓	User mailbox	Until the user ends or transfers call.
Account Code	✗	✓	User mailbox	Until the user ends or transfers calls.

- Individual calls may match several recording criteria. In that case, the following applies:
 - If the destinations for the recordings are different, separate recordings occur with the durations are indicated above.
 - If the destinations for the recordings are the same, a single recording is made using either the incoming call route, hunt group or user duration in that order or priority.
- Multiple recordings of the same call use multiple voicemail channels.
- Time profiles can be used to control when automatic call recording is used.
- For inbound calls recording will not take place if the call goes to normal voicemail.
- Different frequency settings, set in percentage terms, can be applied to the automatic recording of inbound and outbound calls.
- A mandatory setting can be used to return a busy tone when call recording is triggered but no voicemail ports are available.
- Where calls have been answered using a Line appearance button, the call recording goes to the mailbox setting of the original call route destination.

9.2.5.1 Setting Automatic Recording Options

Automatic recording can be configured for:

- [Calls received and/or made by a user](#) ^[256].
- [Calls on a specific incoming call route](#) ^[258].
- [Calls to a specific hunt group](#) ^[257].
- [Outgoing calls associated with a specific account code](#) ^[259].

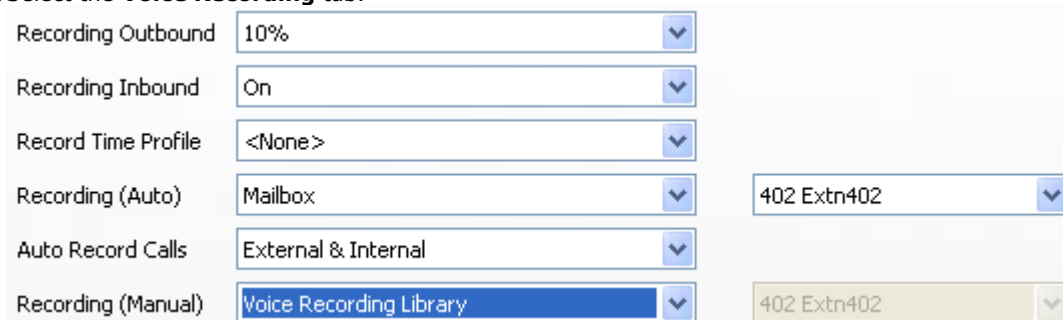
The calls that are to be auto-recorded are selected through IP Office Manager.

To set automatic call recording for a user:

1. Open IP Office Manager and load the configuration from IP Office.

2. In the navigation pane, click  **User**. Select the required user.

3. Select the **Voice Recording** tab.



4. From the **Record Inbound** and **Record Outbound** drop-down lists select the recording frequency required.

- **None:** Do not record.
- **On:** Record all calls if possible.
- **Mandatory:** Record all calls. If recording is not possible, return busy tone to the caller.
- **xx%:** Record calls at intervals matching the set percentage, eg. for every other call for **50%**.
- For inbound calls, recording will not take place if the call also goes to normal voicemail.

5. Use **Record Time Profile** to select a time profile that specifies when automatic call recording will be active. If not set, recording is active at all times.

6. Use **Auto Record Calls** to select whether **External** or **External & Internal** calls are included.

7. Use **Recording (Auto)** to specify the destination for the recordings. By default, this is a user's own mailbox.

- **Mailbox**
This is the default option. When selected, the adjacent drop down list can be used to select the destination user or hunt group mailbox.
- **Voice Recording Library**
This option should only be used if a VRL application has been installed. The recording files are placed into a VRL folder for collection by the VRL application. See [Voice Recording Library](#) ^[248].
- **Voice Recording Library Authenticated**
This option should only be used if a VRL application has been installed. The file header of the recording files are updated with a cryptographic hash data and then the recording files are placed into a VRL folder for collection by the VRL application. See [Voice Recording Library](#) ^[248].

8. Click **OK**.

9. Click  to send the configuration back to the IP Office.

To set automatic call recording for a hunt group:

1. Open IP Office Manager and load the configuration from IP Office.

2. In the Navigation pane, click  **HuntGroup**.

3. Select the required hunt group.

4. Select the **Voice Recording** tab.

Record Inbound	On	v
Record Time Profile	<None>	v
Recording (Auto)	Mailbox	v
Auto Record Calls	External	v

5. Use **Record Time Profile** to select a time profile that specifies when automatic call recording will be active. If not set, recording is active at all times.

6. Use **Auto Record Calls** to select whether **External** or **External & Internal** calls are included.

7. From the **Record Inbound** drop-down lists select the recording frequency required.

- **None:** Do not record.
- **On:** Record all calls if possible.
- **Mandatory:** Record all calls. If recording is not possible, return busy tone to the caller.
- **xx%:** Record calls at intervals matching the set percentage, eg. for every other call for **50%**.
- For inbound calls, recording will not take place if the call also goes to normal voicemail.

8. Use **Recording (Auto)** to specify the destination for the recordings.

- **Mailbox**
This is the default option. When selected, the adjacent drop down list can be used to select the destination user or hunt group mailbox.
- **Voice Recording Library**
This option should only be used if a VRL application has been installed. The recording files are placed into a VRL folder for collection by the VRL application. See [Voice Recording Library](#)^[248].
- **Voice Recording Library Authenticated**
This option should only be used if a VRL application has been installed. The file header of the recording files are updated with a cryptographic hash data and then the recording files are placed into a VRL folder for collection by the VRL application. See [Voice Recording Library](#)^[248].

9. Click **OK**.

10. Click  to send the configuration back to the IP Office.

To set automatic call recording for an incoming call route:

1. Open IP Office Manager and load the configuration from IP Office.

2. In the Navigation pane, click  **Incoming Call Route**.

3. Select the required incoming call route.

4. Select the **Voice Recording** tab.



Recording Inbound	On	
Record Time Profile	<None>	
Recording (Auto)	Mailbox	<None>

5. From the **Record Inbound** drop-down lists select the recording frequency required.

- **None:** Do not record.
- **On:** Record all calls if possible.
- **Mandatory:** Record all calls. If recording is not possible, return busy tone to the caller.
- **xx%:** Record calls at intervals matching the set percentage, eg. for every other call for **50%**.
- For inbound calls, recording will not take place if the call also goes to normal voicemail.

6. Use **Record Time Profile** to select a time profile that specifies when automatic call recording will be active. If not set, recording is active at all times.

7. Specify the destination for the recordings or select the option to place the recordings in the voice recording library.

- **Mailbox**
This is the default option. When selected, the adjacent drop down list can be used to select the destination user or hunt group mailbox.
- **Voice Recording Library**
This option should only be used if a VRL application has been installed. The recording files are placed into a VRL folder for collection by the VRL application. See [Voice Recording Library](#)^[248].
- **Voice Recording Library Authenticated**
This option should only be used if a VRL application has been installed. The file header of the recording files are updated with a cryptographic hash data and then the recording files are placed into a VRL folder for collection by the VRL application. See [Voice Recording Library](#)^[248].

8. Click **OK**.

9. Click  to send the configuration back to the IP Office.

To set automatic call recording for an outgoing account call:

1. Open IP Office Manager and load the configuration from IP Office.
2. In the Navigation pane, click  **Account Code**.
3. Select the required account code.
4. Select the **Voice Recording** tab.

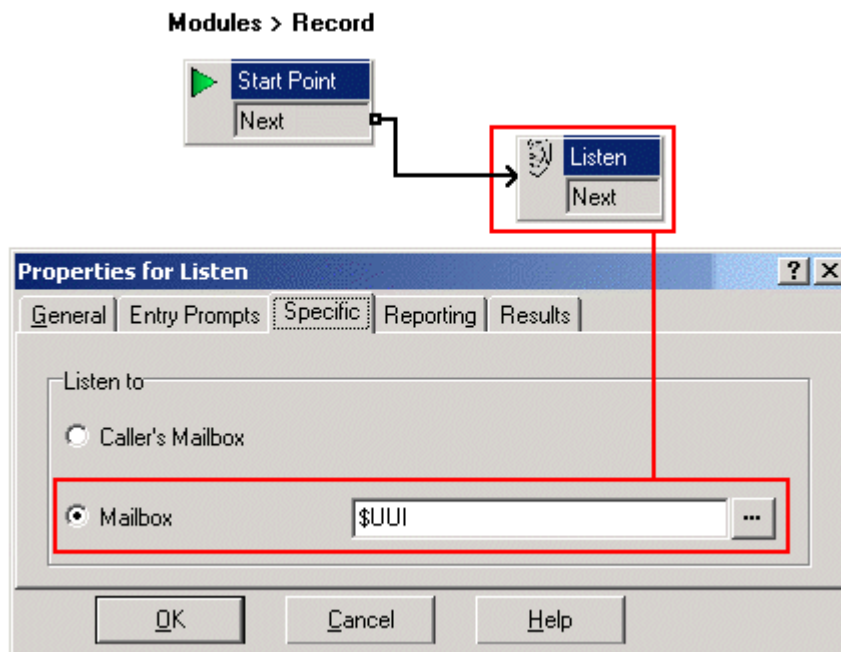
Record Outbound	On	▼
Record Time Profile		▼
Recording (Auto)	Mailbox	▼
		<None> ▼

5. From the **Record Outbound** drop-down lists select the recording frequency required.
 - **None:** Do not record.
 - **On:** Record all calls if possible.
 - **Mandatory:** Record all calls. If recording is not possible, return busy tone to the caller.
 - **xx%:** Record calls at intervals matching the set percentage, eg. for every other call for **50%**.
 - For inbound calls, recording will not take place if the call also goes to normal voicemail.
6. Select the **Recording Time Profile** is required. If not set, recording is applied at all times.
7. The **Recording (Auto)** option is available for IP Office Release 4.1 and later. For earlier releases, the destination is always the mailbox of the user making the call.
 - **Mailbox**
This is the default option. When selected, the adjacent drop down list can be used to select the destination user or hunt group mailbox.
 - **Voice Recording Library**
This option should only be used if a VRL application has been installed. The recording files are placed into a VRL folder for collection by the VRL application. See [Voice Recording Library](#)^[248].
 - **Voice Recording Library Authenticated**
This option should only be used if a VRL application has been installed. The file header of the recording files are updated with a cryptographic hash data and then the recording files are placed into a VRL folder for collection by the VRL application. See [Voice Recording Library](#)^[248].
8. Click **OK**.
9. Click  to send the configuration back to the IP Office.

9.2.5.2 Customizing Auto Recording

Auto-recording is performed by the Voicemail Pro server as a default task. However, a module named **AutoRecord** can be used to customize the operation of auto-recording. If an **AutoRecord** module is created, it overrides the default auto-record operation.

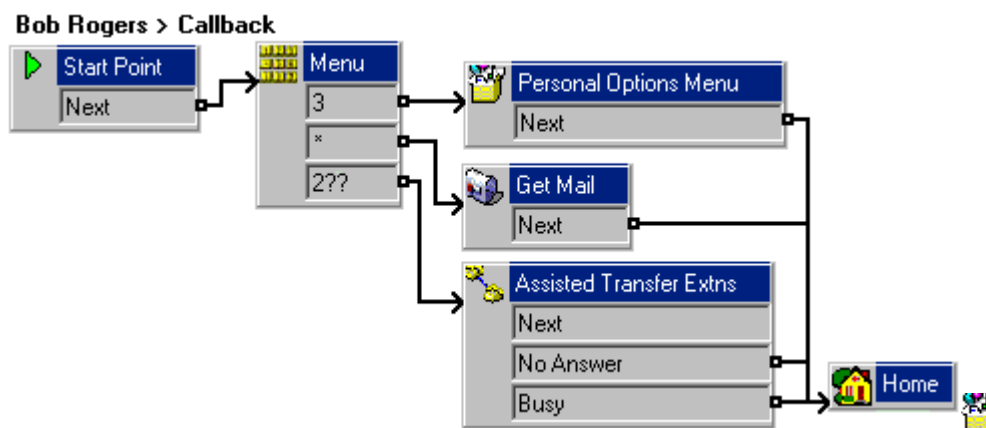
Whenever auto recording is triggered, **\$UUI** contains either the account code, user name or hunt group name that triggered the auto recording.



The value of condition **Account1** is checked using a  **Test Condition** action.

- If found **True**, the call is recorded using a  **Listen** action, which specifies the mailbox for the recording.
- If found **False**, the next condition test is tried.

The conditions, created within the  **Condition Editor**, compare the variable **\$UUI** against possible account code values.



The final  **Listen** action, used if none of the condition tests are True, has its Mailbox set to **\$UUI**. If **\$UUI** hasn't matched any account code being used for auto recording, then its value will be either the user name or hunt group name that triggered the auto recording.

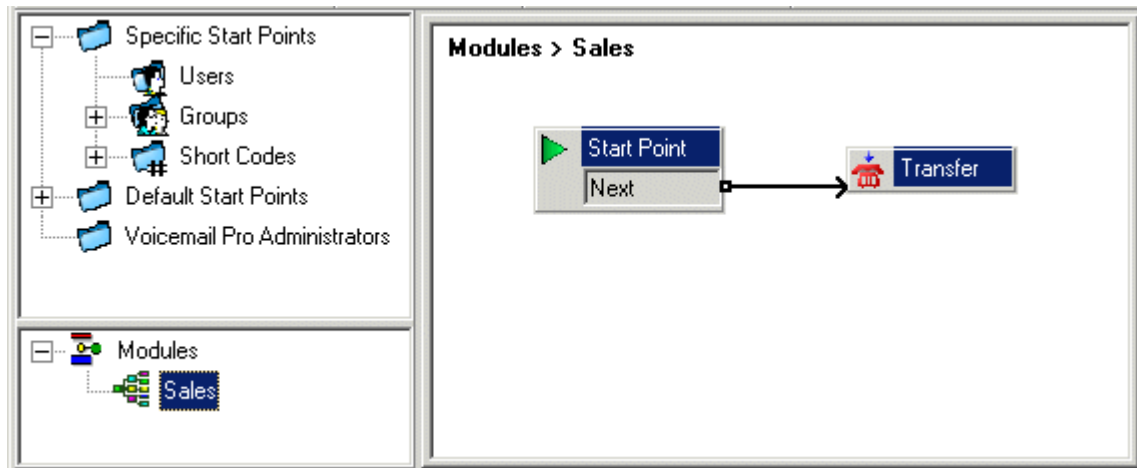
9.3 Announcements

Announcements can be played when:

- **Callers are waiting to be answered or queued against a hunt group**
With Voicemail Pro, the announcements and actions provided to a caller held in a group's queue can be customized using the Queued and Still Queued start points for that group. The call can be answered at any stage of the announcement. See [Configuring Announcements](#)^[217].
- **Calls are going to be recorded**
In many locations, it is a local or national requirement to warn those involved in a call that they are being recorded. See [Call Recording Warning](#)^[246].
- **Calls are received**
A call flow containing an announcement can be created so that all callers hear a mandatory announcement. The announcement is played before the call is answered. See [Mandatory Announcement Example](#)^[261].
- **Calls are queuing against a user's extension**
Users can configure their personal announcements. When a user's extension is busy, any new calls are held in a queue against the busy extension until the No Answer Time is reached. The caller will hear the user's personal announcement before being transferred to voicemail, if available. See [Personal Announcements](#)^[262].

9.3.1 Mandatory Announcement Example

The screen below shows an example of a call flow that plays an announcement to any caller to the sales hunt group. Callers entering at this start point cannot bypass the announcement.



The Entry Prompt of the transfer action contains the announcement. After the announcement is played the caller is transferred to the sales hunt group as specified in the Specific tab. See [Transfer Action](#)^[134].

Once the call flow has been created, IP Office needs to be configured so that callers are transferred to the call flow.

In IP Office Manager the destination for the incoming call route is entered as **VM:Sales**. The incoming call route targets the voicemail module 'Sales'. As the call flow module name is the same as the hunt group name, if voicemail is unavailable the call will automatically be routed to the hunt group. The calls will not be lost but the callers will not have heard the announcement.

If calls are required to only be answered after they have heard the announcement, make sure that the call flow module name is different from the hunt group name. If voicemail is unavailable the call will not be transferred to the target hunt group.

9.3.2 Personal Announcements

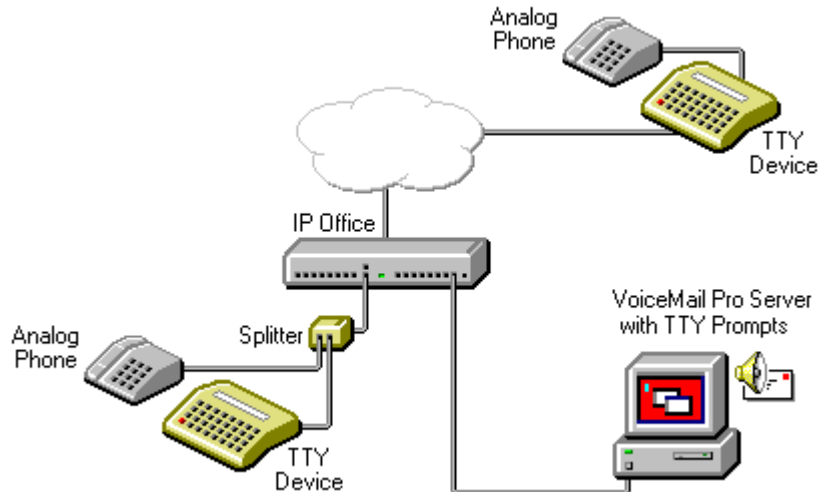
Voicemail Pro supports personal announcements that are played when a caller is queuing against a user's extension number. A call will be held in a queue when the user's extension is busy before passing to voicemail, if voicemail is available. Personal announcements are enabled in the same way as [hunt group announcements](#)^[21], but using the **User | Announcements** tab in IP Office Manager.

- If the user requires announcements only, voicemail should be turned off for the user.
 - Start points can be amended to include other actions. Using Voicemail Pro, you can customize personal announcements using user **Queued** and **Still Queued** start points in the same ways as [customizing hunt group announcements](#)^[21]. For example, a menu action could be added to the **Still Queued** start point giving users the option to continue to hold for the caller or to transfer to reception.
- If voicemail is on the announcements are played until the **No Answer Time** is reached. The caller is then transferred to the user's voicemail. The system default setting for **No Answer Time** is 15 seconds, however it can be set for individual users.

9.4 Support for Callers with Impaired Hearing

TTY is a method of sending and receiving text messages within the speech path of telephone calls. The text is entered and displayed through a TTY device, such as a text phone, connected in parallel with the user's normal telephone. Due to its widespread usage and support it has become the standard used by devices for the users with impaired hearing or vision.

Voicemail Pro supports the addition of TTY prompts for leaving messages in and collecting messages from Intuity mode mailboxes. Callers with a TTY device can see the TTY prompts and leave TTY format messages. The mailbox user, also with a TTY device, can collect and display those messages by following the prompts that are displayed on the TTY device.



The TTY device and associated analog telephone (linked either by a pass-through port on the TTY device or a telephone splitter) are connected to an analog extension port (POT) on the IP Office system. During calls the TTY can be used to display and send TTY messages. The analog telephone can be used to send dialing digits and provide a speech path during calls.

9.4.1 Installing Voicemail Pro TTY Prompts

You can select TTY prompts from the list of language options when you install Voicemail Pro. When the prompts have been installed, the user settings must be configured so that the IP Office recognizes the TTY device.

There are two ways to configure a user so that they can use a TTY device with Voicemail Pro.

1. The simplest method is to change the user locale in IP Office Manager. This method requires no customization of a user's mailbox. See [Changing User Locale](#)^[264] or refer to the IP Office Manager help or User Guide.
2. An alternative to changing the user locale to TTY is to change the language setting in the Voicemail Pro call flows for the user who needs TTY prompts. See [Changing the Language Setting for a Text Phone](#)^[265].

9.4.2 Changing User Locale

The locale setting *tty* is not actually recognized by IP Office Manager. Therefore all aspects of a user's telephony operation on the IP Office will default to the system's locale setting (System > System > Locale). However, the user locale setting is transferred to the Voicemail Pro server during mailbox access and so will affect the prompts that are provided.

To change the user locale:

1. Open IP Office Manager.
2. In the Navigation pane, click  **User** and select the individual user.
3. Select the **User** tab.
4. Select the option **Teletype (Textphone)** in the **Locale** field.
5. Click **OK**.
6. Click  to merge the configuration change back to the IP Office.

9.4.3 Advice for Mailbox Owners Using a TTY Device

To log into their mailbox with a TTY device, such as a text phone, mailbox owners must dial *17 and then take the analog telephone handset off hook.

When they are connected, users see prompts on the display of the text phone.

For requests such as "Press 1 for ..." users should dial from the keypad of the telephone. For messages followed by **GA** (go ahead) users are required to type text using their text device.

For more information, refer *User Guide for Audix TTY Interface* (555-300-710).

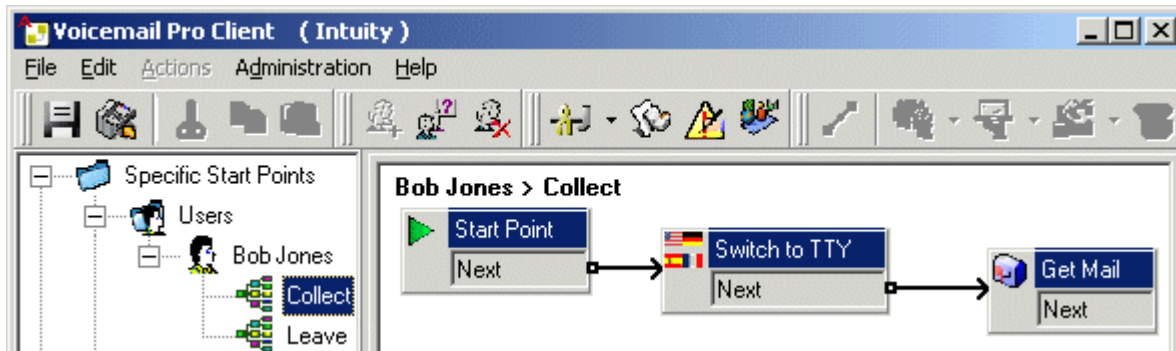
9.4.4 Changing the Language Setting for a TTY Device

An alternative to setting the user locale as TTY is to change the user's language setting in the Voicemail Pro call flows for that user. Here are two examples.

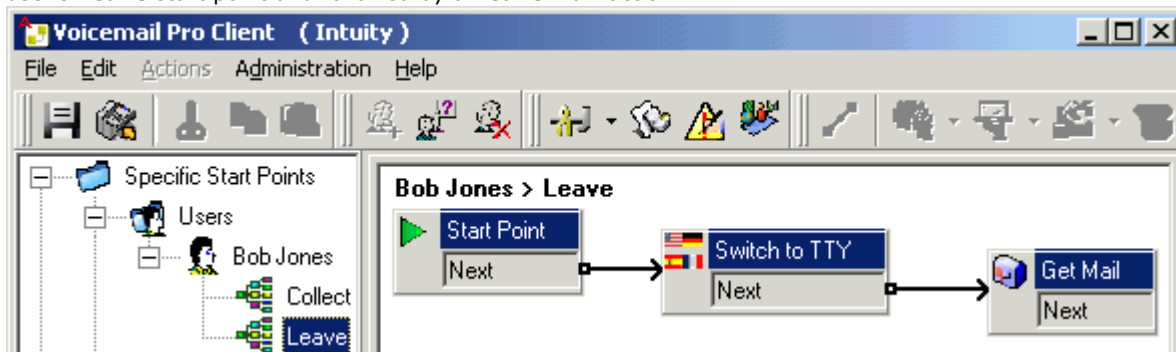
An Example of Customizing a Simple Mailbox Call Flow

The  **Select System Prompt Language** action can be used to change the prompt language used by subsequent actions in a call flow. Once the TTY Maintenance Patch has been installed, TTY is one of the selectable languages provided by the action.

In the simplest form, a  **Select System Prompt Language** action set to **TTY (Teletype (Textphone))** would be added to the user's **Collect** start point and followed by a **Get Mail** action.

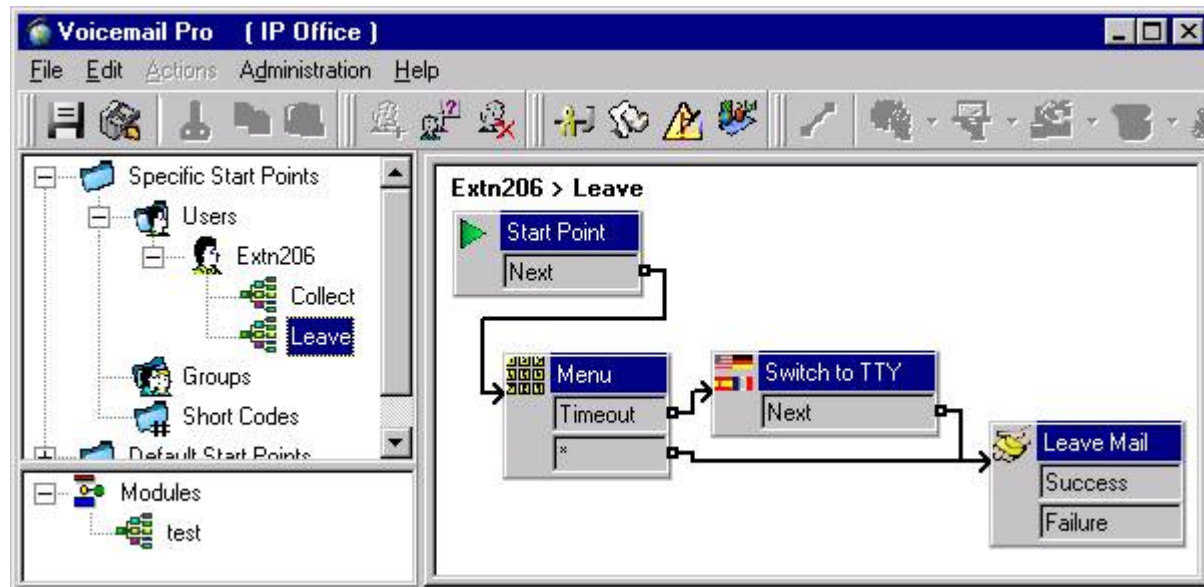


Similarly, a  **Select System Prompt Language** action set to **TTY (Teletype (Textphone))**, would be added to the user's **Leave** start point and followed by a **Leave Mail** action.



An Example of Customizing a Complex Mailbox Call Flow

If required, more complex call flows can be configured. For example, in the following call flow, callers can press * to receive spoken language prompts or to wait a few seconds for the timeout and then receive TTY prompts.



In this case, messages are left in the same mailbox, but callers can select to have spoken prompts or default to TTY prompts.

For hearing impaired users, the call flow for callers who select spoken prompts could have those messages placed into an alternate mailbox. These could then be collected and transcribed for the user.

9.5 Changing Language

Voicemail Pro can be used in a wide range of languages. For external callers, the Voicemail Pro tries to match the **Locale** setting of the IP Office system. For internal callers, if they have a different user locale in their user setting, Voicemail Pro tries to match that language.

With centralized Voicemail Pro, the default locale is that of the central IP Office. If users on the remote IP Office want different language prompts, each of their user locales must be changed separately.

If prompts for a required language are not installed, Voicemail Pro has a set of rules that it follows to find the best alternate language. For example if prompts are not available for users with their locale set to French Canadian, Voicemail Pro looks for French prompts instead. If French prompts are not installed, it looks for English US and finally English UK. See [Supported Languages](#)^[13].

The language played to a caller can be changed during a call. This is achieved using a **Select System Prompt** action. See [Changing the Language of System Prompts](#)^[268].

9.5.1 Changing the Language of System Prompts

With the  **Select System Prompt** action you can change the language that is used in a call flow from that of the IP Office system or the mailbox user's locale.

A step by step example that illustrates how to use the **Select System Prompt** action is provided here.

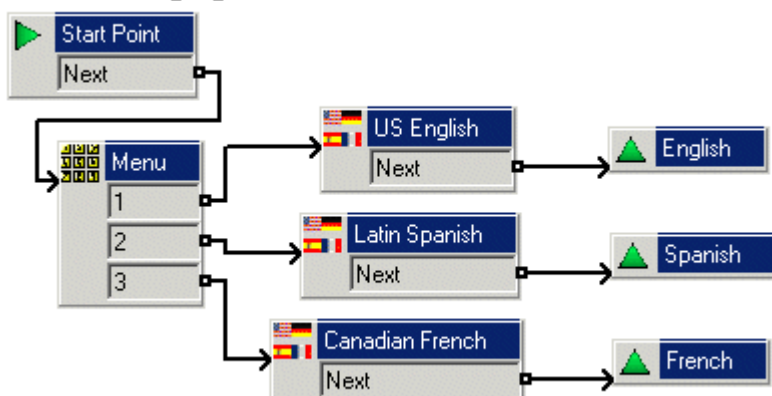
- The **Select System Prompt** action changes the default language prompts but not any custom prompts. To change the custom prompts, use the \$LOC variable in the path to the custom prompt files. See [Changing the Language of Custom Prompts](#) ⁽²⁶⁹⁾.

Example

In a small hotel, Voicemail Pro is providing mailboxes for rooms. To assist the room users, we want to start message collection by letting them indicate their preferred language for Voicemail Prompts.

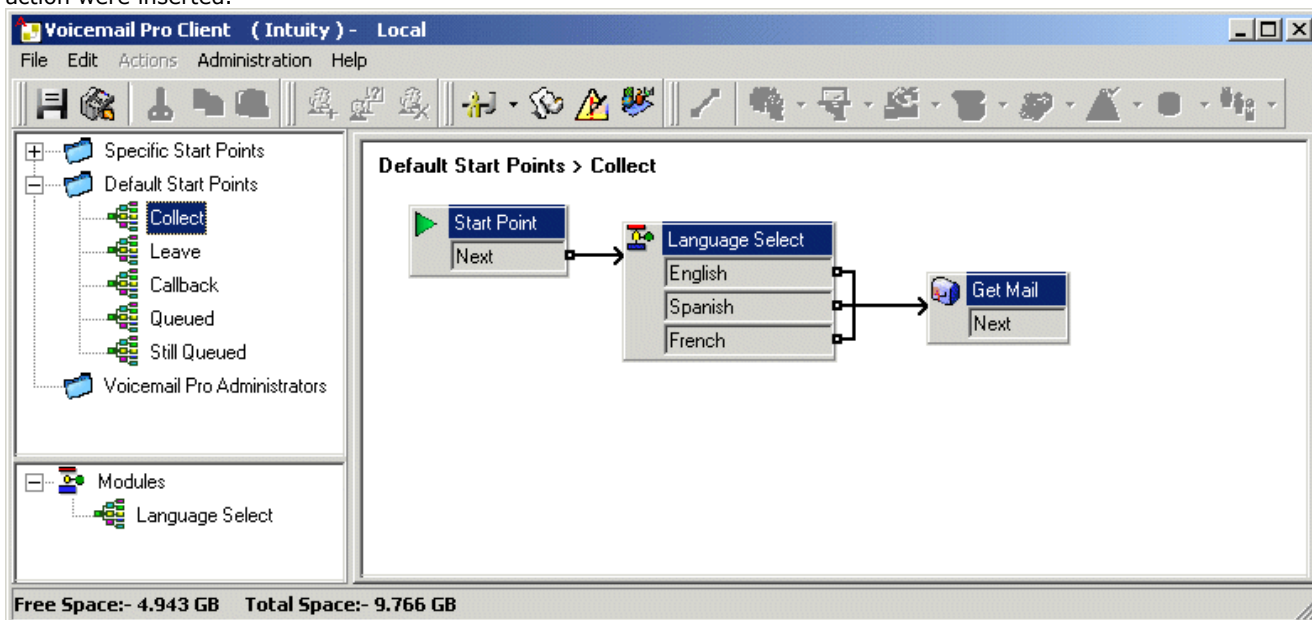
1. First a module for language selection was created.

Modules > Language Select



The module contains a Menu action with a Select System Prompt action set to the required language for each key press.

- For the Menu action an Entry Prompt was recorded asking the user to indicate their language choice; "Press 1 for English, 2 por Español, 3 pour Français".
 - The Select System Prompt actions were all connected Module Return actions.
2. Next the default start point for message collection was altered. The **Language Select** module and a **Get Mail** action were inserted.



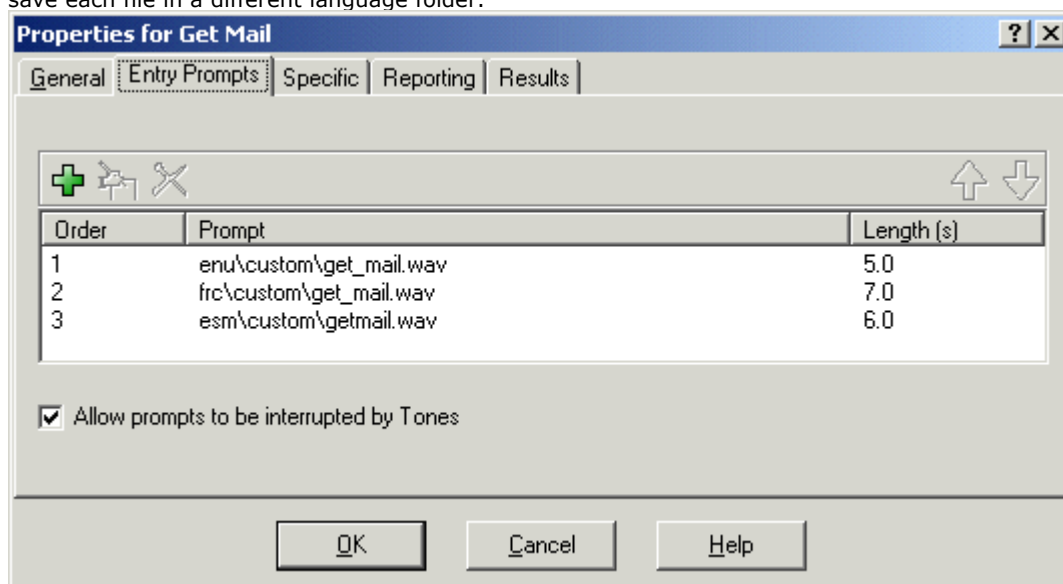
3. The actions for language selection could have been inserted directly into the call flow. However, by doing it as a module the language selection process can be reused in other start points.

9.5.2 Changing the Language of Custom Prompts

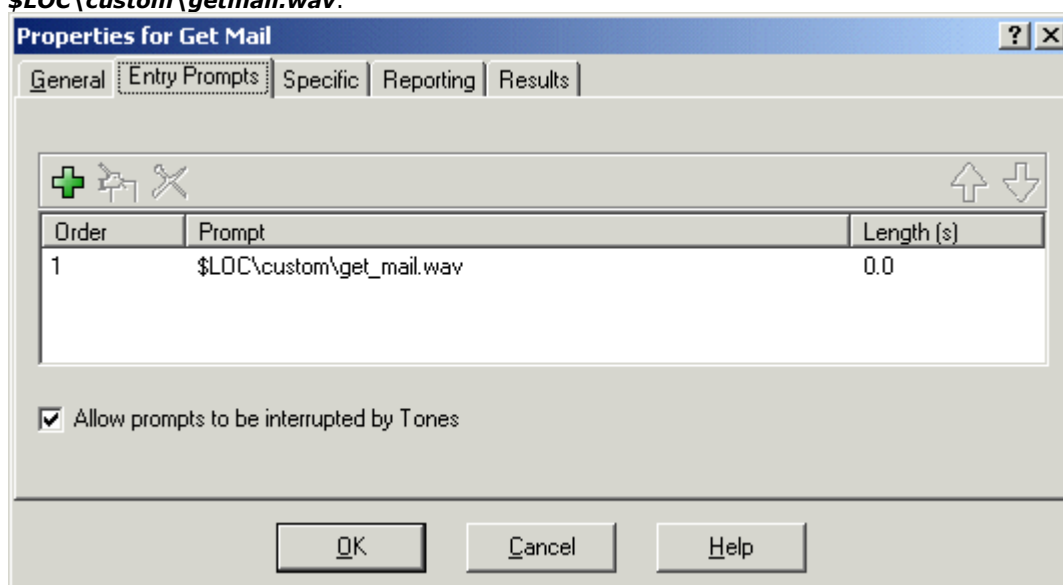
Instead of using multiple return points from a Language Select module (one for each language) and linking to separate Get Mail actions (each with an Entry Prompt in the required) language, you can use a single Get Mail action.

To change the language of custom prompts:

1. Through the **Get Mail** action's properties, record an **Entry Prompt** for US English users and save it as **enu\custom\getmail.wav**.
2. Record a similar prompt for French Canadian users and Latin Spanish users. Use the same file name each time and save each file in a different language folder.



3. Delete all except one of the entry prompt entries. That this does not delete any of the recorded prompts.
4. For the remaining entries, change the file path by inserting **\$LOC** in place of the language folder name, for example **\$LOC\custom\getmail.wav**.



9.6 Mobile Twinning

Mobile Twinning is a licensed feature. If Mobile Twinning is enabled in IP Office, a user can send internal and external calls to an external number, for example, the mobile telephone.

- Both the internal and external telephones ring when a call is received. The call can be answered from either telephone.
- If the feature Do Not Disturb (DND) is active for the user, any callers to the internal extension number will hear the busy tone and the external telephone will not ring. If a caller is entered in to the DND exception list, for example using the one-X Portal for IP Office application, only the internal telephone will ring.
- If any of the forward options are active, both the external and the telephone where the calls are forwarded to will ring.
- If the Follow Me option is active, only the telephone that the calls are forwarded to will ring. The external telephone number will not ring.

Within Voicemail Pro you can administer the mobile twinning features using call flows. Mobile twinning can be turned on or of and the external twinning number entered.

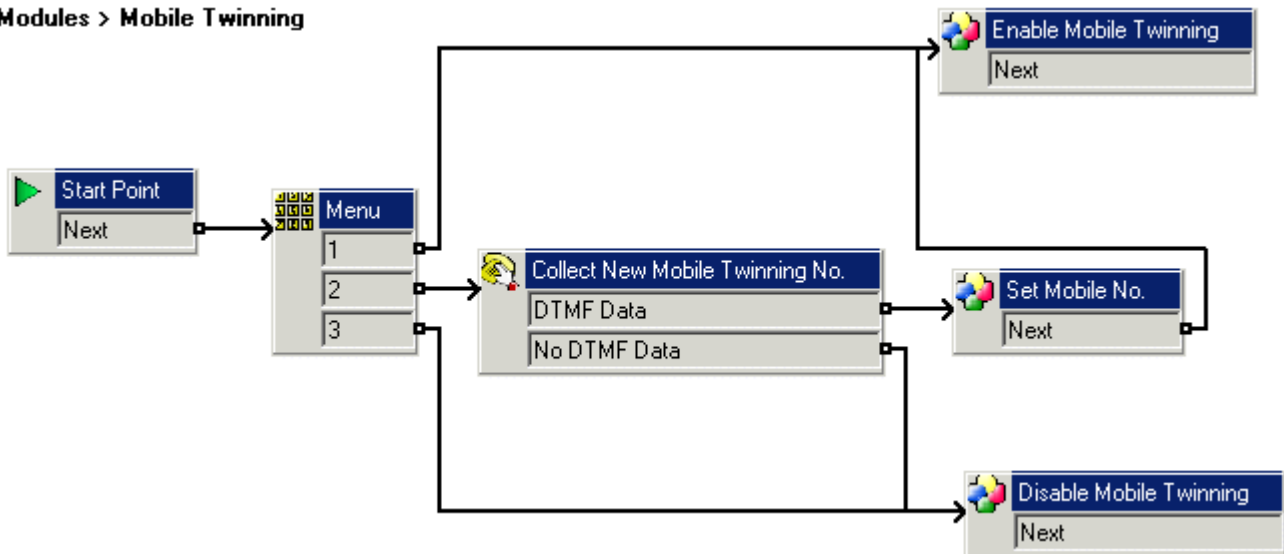
In a call flow the Generic action is used to control Mobile twinning. Within the Generic action details are entered in the specific tab. In the generic 'free format' field, the following syntax can be added.

- **CFG:Set MattR twinning_type Mobile**
Used to turn the Mobile twinning on for the named extension **MattR**. The extension number can be entered instead of the named extension. If mobile twinning has been previously used and then turned off, the previous mobile twinning number will become active.
- **CFG:Set MattR twinning_type Internal**
Used to turn the Mobile twinning off for **MattR**.
- **CFG:Set MattR mobile_twinning_number \$KEY**
Used to set the mobile twinning number.

9.6.1 Example Call Flow

This example creates a Voicemail Pro module that a user can use to turn Mobile Twinning on or off. They can also set their mobile number. The example sets the mobile twinning for extension 203.

Modules > Mobile Twinning



To create the example call flow:

1. Create a new module called **Mobile Twinning**.
2. Add a menu action with the menu options 1,2 and 3. Add a prompt to tell the caller the options available.
3. The option to turn mobile twinning on needs to be added.
 - Click the **Basic Actions** icon and select **Generic**.
 - Change the token name to **Enable Mobile Twinning**.
 - Click the **Specific** tab.
 - Enter the command **CFG:Set 203 twinning_type Mobile**.
 - Click **OK**.
4. The option to turn mobile twinning off needs to be added.
 - Click the **Basic Actions** icon and select **Generic**.
 - Change the token name to **Disable Mobile Twinning**.
 - Click the **Specific** tab.
 - Enter the command **CFG:Set 203 twinning_type Internal**.
 - Click **OK**.
5. The ability to enter the mobile number needs to be added.
 - Click the **Telephony Actions** icon and select **Alphanumeric Collection**.
 - Change the token name to **Collect New Mobile Twinning No.**
 - Record an Entry Prompt to tell the user to enter their mobile twinning number.
 - Click **OK**.
6. An action needs to be added to set the mobile number.
 - Click the **Basic Actions** icon and select **Generic**.
 - Change the token name to **Set Mobile No.**
 - Click the **specific** tab.
 - Enter the command **CFG:Set 203 mobile_twinning_number_\$KEY**.
 - Click **OK**.
7. The actions need to be connected and then the changes need to be made permanent.

Create a short code to test the call flow.

1. In IP Office Manager, add the following short code. This example uses ***90** but any short code can be used.

Field	Contains...
Code	*90
Feature	Voicemail Collect
Telephone Number	"Mobile Twinning"
Line Group ID	0
Locale	[leave blank]
Force Account Code	[leave blank]

2. Save and merge the configuration to the IP Office unit.

3. Test the short code by dialing ***90** from extension 203.

- Press **1** to turn mobile twinning on for extension 203.
- Press **2** to enter a new mobile twinning number for extension 203.
- Press **3** to turn mobile twinning off for extension 203.

9.7 Support for Outbound Contact Express

The Avaya Outbound Contact Express solution is designed for contact center agents who reach out proactively to customers and prospective customers. As a component in the Avaya Outbound Contact Express solution, Voicemail Pro provides the following support:

- [Record calls](#) ^[245].
- Perform Call Progress Analysis (CPA).
- Provide call flow and prompts to handle queuing messages. For details, see [Predictive Call Script](#) ^[145].
- Provide an option to customers to opt out of virtual calls. For details, see [Predictive Call Script](#) ^[145].
- Provide an option to customers to be included in the Do Not Call (DNC) list. For details, see [Predictive Call Script](#) ^[145].
- Play messages when:
 - no agents are available and the call is placed in a queue.
 - the call is answered by an answering machine.
 - an agent initiates a message by using an agent key.
 - an agent places the call on hold.
 - the call is a virtual agent call.

9.7.1 Messages

For Avaya Outbound Contact Express to play messages on the outbound calls, you must configure scripts using the Avaya Outbound Contact Express Supervisor Editor application. Each of such scripts invokes Voicemail Pro to play a specific message (identified by the message number) from the `/opt/vmpro/Wavs/Modules/CPAPrompts` folder.

The following messages are delivered with the Avaya Outbound Contact Express solution by default:

Message Number	Description	Voice	Script Configuration	Recording
1	First outbound queue message.	Female	Pre-configured.	Pre-recorded.
2	Second outbound queue message.	Female	Pre-configured.	Pre-recorded.
3	Third outbound queue message.	Female	Pre-configured.	Pre-recorded.
4	Fourth outbound queue message.	Female	Pre-configured.	Pre-recorded.
5	Fifth outbound queue message.	Female	You must configure.	Pre-recorded.
6	Sixth outbound queue message.	Female	You must configure.	Pre-recorded.
7	Seventh outbound queue message.	Female	You must configure.	Pre-recorded.
8	Eighth outbound queue message.	Female	You must configure.	Pre-recorded.
9	First outbound queue message.	Male	Pre-configured.	Pre-recorded.
10	Second outbound queue message.	Male	Pre-configured.	Pre-recorded.
11	Third outbound queue message.	Male	Pre-configured.	Pre-recorded.
12	Fourth outbound queue message.	Male	Pre-configured.	Pre-recorded.
13	Fifth outbound queue message.	Male	You must configure.	Pre-recorded.
14	Sixth outbound queue message.	Male	You must configure.	Pre-recorded.
15	Seventh outbound queue message.	Male	You must configure.	Pre-recorded.
16	Eighth outbound queue message.	Male	You must configure.	Pre-recorded.
17	Message to play to an answering machine or the virtual agent message.	Female	Pre-configured.	You must record.
18	Message to play to an answering machine or the virtual agent message.	Male	Pre-configured.	You must record.
19	Message to play when an agent presses the default agent key F6.	–	Pre-configured.	You must record.

To add a new message, first create the message information in the Avaya Outbound Contact Express Supervisor Editor application using the Message Wizard. For details, see *Using Avaya Outbound Contact Express Supervisor*. Using the message slot number, you can then either record the message using telephone or upload a pre-recorded message to the Voicemail Pro server. For details, see [Creating Messages](#) ^[275].

To record messages, Voicemail Pro uses the default short code ***99;** which uses the `edit_messages` Voicemail Collect option and is defined as follows:

- **Short code:** *99;
- **Telephone Number:** "edit_messages" (include quotation marks)

- **Line Group ID:** 0
- **Feature:** Voicemail Collect

Note: You can also configure any other short code using the *edit_messages* Voicemail Collect option and use the short code to record the messages.

9.7.2 Hold Message

When an agent places a customer call on hold, Voicemail Pro plays a hold message to the customer. The hold message is played in loop with a pause of two seconds between two playbacks. Message number **0** (that is, */opt/vmpro/Wavs/Modules/CPAPrompts/0.wav*) is reserved as the hold message. If */opt/vmpro/Wavs/Modules/CPAPrompts/0.wav* is not present, silence is transmitted to the customer.

9.7.3 Agent-Initiated Messages

Agent key is a feature provided by the Avaya Outbound Contact Express solution. You can configure an agent key to play a specific message from the */opt/vmpro/Wavs/Modules/CPAPrompts* folder. For details on configuring agent keys, see the *Using Avaya Outbound Contact Express Supervisor* manual.

9.7.4 Virtual Agent Messages

Virtual agent is the concept of completing an outbound call without the involvement of an agent. The Dialer component of the Avaya Outbound Contact Express solution dials a call to a customer and when the customer answers the call, a specific message is played to the customer. After the message is played, the call is disconnected.

However, you can configure unique keys that the system prompts to the customer to press in order to opt out of a virtual agent call and be connected to an agent. For details, see [Predictive Call Script](#)^[145].

9.7.5 Creating Messages

To add a new message, first create the message information in the Avaya Outbound Contact Express Supervisor Editor application using the Message Wizard. For details, see *Using Avaya Outbound Contact Express Supervisor*. Then, using the slot number generated for the message, you can then either record the message using telephone or upload a pre-recorded message to the Voicemail Pro server.

Creating a message using telephone

1. Dial the short code ***99#**. The system plays the message **Please enter list identification and hash. When finished, press hash**.
2. Enter the slot number assigned to the message and press **#**. For example, if the slot number is 6, press **6** and then **#**. The system plays the message **To hear the recording, press 1, to change the recording, press 2, to save the recording, press 3**.
3. Press **2**. The system plays the message **Start speaking after the tone, and press 2 when you are finished recording**.
4. Record the message and press **1**. The system plays the message **To hear the recording, press 1, to change the recording, press 2, to save the recording, press 3**.
5. Press **3**. The system plays the message **Saved**.

To import a pre-recorded message

1. Convert the message file to the Microsoft WAVE format (PCM, 16-Bit mono, 8 KHz) using a file conversion tool, for example, [Audacity](#).
2. Rename the message file to *<slot_number>.wav*. For example, if the slot number is 6, rename the message file to *6.wav*.
3. Connect to IP Office Server Edition using an SSH file transfer tool.
4. Copy the WAVE file to the */opt/vmpro/Wavs/Modules/CPAPrompts* folder.

Note: The SSH file transfer tool copies the file to the */home/Administrator* folder. Log in to IP Office Server Edition as the root user and execute the *cp /home/Administrator/<xxx>.wav /opt/vmpro/Wavs/Modules/CPAPrompts* command to copy the *xxx.wav* file to the */opt/vmpro/Wavs/Modules/CPAPrompts* folder.

9.8 Managing the Disk Space

Each minute of a voicemail call recording can be between 0.5MB to 1Mb. Therefore, the voicemail server can accumulate large quantities of data quickly. For optimal performance of the voicemail system, you must ensure the availability of sufficient storage space on the disk. The following are some best practices that you can follow to manage the disk space efficiently:

1. Configure the Voicemail Pro server housekeeping settings to delete messages and recordings automatically. For details, see Housekeeping.
2. Configure the backup files to be saved to a remote computer. For details, see [Backup and Restore](#)^[52].
3. Configure the SNMP alarm to indicate low disk space at an appropriate threshold level. For details, see SNMP Alarm

9.9 International Time Zone support

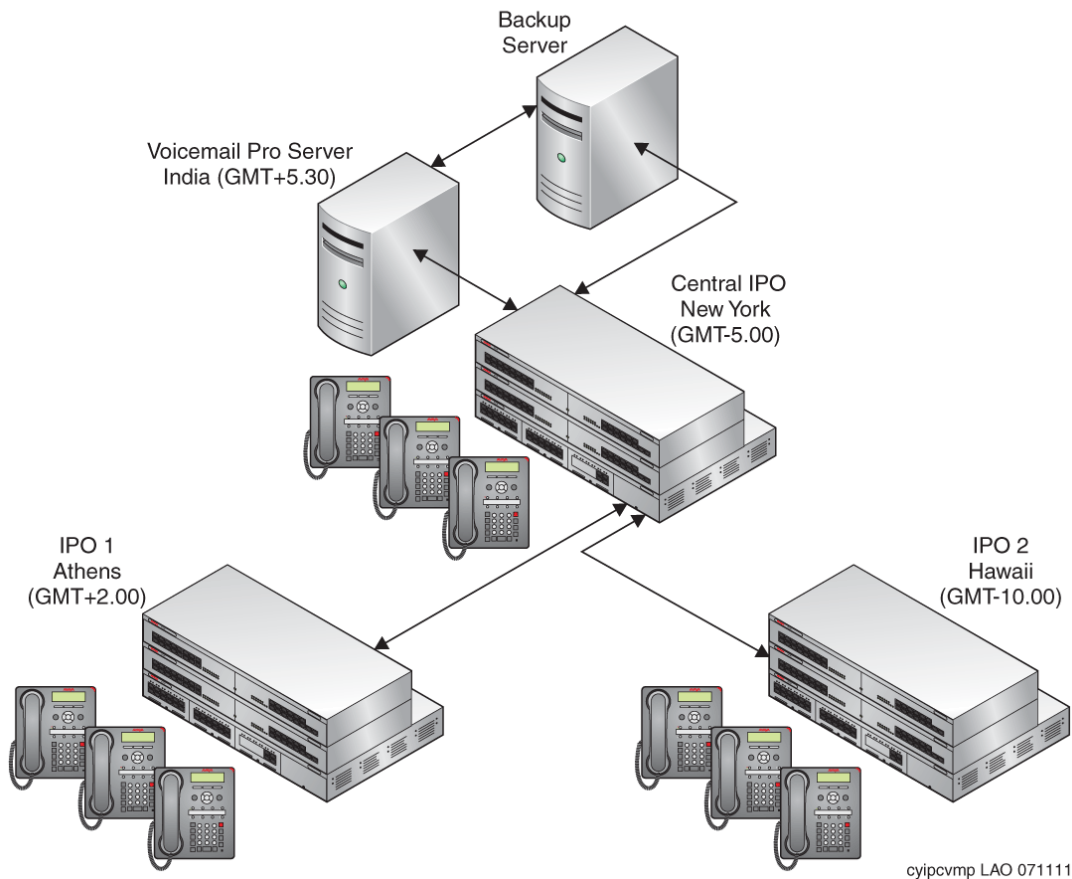
The International Time Zone (ITZ) support is available on the Central Voicemail Pro server, and the Distributed Voicemail Pro servers that are connected to the IP Offices located in different time zones across the globe. With the International Time Zone support enabled on the Central Voicemail Pro server, users of IP Offices located across the globe receive messages in their voicemail system with their respective local timestamp.

Note: UTC (Coordinated Universal Time) is the time standard that regulates world clocks and time. Computer servers, online services, and other entities that rely on having a universally accepted time use UTC.

- **Centralized Voicemail Pro setup**

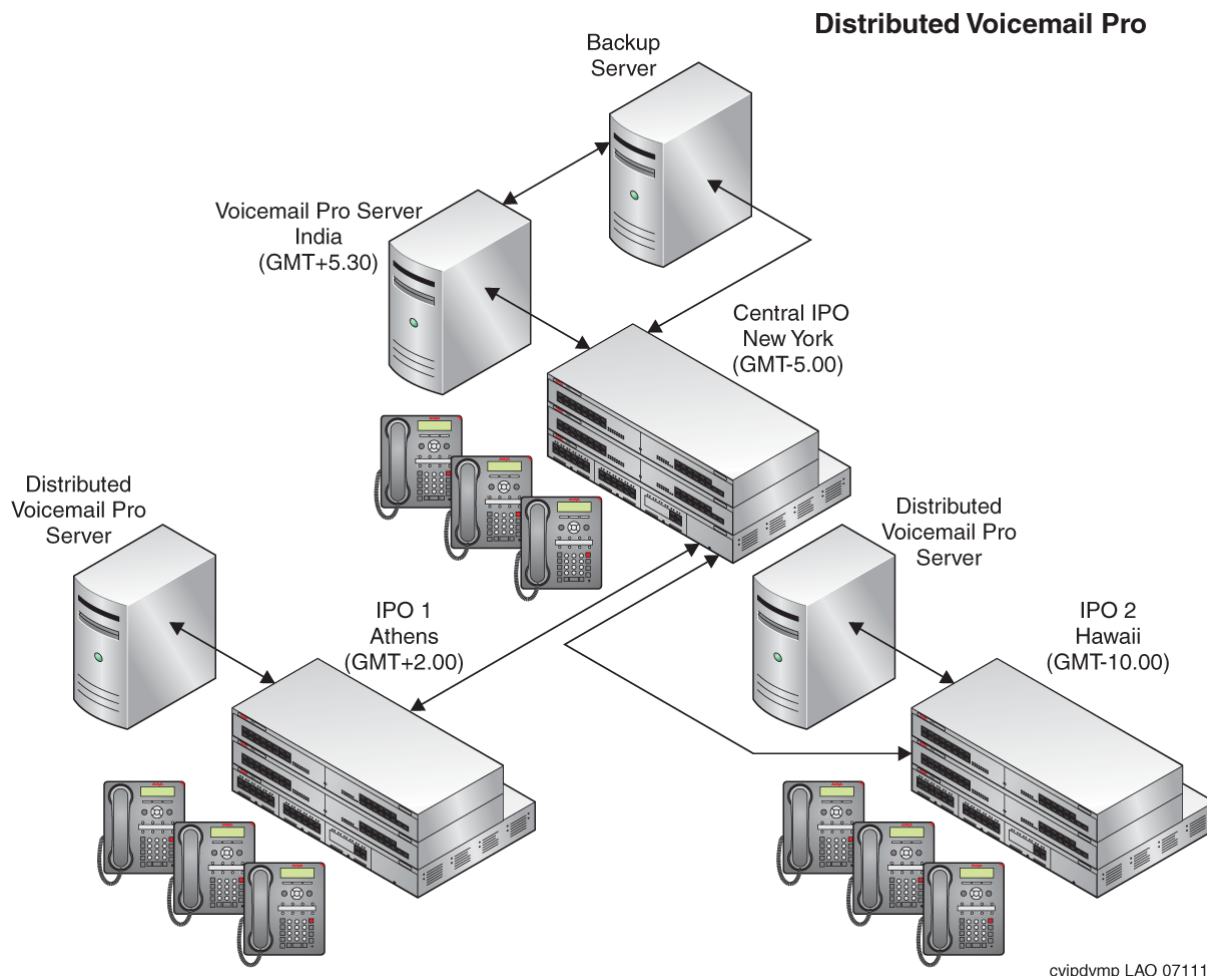
Sample scenario: Three IP Offices, located in different time zones, connect to each other. Two of the IP Offices, located in different geographical locations, connect to the central IP Office. The Voicemail Pro server connects to the central IP Office. The system stores the voicemail messages on the Centralized Voicemail Pro. Each IP Office is set up to use Simple Network Time Protocol (SNTP) or "None" as a time source.

Centralized Voicemail Pro



- **Distributed Voicemail Pro setup**

Sample scenario: Three IP Offices, located in different time zones, connect to each other. Two of the IP Offices, located in different geographical locations, connect to the central IP Office. The central IP Office connects to a central Voicemail Pro server and the other IP Offices connect to the Distributed Voicemail Pro servers. Each IP Office is set up to use SNTP or "None" as a time source.



Note: As specified in the Distributed Voicemail Pro setup and the Centralized Voicemail Pro setup scenarios, set the time source of the IP Office network to SNTP or "None". If you use **Voicemail Pro** as the time source for any IP Office system in the network, the Centralized Voicemail Pro reverts to use the local time to calculate time.

International Time Zone Scenarios

The various scenarios in which the International Time Zone support capability functions work on the Voicemail Pro servers are:

Call Answering

When you call a user located in a different time zone and leave a message in the mail box of the user, the system calculates the time stamp associated with the call answering using the UTC time and the local offset time of the IPO where the user receiving the message is located.

- **Example:** In a setup where you are on IPO1 where the time is 14:00 (UTC + 2:00). You call another user on IPO2 where the time is 2:00 (UTC - 10:00) and leave a message for the user on IPO2. The system stores the message on the Voicemail Pro located in a time zone where the time is 17:30 (UTC + 5:30). Even though the system stores the messages in the Voicemail Pro server, the system states the time as 2:00 (UTC - 10:00) and not 17:30 (UTC + 5:30).
- **Note:** If a user is hot desking on an IPO2 that is in a different time zone than the home IPO1, the system uses the offset time set on IPO1.

Clock Action

When you invoke a Clock Action configured on a Voicemail Pro server, the Clock Action reports the time based on the time zone where you are located and not the time where the Voicemail Pro server is located.

- **Example:** In a setup where you are on IPO1 where the time is 14:00 (UTC + 2:00). You invoke a Clock Action configured on a Voicemail Pro server where the time is 17:30 (UTC + 5:30). The system states the time as 14:00 and not as 17:30.

- **Note:** In a Distributed Voicemail Pro server setup, International Time Zone support capability functions similar to the Centralized Voicemail Pro server setup.

Call Recording

The system calculates the time stamp associated with the call recording using the UTC time and the local offset time of the IPO where the recording was initiated.

- **Example:** In a setup where you are on IPO1 where the time is 14:00 (UTC + 2:00) and record a call. The system stores it in the mail system on a Voicemail Pro server where the time is 17:30 (UTC + 5:30). The system states the recorded time of the call as 14:00 (UTC + 2:00) instead of 17:30 (UTC + 5:30).

Campaign Recordings

When you record a campaign, the system calculates the time stamp associated with a campaign recorded response using the UTC time and the local offset time of the IPO where the campaign response was recorded.

- **Example:** In a setup where you are on IPO1 where the time is 14:00 (UTC + 2:00). You call and record a campaign response. When the system stores the message in the Centralized Voicemail Pro server, the system displays the time as 17:30 (UTC + 5:30). With International Time Zone support, the system states the recorded time as 14:00 (UTC + 2:00) instead of 17:30 (UTC + 5:30).

Week Planner Condition

When you design a call flow and store it on the Centralized Voicemail Pro that contains a Week Planner Condition set for a particular time, the system checks the Week Planner Condition based on the time zone in which you are located and not based on the time where the Centralized Voicemail Pro is located.

- **Example:** In a setup where you are on IPO1 where the time is 14:00 (UTC + 2:00). You call a user located in a different time zone where the time is 2:00 (UTC - 10:00). If the user has set the Week Planner Condition to 02:00 (UTC - 10:00) and call flow is on a Centralized Voicemail Pro server where the time is 17:30 (UTC + 5:30), the call flow condition is based on the time zone of the user and not of the Voicemail Pro server where the system stores the call flow.
- **Note:** In the Distributed Voicemail Pro server setup, International Time Zone support capability functions similar to the Centralized Voicemail Pro server setup.
- **Note:** If you had adjusted the time programming to accommodate the time offset of a user in previous versions of Voicemail Pro, those adjustments need to be removed because Voicemail Pro automatically takes into account the time offset of the user.

Hunt Groups

When you leave a message in a Hunt Group mailbox, the system calculates the time stamp associated with the call answering using the UTC time and the local offset time of the IPO where the Hunt Group receiving the message is located.

Irrespective of the offset time set on the IP Office switches, where the users of that Hunt group are located, the time stamp associated with the messages in the Hunt Group is always based on the offset time set on the IP Office to which the Hunt Group belongs.

- **Example:** In a setup where you are on IPO1 where the time is 14:00 (UTC + 2:00). You call a Hunt Group2 on IPO2 where the time is 02:00 (UTC - 10:00) and leave a message on the Centralized Voicemail Pro where the time is 17:30 (UTC + 5:30). Even though the system stores the messages in the Centralized Voicemail Pro server, the system states the time as 02:00 (UTC - 10:00) and not 17:30 (UTC + 5:30).
- **Note:** In the Distributed Voicemail Pro server setup, International Time Zone support capability functions similar to the Centralized Voicemail Pro server setup.

Distribution List

When you send a message through a distribution list, the time stamp associated with the recording in the mailbox of each of the recipient is the UTC and the local time offset of the IP Office to which the recipient belongs.

- **Example:** In a setup where you are on IPO1 where the time is 14:00 (UTC + 2:00). When you send a message through a distribution list to all the users on IPO2 where the time is 02:00 (UTC - 10:00), the system stores the messages on the Centralized Voicemail Pro where the time is 17:30 (UTC + 5:30). The time stamp associated with the recording is the time of the IPO2 02:00 (UTC - 10:00), to which all the recipients in the distribution list belong.
- **Note:** In the Distributed Voicemail Pro server setup, International Time Zone support capability functions similar to the Centralized Voicemail Pro server setup.

Upgrade

When you upgrade Voicemail Pro to a version that supports international time zones, the system automatically updates the time stamp associated with recordings created prior to the upgrade to use UTC and the appropriate offset. However, this rule does not apply to the time stamp associated with campaign recorded prior to the upgrade.

Outcalling

You can configure your mailbox such that when you receive a new message, the system generates a call on a pre-configured destination. The destination can be your desk number or an external number—telephone or mobile. For detailed information on configuration, see Setting the Outcalling System Preferences.

The Voicemail Pro server checks the configured time spans against the local time of the user (UTC + local time offset).

When you receive a new message in your mailbox, Voicemail Pro uses the local time, which is the UTC time and the offset time of the user, to compare with the configured outcalling time. The comparison between the local time and the outcalling time determines the destination of the outcalling.

- **Example:** In a setup where the IPO is in time zone 14:00 (UTC + 2:00) and Voicemail Pro server is in time zone 17:30 (UTC + 5:30). You are on IPO1 and have configured outcalling for a desk number during 13:00 to 15:00. When you receive a message at 14:00 (UTC + 2:00) IPO1 time, Voicemail Pro server initiates the outcalling even if the time of the Voicemail Pro server is currently 17:30 (UTC + 5:30) and outside of the time span you have set.
- **Note:** If you had adjusted the time programming to accommodate the time offset of the user in previous versions of Voicemail Pro, those adjustments should be removed because Voicemail Pro automatically takes into account the time offset of the user.

Alarm Set

You can configure Voicemail Pro to match the alarm time with the time zone where you are located. When you set an alarm on your telephone, Voicemail Pro automatically matches the alarm time with the local time of the user.

- **Example:** In a setup where IPO1 time is 14:00 (UTC + 2:00) and the time of the Voicemail Pro server is 17:30 (UTC + 5:30). You, on IPO1 have set an alarm for 14:30. The system triggers the alarm when the time on the IPO1 is 14:30 and not when the time on the Voicemail Pro server is 14:30.

Incoming VPNM message

When you leave a VPNM message in a mailbox, the system calculates the time stamp associated with the call answering using the UTC time and the local offset time of the IPO where the mailbox receiving the message is located.

- **Example:** In a setup where you are on IPO1 where the time is 14:00 (UTC + 2:00). When you receive a message that is sent as a VPNM message, from a user on IPO2 where the time is 02:00 (UTC - 10:00) and the message remains on the Centralized Voicemail Pro where the time is 17:30 (UTC + 5:30). The system stamps the message with the time associated with IPO1 14:00 (UTC + 2:00).

E-mail reading

When you use Voicemail Pro TTS to read e-mails, the system calculates the time stamp associated with an e-mail using the UTC time and the local offset time of the IPO to which the recipient belongs.

- **Example:** In a setup where you are on IPO1 where the time is 14:00 (UTC + 2:00). You receive an e-mail. When reading the e-mail, the time stamp that the system plays back is the UTC time and the local time offset of IPO1 (14:00 - UTC + 2:00).

Chapter 10.

Using Web Management

10. Using Web Management

For Voicemail Pro running on a Linux based server, a range of voicemail server configuration can be performed through the web management menus of that server. This applies to the Unified Communications Module, IP Office Server Edition and IP Office Application Server.

- [Voicemail Server Preferences](#) ^[283]
- [Custom Prompt File Management](#) ^[295]
- [Backup and restore voicemail settings and messages](#) ^[299]
- [Download the Voicemail Pro client](#) ^[300]

10.1 Configuring Server Preferences

To change Linux server preferences:

1. Using a web browser, log into the web management menus for the server hosting the voicemail service.
2. Click **Applications** and select **Voicemail Pro - System Preferences**.
3. Select the require set of system preferences from the list on the left.
4. After making any changes, click **Update**.
5. When asked to confirm the changes, click **Yes**.

10.1.1 General

This set of preferences cover general options for the voicemail server operation.

- **Default Telephony Interface:** *Default = Intuity*
Use this field to select the mailbox operation mode for all mailboxes. The available options are **IP Office** mode and **Intuity** emulation mode.
- **Voicemail Password:** *Default = Blank*
The password set here must match the **Voicemail Password** configured in the IP Office security settings.
- **Client/Server Connection Timeout (mins):** *Default = 5 minutes.*
Show for the Voicemail Pro client only. As the server only supports one connected client at a time, this field sets a timeout period for an inactive client to be automatically logged out.
- **Min. Message Length (secs):** *Default = 0 seconds (in IP Office mode) and 3 seconds (in Intuity mode).*
Use this field to set a restriction on the minimum length for a message. The minimum value that you can set is 0 seconds, and the maximum value is 10 seconds. Messages shorter than the minimum length are deleted immediately. In IP Office mode, this field is unavailable.
- **Max. Message Length (secs):** *Default = 120 seconds.*
Use this field to set a restriction on the maximum length for a message. The maximum value that you can set is 3600 seconds (60 minutes).
- **Failback Option:** *Default = Graceful*
Use this field to configure the mode of failback operation in a voicemail system with a backup Voicemail Pro server.
 - **Manual**
The system administrator has to initiate the failback operation.
 - **Graceful (Default)**
The backup server initiates the failback operation immediately after all the active voicemail calls on the backup server come to an end.
 - **Automatic**
The backup server initiates the failback operation immediately after the specified timeout period or after all the active voicemail calls on the backup server come to an end, whichever occurs first. If you select **Automatic Failback**, set a timeout (maximum 60 minutes) for the failback operation.
- **Max. Call/VRL Record Length (secs):** *Default = 3600 seconds.*
Use this field to set a restriction on the maximum recording length for the calls. The minimum value that you can set is 5 seconds. The maximum value that you can set is 18000 seconds (300 minutes).

- **Play Advice on Call Recording:** *Default = On*

Use this check box to set whether to play an advice warning to the callers when their calls start getting recorded. It is a legal requirement in some countries to inform the callers before recording their calls, and so confirm before you clear this check box.

- **System Fax Number:** *Default = Blank*

Use this field to set the number of the fax machine to which all incoming faxes are to be directed. If you are using a fax board, the number that you enter must match the extension number that is connected to the fax board of the fax server computer. For details, see [Setting the Voicemail Pro System Fax Number](#)^[356].

- Intuity mailbox owners have the additional option to define their own personal fax number instead of the system fax number. As the system administrator, you still need to set a system fax number to enable mailbox owners to override it with their preferred personal fax number. Incoming calls are directed to Voicemail Pro and then Voicemail Pro redirects fax calls to the mailbox owner's personal fax number, if one has been set. For details, mailbox owners can refer *Avaya IP Office Using Voicemail Pro in Intuity Mode* (15-601130).
- If your fax system requires prefix addressing, for example the C3000 fax server, do not type a fax number in the **System Fax Number** box. Instead type the number to use as a prefix so that a fax message can be identified and forwarded to the extension number of the intended recipient. For example, if the prefix is 55, a fax message for extension 201 would have the prefix of 55 automatically added so that the complete number becomes 55201.

- **System Fax Number**

By default, fax detection is not enabled when Voicemail Pro is first installed. When fax detection is enabled, any fax calls that are left in a voicemail mailbox, are redirected to this system fax number.

- **Use as a Prefix**

If your fax system does not use prefix addressing, leave this box unchecked. For this feature to work, you also need to set up a short code.

- **Enable Fax Sub-Addressing**

Most fax servers perform fax forwarding based on DTMF signaling received with the fax call. Select the **Enable Fax Sub-Addressing** check box so that the DTMF signal is passed to the fax server after the call has been answered so that the fax can be forwarded to the e-mail address of the intended recipient.

10.1.2 Email

These preferences are used for email functions. Even if MAPI or EWS is selected, SMTP is still used for the exchange of information between voicemail servers in the same customer network.

- **Enable MAPI/EWS**

This field is used to set the method of integration with Microsoft Exchange. The fields for configuring that method are then shown.

- **None**
No connection to a customer Exchange server.
- **MAPI**
Select MAPI as the method of connection to the customer Exchange server. Supported for Exchange 2007.
- **EWS**
Select Enterprise Web Service as the method of connection to the customer Exchange servers. EWS is supported with Exchange 2010 and Exchange 2013 servers.

MAPI Service

These settings are shown when **Enable MAPI/EWS** is set to **MAPI**.

These settings indicate the Windows server onto which the Voicemail Pro MAPI proxy has been installed. The installer for the MAPI proxy can be downloaded from the **App Center** pages of the Linux server's platform menus.

- **Address**
Enter the IP address or fully qualified domain name of the server onto which the MAPI proxy has been installed.
- **Port**
Set the address to use for connection to the MAPI client. The default is 50792.

AUTODISCOVERY SETTINGS

These settings are shown when **Enable MAPI/EWS** is set to **EWS**. They allow entry of the email domains in which the voicemail server should look for Exchange servers running EWS. See [Exchange Server Integration](#) ^[366].

AUTODISCOVERY SETTINGS + Add Autodiscovery

Autodiscovery Domain	Autodiscovery URL	
vm2.com	https://win-um2un5gikmg.vm2.com/autodiscover/autodiscover.svc	

EWS

These settings are shown when **Enable MAPI/EWS** is set to **EWS**. They set the account details required for the voicemail server to connect with the Exchange servers using EWS. See [Exchange Server Integration](#) ^[366].

EWS

Account User Name

Account Domain

Account Password

Authentication Type

Basic
▼

SMTP SENDER

These settings are used for the sending of SMTP emails. There can be multiple entries, with the entry matching the sender's email address domain used or the first entry if no match occurs. The first entry in the list is also used for information exchange with other voicemail servers.

SMTP SENDER

Logging

☒ YES ☐

[+ Add SMTP Sender](#)

Domain	Server	Port	Identifier	Authenticat...	User	Password				
test.com	mail.test.com	25	me@test.com	CRAM-MD5	me	*****	^	v	🗑	✎

- **Logging**

If selected, [SMTP logging](#)^[374] by the server is enabled.

- **Servers**

This section is used to enter details of the SMTP server or servers to which the Voicemail Pro server sends its messages. Click on the **+** icon to add another entry using the settings below. The **^** and **v** icons can be used to adjust the order of the entries when several SMTP servers are specified.

- **Mail Domain**

This field is used differently depending on whether it is the first entry in the list or not:

- **For the first server entry in the list:**

This is the default outgoing e-mail setting. It also sets the mail destination domain on which the Voicemail Pro server filters incoming messages (see below) and so is repeated on the [SMTP Receiver](#)^[181] tab.

- **Messaging Between Voicemail Servers**

For messaging between Voicemail Pro servers, the first entry in the SMTP Sender list must be the one configured and used. Each server uses the SMTP server service on the same server computer as the voicemail service. For example a Windows-based server uses the SMTP e-mail provided by the IIS on the same server. The voicemail service also uses the domain set to filter incoming SMTP mails received by the SMTP server. For this to work, the domain entered should be the fully-qualified name of the server on which the Voicemail Pro server is running, for example **vmpro1.example.com**. Any incoming messages where the recipient mail domain is not exactly the same as the specified domain are ignored. The recipient can either be **vmsyncmaster**, **vmsyncslave**, or the name or extension of a mailbox on the Voicemail Pro server, for example **Extn201@vmprocentral.example.com** or **201@vmprocentral.example.com**.

- **For subsequent entries:**

The domain specifies that these settings should be used for e-mails sent to the matching domain. The entry must be a fully-qualified name resolvable by DNS or an IP address.

- **Server**

This specifies the IP address or fully-qualified domain name of the SMTP server to which messages are sent. Voicemail Pro supports SMTP communication over both SSL/TLS and plain text.

- **For the first server entry in the list:**

Where messaging between Voicemail Pro servers is being used (central, backup and or distributed servers), the first entry is used and will match the domain set above.

- **For subsequent entries:**

It will be the address of the e-mail server that will handle e-mails for recipients other than another Voicemail Pro server on the network.

- **Port Number**

This is the port number on the SMTP server to which the messages are sent. Port number for an external SMTP server can be different depending on whether you want to send the messages in secure mode or non-secure mode.

- **Sender (Identifier)**

Note that some servers will only accept e-mails from a specific sender or sender domain. If left blank, the Voicemail Pro server will insert a sender using either the e-mail address set for the voicemail mailbox user if set or otherwise using the best matching name it can resolve from the IP Office.

- **Server Requires Authentication**

This check box indicates whether the connection to send SMTP messages to the mail server requires authentication with that server. The authentication will typically be to the name and password of a mailbox account configured on that server.

- **Account Name**

Sets the name to use for authentication.

- **Password**
Set the password to use for authentication.
- **User Challenge Response Authentication (Cram MD5)**
If this check box is selected, the name and password are sent using Cram MD5.

SMTP RECEIVER

These fields are used to configure where the voicemail server should check for incoming SMTP emails.

SMTP RECEIVER

SMTP Receiver

Internal

Port

25

Domain

- **Internal** ^[181]

The Internal setting can be used when the Voicemail Pro server should check the appropriate account on an SMTP server for waiting messages. The server settings will be pre-populated using the entries from the **SMTP Sender** form. Use this option for Voicemail Pro servers running on the IP Office Application Server server.

- **Distributed/Primary/Backup Voicemail**

This is the option that should be used when the Voicemail Pro server is running on an IP Office Application Server as either one of the distributed Voicemail Pro servers or as a server in a primary/backup server pairing.

- **Port**

This is the port on which the Voicemail Pro server listens for incoming messages. The default is 25.

- **Domain**

This is the domain destination address for which the server will accept incoming e-mails. Note that it matches the domain set by the first server entry in the **SMTP Sender** ^[178] tab.

- **Messaging Between Voicemail Servers**

For messaging between Voicemail Pro servers, the first entry in the SMTP Sender list must be the one configured and used. Each server uses the SMTP server service on the same server computer as the voicemail service. For example a Windows-based server uses the SMTP e-mail provided by the IIS on the same server. The voicemail service also uses the domain set to filter incoming SMTP mails received by the SMTP server. For this to work, the domain entered should be the fully-qualified name of the server on which the Voicemail Pro server is running, for example **vmpro1.example.com**. Any incoming messages where the recipient mail domain is not exactly the same as the specified domain are ignored. The recipient can either be **vmsyncmaster**, **vmsyncslave**, or the name or extension of a mailbox on the Voicemail Pro server, for example **Extn201@vmprocentral.example.com** or **201@vmprocentral.example.com**.

SMTP RECEIVER

SMTP Receiver

External

Drop Folder

Domain

- **External** ^[181]

Use this option when the Voicemail Pro server is on a server where it co-exists with a third-party SMTP application, for example an IIS server with SMTP enabled. The **External** setting should be used when the Voicemail Pro server should check the mail drop folder on a local SMTP server for SMTP e-mail messages. For example, when there is an IIS server with SMTP enabled on the same server computer as the Voicemail Pro server.

- **Distributed or Primary/Backup Voicemail**

This is the option that should be used if the Voicemail Pro server is a Windows-based server deployed as either one of the distributed Voicemail Pro servers or as a server in a primary/backup server pairing.

- **Port**

This is the port on which the server receives incoming SMTP e-mails.

- **Domain**

This is the domain destination address for which the server will accept incoming e-mails. Note that it matches the domain set by the first server entry in the **SMTP Sender** ^[178] tab.

- **Messaging Between Voicemail Servers**

For messaging between Voicemail Pro servers, the first entry in the SMTP Sender list must be the one configured and used. Each server uses the SMTP server service on the same server computer as the voicemail service. For example a Windows-based server uses the SMTP e-mail provided by the IIS on the same server. The voicemail service also uses the domain set to filter incoming SMTP mails received by the SMTP server. For this to work, the domain entered should be the fully-qualified name of the server on which the Voicemail Pro server is running, for example **vmpro1.example.com**. Any incoming messages where the recipient mail domain is not exactly the same as the specified domain are ignored. The recipient can either be **vmsyncmaster**, **vmsyncslave**, or the name or extension of a mailbox on the Voicemail Pro server, for example **Extn201@vmprocentral.example.com** or **201@vmprocentral.example.com**.

10.1.3 Housekeeping

These preferences are used to:

- Set the duration after which voicemail server automatically deletes different types of messages and recordings.
- Set the default playback order for the different types of messages and recordings.

SYSTEM PREFERENCES	
General	
Email	
Housekeeping	
SNMP Alarm	
Outcalling	
Voicemail Recording	
Syslog	
Alarms	
User Group	
New Messages	
Delete After	0 Hours
Playback Order	FIFO
Old Messages	
Delete After	30 Days
Playback Order	LIFO
Saved Messages	
Delete After	0 Hours
Playback Order	LIFO
Unopened Messages	
Delete After	0 Hours
Playback Order	FIFO
New Recordings	
Delete After	0 Hours
Playback Order	FIFO
Old Recordings	
Delete After	30 Days
Playback Order	LIFO
Deleted Messages	
Delete After	1 Days

Housekeeping Preferences:

- **Delete After**
Under **Delete after**, set the time, in hours, after which you want the respective messages to be deleted automatically. A value of **0** disables automatic deletion (except for **Deleted messages**, where a value of **0** means immediate deletion). The actual deletion is performed during the next idle period, that is, when there are no calls to or from the Voicemail Pro server.
- **Playback Order**
Under **Playback Order**, set the order of playback for the respective message types. The available options are First in-First out (**FIFO**) and Last in-First out (**LIFO**). **FIFO** is the default option.
- **Message Type**
The following are the different categories of messages that the housekeeping settings apply to:
 - **New messages**
This status is applied to messages where neither the header nor the message content has been played.
 - **Old messages**
This status is applied to messages where the user has played the message content but has not marked the message as saved.
 - **Saved messages**
This status is applied to messages that have been marked as saved by the user.
 - **Unopened messages**
This status is used for messages where, in Intuity emulation mode, the user has played the message header but has not played the message content.
 - **New recordings**
This status is used for recordings that have not been played.
 - **Old recordings**
This status is used for recordings that have been played.
 - **Deleted messages**
This status is used for messages that have been marked as deleted through mailbox access. This setting is also used for messages that have been forwarded to an Exchange server.

10.1.4 SNMP Alarm

The IP Office system can be configured to generate alarms. These alarms can be sent from the IP Office using SNMP, SMTP e-mail or Syslog alarm formats. The voicemail server preferences set the levels at which the server indicates to the IP Office to send an alarm.

For Voicemail Pro Server Edition, the IP Office system also sends SNMP alarms based on the percentage of the available free space of the total disk space. Those SNMP alarms are:

- **Disk State Critical** - Free disk space is less than 5%
- **Disk State OK** - Free disk space is between 5 to 10%
- **Disk State Free** - Free disk space is greater than 10%
- **Disk State Stop Recording** - Free disk space is 0.

SNMP Alarm Preferences:

- **Alarm Threshold Unit**
Under **Alarm Threshold Unit**, select either **Disk Space Left (MB)** or **Recording Time left (minutes)**.
- **Alarm Threshold Level**
In the **Alarm Threshold Level** field, enter the number of units (minutes or MB) at which SNMP alarms are to be triggered. The minimum value that you can enter is 11. In addition to this alarm, the following additional alarms are also set based on the **Alarm Threshold Level**:
 - **Space OK Alarm**
This alarm is triggered when the amount of available space returns to above a level set at *Alarm Threshold Level plus 30*.
 - **Critical Alarm**
This alarm is set at 30. If the **Alarm Threshold Level** is set at less than 40, the critical alarm is set at *Alarm Threshold Level minus 10*. Note that the critical alarm value decreases if you decrease the Alarm Threshold Level, but the critical alarm value does not increase if you increase the Alarm Threshold Level. So, the critical alarm value keeps on decreasing and remains set at the least value that it takes. To reset the critical alarm back to 30, click **Default Settings**.
- **Default Settings**
To return to the default alarm settings, click **Default Settings**. The Alarm Threshold Level is reset to 60. The Space OK level is reset to 90. The Critical Alarm level is reset to 30.

10.1.5 Outcalling

The outcalling preferences in Voicemail Pro are defaults for global operation. Mailbox owners can configure their own outcalling options from their telephone, for example, create their own time profile. You can also view and edit those individual user settings, see [Mailbox Outcalling Settings](#)^[228].

This tab is not shown if outcalling has been disabled, see below.

SYSTEM PREFERENCES

General

Email

Housekeeping

SNMP Alarm

Outcalling

Voicemail Recording

Syslog

Alarms

User Group

System Times

From Prime Times

07:30

To Prime Times

19:30

From Peak Times

09:00

To Peak Times

17:30

System Retries Settings

Number of Retries

5

Retry Interval

Retry	Interval (mins)	
First	1	
Second	5	
Third	10	
Fourth	15	
Fifth	30	

Outcalling Preferences:

- **System Times**

These fields set the define start and end times for two different time categories. The individual users can then select whether they want outcalling used during those time periods rather than having to manually define their own times for outcalling.

- **Prime Times**

The time period that outcalling is to be active as default for the system.

- **Peak Times**

The busiest working hours.

- **System Retry Settings**

Set the default frequency for outcalling retries.

- **Number of Retries**

The **Number of Retries** can be between 0 and 10. If the message is not collected after the last retry, no notification is sent until another new message is delivered in the user's mailbox.

- **Retry Interval**

The **Retry Interval** for each successive retry. The interval is the length of time between each attempt to connect to the target number again. The 6th to 10th retries use the default retry interval.

10.1.6 Voicemail Recording

These preferences are used to configure an SFTP connection from a Linux-based voicemail server to the server running Call Recorder for IP Office or ContactStore for IP Office. Before you configure the settings, you must have a pre-configured SFTP server running on the destination server.

The screenshot shows the 'Voicemail Recording' tab selected in the left-hand 'SYSTEM PREFERENCES' menu. The main content area contains four input fields: 'FTP User Name', 'FTP Password', 'Remote FTP Location', and 'Remote FTP Host'. Below these fields is a dark button labeled 'Test Connection'.

Voicemail Recording Preferences:

- **FTP User Name**
Set the user name for access to the remote SFTP server.
- **FTP Password**
Set the password for access to the remote SFTP server.
- **Remote FTP Location**
Enter the file path for the files on the target server. This is a sub-path to the remote servers root folder.
- **Remote FTP Host**
Set the address (IP address or fully qualified domain name) of the target server.
- **Test Connection**
When clicked, the server will test the connection using the current settings and report the results.

10.1.7 Syslog

Use the **Syslog** tab to configure the voicemail server to write syslog records to a syslog server. The records can include alarms, events and changes in operation of the voicemail server.

The screenshot shows the 'Syslog' tab selected in the left-hand 'SYSTEM PREFERENCES' menu. The main content area features a toggle switch for 'Enable Syslog' which is currently set to 'YES'. Below this are two input fields: 'IP Address' with the value '0 . 0 . 0 . 0' and 'Port' with the value '514'.

Syslog Preferences:

- **Enable Syslog:** *Default = Off*
Select whether the voicemail server should send Syslog records.
- **IP Address:**
Set the IP address of the destination Syslog server.
- **Port:** *Default = 514*
Set the UDP port on which the destination server is known to listen for incoming Syslog reports.

10.1.8 Alarms

The voicemail server can be configured to make alarm calls to users. This is done by directing a caller to an [Alarm Set](#) ^[15] action in a callflow. As an administrator, you can also view the alarms that have been set and also edit those alarms. You can also manually add additional alarms.

Alarms can also be viewed and edited using the [Voicemail Pro client](#) ^[46].

- The Voicemail Pro is limited to 2 outgoing alarm calls at the same time (subject to voicemail port availability). Any additional alarm calls are delayed until the existing alarm calls have been completed.

Alarm Settings:

- **Time (hh:mm)**
Set the alarm time in 24-hour format (*hh:mm* or *hhmm*). A time value can be entered or a [call variable](#) ^[80] can be used. If left blank or if the call variable used is not a valid time value, the call flow user will be asked to enter a time the same as if **Ask Caller** was selected.
- **Frequency**
Sets how often the alarm should occur. The options are **Single**, **Daily** or **Weekly**. A variable with value 1, 2 or 3 respectively can be used.
- **Day**
Useable with **Single** and **Weekly** alarms. Set the day for the alarm. The option **Today** is also available for alarms where the **Frequency** is set as **Single**.
- **File**
This field is optional. If a file is specified here it is used for the alarm call. If no file is specified the default alarm message ("*This is an alarm call, please hang up*") is used.
- **Display Text**
By default the alarm will display "Alarm" on the target if it is an Avaya display telephone. This field can be used to customize the text used.
- **Ring Time:** *Default = 60 seconds. Range = 5 to 120 seconds.*
This field set the length of ring time used for the alarm call if not answered.
- **Retries:** *Default = 0 (Off). Range = 0 to 10.*
This field can be used to specify how many times the alarm should be repeated if it is not answered and cleared. When a value other than **0** is selected, the Interval option becomes available to specify the interval between repeats.
- **Interval:** *Default = None (Off).*
If a number of retries is specified, this option can be used to select the number of minutes between repeated alarm attempts until the alarm is cleared.
- **Cancel Code:** *Default = Off.*
When off, the alarm is cleared if the alarm call is answered. If on, a dialing code can be specified. If the correct code is not dialed in response to an alarm, the alarm is not cleared and will repeat if retries have been specified.
 - **Cancel Code:** *Default = * , Range = Up to 4 digits.*
This field is used to enter the dialing required to clear the alarm call. The value * will match any dialing. To cancel the alarm, the cancel code must be entered followed by the hash key (**#**). The file used to play the alarm message must mention the cancel code and the fact that cancel code must be followed by the hash key (**#**).

10.1.9 User Group

These preferences are only accessible through web management for a Linux based voicemail server. These settings are used to select the user mailboxes to include in a [selective backup](#)^[299].

The screenshot shows the 'USER GROUP' configuration page. On the left is a sidebar with 'SYSTEM PREFERENCES' including General, Email, Housekeeping, SNMP Alarm, Outcalling, Voicemail Recording, Syslog, Alarms, and User Group (which is selected). The main area has a 'USER GROUP' header with '- Remove Users' and '+ Add Users' buttons. Below is a table with columns for selection checkboxes and names. Two entries are listed: 'Extn211' and 'Extn212', each with a trash icon for removal.

☐	Name	
☐	Extn211	
☐	Extn212	

10.2 Custom Prompt Management

The web manager interface for a Linux based server hosting the voicemail service can be used to upload and manage custom prompt files.

The screenshot shows the 'File Manager' interface. At the top is a navigation bar with 'AVAYA' logo and tabs: Solution, Call Management, System Settings, Security Manager, and Applications. The 'File Manager' title is prominent. On the left, a 'System Status' box shows a pie chart for 'Free Space (GB)' (127) and 'Used Space (GB)' (18), with a 'Total Disk Capacity: 145.2GB' and a 'Select Another System' button. Below this is a 'Directories' list including mibs, tones, manager_files, system, VMProCustomPrompts (selected), and VMProCustomPromptsTrash. The main area features a search bar and a toolbar with icons for settings, download, add, rename, move, copy, delete, and refresh. A table lists files with columns for Name, Date modified, Type, and Size(kB). One file, 'attendant.wav', is listed with a date of '09-09-2014 10:19:14', type 'wav', and size '16 kb'.

☒	Name	Date modified	Type	Size(kB)
☒	attendant.wav	09-09-2014 10:19:14	wav	16 kb

- **Set Attributes:** Change the file attributes of the selected prompt.
- **Download:** Download the selected prompts.
- **Add:** Upload additional prompts.
- **Rename:** Rename the selected prompt.
- **Move:** Move the selected prompts to another folder.
- **Copy:** Copy the selected prompts to another folder.

-
-  **Delete:** Delete the selected prompts.
 -  **Apply Prompts:** Make any prompt changes live.

10.2.1 Uploading Prompts

Using the file manager you can upload custom prompt files for use by the voicemail server.

To upload custom prompt files:

1. Using a web browser, log into the web management menus for the server hosting the voicemail service.
2. Click **Applications** and select **File manager**.
3. Select the **VMProCustomPrompts** directory.
4. Click on the  upload icon.
5. Enter the file name or use the Browse button to select the file.
6. To add another file, click on **Add Files**.
7. When you have selected all the files required, click **OK**.
8. After uploading any new prompts, click the  **Apply Prompts** icon.

10.2.2 Copying a Prompt

Using the file manager you can make a copy of an existing custom prompt.

To copy custom prompt files:

1. Using a web browser, log into the web management menus for the server hosting the voicemail service.
2. Click **Applications** and select **File manager**.
3. Select the **VMProCustomPrompts** directory.
4. Select the checkbox next to the prompt or prompts that you want to copy.
5. Click on the  **Copy** icon.
6. Select the **VMProCustomPrompts** folder and click **Copy**.

10.2.3 Renaming a Prompt

Using the file manager you can rename an existing prompt file.

To rename a custom prompt file:

1. Using a web browser, log into the web management menus for the server hosting the voicemail service.
2. Click **Applications** and select **File manager**.
3. Select the **VMProCustomPrompts** directory.
4. Click file you want to rename to select it.
5. Click on the  **Rename** icon.
6. Enter the new name and click **OK**.
7. After uploading any new prompts, click the  **Apply Prompts** icon.

10.2.4 Deleting Custom Prompts

Using the file manager you can delete existing custom prompt files.

To delete custom prompt files:

1. Using a web browser, log into the web management menus for the server hosting the voicemail service.
2. Click **Applications** and select **File manager**.
3. Select the **VMProCustomPrompts** directory.
4. Select the checkbox next to the prompt or prompts that you want to delete.
5. Click on the  **Delete** icon.
6. To confirm that you want to delete the files click **Yes**.
7. The selected files are moved to the **VMProCustomPromptsTrash** folder and are marked as **Archive** files for automatic deletion at the voicemail servers next housekeeping.
- 8.

10.2.5 Retrieving a Deleted Prompt

Using the file manager, you can retrieve deleted custom prompts. You can only do this if the previously [deleted prompt](#) ^[298] has not then been removed by the voicemail servers regular housekeeping function.

To retrieve deleted custom prompt files:

1. Using a web browser, log into the web management menus for the server hosting the voicemail service.
2. Click **Applications** and select **File manager**.
3. Copy the deleted prompts back to the custom prompts folder:
 - a. Select the **VMProCustomPromptsTrash** directory.
 - b. Select the checkbox next to the prompt or prompts that you want to undelete.
 - c. Click on the  **Move** icon.
 - d. Select the **VMProCustomPrompts** folder and click **Move**.
4. Deselect the archive property:
 - a. Select the **VMProCustomPrompts** directory.
 - b. Select the checkbox next to the prompt or prompts that you just moved.
 - c. Click on the  **Set Attributes** icon.
 - d. Deselect the **Archive** property and click **OK**.

10.2.6 Create a New Folder

To help organize the custom prompts, you can create new folders. Note however that you should only create these as sub-folders to the **VMProCustomPrompts** folder.

- **Creating Sub-Folders for Different Languages**

Creating sub-folders using the short names for languages, for example **fr** for French, is very useful if your system supports multiple languages. See [supported languages](#) ^[137] for a list of the expected folder names. Doing this allows you to include the variable **\$LOC** in an actions path to the required prompt. Then, either through the value of **\$LOC** passed to the voicemail server with a call or set by a **Select System Prompt** action, the voicemail call flow can automatically switch between different language versions of the same custom prompt. See [Changing Language](#) ^[267].

To create a new folder:

1. Using a web browser, log into the web management menus for the server hosting the voicemail service.
2. Click **Applications** and select **File manager**.
3. Select the **VMProCustomPrompts** directory.
4. In the directories panel on the left, right-click on the folder name and select **Add Folder**.
5. In the **Directory Name** box enter the name for the new folder. Click **OK**.
6. Refresh the folder view by clicking on the name of the parent folder again. The new sub-folder is now listed.

10.2.7 Renaming a Folder

For new sub-folder that you have created, you can rename the folder if required. Do not rename any of the other existing folders.

To rename a folder:

1. Using a web browser, log into the web management menus for the server hosting the voicemail service.
2. Click **Applications** and select **File manager**.
3. Select the **VMPProCustomPrompts** directory.
4. In the directories panel on the left, right-click on the folder name and select **Rename Folder**.
5. In the **Directory Name** box enter the name for the new folder. Click **OK**.
6. Refresh the folder view by clicking on the name of the parent folder again.

10.3 Backup and Restore

The server web management menus can be used to run server backup and restore functions. Note that these are functions for all applications hosted by the server but which include the voicemail server. See [Backup and Restore](#)^[52].

10.3.1 Backing Up Using Web Management

- This section provides just a summary of the processes for backing up/restoration of a Linux voicemail server using web management. Refer to the IP Office Web Management documentation for full details, especially remote server and proxy configuration, as these menus are also used to backup and restore other services provided by the Linux servers.

To run or schedule a backup:

1. Using a browser, login to the server's web management menus.
2. On the **Solutions** page, click on the  icon next to the server and select **Backup**.
3. Check that the voicemail server is included in the list of selected servers.
4. From the Select Voicemail Pro Sets drop-down, select the type of backup required. The options are:
 - **Voicemail Pro Configuration**
Backup the voicemail server preferences, callflows and custom prompts.
 - **Messages & Recordings**
Backup the mailbox messages and recordings including mailbox name and greeting recordings.
 - **Voicemail Pro Full**
This backup option is a combination of the two options above. It is a full backup of the voicemail server.
 - **Selective voicemail**
This option allows selection of which mailboxes to backup. It then backs up the messages and recording in those mailboxes. The selection of users is done through the [User Groups](#)^[295] page in the system preferences.
5. From **Select Remote Server**, select the existing remote server to which the backup should be sent.
 - To create a new remote server destination select Add New Server. The settings for the remote server access are displayed. Supported protocols are http, https, ftp, sftp or scp. Remote server destinations that you add are saved and then selectable from the drop-down list of remote servers for this and other web manager functions.
6. If the connection to the remote server requires routing via a proxy server, select **Use Proxy** and enter the proxy server details.
7. To schedule the backup, select **Use Schedule** and enter the required time and dates. If you select to make it a recurring backup, select the frequency (Weekly or Monthly).
8. Click **Start**.

10.3.2 Restoring a Backup Using Web Management

The process below can be used to restore a previous web management backup.

- This section provides just a summary of the processes for backing up/restoration of a Linux voicemail server using web management. Refer to the IP Office Web Management documentation for full details, especially remote server and proxy configuration, as these menus are also used to backup and restore other services provided by the Linux servers.

To restore a backup:

1. Using a browser, login to the server's web management menus.
2. On the **Solutions** page, click on the  icon next to the server and select **Restore**.
3. In the **Select Remote Sever** drop-down select the remote server that was used for the previous backups.
4. If the connection to the remote server requires routing via a proxy server, select **Use Proxy** and enter the proxy server details.
5. Click **Get Restore Points**.
6. Select the backup and click **Restore**.

10.4 Editing Call Flows

If the Windows Voicemail Pro client is [installed on your PC](#)^[300], you can launch it from within the web management menus.

To start the <VOICEMAILPRO%> client:

1. Using a web browser, log into the web management menus for the server hosting the voicemail service.
2. Click **Applications** and select **Voicemail Pro - Call Flow Management**.
3. The Voicemail Pro client is started and the configuration from the voicemail server is loaded.

10.5 Downloading the Windows Client

To download the client from a Linux server:

For Linux base voicemail servers, a copy of the installer for the Voicemail Pro client can be downloaded from the server. This can then be installed on a Windows PC.

1. Using a browser, login to the server's web management menus.
2. On the **Solutions** page, click on the  icon next to the server and select **Platform View**.
3. In the platform view, click on the **App Center** tab.
4. Download and install the Voicemail Pro client package.

Chapter 11.

Voicemail Pro Examples

11. Voicemail Pro Examples

This section contains a number of examples for specific areas of Voicemail Pro operation.

For simple examples, refer *Avaya IP Office Voicemail Pro Example Exercises* (15-601138). That document contains a series for setting up a basic auto attendant and then adding additional features. Working through that document should leave you familiar with the process of setting up and testing call flows.

11.1 Using VB Script



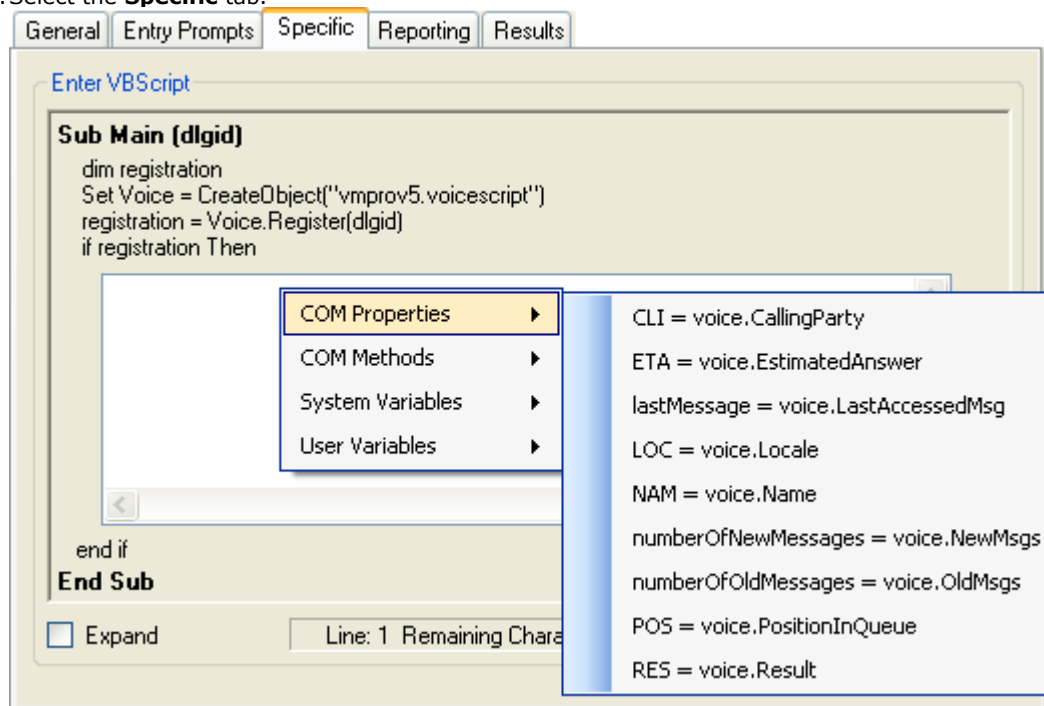
The **VB Script** action assists an administrator to construct additional call flow logic using VBScript commands and various [properties](#)^[304] and [methods](#)^[310].

When a VBScript action is executed, the Voicemail Pro server waits for up to one minute for the script to complete execution. If execution of the script takes longer, then it is terminated by the server and the action's **Failure** result path is used.

- **!** These features are not supported on a Linux-based Voicemail Pro server.
- For IP Office Release 9.1, use of VB Script actions no longer requires the IP Office system to have an **Advanced Edition** license.

Settings

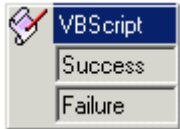
1. Click the  **Miscellaneous Actions** icon and select  **VB Script**.
2. The [General](#)^[91], [Entry Prompts](#)^[92], [Reporting](#)^[95] and [Results](#)^[97] tabs are standard tabs available to all actions.
3. Select the **Specific** tab.



- **Enter VBScript**
In the script area enter the VBScript as required. Strings for the variables and methods provided for VBScript by Voicemail Pro can be selected and inserted by right clicking on the script area. This script can contain a maximum of 10000 characters.
- **Expand**
Check **Expand** to view a larger script area.
- **Syntax Check**
Click the **Syntax Check** button to check your input for any errors.
- **Maximum execution time: Default = 90 seconds**
Sets how long the call flow will wait for a VBScript to complete before assuming that the script has failed.

Results

This action has the following results which can be connected to further actions:



This action has two results, **Success** or **Failure**.

11.1.1 VBScript Properties

The following properties can be accessed within VBScript. Note that unless otherwise stated they are session based. The data is specific to a particular Voicemail Pro call and does not persist between calls.

Voicemail contains various state variables that are associated with a specific interaction with voicemail. The call variables listed map to properties associated with the object:

- **\$NAM** ⁽³⁰⁷⁾ – (read-only). See [Name Property](#) ⁽³⁰⁷⁾.
- **\$CLI** ⁽³⁰⁵⁾ – (read-only). See [CallingParty Property](#) ⁽³⁰⁵⁾.
- **\$RES** ⁽³⁰⁶⁾ – (read-write). See [Result Property](#) ⁽³⁰⁶⁾.
- **\$VAR** ⁽³⁰⁹⁾ – (read-write). See [Variable Property](#) ⁽³⁰⁹⁾.
- **\$SAV** ⁽³⁰⁹⁾ – (read-write). See [SavedResult Property](#) ⁽³⁰⁹⁾.
- **\$LOC** ⁽³⁰⁶⁾ – (read-write). See [Locale Property](#) ⁽³⁰⁶⁾.

The following properties are specific to queued and still queued call flows only.

- **\$QPOS** ⁽³⁰⁸⁾ – (read-only). See [PositionInQueue Property](#) ⁽³⁰⁸⁾.
- **\$QTIM** ⁽³⁰⁵⁾ – (read-only). See [EstimatedAnswer Property](#) ⁽³⁰⁵⁾.

The following properties are related to the messages within the mailbox.

- **NewMsgs Property** ⁽³⁰⁷⁾
Returns the count of new messages within the session's mailbox.
- **OldMsgs Property** ⁽³⁰⁷⁾
Returns the count of old messages within the session's mailbox.
- **SavedMsgs Property** ⁽³⁰⁹⁾
Returns the count of saved messages within the session's mailbox.
- **LastAccessedMsg Property** ⁽³⁰⁶⁾
Returns the name of the last recorded or accessed message.

Note: VB Scripting will only support variant types.

Internal Variables

Some of the variables that exist within Voicemail Pro can be split into smaller sections using a delimiter.

- **Example:**
A CLI ⁽³⁰⁵⁾ contains the number 01707364143. If the call flow references the variable as **CLI@0,4** then the value **01707** will be returned as they are the first five numbers.

11.1.1.1 CallingParty Property

The **CallingParty** property returns the caller id associated with the voicemail session used for VBS interaction with Voicemail (equivalent to \$CLI call variable).

- **Owning object:** vmprov5.voicescript
- **String:**
 - **Set:** This property is read-only.
 - **Get:** A String object containing the name of the calling party (or \$CLI). For example: String = Voice.CallingParty
- **Remarks:** The *CallingParty* property is only valid for the current session to Voicemail.
- **Example**

```
sub Main (dlgid)
dim registration
Set Voice = CreateObject("vmprov5.voicescript")
registration = Voice.Register(dlgid)
if registration Then
    dim callerid
    callerid = Voice.CallingParty
end if
End Sub
```

11.1.1.2 EstimatedAnswer Property

The **EstimatedAnswer** property returns the **\$QTIM** voicemail call variable. This is the user's estimated time to answer within the queue in minutes and is only available for queued and still queued call flows.

- **Owning object:** vmprov5.voicescript
- **String:**
 - **Set:** This property is read-only.
 - **Get:** A long containing the current value for \$QTIM. For example: Long = Voice.EstimatedAnswer

11.1.1.3 LastAccessedMsg Property

The **LastAccessedMsg** property returns the name of the last recorded message. If the IP Office TUI is used then this will also contain the name of the last played message.

- **Owning object:** vmprov5.voicescript
- **String:**
 - **Set:** This property is read-only.
 - **Get:** A string object containing the fully qualified name of the last played or recorded message. For example: String = Voice.LastAccessedMsg

11.1.1.4 Locale Property

The **Locale** property gets and sets the \$LOC voicemail call variable.

- **Owning object:** vmprov5.voicescript
- **String:**
 - **Set:** A string object that contains the new value for the \$LOC variable. For example: Voice.Locale = String
 - **Get:** A string object containing the current value for \$ LOC. For example: String = Voice.Locale
- **Example**

```
sub Main (dlgid)
dim registration
Set Voice = CreateObject("vmprov5.voicescript")
registration = Voice.Register(dlgid)
if registration Then
    dim locale
    DO SOME PROCESSING.
    locale = Voice.Locale
    Rem NOW SET LOCALE TO FRENCH
    Voice.Locale = "fr"
    DO SOME PROCESSING.
    Rem NOW SET LOCALE BACK TO WHAT IT WAS
    Voice.Locale = locale
end if
End Sub
```

11.1.1.5 Name Property

The **Name** property returns the name of the mailbox associated with the voicemail session used for VBScript interaction with Voicemail (equivalent to \$NAM call variable).

- **Owning object:** vmprov5.voicescript
- **String:**
 - **Set:** This property is read-only.
 - **Get:** A String object containing the name of the associated voicemail mailbox. for example:
 - `String = Voice.Name`

11.1.1.6 NewMsgs Property

The **NewMsgs** property returns the number of new messages contained within the session mailbox.

- **Owning object:** vmprov5.voicescript
- **String:**
 - **Set:** This property is read-only.
 - **Get:** The number of new messages within the mailbox. For example: `Number = Voice.NewMsgs`

11.1.1.7 OldMsgs Property

The **OldMsgs** property returns the number of old messages contained within the session mailbox.

- **Owning object:** vmprov5.voicescript
- **String:**
 - **Set:** This property is read-only.
 - **Get:** The number of old messages within the mailbox. For example: `Number = Voice.OldMsgs`

11.1.1.8 PositionInQueue Property

The **PositionInQueue** property returns the \$QPOS voicemail call variable. This is the user's current position in the queue and is only available for queued and still queued call flows.

- **Owning object:** vmprov5.voicescript
- **String:**
 - **Set:** This property is read-only.
 - **Get:** A string object containing the current value for \$QPOS. For example: String = Voice.PositionInQueue

11.1.1.9 Result Property

The **Result** property gets and sets the \$RES voicemail call variable. The \$RES variable contains the result property of a call flow action. The result is action-specific, for example OK, FAILED, BUSY and so on. The call flow action is able to use the variable to determine logic to be based upon the Result of a preceding Action, or as a temporary variable in the VB-Script. However the variable will be overwritten after the VB Action is completed. If the values from the VB action icon need to be passed to subsequent actions, it is advisable to use user variables.

- **Owning object:** vmprov5.voicescript
- **String:**
 - **Set:** A string object that contains the new value for the \$RES variable. For example: Voice.Result = String
 - **Get:** A string object containing the current value for \$RES. For example: String = Voice.Result
- **Example**

```
Sub Main (dlgid)
dim registration
Set Voice = CreateObject("vmprov5.voicescript")
registration = Voice.Register(dlgid)
if registration Then
    dim result
    dim success
    DO SOME PROCESSING.
    if success Then
        Voice.Result = TRUE
    else
        Voice.Result = FALSE
    end if
End Sub
```

11.1.1.10 SavedMsgs Property

The **SavedMsgs** property returns the number of saved messages contained within the session mailbox.

- **Owning object:** vmprov5.voicescript
- **String:**
 - **Set:** This property is read-only.
 - **Get:** The number of saved messages within the mailbox. For example: `Number = Voice.SavedMsgs`

11.1.1.11 SavedResult Property

The **SavedResult** property gets and sets the \$SAV voicemail call variable.

- **Owning object:** vmprov5.voicescript
- **String:**
 - **Set:** A string object that contains the new value for the \$SAV variable. For example: `Voice.SavedResult = String`
 - **Get:** A string object containing the current value for \$SAV. For example: `String = Voice.SavedResult`

11.1.1.12 Variable Property

The **Variable** property gets and sets the \$VAR voicemail call variable.

- **Owning object:** vmprov5.voicescript
- **String:**
 - **Set:** A string object that contains the new value for the \$VAR variable. For example: `Voice.Variable = String`
 - **Get:** A string object containing the current value for \$VAR. For example: `String = Voice.Variable`

11.1.2 VBScript Methods

11.1.2.1 ForwardMsg Method

This method can be used to forward a file or message to other mailboxes.

Method	Voice.ForwardMsg "file", "mailboxes", "ident"
Parameters	• file (<i>String</i>) This contains the name of the file to be translated. If the fully qualified path is specified (drive:\path\file) then the full specified path is used otherwise the file is relative to the specified locale within the WAVS directory. • [GREETING]\greeting Plays out the greeting stored within the greetings directory. The .WAV extension is automatically appended. • [ACCOUNTS]\mailbox\message Plays out the message stored within the specified mailbox. The .WAV extension is automatically appended. • [CAMPAIGN]\campaign\message Plays out a campaign message stored within the specified campaign. The .WAV extension is automatically appended. • mailboxes (<i>String</i>) The list of mailboxes to forward the message to, separated by non digits other than commas, for example 202 203 204. • ident (<i>String</i>) The CLI to be associated with the message.
Return Value	This method does not return a value.

11.1.2.2 ForwardMsgToMailbox Method

This method is used to forward a file or message to another mailbox.

Method	Voice.ForwardMsgToMailbox "file", "mailbox", "ident"
Parameters	• file (<i>String</i>) This contains the name of the file to be translated. If the fully qualified path is specified (drive:\path\file) then the full specified path is used otherwise the file is relative to the specified locale within the WAVS directory. • [GREETING]\greeting Plays out the greeting stored within the greetings directory. The .WAV extension is automatically appended. • [ACCOUNTS]\mailbox\message Plays out the message stored within the specified mailbox. The .WAV extension is automatically appended. • [CAMPAIGN]\campaign\message Plays out a campaign message stored within the specified campaign. The .WAV extension is automatically appended. • mailbox (<i>String</i>) The mailbox to forward the message to. • ident (<i>String</i>) The CLI to be associated with the message.
Return Value	The name of the new message. (<i>String</i>)

11.1.2.3 FullFilename Method

This method is used to translate the shortcut filename to the equivalent fully qualified path for the file.

Method	Voice.FullFilename(<i>file</i>)
Parameters	• file (<i>String</i>) This contains the name of the file to be translated. If the fully qualified path is specified (drive:\path\file) then the full specified path is used otherwise the file is relative to the specified locale within the WAVS directory. • [GREETING]\greeting Plays out the greeting stored within the greetings directory. The .WAV extension is automatically appended. • [ACCOUNTS]\mailbox\message Plays out the message stored within the specified mailbox. The .WAV extension is automatically appended. • [CAMPAIGN]\campaign\message Plays out a campaign message stored within the specified campaign. The .WAV extension is automatically appended.
Return Value	The equivalent fully qualified path for the specified file. (<i>String</i>)

11.1.2.4 GetCallingParty Method

This method can be used to obtain the CLI from the current call.

Method	Voice.GetCallingParty([<i>dlgid</i>])
Parameters	• dlgid (<i>Long. Default = 0</i>) The connection for the voicemail session.
Return Value	The CLI value associated with the specified voicemail session. (<i>String</i>)

11.1.2.5 GetDTMF Method

This method is used to return user's DTMF input.

Method	Voice.GetDTMF([<i>digits</i>], [<i>timeout</i>], [<i>dlgid</i>])
Parameters	• digits (<i>Long, Default = 1</i>) The maximum number of DTMF digits to capture. • timeout (<i>Long, Default = 30</i>) The maximum time to wait for DTMF input. • dlgid (<i>Long. Default = 0</i>) The connection for the voicemail session.
Return Value	The DTMF keys that were pressed. (<i>String</i>)

11.1.2.6 GetEstimatedAnswer Method

This method is used to obtain the \$QTIM session variable.

Method	Voice.GetEstimatedAnswer([<i>dlgid</i>])
Parameters	• dlgid (<i>Long. Default = 0</i>) The connection for the voicemail session.
Return Value	The value of the \$QTIM session variable associated with the specified voicemail session. (<i>String</i>)

11.1.2.7 GetExtension Method

This method is used to obtain an extension.

Method	Voice.GetExtension(<i>index</i>)
Parameters	• index (<i>Long</i>) The extension to return. Note that the actual extension number should not be entered as index refers to the offset number of the extension in the listing.
Return Value	The extension at that position within the list, an empty string if end of list. (<i>String</i>)

Example

```
sub Main (dlgid)
dim registration
Set Voice = CreateObject("vmprov5.voicescript")
registration = Voice.Register(dlgid)
if registration Then
    dim index
    dim ext
    index = 0
    Do
        ext = Voice.GetExtension(index)
        index = index + 1
    Loop Until Len(ext) = 0
end if
End Sub
```

11.1.2.8 GetLastAccessed Msg Method

This method returns the name of the last recorded or played message. It is the same as using \$ for the filename with an [eMail](#)^[149] action.

Method	voice.GetLastAccessedMsg(dlgid)
Parameters	• dlgid (<i>Long. Default = 0</i>) The connection for the voicemail session.
Return Value	The message name. (<i>String</i>)

11.1.2.9 GetLocale Method

This method can be used to obtain the \$LOC session variable.

Method	Voice.GetLocale([<i>dlgid</i>])
Parameters	• dlgid (<i>Long. Default = 0</i>) The connection for the voicemail session.
Return Value	The value of the \$LOC session variable associated with the specified voicemail session.

11.1.2.10 GetMailbox Method

This method can be used to obtain a mailbox.

Method	Voice.GetMailbox(<i>index</i>)
Parameters	• index (<i>Long</i>) The extension to return. Note that the actual extension number should not be entered as index refers to the offset number of the extension in the listing.
Return Value	The mailbox at that position within the list, an empty string if end of list.

11.1.2.11 GetMailboxMessage Method

This method can be used to obtain a message within a mailbox.

Method	Voice.GetMailboxMessage(<i>mailbox</i> , <i>msgtype</i> , <i>index</i>)
Parameters	• mailbox (<i>String</i>) The mailbox to which the message belongs. • msgtype (<i>String</i>) The type for the message(s). N for new, O for old and S for saved. • index The message to return.
Return Value	The message at that position within the list, an empty string if end of list. (<i>String</i>)

11.1.2.12 GetMailboxMessages Method

This method can be used to obtain the count of specific messages within a mailbox.

Method	Voice.GetMailboxMessages(<i>mailbox</i> , <i>msgtype</i>)
Parameters	• mailbox (<i>String</i>) The mailbox to which the message belongs. • msgtype (<i>String</i>) The type for the message(s). N for new, O for old and S for saved.
Return Value	The number of messages of a particular type within the mailbox. (<i>String</i>)

11.1.2.13 GetMessagePriority Method

This method is used to determine whether the message was left with priority.

Method	Voice.GetMessagePriority(<i>mailbox</i> , <i>message</i>)
Parameters	• mailbox (<i>String</i>) The mailbox to which the message belongs. • message The message to query.
Return Value	True if the message was left with priority, otherwise false. (<i>Boolean</i>)

11.1.2.14 GetMessagePrivate Method

This method can be used to determine whether the message was left with privacy.

Method	Voice.GetMessagePrivate(<i>mailbox</i> , <i>message</i>)
Parameters	• mailbox (<i>String</i>) The mailbox to which the message belongs. • message The message to query.
Return Value	True if the message was left with privacy, otherwise false. (<i>Boolean</i>)

11.1.2.15 GetMessageStatus Method

This method can be used to obtain the state of the message within a mailbox.

Method	Voice.GetMessageStatus(<i>mailbox</i> , <i>message</i>)
Parameters	• mailbox (<i>String</i>) The mailbox to which the message belongs. • message The message to query. The message name format should be <i>[Accounts]\mailbox\message</i>. For example <i>[Accounts]\Extn247\MSG00004</i>.
Return Value	The state of the message within the mailbox - N for new, O for old, S for saved. (<i>String</i>)

11.1.2.16 GetName Method

This method is used to obtain the \$NAM session variable.

Method	Voice.GetName(<i>[dlgid]</i>)
Parameters	• dlgid (<i>Long. Default = 0</i>) The connection for the voicemail session.
Return Value	The value of the \$NAM session variable associated with the specified voicemail session. (<i>String</i>)

11.1.2.17 GetNewMsgs Method

This method is used to obtain the number of new messages contained within the session's mailbox.

Method	Voice.GetNewMsgs(<i>[dlgid]</i>)
Parameters	• dlgid (<i>Long. Default = 0</i>) The connection for the voicemail session.
Return Value	The number of new messages contained within the session's mailbox. (<i>Long</i>)

11.1.2.18 GetOldMsgs Method

This method is used to obtain the number of old messages contained within the session's mailbox.

Method	Voice.GetOldMsgs(<i>[dlgid]</i>)
Parameters	• dlgid (<i>Long. Default = 0</i>) The connection for the voicemail session.
Return Value	The number of old messages contained within the session's mailbox. (<i>Long</i>)

11.1.2.19 GetPositionInQueue Method

This method is used to obtain the \$QPOS session variable.

Method	Voice.GetPositionInQueue(<i>[dlgid]</i>)
Parameters	• dlgid (<i>Long. Default = 0</i>) The connection for the voicemail session.
Return Value	The value of the \$QPOS session variable associated with the specified voicemail session. (<i>String</i>)

11.1.2.20 GetRegister Method

This method is used to retrieve a string stored in one of the session sixteen data variables \$CP0 to \$CP15.

Method	Voice.GetRegister(<i>regnum</i> , [<i>dlgid</i>])
Parameters	• regnum (<i>Long</i>) Data register to use for storage (0-15). • dlgid (<i>Long. Default = 0</i>) The connection for the voicemail session.
Return Value	The data stored within the specified register. (<i>String</i>)

11.1.2.21 GetResult Method

This method is used to obtain the \$RES session variable.

Method	Voice.GetResult([<i>dlgid</i>])
Parameters	• dlgid (<i>Long. Default = 0</i>) The connection for the voicemail session.
Return Value	The value of the \$RES session variable associated with the specified voicemail session. (<i>String</i>)

11.1.2.22 GetSavedMsgs Method

This method is used to obtain the number of saved messages contained within the session's mailbox.

Method	Voice.GetSavedMsgs ([<i>dlgid</i>])
Parameters	• dlgid (<i>Long. Default = 0</i>) The connection for the voicemail session.
Return Value	The number of saved messages contained within the session's mailbox. (<i>Long</i>)

11.1.2.23 GetSavedResult Method

This method is used to obtain the \$SAV session variable.

Method	Voice.GetSavedResult([<i>dlgid</i>])
Parameters	• dlgid (<i>Long. Default = 0</i>) The connection for the voicemail session.
Return Value	The value of the \$SAV session variable associated with the specified voicemail session. (<i>String</i>)

11.1.2.24 GetUserExtension Method

This method returns the extension number associated with the specified mailbox.

Method	voice.GetUserExtension(<i>mailbox</i>)
Parameters	• mailbox (<i>String</i>) The mailbox to which the message belongs.
Return Value	The extension number. (<i>String</i>)

11.1.2.25 GetUserMailboxFromExtn Method

This method returns the mailbox associated with a specified extension number.

Method	voice.GetUserMailboxFromExtn(extension)
Parameters	• extension (<i>String</i>) The extension number. A variable such as \$CLI can be used with an internal caller to identify the user's mailbox.
Return Value	The mailbox name. (<i>String</i>)

11.1.2.26 GetUserVariable Method

This method returns the current value of a specified user variable.

Method	voice.GetUserVariable(variable)
Parameters	• variable (<i>String</i>) The user variable name.
Return Value	The current value of the user variable. (<i>String</i>)

11.1.2.27 GetVariable Method

This method is used to obtain the \$VAR session variable.

Method	Voice.GetVariable([dlgid])
Parameters	• dlgid (<i>Long. Default = 0</i>) The connection for the voicemail session.
Return Value	The value of the \$VAR variable associated with the specified voicemail session. (<i>String</i>)

11.1.2.28 MessageCLI Method

This method is used to obtain the CLI of the caller that left a message within a mailbox.

Method	Voice.MessageCLI(mailbox, message)
Parameters	• mailbox (<i>String</i>) The mailbox to which the message belongs. • message The message to query.
Return Value	The CLI of the caller that left the message. (<i>String</i>)

11.1.2.29 MessageDisplay Method

This method is used to obtain the display field associated with the message within a mailbox.

Method	Voice.MessageDisplay(mailbox, message)
Parameters	• mailbox (<i>String</i>) The mailbox to which the message belongs. • message The message to query.
Return Value	The display string associated with the message. (<i>String</i>)

11.1.2.30 MessageLength Method

This method is used to obtain the length of a message within a mailbox.

Method	Voice.MessageLength(<i>mailbox</i> , <i>message</i>)
Parameters	• mailbox (<i>String</i>) The mailbox to which the message belongs. • message The message to query.
Return Value	The length of the message in milliseconds. (<i>Long</i>)

11.1.2.31 MessageTime Method

This method is used to obtain the date and time the message was left within a mailbox.

Method	Voice.MessageTime(<i>mailbox</i> , <i>message</i>)
Parameters	• mailbox (<i>String</i>) The mailbox to which the message belongs. • message The message to query.
Return Value	The time the message was left in the format: YEAR/MONTH/DAY HOUR:MINUTE. For example 2003/09/23 13:26. (<i>String</i>)

11.1.2.32 PlayDigits Method

This method is used to play the digits specified through voicemail to the active connection.

Method	Voice.PlayDigits(<i>digits</i> , [<i>wait</i>], [<i>interruptables</i>], [<i>dlgid</i>])
Parameters	• digits (<i>String</i>) This contains the digits to be played. For example "12345" plays "one two three four five". • wait (<i>Boolean</i>) This optional parameter specifies whether voicemail should return immediately (0) or wait until the wave file has been played first (1). • interruptables (<i>String</i>, Default = "Any") This is for future development. • dlgid (<i>Long</i>, Default = 0) The connection for the voicemail session.
Return Value	The key press that was used to terminate the playback. (<i>String</i>)

Example

```

sub Main (dlgid)
dim registration
Set Voice = CreateObject("vmprov5.voicescript")
registration = Voice.Register(dlgid)
if registration Then
    dim key
    key = Voice.PlayDigits("12345");
end if
End Sub

```

11.1.2.33 PlayLocaleWav Method

This method is used to play a wave file through voicemail to the active connection taking into account the system locale.

Method	Voice.PlayLocaleWav(wav, [wait], [interruptables], [dlgid])
Parameters	• wav (<i>String</i>) This contains the name of the wave file to be played. If the fully qualified path is specified (drive:\path\file) then the full specified path is used otherwise the file is relative to the specified locale within the WAVS directory. • [GREETING]\greeting Plays out the greeting stored within the greetings directory. The .WAV extension is automatically appended. • [ACCOUNTS]\mailbox\message Plays out the message stored within the specified mailbox. The .WAV extension is automatically appended. • [CAMPAIGN]\campaign\message Plays out a campaign message stored within the specified campaign. The .WAV extension is automatically appended. • wait (<i>Boolean</i>) This optional parameter specifies whether voicemail should return immediately (0) or wait until the wave file has been played first (1). • interruptables (<i>String, Default = "Any"</i>) This is for future development. • dlgid (<i>Long, Default = 0</i>) The connection for the voicemail session.
Return Value	• The key press that was used to terminate the playback. (<i>String</i>)

11.1.2.34 PlayWav Method

This method is used to play a wave file through voicemail to the active connection.

Method	Voice.PlayWav(wav, [wait], [interruptables], dlgid)
Parameters	wav (<i>String</i>) This contains the name of the wave file to be played or the name of a system parameter to be spoken. The following formats can be used. If the string just contains numbers, then the digits are played, for example 12345 plays "one two three four five". If the fully qualified path is specified (drive:\path\file) then the full specified path is used otherwise the file is relative to the WAVS directory. \$NAM Plays the recorded name for the mailbox if one has been recorded. If a name has not been recorded then optional TTS can be used (providing it has been licensed). \$TIME:hh[:mm[:ss] [Y][dd[/mm[/yy]]]] = Plays out the specified time and date. The hours to speak must always be specified and optional the number of minutes, seconds, day, month and year. Note that the actual prompts spoken and order of playing of the elements varies according to locale. Further examples are given in the table below: - English UK: "At eleven hour fifty five, date twenty first September two oh oh three". - English US: "Sunday September twenty first, eleven fifty five AM". \$QPOS [:position] = This plays out "You are at queue position 'position' in the queue". \$QTIM [:eta] = This plays out "Estimated time to answer is 'eta' minutes". \$MSGN:msgs = Plays out the specified number of new messages. For example \$MSGN:10 plays "You have ten new messages". \$MSGO:msgs = Plays out the specified number of old messages. For example \$MSGO:0 plays "You have no old messages". \$MSGs:msgs = Plays out the specified number of saved messages. For example \$MSGs:5 plays "You have five saved messages". \$CID, \$CLI, \$DATE, \$ETA, \$KEY, \$POS, \$SAV, \$TIME Play out the contents of the call variable. [GREETING]\greeting Plays out the greeting stored within the greetings directory. The .WAV extension is automatically appended. [ACCOUNTS]\mailbox\message Plays out the message stored within the specified mailbox. The .WAV extension is automatically appended. [CAMPAIGN]\campaign\message Plays out a campaign message stored within the specified campaign. The .WAV extension is automatically appended. wait (<i>Boolean</i>) This optional parameter specifies whether voicemail should return immediately (0) or wait until the wave file has been played first (1). interruptables (<i>String, Default = "Any"</i>) This is for future development. dlgid (<i>Long, Default = 0</i>) The connection for the voicemail session.
Return Value	The key press that was used to terminate the playback. (<i>String</i>)

Example

```

sub Main (dlgid)
dim registration
Set Voice = CreateObject("vmprov5.voicescript")
registration = Voice.Register(dlgid)
if registration Then
    dim key
    key = Voice.PlayWav("test", True, "Any", dlgid);
end if
End Sub

```

Examples of Time Playback

voice.PlayWav(...)	UK English	US English
"\$TIME:0", True, "Any", dlgid	<i>"At Midnight Oh Zero"</i>	<i>"Twelve Midnight"</i>
"\$TIME:11", True, "Any", dlgid	<i>"At Eleven Hour O'Clock"</i>	<i>"Eleven AM"</i>
"\$TIME:12", True, "Any", dlgid	<i>"At Twelve Hour O'Clock"</i>	<i>"Twelve Noon"</i>
"\$TIME:13", True, "Any", dlgid	<i>"At Thirteen Hour Hundred"</i>	<i>"One PM"</i>
"\$TIME:23", True, "Any", dlgid	<i>"At Twenty Three Hour Hundred"</i>	<i>"Eleven PM"</i>
"\$TIME:24", True, "Any", dlgid	<i>"At Midnight Oh Zero"</i>	<i>"Twelve Midnight"</i>
"\$TIME:0:00:00 Y", True, "Any", dlgid	<i>"Yesterday At Midnight Oh Zero"</i>	<i>"Thursday May Seventh Twelve Midnight"</i>
"\$TIME:11:00:00 Y", True, "Any", dlgid	<i>"Yesterday At Eleven Hour O'Clock"</i>	<i>"Thursday May Seventh Eleven AM"</i>
"\$TIME:12:00:00 Y", True, "Any", dlgid	<i>"Yesterday At Twelve Hour O'Clock"</i>	<i>"Thursday May Seventh Twelve Noon"</i>
"\$TIME:13:00:00 Y", True, "Any", dlgid	<i>"Yesterday At Thirteen Hour Hundred"</i>	<i>"Thursday May Seventh One PM"</i>
"\$TIME:23:00:00 Y", True, "Any", dlgid	<i>"Yesterday At Twenty Three Hour Hundred"</i>	<i>"Thursday May Seventh Eleven PM"</i>
"\$TIME:24:00:00 Y", True, "Any", dlgid	<i>"At Midnight Oh Zero"</i>	<i>"Twelve Midnight"</i>
"\$TIME:0:00:00 13/10/2008", True, "Any", dlgid	<i>"At Midnight Oh Zero date Thirteenth October Two Oh Oh Eight"</i>	<i>"Monday October Thirteenth Twelve Midnight"</i>
"\$TIME:11:00:00 13/10/2008", True, "Any", dlgid	<i>"At Eleven Hour O'Clock Date Thirteenth October Two Oh Oh Eight"</i>	<i>"Monday October Thirteenth Eleven AM"</i>
"\$TIME:12:00:00 13/10/2008", True, "Any", dlgid	<i>"At Twelve Hour O'Clock Date Thirteenth October Two Oh Oh Eight"</i>	<i>"Monday October Thirteenth Twelve Noon"</i>
"\$TIME:13:00:00 13/10/2008", True, "Any", dlgid	<i>"At Thirteen Hour Hundred Date Thirteenth October Two Oh Oh Eight"</i>	<i>"Monday October Thirteenth One PM"</i>
"\$TIME:23:00:00 13/10/2008", True, "Any", dlgid	<i>"At Twenty Three Hour Hundred Date Thirteenth October Two Oh Oh Eight"</i>	<i>"Monday October Thirteenth Eleven PM"</i>
"\$TIME:24:00:00 13/10/2008", True, "Any", dlgid	<i>"At Midnight Oh Zero Date Thirteenth October Two Oh Oh Eight"</i>	<i>"Monday October Thirteenth Twelve Midnight"</i>

11.1.2.35 RecordMsg Method

This method is used to record a user's speech input to the specified file.

Method	Voice.RecordMsg "recording", maxtime, [interruptables], [appendtofile], [dlgid], [playbeep]
Parameters	• recording (<i>String</i>) This contains the name of the file for the recording to be stored to and can be in the following formats. If the fully qualified path is specified (drive:\path\file) then the full specified path is used otherwise the file is relative to the specified locale within the WAVS directory. • [GREETING]\greeting Plays out the greeting stored within the greetings directory. The .WAV extension is automatically appended. • [ACCOUNTS]\mailbox\message Plays out the message stored within the specified mailbox. The .WAV extension is automatically appended. • [CAMPAIGN]\campaign\message Plays out a campaign message stored within the specified campaign. The .WAV extension is automatically appended. • maxtime (<i>Long</i>) The maximum recording length specified in seconds. • interruptables (<i>String, Default = "Any"</i>) This is for future development. • appendtofile (<i>Boolean, Default = False</i>) Set to true if the recording should be appended to the file, false to clear the file first. • dlgid (<i>Long, Default = 0</i>) The connection for the voicemail session. • playbeep (<i>Boolean, Default = False</i>) This flag sets whether a beep is played before the start of recording.
Return Value	The key press that was used to terminate the recording. (<i>String</i>)

11.1.2.36 RecordRegister Method

This method is used to record a user's speech input to the specified file stored in the specified register.

Method	Voice.RecordRegister(regnum, [maxtime], [interruptables], [dlgid], [playbeep])
Parameters	• regnum (<i>Long</i>) Data register containing file to store recording to. • maxtime (<i>Long, Default = 60</i>) The maximum recording length specified in seconds. • interruptables (<i>String, Default = "Any"</i>) This is for future development. • dlgid (<i>Long, Default = 0</i>) The connection for the voicemail session. • playbeep (<i>Boolean, Default = False</i>) This flag sets whether a beep is played before the start of recording.
Return Value	The key press that was used to terminate the recording. (<i>String</i>)

11.1.2.37 Register Method

This method is used to determine whether the voicemail session that was used to start the VB script is still active.

Method	Voice.Register(dlgid)
Parameters	• dlgid (<i>Long. Default = 0</i>) The connection for the voicemail session.
Return Value	A Boolean variable indicating whether the specified voicemail session is still active. (<i>Boolean</i>)

Example

```
sub Main (dlgid)
dim registration
Set Voice = CreateObject("vmprov5.voicescript")
registration = Voice.Register(dlgid)
if registration Then
    do something.
end if
End Sub
```

11.1.2.38 SetLocale Method

This method is used to set the \$LOC session variable.

Method	Voice.SetLocale(locale, [dlgid])
Parameters	• locale (<i>String</i>) The new value for the \$LOC variable. • dlgid (<i>Long. Default = 0</i>) The connection for the voicemail session.
Return Value	This method does not return a value.

11.1.2.39 SetMailboxMessage Method

This method is used to change the status of a message within a mailbox.

Method	Voice.SetMailboxMessage(mailbox, message, msgtype)
Parameters	• mailbox (<i>String</i>) The mailbox to which the message belongs. • message (<i>String</i>) The message to modify. The message name format should be [Accounts]\mailbox\message. For example [Accounts]\Extn247\MSG00004. • msgtype (<i>String</i>) The type for the message(s). N for new, O for old and S for saved.
Return Value	This method does not return a value.

11.1.2.40 SetRegister Method

This method is used to store a string in one of the sixteen session data variables \$CP0 to \$CP15.

Method	Voice.SetRegister(regnum, data, [dlgid])
Parameters	• regnum (<i>Long</i>) Data register to use for storage (0-15). • data (<i>String</i>) The data to store within this register. • dlgid (<i>Long. Default = 0</i>) The connection for the voicemail session.
Return Value	This method does not return a value.

11.1.2.41 setResult Method

This method is used to set the \$RES session variable.

Method	Voice.setResult(<i>result</i> , [<i>dlgid</i>])
Parameters	• result (<i>String</i>) The new value for the \$RES variable. • dlgid (<i>Long. Default = 0</i>) The connection for the voicemail session.
Return Value	This method does not return a value.

11.1.2.42 SetSavedResult Method

This method can be used to set the value of the \$SAV variable.

Method	Voice.SetSavedResult(<i>result</i> , <i>dlgid</i>)
Parameters	• result (<i>String</i>) The new value for the \$SAV variable. • dlgid (<i>Long. Default = 0</i>) The connection for the voicemail session.
Return Value	This method does not return a value.

11.1.2.43 SetUserVariable Method

This method can be used to set the value of a user variable.

Method	voice.SetUserVariable(<i>variable</i> , <i>value</i>)
Parameters	• variable (<i>String</i>) The variable name. • value (<i>String</i>) The value to assign to the variable.
Return Value	This method does not return a value.

11.1.2.44 SetVariable Method

This method is used to set the \$VAR session variable.

Method	Voice.SetVariable(<i>value</i> , <i>dlgid</i>)
Parameters	• value (<i>String</i>) The new value for the \$VAR variable. • dlgid (<i>Long. Default = 0</i>) The connection for the voicemail session.
Return Value	This method does not return a value.

11.1.2.45 Speak Method

This method is used to speak out the specified speech provided TTS has been licensed.

Method	Voice.Speak(<i>text</i> , [<i>wait</i>], [<i>interruptables</i>], [<i>dlgid</i>])
Parameters	• text (<i>String</i>) This contains the text to be spoken. • wait (<i>Boolean</i>) This optional parameter specifies whether voicemail should return immediately (0) or wait until the wave file has been played first (1). • interruptables (<i>String</i>, Default = "Any") This is for future development. • dlgid (<i>Long</i>, Default = 0) The connection for the voicemail session.
Return Value	The key press that was used to terminate the playback. (<i>String</i>)

11.1.2.46 Stop Method

This method can be used to stop any current play back.

Method	voice.Stop(<i>dlgid</i>)
Parameters	• dlgid (<i>Long</i>, Default = 0) The connection for the voicemail session.
Return Value	This method does not return a value.

11.2 Database Connection

Voicemail Pro call flows can interact, read and write data, with almost any Windows database that supports ODBC (Open Database Connectivity) and SQL (Structured Query Language) format.

- **!** These features are not supported on a Linux-based Voicemail Pro server.
- For IP Office Release 9.1, use of database actions no longer requires the IP Office system to have an **Advanced Edition** license.

The  **Database Actions** that can be used in a call flow are:

-  **Database Open**
Opens the required database, including any permissions and security options.
-  **Database Execute**
Defines a SQL query to either read matching records from the database or to write data to the database. Up to 6 fields can be defined to be returned in matching database records.
-  **Database Get Data**
Selects the current record from the matches returned by the preceding Database Execute action. The record fields are then placed into Voicemail Pro variables **DBD[0]** to **DBD[5]**. Use the **Database Get Data** to select the first, next, previous, or last record.
-  **Database Close**
Closes the database connection. This also occurs automatically if the caller disconnects.

11.2.1 Example Database Scenario

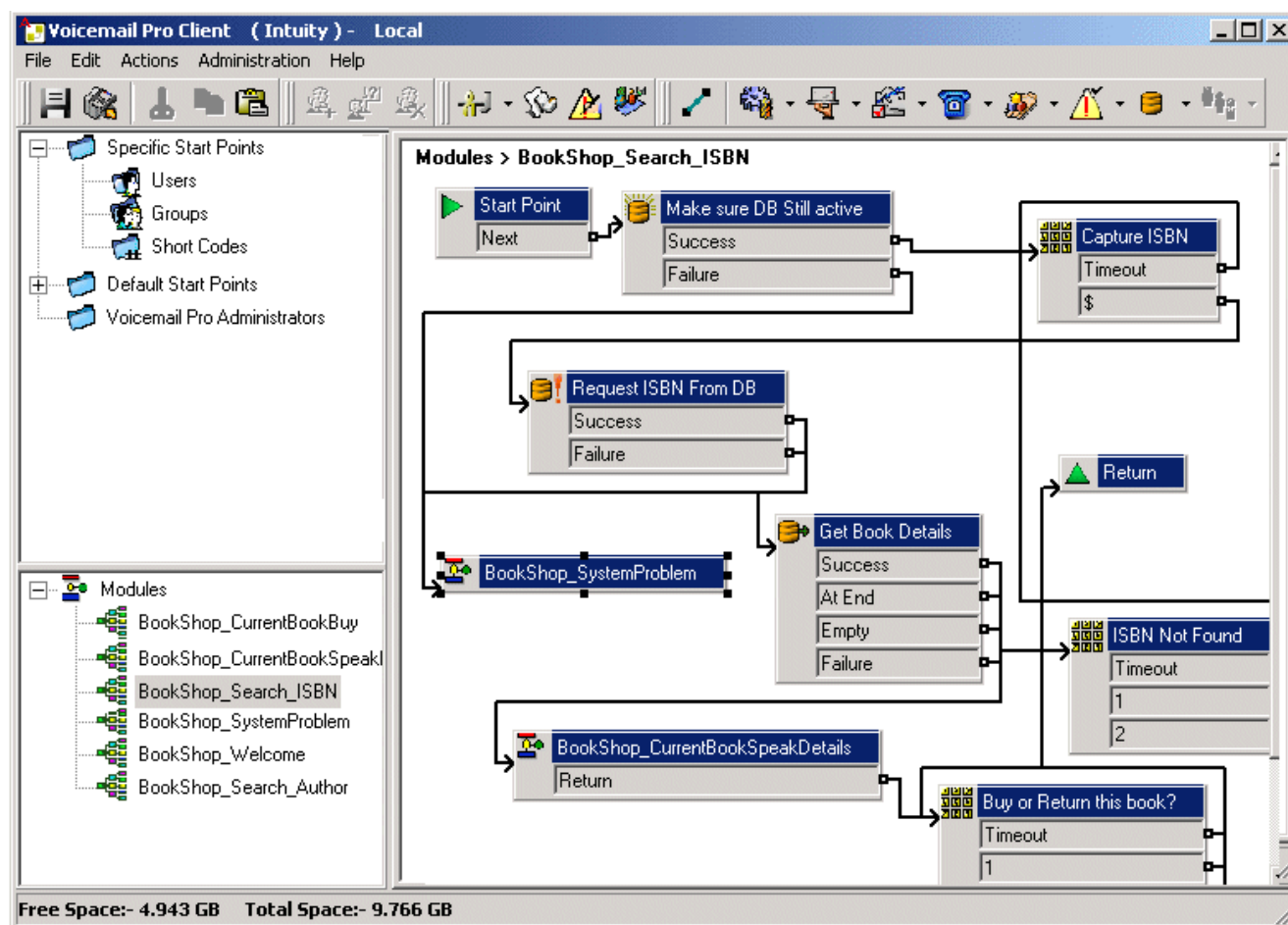
In this call flow example, an auto-attendant has been created to assist callers to order books. The book details are held within a Microsoft Access database. Callers will be able to enter either the ISBN or the Author's name. The title and cost of the item will be looked up and displayed to assist the caller in making a decision to purchase the item. If the caller decides to purchase the book, they will be able to enter their credit card details and a contact number.

Example of the database used in the call flow.

BookList : Table				
	ISBN	Author	Title	Cost
	1001	James Herbert	The Fog	£4.30
	1002	James Herbert	The Rats	£2.59
	6666	J D Salinger	The Catcher in the Rye	£3.10
	6767	J K Rowling	The Harry Potter Books	£9.50
	7777	A A Milne	Winnie the Poo	£2.60
	8888	Rudyard Kipling	The Jungle Books	£3.40
	9999	Jonathan Swift	Gulliver's Travels	£2.30
				£0.00

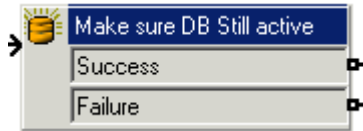
11.2.1.1 Retrieving Data from the Database

The **Bookshop_Welcome** module assists callers to search the database by either the book's ISBN number or the author's name. The screen below shows the call flow module used when a search by ISBN is selected. The database actions that have been used are shown below the call flow diagram, with details on the following pages.

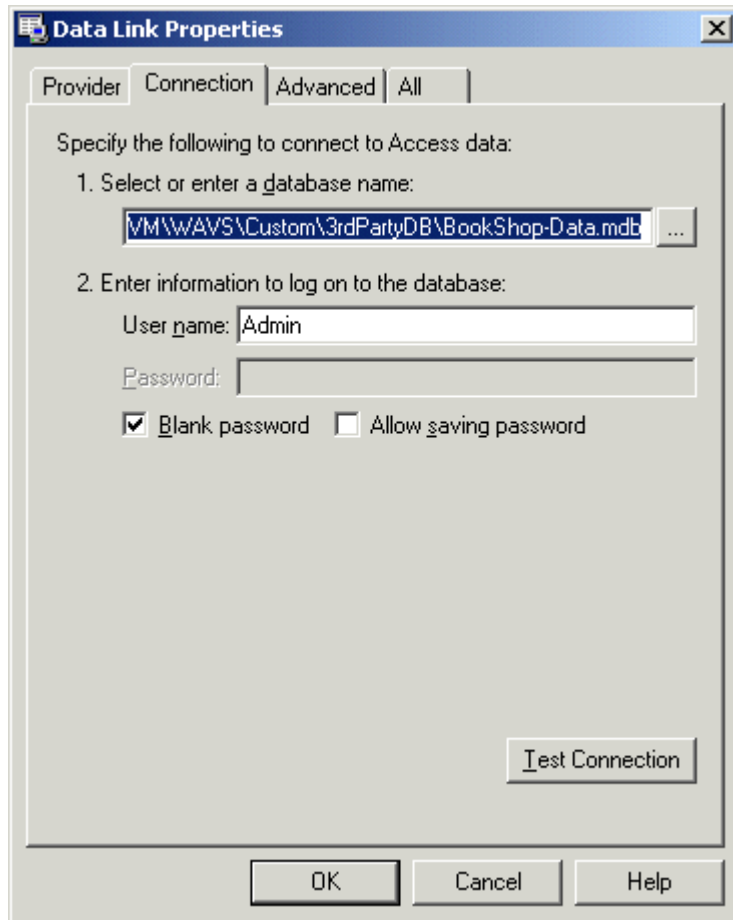


Database Open Action

The Database Open Action is used to link to the bookshop database.

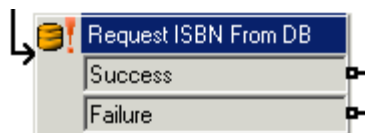


The specific tab of the action contains the location of the database. Click the browse button to view the Data Link Properties dialog. The details entered into these screens will depend upon the type of database used. This example uses a Microsoft Access Database. The example shown below shows the connection to the database. If the database is available the callers move through the call flow to a menu action that will capture the ISBN number entered.



Database Execute Action

The Database Execute Action contains a query against the open database, in this example it concerns the ISBN captured in the previous menu action.



If the sequence of numbers entered by the caller matches an ISBN entry in the database, then the Author's name, cost, ISBN and book title details are captured. This query is entered into the Database Execute Action via the specific tab.

When entering information into the specific tab for the first time you are taken through a series of steps.

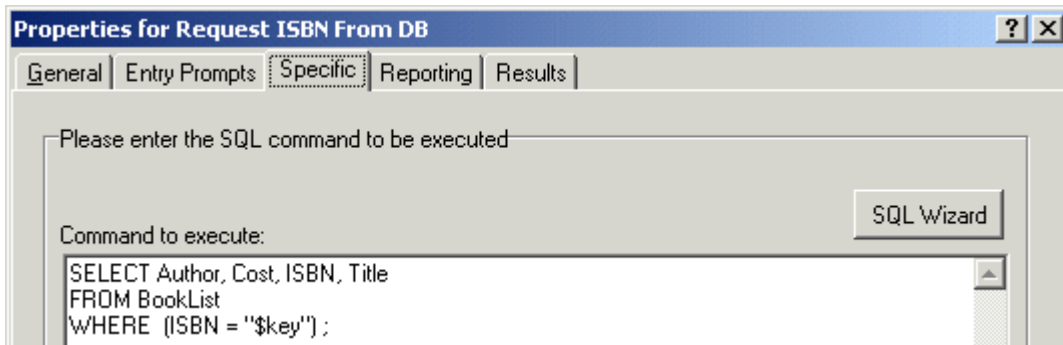
1. Select the Database Open Icon required. In this example the 'Make sure Database still active' icon was selected.
2. At the SQL Function window the option to 'Select ...From' was chosen as information from the database is required.
3. Details are then entered into the SQL Wizard, as shown below.

Logical	Field	Relational	Data
	ISBN	=	\$key

Upto six fields may be selected:

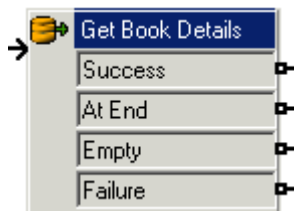
- ☒ Author
- ☒ Cost
- ☒ ISBN
- ☒ Title

4. When the query has been entered the SQL wizard is closed. The specific tab of the action will contain the entered query, see example shown below.

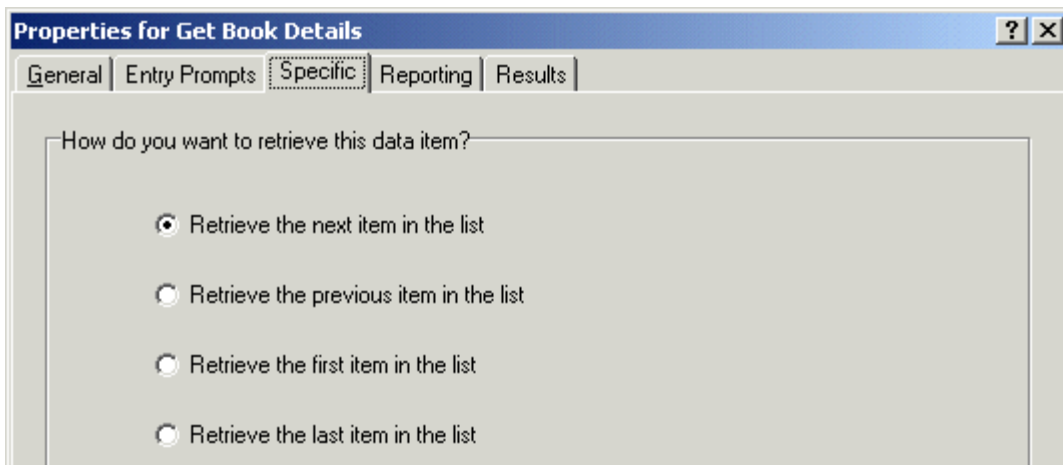


Database Get Data Action

The Database Get Data Action is used to return details of any matching entries following a search against a database.



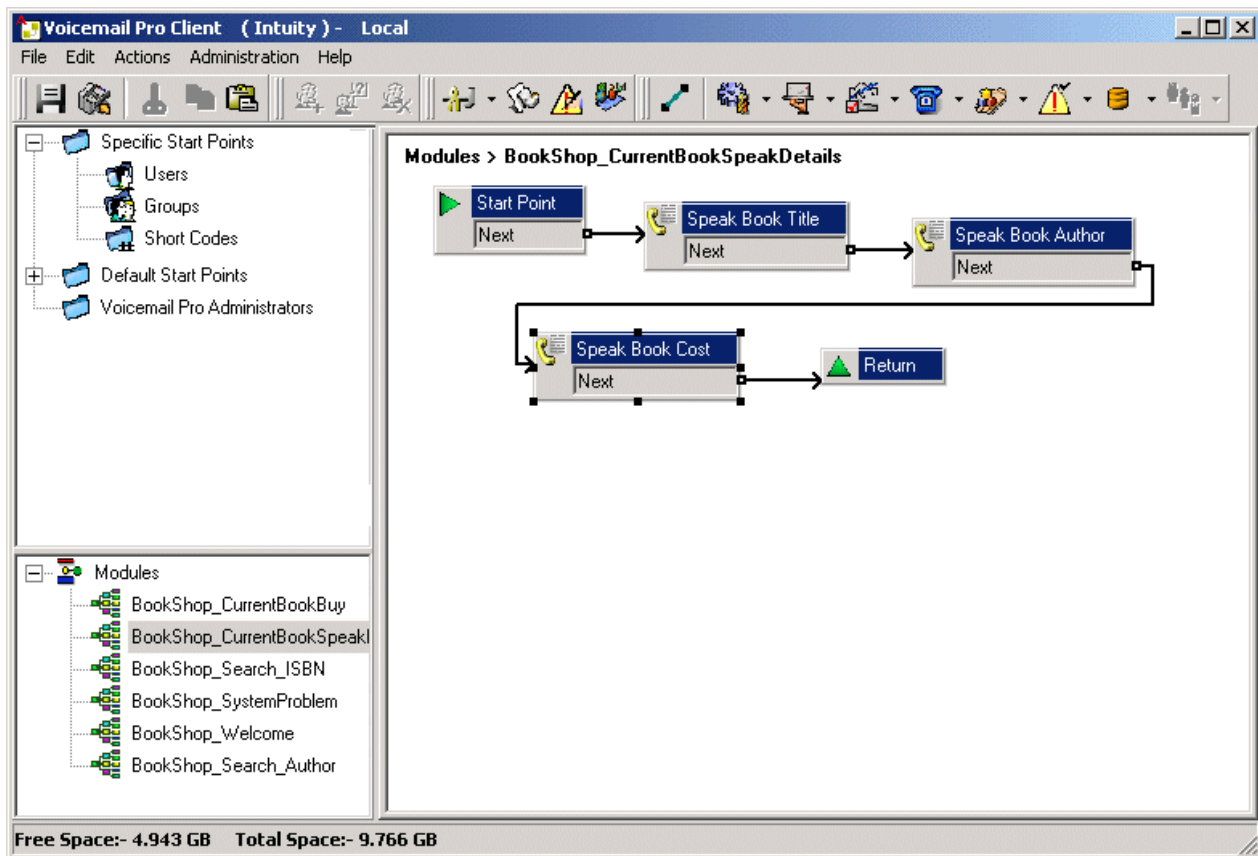
To retrieve the results an option is selected on the specific tab to select how the data is retrieved from the database. In this example, the **Retrieve the next item in the list** option is selected and the caller can step through the results, if more than one match ISBN is found.



If a matching ISBN has been found the call flow is routed to another module called 'Bookshop_CurrentBookSpeakDetails'.

11.2.1.2 Returning Data from the Database

The **Bookshop_CurrentBookSpeakDetails** module tells the caller the book title, the author's name and the cost of the book matching the ISBN that they entered.

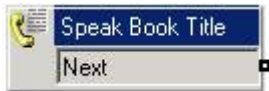


The information from the database is conveyed to the caller using the 'Speak Text Action'.

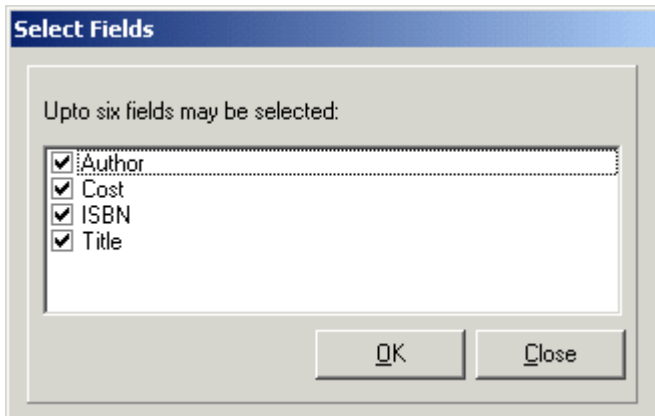
- To use the **Speak Action**, the IP Office must be licensed for and have installed Text to Speech.

Speak Book Title

The Speak Book Title action is used to tell the caller the book title associated with the ISBN that was entered.



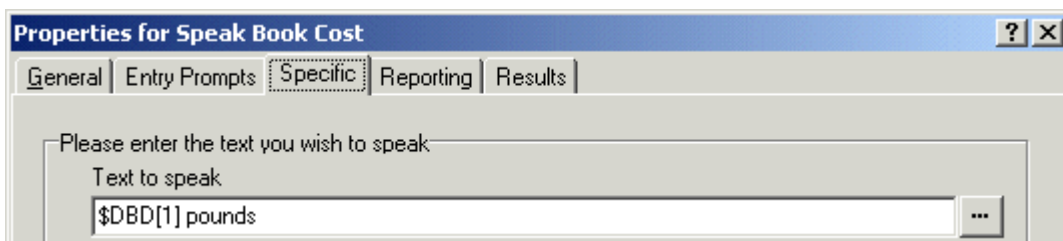
The fields selected in the 'Request ISBN from DB' action contain the information retrieved from the bookshop database. The fields selected were Author, Cost, ISBN and Title.



Any fields selected in a query will be displayed in the alphabetical order.

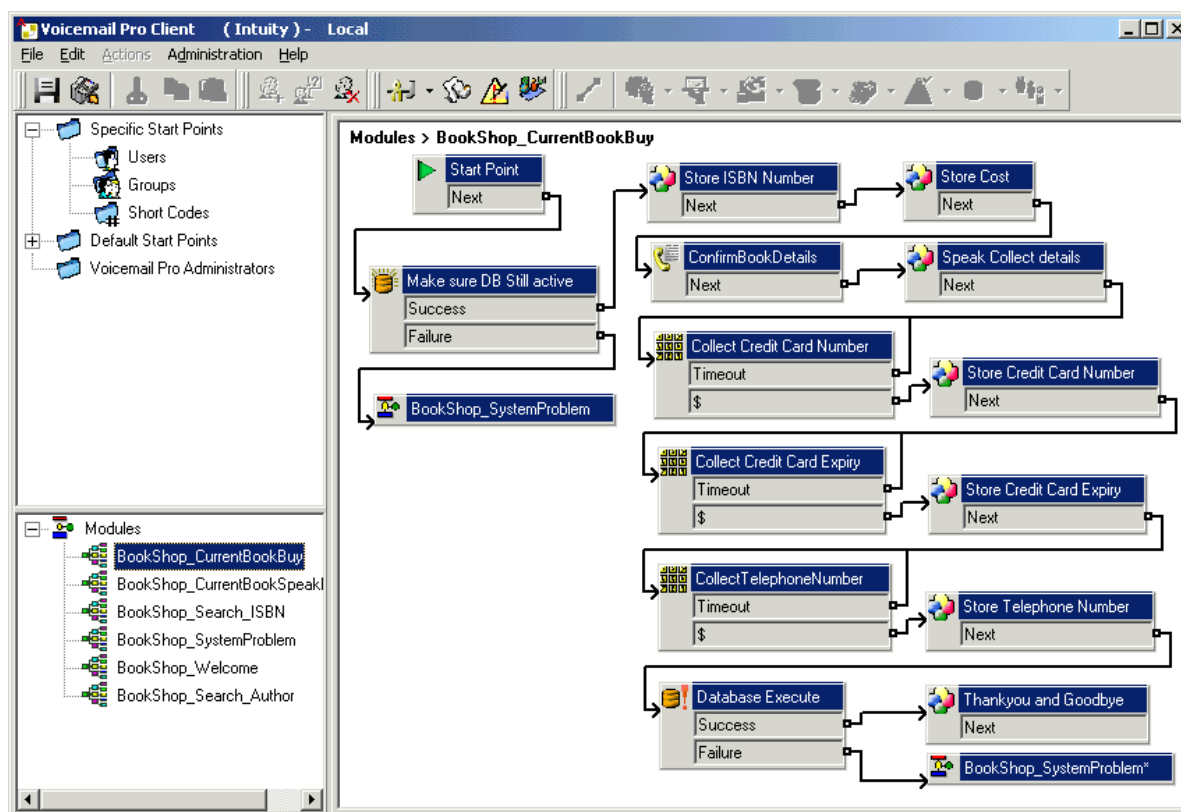
- \$DBD[0] would return details from the field Author
- \$DBD[1] would return details from the field Cost
- \$DBD[2] would return details from the field ISBN
- \$DBD[3] would return details from the field Title.

Each **Speak Text** action in the call flow returns the values from a different field selected within the database query. The 'Speak Book Cost' action has additional text added so that the currency can be spoken. In this example pounds are used.



11.2.1.3 Entering Details into the Database

The caller is given an option to buy the book. If they select to buy the book, the call flow module **Bookshop_CurrentBookBuy** operates. The call flow immediately checks that access to the bookshop database is still available via a Database Open action.



Confirm Book Details

Generic actions are used to store the ISBN number and cost. The example below shows how the ISBN number is stored in the call variable **CP0**.

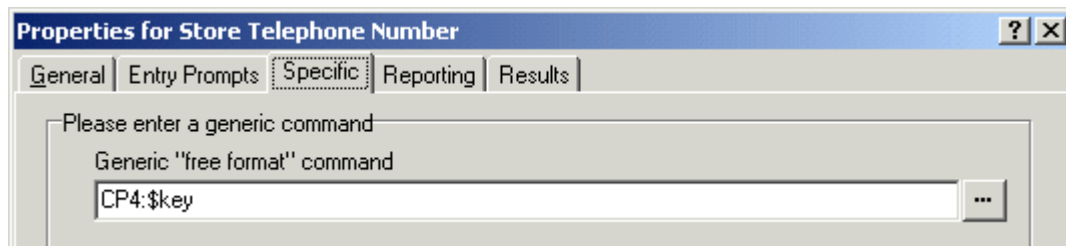
The screenshot shows the 'Properties for Store ISBN Number' dialog box. The 'Specific' tab is selected. The 'Generic "free format" command' field contains the text 'CP0:\$DBD[2]'. The dialog box has tabs for 'General', 'Entry Prompts', 'Specific', 'Reporting', and 'Results'.

When the details have been stored the book title and cost are spoken to the caller using a **Speak Text** action. See the example below.

The screenshot shows the 'Properties for ConfirmBookDetails' dialog box. The 'Specific' tab is selected. The 'Text to speak' field contains the text '\$DBD[3] costing \$DBD[1] dollars'. The dialog box has tabs for 'General', 'Entry Prompts', 'Specific', 'Reporting', and 'Results'.

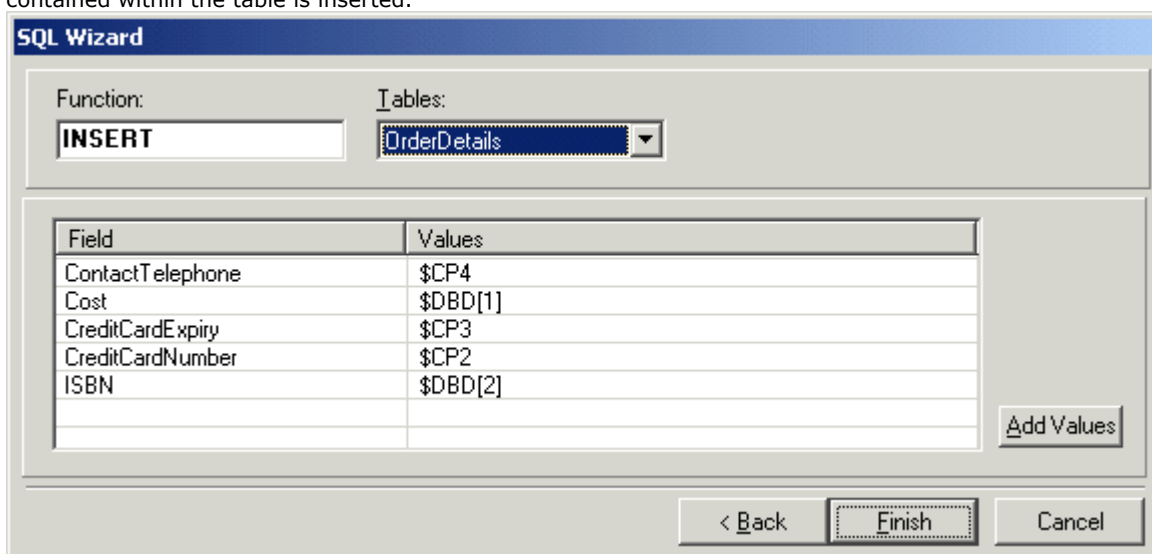
Collect Callers Details

Details can be entered into a database by a caller. In this example we collect the caller's credit card number, expiry date and telephone number. All these details are collected and then the database is updated. The example below shows the Specific tab entry used to collect the caller's telephone number and assign it to the call variable CP4.

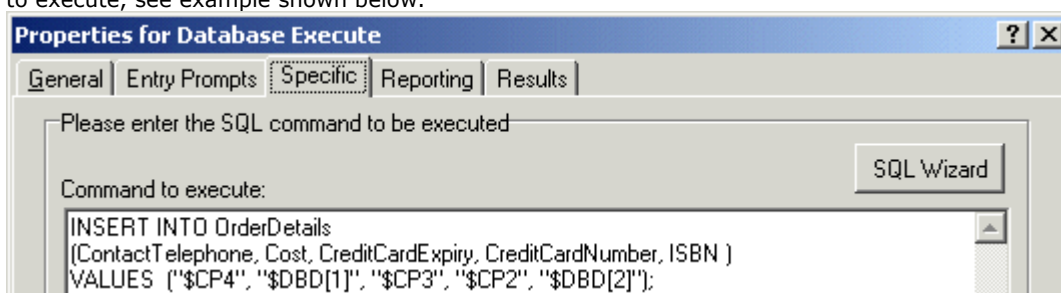


When all the details have been collected, the database needs to be updated. The database Execute Action is used. When entering information into the specific tab for the first time you are taken through a series of steps.

1. Select the **Database Execute** icon.
2. At the SQL Function window the option to 'Insert ...values' was chosen as information needs to be added to the database.
3. Details are then entered into the SQL Wizard, as shown below. When the Database table is selected, the list of fields contained within the table is inserted.



4. When the details have been entered the SQL wizard is closed. The specific tab of the action will contain the command to execute, see example shown below.



11.3 Dial by Name

Using the **Dial by Name** action, callers can indicate the user or group that they require by dialing the name on their telephone keypad and then making a selection from the matches found.

To use this feature the caller must use a telephone with DTMF dialing and with ITU alphabet letter keys as shown here.



The main pre-requisites before the **Dial by Name** action can be used are:

1. User Names

The user names are set through the IP Office Manager. Either the user's **Name** or **Full Name** field can be used for Dial by Name. If the **Full Name** field is set then it takes precedence over the **Name** field.

- **Changing Names**

Voicemail Pro mailboxes are created to match existing user Names. If a user Name is changed, Voicemail Pro will create a new mailbox to match the new Name. Therefore, you must make accurate entries in the **Name** field when first setting up users. Use the **Full Name** field for Dial by Name, as the **Full Name** entry can be changed without affecting the existing mailbox entries.

2. User Name Recordings

Each mailbox to be included by the **Dial by Name** action needs to have had a user name recorded. This can be done in two ways:

- **Intuity Mailbox Mode**

By default when the user first enters their mailbox, they will be asked to set their voicemail code password and then to record their name.

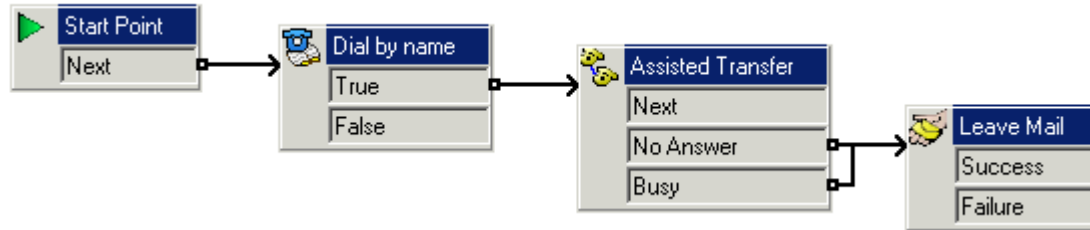
- **IP Office Mailbox Mode**

In this mode, you can set up a call flow that users can use to record their names. This document includes an example module that can be used for that purpose. The same module can also be used by Intuity mode mailbox systems to let users re-record their names. See [Adding a Record Name Module](#) ^[338].

11.3.1 Example Call Flow

In this example, after selecting a name using the Dial by Name service, the caller is transferred to the matching extension. If that extension doesn't answer or is busy the caller is transferred to leave a message.

Modules > Dial by Name



1. In Voicemail Pro a new module was added called **Dial by Name**.
2. From **Telephony Actions** the **Dial by name** action was added.
3. From **Telephony Actions** an **Assisted Transfer** action was also added. In its properties **Specific** tab the **Mailbox** was set as **\$KEY**.
4. The **Dial by name** action's **True** result was connected to the Assisted Transfer action.
5. From **Mailbox Actions** a **Leave Mail** action was added. Again in its **Specific** tab the **Mailbox** was set as **\$KEY**. Links were added from the **Assisted Transfer** action's **No Answer** and **Busy** results to this action.

To add a short code:

1. In IP Office Manager, a new system short code was added. For this example we chose ***75** and then entered the details as shown below.

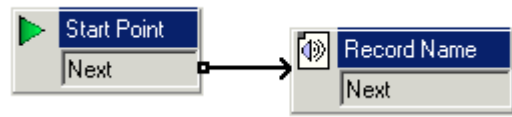
Field	Contains...
Code	*75
Feature	Voicemail Collect
Telephone Number	"Dial by Name"
Line Group Id	0
Locale	[Leave blank]
Force Account Code	[Leave blank]

2. After merging this back into the IP Office, users can dial ***75** to access dial by name. They can also transfer callers to this call flow.
3. The short code can be added a SoftConsole or DSS button. In addition, an Incoming Call Route could be used to direct specific external calls direct to the function, for example if you had a specific external number used by employees to ring in when off site.

11.3.2 Adding a Record Name Module

Using this module, users can record/re-record their mailbox name. This, or a similar module, is required if Voicemail Pro is using IP Office mailbox mode. However, it is still useful if the Voicemail Pro is using Intuity mailbox mode, as it gives quick access to users to re-record their names.

Modules > Record Name



1. In Voicemail Pro, a new module called **Record Name** was added.
2. A **Record Name** action was added.
3. In the **General** tab of the **Record Name** action's properties we set the **Pin** as **\$**. The **\$** means that caller's must enter their voicemail code in order to use the action.

The screenshot shows the 'Properties for Record Name' dialog box with the 'General' tab selected. The 'Token Name' field contains 'Record Name'. The 'Pin' field, which is highlighted with a red rectangle, contains '\$'. The 'Description' field is empty. At the bottom are 'OK', 'Cancel', and 'Help' buttons.

4. The **Specific** tab was left set to the **Caller's Mailbox**.
5. The module was saved and made live.

To add a Shortcode:

1. In IP Office Manager, a new system short code was added. In this example, we chose ***74** and then entered the details as shown in the table.

Field	Contains...
Code	*74
Feature	Voicemail Collect
Telephone Number	"Record Name"
Line Group Id	0
Locale	[Leave blank]
Force Account Code	[Leave blank]

2. After merging this back into the IP Office, users can dial ***74** at their extension to record their mailbox name.

11.3.3 Using the Name Table

It is possible to create a service that provides access to re-record the name of any mailbox. The **NameWavsTable** does this by requesting an extension number and then you can play, re-record, and submit a name recording for that extension. You can then enter another extension number and so on.

If this option is used, it should be protected by a suitable PIN code and other security protections as it can be used to record names for any mailbox.

To use the Name table:

1. In Voicemail Pro, create a new module.
2. Add a **Goto** action and open its properties.
3. In the **General** tab, enter a unique number in the **Pin**.
4. In the **Specific** tab, in **Please select a node to go** to enter **NameWavsTable**.
5. Click **OK**.
6. Using a short code or other method, create a route to the new module.

11.3.4 Changing Full Names

Users with DS port display telephones can set and change the way in which their full name is displayed through their telephone. This name will then be used for the text matching part of Dial by Name.

To changing your name using a telephone with a menu Key:

1. Press **Menu**  twice.
2. Press **▶** and select **ProgA**.
3. Press **▶** and select **Name**.
4. Enter the new name. Use the dialing keys and **Rotat** to enter characters. For example, to enter an L, press the 5 key and then press **Rotat** until an **L** is displayed. You can use the top-left display key to backspace.
5. When the text is as you require, press **Done**.
6. Press **Exit** .

11.4 Campaigns

A campaign is a series of questions and answers. Callers to a campaign hear the recorded questions and give their responses, either by speaking or using the telephone keypad. Voicemail Pro then saves the responses for processing later.

Each campaign can include up to 21 questions. Call processing agents can [access a campaign](#)^[343] to hear the caller answers, which they can then transcribe into a database or other records.

A Web Campaign Component is installed as part of a typical windows Voicemail Pro installation. If the Web Campaign was not installed it can be added by doing a custom installation and selecting the Web Campaigns component.

11.4.1 Managing Campaigns

Within the Voicemail Pro client, the **Campaign Wizard** is used to create and modify campaigns.

To start the campaign Wizard:

1. Press **F7** or click  **Campaign Editor**.
2. The Campaign Wizard Introduction window opens. Select the required activity.
 - [Create a new Campaign](#) ^[339]
This option takes you through a series of campaign wizard menus to set the campaigns settings.
 - [Modify an existing Campaign](#) ^[340]
This option displays a list of existing campaigns. You can select a campaign that you want to modify. You will then be taken through the campaign wizard menus for the campaign settings.
 - [Delete an Existing Campaign](#) ^[340]
This option displays a list of existing campaign from which you can then select the campaign to delete.

To create a new campaign:

1. Press **F7** or click  **Campaign Editor**.
2. Select **Create a new Campaign** and click **Next**.
3. The [Customer Prompts](#) ^[341] window is displayed.
 - Click . The **Please Edit the Campaign** action window opens. Each campaign can include up to 21 questions.
 - Click **OK** when you have entered the customer prompts.
 - Adjust the prompts as required.
 -  **Edit action:** Edit the currently highlighted campaign action.
 -  **Delete action:** Delete the currently highlighted campaign action.
 -  **Move action:** Move the position of an action in the sequence of campaign actions.
 - Click **Next**.
4. The [Customer Menu](#) ^[342] window is displayed.
 - Select which options are available after the prompt is played.
 - Click **Next**.
5. The [Campaign Identification](#) ^[343] window is displayed.
 - Enter the details on identifying the campaign.
 - Click **Next**.
6. Click **Finish** to create the campaign.

To modify a campaign:

1. Press **F7** or click  **Campaign Editor**.
2. Select **Modify an existing Campaign** and click **Next**.
3. Select the required campaign and click **Next**.
4. The **Customer Prompts** ^[341] window is displayed.
 - Click . The **Please Edit the Campaign** action window opens.
 - Click **OK** when you have entered the customer prompts.
 - Adjust the prompts as required.
 -  **Edit action:** - Edit the currently highlighted campaign action.
 -  **Delete action:** - Delete the currently highlighted campaign action.
 -  **Move action:** - Move the position of an action in the sequence of campaign actions.
 - Click **Next**.
5. The **Customer Menu** ^[342] window is displayed.
 - Select which options are available after the prompt is played.
 - Click **Next**.
6. The **Campaign Identification** ^[343] window is displayed.
 - Enter the details on identifying the campaign.
 - Click **Next**.
7. Click **Finish** to update the campaign.

To delete a campaign:

1. Press **F7** or click  **Campaign Editor**.
2. Select **Delete an existing Campaign** and click **Next**.
3. Select the required campaign and click **Next**.
4. Click **Finish** to delete the selected campaign.

11.4.1.1 Customer Prompts

The Customer Prompt window of the Campaign Wizard is used to set the sequence of questions that are played to callers and to record their responses.

- **+ Add action**

To add a new campaign action, click **+Add action**. The **Please edit the Campaign action** window opens. Each campaign can include up to 21 questions.

- **📄 Edit action**

Select the prompt or recording to edit then click **📄Edit action**. The **Please edit the Campaign action** window opens.

- **Play a prompt to the customer**

Select this option to play a prompt to the caller. Click **...** to specify which prompt to play or create a new prompt in the Wave Editor window. See [Using the Wave Editor](#)⁹³⁷.

- **Allow the customer to input information**

Select this option to if you want the action to record the caller's response.

- **What type of input do you want**

This option sets whether the Voicemail Pro server should **Record voice** or **Record key presses**.

- **Please enter the maximum recording length or Please enter the maximum number of key presses.**

The field name depends on the type of input chosen. The time specified in seconds sets the maximum length of recording or the maximum number of key presses to record before the next action.

- **Please enter a unique name that will describe the input**

A name to associate with the action. The name should be a single word with no spaces.

- **The following prompt will be played to an agent when the above data is reviewed**

Use this option to select or create a prompt that is played to agents before hearing the caller's response.

Click **...** to specify which prompt to play or create a new prompt in the Wave Editor window. See [Using the Wave Editor](#)⁹³⁷.

11.4.1.2 Customer Menu

After completing the sequence of questions and responses, the caller can be offered a menu of options. The Customer Menu window of the Campaign Wizard is used to select the options available.

Key Press	Action
☐ 1	Save the Campaign (and then quit)
☐ 2	Play back responses to Campaign
☐ 3	Restart the whole Campaign
☐ 4	Quit the Campaign (without saving)

- **Please select the prompt to be played after the customer has made their recordings**
You can select or create a prompt that is then played to callers after completing the sequence of questions and answers. The prompt should inform the customer of which actions selected from the list they can use. Click  to specify which prompt to play or create a new prompt in the Wave Editor window. See [Using the Wave Editor](#)^[93].
- **Please select which options will be available to the customer after the above prompt has played**
Check the boxes to select the options that will be available to the customer. The customer then needs to press the corresponding key.
 - **Save the Campaign (and then quit)**
Saves caller responses and then disconnects the caller.
 - **Play back response to the Campaign**
Plays back the customers responses to them and then repeats this customer menu.
 - **Restart the whole Campaign**
Deletes the customer responses and restarts the sequence of questions and answers.
 - **Quit the Campaign (without saving)**
Disconnects the customer without saving their responses.
 -  **Move options**
You can move the currently highlighted option so that the key presses associated with the options differ.
- **Timeout**
Sets how long the Voicemail Pro server should wait for an answer before following the **No Answer** connection.

11.4.1.3 Campaign Identification

The Campaign Identification window of the Campaign Wizard is used to set a park location for the campaign and to name the campaign.

- **Where should this Campaign be parked**

Enter a park slot number for the campaign. This number can be programmed under a DSS key. That key can then be used by agents to access the campaign. If the DSS key also incorporates a BLF lamp, that lamp is lit when new campaign messages are left.

- **The name of the Campaign is**

Enter a name for the campaign.

11.4.2 Accessing Campaign Results

The results of a campaign can be accessed in several ways:

- [Using the Campaign Action](#) ^[125]

The Campaign action is used to route calls into a campaign after those calls have been routed to an appropriate start point on the Voicemail Pro server. The action's properties set whether the call is treated as a caller to the campaign or an agent processing the campaign messages. See [Campaign Action](#) ^[125].

- [Using a Campaign Park Slot Number](#) ^[344]

- [Through a Web Browser](#) ^[345]

When accessing the caller recordings from using a **Campaign** action or park slot number, the following controls are provided through the telephone keypad.

1	Go to the start of the call.	7	Previous response.
2	Rewind.	8	Start of response.
3	Stop processing the message.	9	Next response.
4	Mark call as processed and delete.	0	Pause.
5	Mark call as processed and save.	#	Fast forward.

11.4.2.1 Campaign Park Slots

The Park Slot number assigned to the Campaign can be used with programmable buttons to access that campaign. If the telephone has a message waiting lamp, the lamp will be lit when there are campaign messages waiting to be processed.

When accessing the caller recordings from using a **Campaign** action or park slot number, the following controls are provided through the telephone keypad.

1	Go to the start of the call.		7	Previous response.
2	Rewind.		8	Start of response.
3	Stop processing the message.		9	Next response.
4	Mark call as processed and delete.		0	Pause.
5	Mark call as processed and save.		#	Fast forward.

To assign a campaign to a programmable button:

1. In IP Office Manager, receive the IP Office configuration.
2. Open the required  **User** form.
3. Select the **Button Programming** tab.
4. Select a free button
5. Right-click in the **Action** field.
6. Select **Emulation > Call Park**.
7. Right-click in the **Action Data** field. Enter the campaign's park slot number.
8. Save the configuration back to the IP Office and reboot.
9. The programmable button on the user's telephone will be flashing red when there are new messages in the campaigns park slot.
10. Press the button to display the campaign name and number of messages.
11. Press the button again to start processing those messages.

The UnPark Call function can also be used to collect the calls, but this method does not provide any visual feedback when messages are present.

To use the UnPark Call function:

1. Select a free programmable button
2. Right-click in the **Action** field.
3. Select **Advanced > Call > UnPark Call**.

11.4.2.2 Using the Web Campaign

Use the Web Campaign Component to get access to play and change the status of campaign messages through a Web browser.

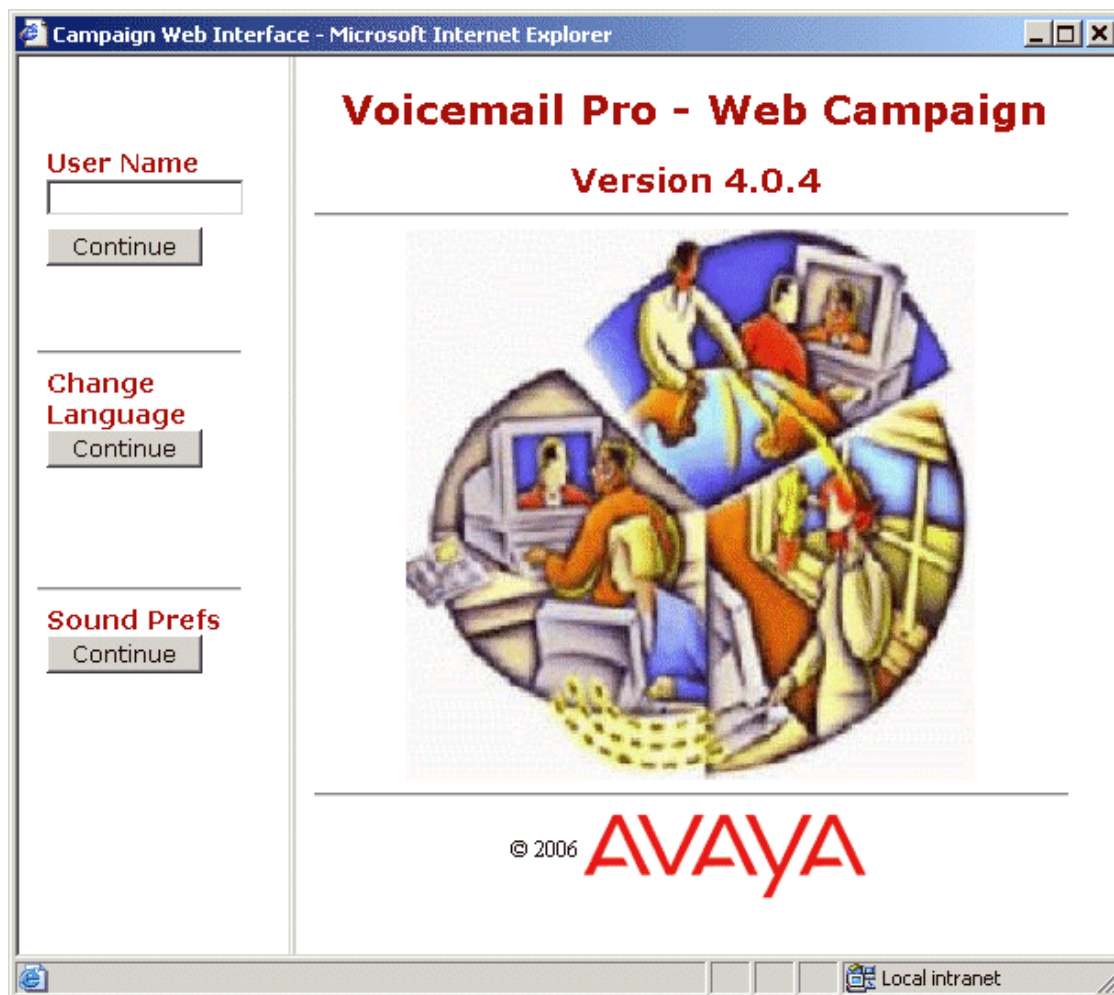
- To use Web campaigns, users must have the latest version of Microsoft Internet Explorer installed on their computers. Their computers must also have multimedia sound capabilities. Web campaign users must also have a voicemail mailbox. The name of their mailbox is requested when users browse the campaign messages.
- During installation of the Campaign Web Component, the root address of the Web server is requested. A folder called *campaign* is then added to that root. The web address for browsing is set up as a link from a page within a company intranet rather than typed directly by users.
- Access must be through http and not network file routing.

To view Web Campaign:

1. Open your internet browser.

2. Type the address **http://<server address>/campaign/campcgi.html**. The log in window opens.

Note: If you are using Voicemail Pro installed on Unified Communications Module, see [Accessing UC Module Voicemail Pro server](#) ¹⁵.



3. (Optional) To change the language click the language **Continue** button. A menu containing the countries' flags is shown. If you place your mouse cursor over a flag, the language that it represents is indicated.

- Click the required flag to change the language.

4. (Optional) To change the sound preferences click the Sound Prefs **Continue** button.

- Select the playback type of either the browser default or as background. The option background is the default selection.
- Click **Back** to continue.

5. Enter your mailbox box name in the **User Name** field.

6. Click **Continue**. The Campaign Web interface opens.

Campaign Web Interface - Microsoft Internet Explorer

Voicemail Pro - Web Campaign

Version 4.0.4

User Name
Anne Webb

Select Campaign(s)
Sales Catalogue

Select Qualifier(s)
New
Active
Processed

Submit

Logout

© 2006 AVAYA

© 2006 AVAYA

Hold CTRL while selecting for multiple campaigns Local intranet

7. Select the campaign results that you want to view.

8. Select the type of results that you want to view.

9. Click **Submit** to view the results. The details are listed in the main part of the window.

Print

Sales Catalogue

Next New
Next Active
Next Processed

Ident	State	DateTime	CLI	Customer Name	Customer Address
2	 New	20/11/2006 17:14	207	 00:00	
5	 New	20/11/2006 17:15	207	 00:09	 00:00
7	 New	20/11/2006 17:15	209	 00:02	
9	 New	20/11/2006 17:19	209	 00:01	
c	 New	21/11/2006 10:23	209	 00:09	 00:13
f	 New	21/11/2006 11:29	207	 00:09	 00:01
12	 New	21/11/2006 13:46	209	 00:09	 00:00

11.5 Fax Server Configuration

With an IP Office system, fax machines and servers can process fax messages in a number of ways.

- **Fax calls can be handled without the use of Voicemail Pro**

In IP Office a fax machine can be set up to direct faxes to individual extensions or hunt groups. Faxes can be directed to the fax machines or servers based on the DDI or DID numbers of the incoming calls. See the IP Office Manager help and guide.

- **Fax calls detected by Voicemail Pro**

When a fax message is left in a voicemail mailbox, Voicemail Pro can detect that the call is a fax call, and redirect the call to a fax machine or fax server to receive the fax. The incoming call can be routed to a system fax number or, in Intuity Mode, a fax number that the mailbox owner has specified.

- **Fax calls can be sent to a system-wide fax number**

If Voicemail Pro detects a fax tone, it passes the call to the number that is set as the system fax number. This number can be an analog extension that is connected to a fax board in the fax server. For information about configuring an analog extension, see [Configuring an Analog Extension Number for Fax Use](#)^[354].

- **Fax calls can be sent to a user defined mailbox number**

If Voicemail Pro detects that the incoming call is a fax and if a system fax number has been specified, Voicemail Pro checks to determine whether the target destination is a user defined fax number. If it is, the system fax number is overridden and the incoming call is redirected to the user defined fax number.

If no user defined fax number has been set, the fax is sent to the system fax number. When a system fax number is set, any fax calls that are received in user or hunt group mailboxes are directed to this number. This applies to both IP Office and Intuity Mailboxes. See [Setting the Voicemail Pro System Fax Number](#)^[35b].

Intuity mailbox owners have options available through their telephone handset so that they can forward a fax to a preferred fax machine or send a fax to a printer. Intuity mailbox owners can find out how to set a mailbox fax number in the IP Office Intuity Mailbox User Guide.

If a fax system, such as a C3000, requires prefix addressing the system fax number is not used. Instead a prefix is specified so that a fax message can be identified and forwarded to the extension number of the intended recipient. For example if a prefix of 54 is being used, a fax message for extension 201 would have the prefix of 54 automatically added so that the complete number would become 54201. The fax server then removes the system prefix and uses the extension number to determine the target destination for the fax. See [Setting the Voicemail Pro System Fax Number](#)^[35b].

- **Fax calls can be redirected using a call flow Menu action instead of a system fax number**

If a system fax number is not set up, a menu action can be used instead. The **F** character can be used as one of the touch tone choices of a Menu action to specify the actions that should be applied to fax calls. See [Routing Fax Calls Using a Menu Action](#)^[353].

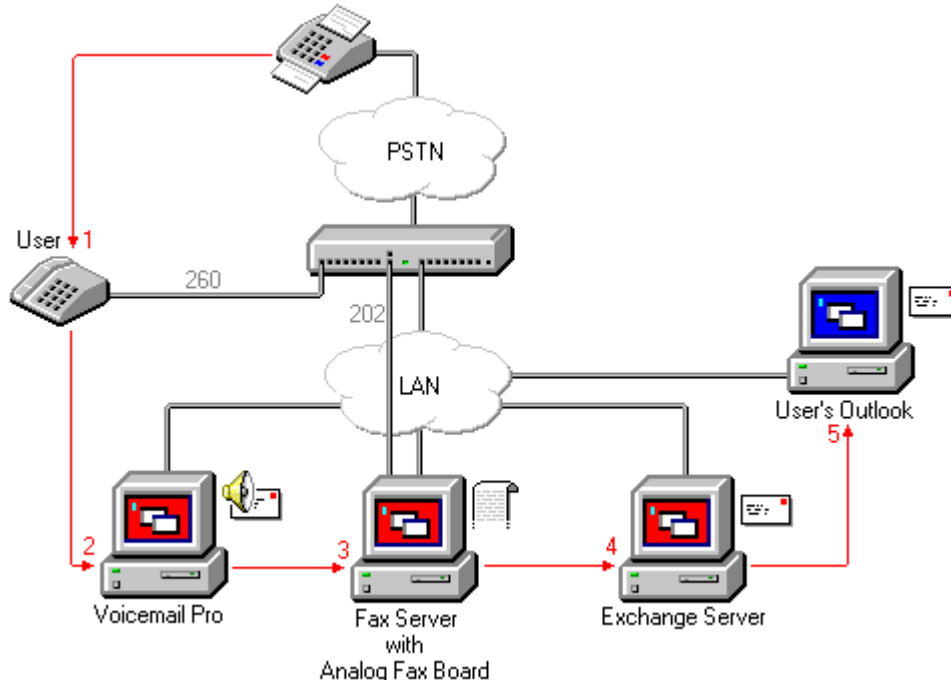
- **Important**

By default, Voicemail Pro fax detection is disabled. To enable fax detection, you must define a system fax number. See [Setting the Voicemail Pro System Fax Number](#)^[35b].

11.5.1 Fax Server Configuration

Here is an illustration to show how a fax server can be configured to work with an IP Office system. The illustration applies to the following popular fax server applications:

- Gfi FAXMaker
- Fenestrae Faxination
- Equisys Zetafax
- Captaris RightFax



The fax server is configured to distribute faxes to exchange server mailboxes based on the original (DTMF) fax sub address that is passed by Voicemail Pro. For the fax server and Voicemail Pro to interact, specific user rights are needed.

If the computer that is being used as the fax server uses an analog fax board, the fax board must be connected to an IP Office analog extension (POT) port.

Before you configure a fax server to work with Voicemail Pro, you must:

- Install the fax server software.
- Install the hardware and connect it to an IP Office.
- Install and configure the Exchange Connector.

For details of system requirements and information about installing a fax server, refer to the manufacturer documentation or visit the manufacturer web site.

The process for configuring a fax server to work with Voicemail Pro involves the following key steps:

1. Set the system fax number. See [Setting the Voicemail Pro System Fax Number](#)^[356].
2. If prefixed numbers are being used you can set up a short code so that fax calls are routed to prefixed numbers.
3. If the chosen mailbox mode is Intuity, inform all mailbox owners that they can set up their own preferred fax destinations if they like. See [Setting Up a User Defined Fax Number](#)^[352].
4. If a system fax number is not being used, you can set up a menu action to route fax calls. See [Routing Fax Calls Using a Menu Action](#)^[353].
5. If the fax server computer uses an analog fax card, configure the extension number to use for faxes. See [Configuring an Analog Extension Number for Fax Use](#)^[354].

11.5.2 Setting the Voicemail Pro System Fax Number

The **System Fax Number** is used to: <<<update this for Intuity users, faxes stay in the mailbox until manually forwarded unless the user sets a number for automatic forwarding>>>

- **Enable fax detection/system fax destination**

By default fax detection is not enabled when Voicemail Pro is first installed. When fax detection is enabled, any fax calls that are left in a voicemail mailbox, are redirected to the defined system fax number.

- **Intuity mailbox user personal fax destination**

Intuity mailbox owners have the additional option to define their own personal fax number instead of the system fax number. Incoming calls are directed to Voicemail Pro and then Voicemail Pro redirects fax calls to a mailbox owner's personal fax number, if one has been set. For details, mailbox owners can refer *Avaya IP Office Intuity Mailbox Mode User Guide* (15-601130).

To set the Voicemail Pro system fax number:

1. From the **Administration** menu, select **Preferences**. The System Preferences window opens.
2. Click the **General** tab.

The screenshot shows the 'General' tab of the System Preferences window. It contains several settings: 'Debug Level' is set to 'Information'; 'Default Telephony Interface' is set to 'Intuity'; 'Voicemail Password' is masked with dots; 'Client/Server Connection Timeout (min)' is set to 5; 'Min. Message Length (secs)' is set to 3; 'Max. Message Length (secs)' is set to 120; 'Failback Option' is set to 'Graceful'; 'Max Call/VRL Record Length (Secs)' is set to 3600; 'Play Advice on Call Recording' is checked; 'System Fax Number (feature is disabled when empty)' is an empty text box; 'Use as Prefix' is unchecked; and 'Enable Fax Sub-Addressing' is checked.

3. In the **System Fax Number** box, type the number of the general fax machine to which all incoming faxes are to be directed. This number must match the number of the analog extension that is connected to the fax board of the fax server computer.
 - Intuity mailbox owners can receive fax messages into their mailboxes and set a preferred fax number to use instead of the system fax number. As the administrator you still need to set up a system fax number to enable mailbox owners to set their own numbers. A personal mailbox fax number overrides the system fax number. For details, mailbox owners can refer *Avaya IP Office Intuity Mailbox Mode User Guide* (15-601130).
 - If your fax system requires prefix addressing, for example the C3000 fax server, do not type a fax number in the **System Fax Number** box. Instead type the number to use as a prefix so that a fax message can be identified and forwarded to the extension number of the intended recipient. For example if the prefix were 54, a fax message for extension 201 would have the prefix of 54 automatically added so that the complete number would become 54201.
4. To use the specified prefix, check the **Use as a Prefix** box so that the number that you typed in to the **System Fax Number** box is used. If your fax system does not use prefix addressing, leave this box unchecked.
5. **Important**
For this feature to work, you also need to set up a short code.
6. Most fax servers perform fax forwarding based on DTMF signaling received with the fax call. Check the **Enable Fax Sub-Addressing** box so that the DTMF signal is passed to the fax server after the call has been answered. This is so that the fax can be forwarded to the e-mail address of the intended recipient.

7. Click **OK**.

8. Click **Save & Make Live**.

If prefixed numbers are being used, the next step is to create a short code so that fax calls are routed to prefixed numbers.

If the chosen mailbox mode is Intuity, you should then inform all mailbox owners that they can set up their own preferred fax destinations if they like. See [Setting Up a User Defined Fax Number](#)^[352].

If a system fax number is not being used, you can set up a menu action to route fax calls. See [Routing Fax Calls Using a Menu Action](#)^[353].

If the fax server computer uses an analog fax card, configure the extension number to use for faxes. See [Configuring an Analog Extension Number for Fax Use](#)^[354].

11.5.3 Setting up Fax Forwarding

Voicemail Pro is set up to forward faxes when users dial *1. Faxes are forwarded as follows:

- Gfi FAXMaker faxes are sent to <faxnumber>@faxmaker.com
- Fenestrae Faxination faxes are sent to <faxnumber>@faxination.com
- Equisys Zetafax faxes are sent to <faxnumber>@zfconnector.com
- Captaris RightFax faxes are sent to <faxnumber>@rightfax.com

Example

For example, if a Gfi FAXMaker user dials *1 and enters the fax number to use followed by # to end the fax number and # to confirm, the fax is forwarded to <faxnumber>@faxmaker.com. Therefore if the user dials *1 followed by 201# and # to confirm, the fax is forwarded to 201@faxmaker.com.

- The fax server administrator must configure exchange connectors to receive such messages.

11.5.4 Setting Up a User Defined Fax Number

If you enable the feature for them, Intuity mailbox owners can set up a preferred personal fax number that is more convenient to their location, for example if they are out of the office.

To set up a user defined fax number:

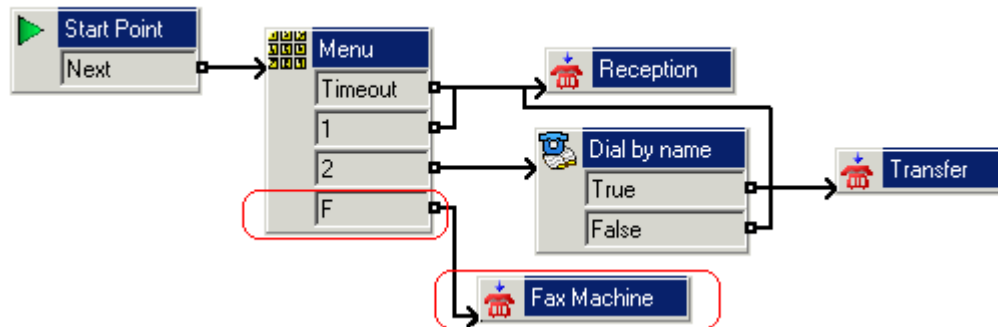
1. Complete the steps for setting up the system fax number. See [Setting the Voicemail Pro System Fax Number](#)^[350].
2. Inform the mailbox owner that they can go ahead and set their preferred fax number. For details, mailbox owners can refer *Avaya IP Office Intuity Mailbox Mode User Guide* (15-601130).
3. If it has not already been done and the fax server computer is using an analog fax card, the next step is to configure the analog fax number to use. See [Configuring an Analog Extension Number for Fax Use](#)^[354].

11.5.5 Routing Fax Calls Using a Menu Action

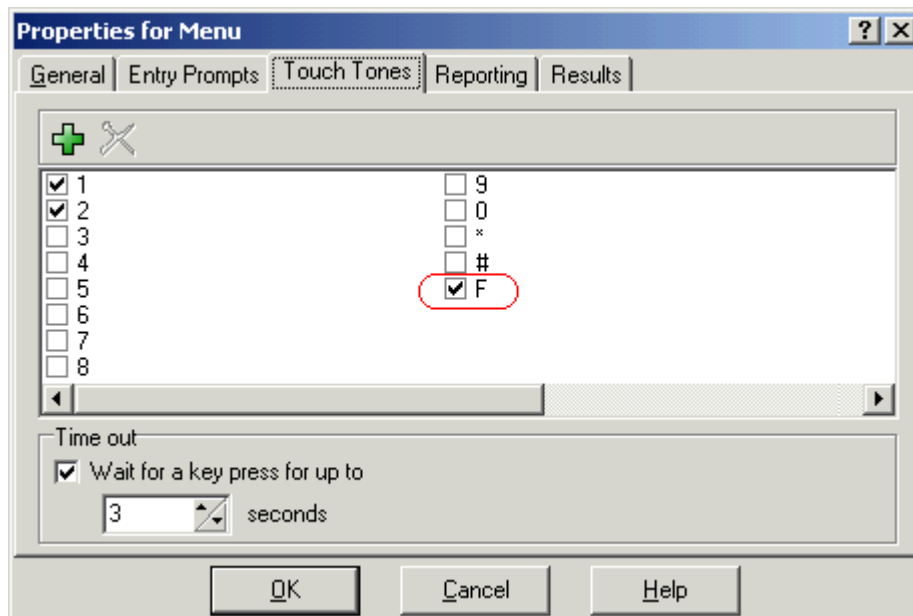
When an incoming call is routed to the auto attendant, the Menu action has the facility to detect and redirect fax calls. This capability is enabled by including a number in the system fax number field via the Voicemail Pro Client, and adding 'F' as the tone to detect in the Menu action. From the Menu action, incoming calls presenting a fax tone will then follow the 'F' call flow route, which could be a transfer call to a fax server extension or hunt group.

You can add the **F** character to the touch tone options of a **Menu** action to specify the actions that should be applied to fax calls. The corresponding result can then be routed as required for fax calls received by the associated call flow. The following example module call flow is using **F** to redirect incoming fax calls to a specific transfer number.

Modules > Attendant



The **F** result was added to the **Menu** action **Touch Tones** tab using the **+** icon.



11.5.6 Configuring an Analog Extension Number for Fax Use

If the computer that is being used as the fax server uses an analog fax card, it must be connected to an IP Office analog extension (POT) port. You are then ready to configure the analog extension for fax use.

- **Tip**

If the fax board can support multiple lines, you can configure them as a group. The group number can then be used as the fax destination instead of an individual extension number.

To configure an analog extension number for fax use:

1. In IP Office Manager, display the extension details for the extension that you are using for the fax.
2. View the **Extn** tab.
3. In the **Caller Display Type** field, select **DTMFF**.

The screenshot shows the 'Extn' tab configuration for an analogue extension. The 'Analogue' sub-tab is selected. The configuration fields are as follows:

Field	Value
Extension Id	78
Base Extension	202
Caller Display Type	DTMFF
Reset Volume After Calls	☐
Device type	Analogue Handset
Module	BP
Port	2

4. View the **Analogue** tab.
5. Set up the incoming DDI routing of calls to specific users as required.

The screenshot shows the 'Analogue' tab configuration. The 'Extn' sub-tab is selected. The configuration is divided into two main sections:

- Equipment Classification:** A list of radio buttons for selecting the equipment type: Quiet Headset, Paging Speaker, Standard Telephone (selected), Door Phone 1, Door Phone 2, and IVR Port.
- Flash Hook Pulse Width:** A section with a checked 'Use System Defaults' checkbox. Below it are two spinners: 'Minimum Width' set to 20 ms and 'Maximum Width' set to 0 ms.

At the bottom, there is a 'Message Waiting Lamp Indication Type' dropdown menu set to 'None' and a 'Hook Persistency' spinner set to 100 ms.

6. The next step is to set the Voicemail Pro system fax number. See [Setting the Voicemail Pro System Fax Number](#)

11.5.7 Castelle Fax Server

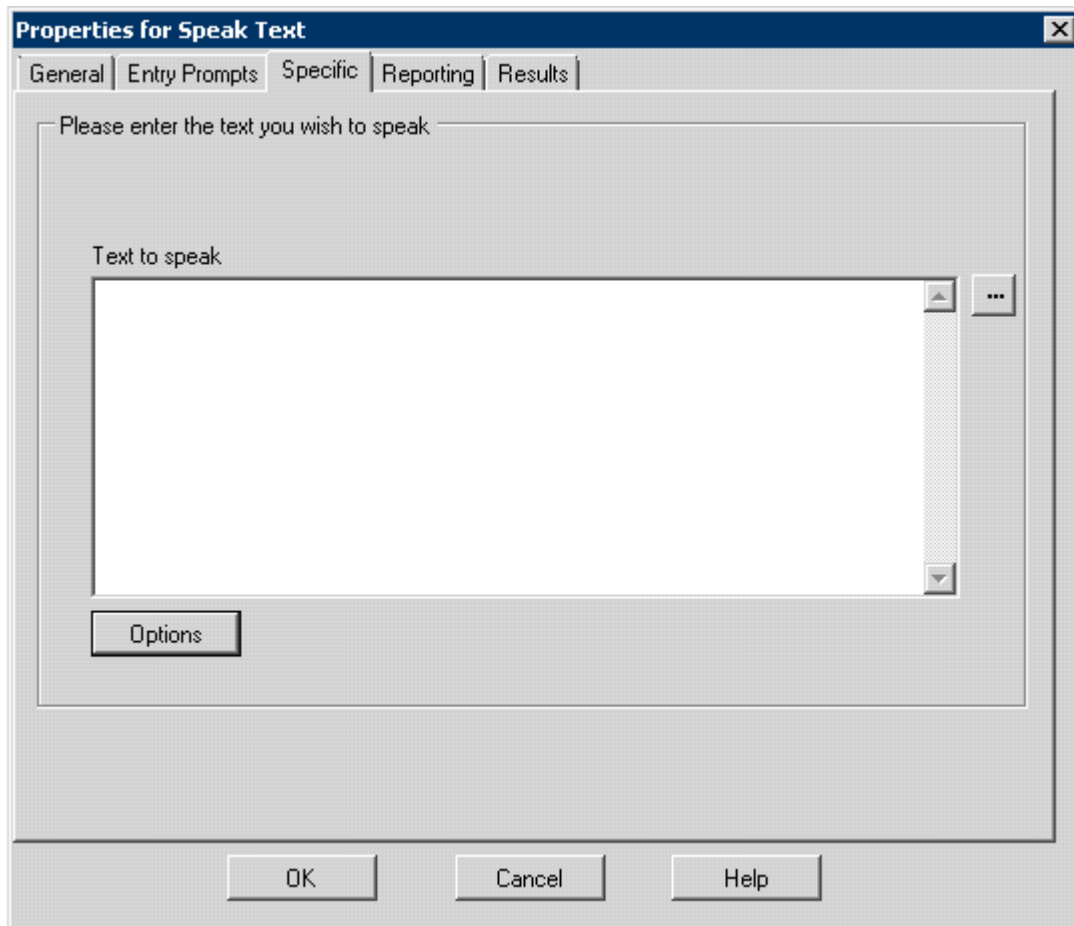
Voicemail Pro 4.1 added support for Castelle FaxPress products. This uses SMTP rather than MAPI to exchange fax e-mails with the Voicemail Pro server.

In order for the Voicemail Pro to recognize e-mails received from the fax server, the From name used must start with FaxPress. This is configured through the FaxPress client software as follows:

1. Login to the FaxPress client software as a supervisor.
2. Expand the Administration section on the left.
3. Select **Embedded Services**.
4. Select **Email Gateway**. Right-click on this and select **Configuration**.
5. Select the **Email to Fax** tab.
6. In the **Return address used in emails sent from the SMTP gateway** section, in the **Name** field enter a name in beginning with **FaxPress**.

11.6 Using the Speak Text Action

One method of employing TTS is through adding a  **Speak Text** action to a call flow. The text to be spoken is entered in the action's **Specific** tab.



This text can include combinations of:

- Typed text sentences.
- Voicemail Pro [Call Variables](#) . For example:
 - Entering \$KEY would be replaced when spoken by the last digits dialed within the call flow by the caller.
 - If using database interaction, entering \$DBD[x] would be replaced by the current value of that database field.
 - Entering \$CLI would speak the caller's CLI, if available, back to them.

-
- SAPI 5 or SSML XML tags can be added to alter how the text is spoken. For example, when 123 needs to be spoken as one two three rather than "one hundred and twenty-three", using SAPI 5, enter **<spell>123</spell>** and using SSML, enter **<say-as interpret-as="number" format="digits">123</say-as>**.

11.6.1 Text to Speech SAPI and SSML Controls

Voicemail Pro TTS engines use Microsoft Speech Application Program Interface (SAPI) for TTS on Windows and Speech Synthesis Markup Language (SSML) for TTS on Linux.

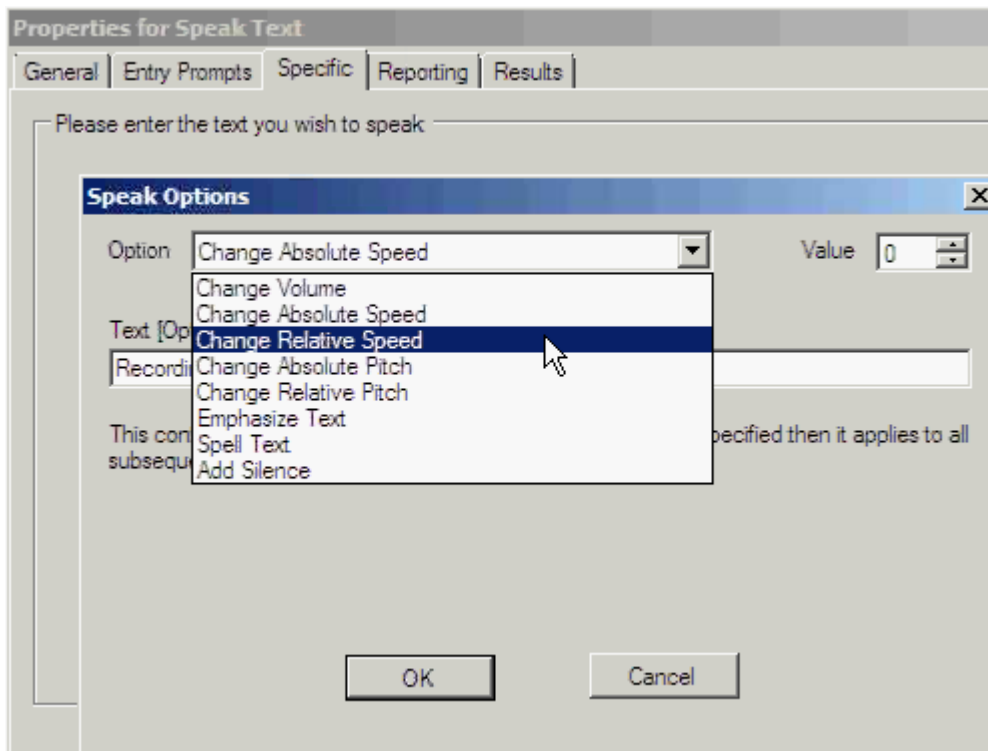
The TTS engines use XML tags in the text that needs to be converted into speech to change the way the text is spoken. For example, in the following text, the items within the <> brackets are the XML tags that TTS engines use to change how the text is spoken.

This is the <volume level="90">text</volume> to speak

Connect to Voicemail Pro server on Windows

1. Log in to Voicemail Pro server on Windows using your Administrator user name and password.
2. Create a call flow with a SpeakText action.
3. Right-click the SpeakText action and select **Properties**.
4. In the **Properties for Speak Text** dialog box, under the **Specific** tab, click **Options**.
5. In the **Speak Options** dialog box, select an option from the following list to change the way TTS speaks a text. For more information on each of the options, see [Option](#) ^[112].
 - Change Volume
 - Change Absolute Speed
 - Change Relative Speed
 - Change Absolute Pitch
 - Change Relative Pitch
 - Emphasize Text
 - Spell Text
 - Add Silence

For example, when you select **Change Relative Speed** and set the value to **2**, the rate at which the text will be spoken will be 2 seconds per word.



6. Click **OK**. The Text box displays text surrounded by XML tags. These are called **SAPI** tags.
7. Save the Speaktex call flow you have created.

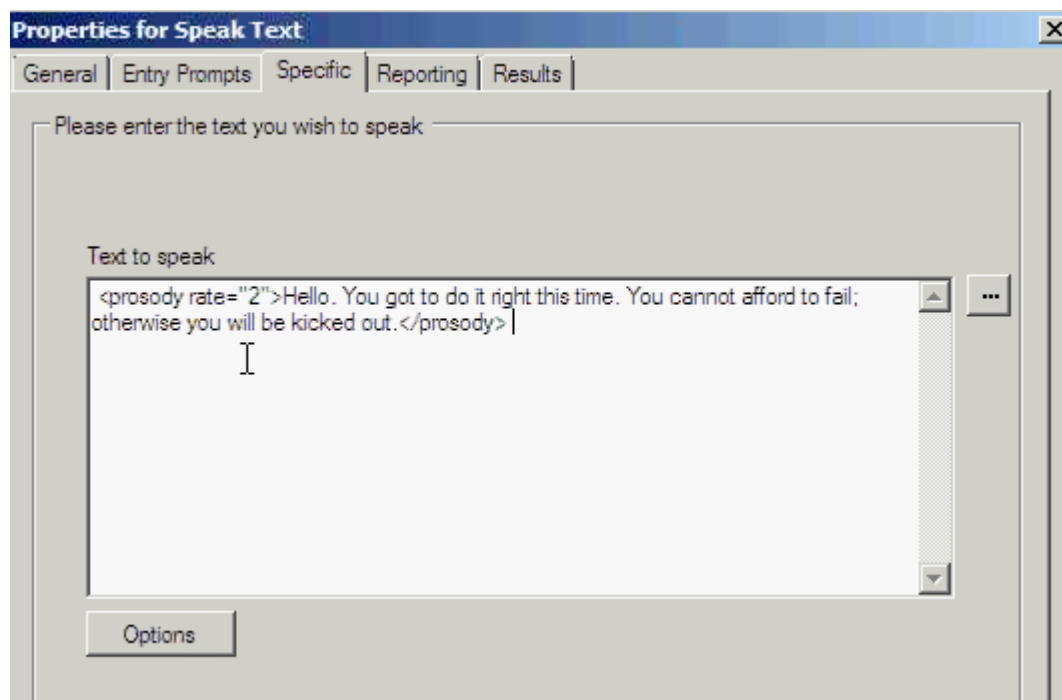
Connect to Voicemail Pro server on Linux

1. Log into Voicemail Pro server on Linux using your Administrator username and password.
2. Create a call flow for Speaktex action.
3. Right-click and select **Properties**.

4. Click **Options**.

5. From the list of options available, select an option to change the text speech. For example, select **Change Relative Speed** and set the value to 2.

The tags seen in the Text box will be different from the XML tags displayed when creating SpeakText call flow in Voicemail Pro on Windows. These tags are called as **SSML** tags.



Importing or restoring call flows with Supported Speak Tags between Windows and Linux

When you import or restore Speak Text call flows from Windows to Linux or Linux to Windows, the XML tags automatically change from SAPI to SSML or SSML to SAPI respectively.

Importing call flows with Unsupported Speak Tags

If the call flow has an unsupported XML tag, that is, a tag which is not available in the **Speak Options** drop-down list, the system displays an error message. When you import such calls from Windows to Linux or Linux to Windows, the system displays an error message with the corresponding call flow names and their location prompting to either continue or quit.

- If you continue the import, the system will add the corresponding files to the database. You can revisit the call flow and replace the unsupported tag with the correct SAPI or SSML tag.
- If you quit the import, the system aborts the call flow import.

Restoring call flows with Unsupported Speak Tags

When you restore call flows with unsupported XML tags in a Speak Text action, Voicemail Pro logs a warning message for each corresponding call flow action detected, indicating the call flow name where the action was detected.

11.6.1.1 XML Tags

XML tags can be used in the following ways:

- **Tags with text:** Example = `<volume level="90">text</volume>`
These tags consist of:
 - An opening XML tag, in the example above `<volume level="90">`.
 - The text to which the opening tag command should be applied.
 - A closing XML tag. The closing tag uses the same command as the opening tag, prefixed with / and no other settings. In the example above this is `</volume>`.
- **Empty Tags:** Example = `<volume level="90"/>`*All following text*
The command and settings apply to all subsequent text. The empty tags do not include closing tags.
- **Nested Tags:** Example=`<volume level="90">Speak this text with volume level 90<volume level="50">Speak this text with volume level 50</volume></volume>`
These tags consist of one set of tags inside another.

Voicemail Pro TTS supports only the following XML tags.

- **Volume** ^[359]
Change the speech volume.
- **Rate** ^[359]
Change the speech rate.
- **Pitch** ^[360]
Change the speech pitch.
- **Emph** ^[360]
Add emphasis to words.
- **Spell** ^[360]
Spell out words and numbers literally.
- **Silence** ^[361]
Add a period of silence.

Example XML Tags

Volume

Controls the volume of the speech.

- **SAPI Tag: Volume**

Attributes:

This tag includes the following attribute.

- **level=**
Supports values between 0 and 100, being percentages of the system's set volume.

Examples:

- `<volume level="50"/>` Speak allow following text at level 50.
- `<volume level="50">` Speak this text at level 50`</volume>` and this as normal.

- **SSML Tag: Prosody**

Attributes:

This tag includes the following attribute.

- **volume=**
Supports values between 0 and 100, being percentages of the system's set volume.

Examples:

- `<prosody volume="50"/>`
- `<prosody volume="50">` Speak this text at level 50`</prosody>` and this as normal.

Rate

Controls the speed at which the text is spoken.

- **SAPI Tag: Rate**

Attributes

This tag includes one of the following attributes.

-
- **absspeed=**
Sets the absolute speed for the speech in a range between -10 and 10 with 0 being normal speech.
 - **speed=**
Sets a speed change that is added to the current speed.

Examples:

- `<rate absspeed="5"> Speak this text at rate 5</rate>` and this text as normal.
- `<rate absspeed="5"/>` Speak subsequent text at rate 5.
- `<rate speed="-5"/>` Drop the current speech speed by 5.

- **SSML tag: Prosody**

Attributes

This tag includes the following attribute. This attribute **does not** support negative values.

- **rate=**
Sets the rate of the speech ranging from 0 to 10 with 0 being normal speech.

Examples:

- Absolute rate: `<prosody rate="default"/><prosody rate=5>Speak this text at rate 5 </prosody>`
- Relative rate: `<prosody rate="5">Increase the current speech speed by 5</prosody>`

Pitch

Controls the pitch at which the text is spoken.

- **SAPI Tag: Pitch**

Attributes

This tag includes one of the following attributes.

- **absmiddle=**
Sets the absolute pitch for the speech in a range between -10 and 10 with 0 being normal speech.
- **middle=**
Sets a pitch change that is added to the current speed.

Examples:

- `<pitch absmiddle="5"> Speak this text at pitch 5</rate>` and this text as normal.
- `<pitch absmiddle="5"/>` Speak all following text at pitch 5.
- `<pitch middle="-5"/>` Drop the current speech pitch by 5.

- **SSML Tag: prosody**

Attributes:

This tag includes the following attribute.

- **pitch=**
Sets the pitch of the speech ranging from -10 to 10 with 0 being normal speech.

Examples:

- `<prosody pitch="default"/><prosody pitch="5st">Speak this text at pitch 5</prosody>`
- `<prosody pitch="default"/><prosody pitch="5"/>` Speak all following text at pitch 5
- `<prosody pitch="-5">`Drop the current speech pitch by 5</prosody>

Emphasis

Applies emphasis to a word or section of text. This tag should not be empty.

- **SAPI Tag: emph**

Attributes:

This tag has no attributes.

Example:

- Say `<emph>hello</emph>`

- **SSML Tag: emphasis**

Attributes:

This tag has no attributes.

Example:

- Say `<emphasis>hello</emphasis>`

Spell

Spell forces the engine to speak any text literally rather than applying any speech rules. This tag should not be empty.

- **SAPI Tag: spell**

Attributes

This tag has no attributes.

Example:

The telephone number is <spell>555 3468</spell>.

- **SSML Tag: say-as**

Attributes

This tag consists of the following attributes:

- **interpret-as=**
Sets the type of text to be interpreted.
- **format=**
Sets the format of the text.

Examples:

- The telephone number is <say-as interpret-as="number" format="digits">555 3468</say-as>
- The spelling of hello is <say-as interpret-as="characters" format="characters">hello</say-as>

Silence

Inserts a period of silence. This tag should be empty.

- **SAPI Tag: silence**

Attribute

- **msec=**
Sets the duration in milliseconds.

Example:

- A short silence of 1 second <silence msec="1000"/>done.

- **SSML Tag: break**

Attribute:

This tag consists of the following attribute.

- **time=**
Sets the duration in milliseconds.

Example:

- A short silence of 1 second <break time="1000ms"/>done.

11.6.2 Setting Up Text To Speech to Read Email

In conjunction with MAPI e-mail clients and Exchange server, TTS can be used to read new e-mails in a user's e-mail inbox when they access their voicemail mailbox.

- The Voicemail Pro server must have been installed and configured to support voicemail e-mail using a MAPI client. E-mail reading is not currently supported if using EWS for Exchange Server integration.
- E-mail reading can only be enabled for IP Office users whose Profile setting is set to Mobile User or Power User. IP Office must have a **VMPPro TTS (Generic)** or a **VMPPro TTS (ScanSoft)** license for e-mail reading to work with a Windows-based Voicemail Pro server and a **VMPPro TTS Professional** license for e-mail reading to work with a Linux-based Voicemail Pro server.
- This feature is supported only for Intuity mode. Users hear their new voicemail messages and then the number of "Messages with text". Before each e-mail is spoken, details of who it is from, when the message was sent and the size are given. These details assist the users to skip large or non-urgent e-mails.
- E-mail reading cannot be used for e-mails in HTML format. If HTML messages are received, all of the code will be read out as a message.

1. Within the IP Office configuration, display the settings for the user.

2. On the **User** tab, set the user's **Profile** to either **Mobile User** or **Power User**.

The screenshot shows the 'User' configuration page in IP Office. The 'User' tab is selected. The 'Profile' dropdown menu is set to 'Mobile User' and is highlighted with a red box. Other fields include Name (Extn201), Password, Confirm Password, Full Name (Albert), Extension (201), Locale, Priority (5), and a checkbox for 'Receptionist'.

3. On the **Voicemail** tab,

The screenshot shows the 'Voicemail' configuration page in IP Office. The 'Voicemail' tab is selected. The 'Voicemail Email' field is set to 'test@example.com' and is highlighted with a red box. The 'Voicemail Email Reading' checkbox is checked and is also highlighted with a red box. Other fields include Voicemail Code (****), Confirm Voicemail Code (****), and checkboxes for 'Voicemail On', 'Voicemail Help', 'Voicemail Ringback', and 'UMS Web Services'.

- **Voicemail Email**
Enter the user's e-mail address.
- **Voicemail Email Reading**
Enable this option for TTS e-mail reading. Currently not supported if using EWS for Exchange Server integration.

Chapter 12.

Exchange Server Integration

12. Exchange Server Integration

For customers using Microsoft Exchange, user can be configured to have their voicemail messages forwarded to their email mailbox. Those users can then use Microsoft Outlook to view, manage and playback their voicemail messages. This is referred to as [UMS Exchange Integration](#) ^[21].

For IP Office Release 9.1, the voicemail server can use Exchange Web Service (EWS) to connect to the Exchange server. This simplifies exchange integration as it removed the need to install and configure MAPI on server and client PCs. It is supported for the IP Office Server Edition, IP Office Application Server and Unified Communications Module Linux based voicemail servers connecting to Exchange 2010 and Exchange 2013 servers.

Prerequisites

1. Network connectivity and discovery from Voicemail Pro Server and Exchange Service - The domain and hosts of exchange server should be reachable.
2. Auto discovery service is running on the Exchange Server.
3. Suitable IP Office user profiles licenses (**Teleworker**, **Office Worker** or **Power User**) on the IP Office system.

12.1 Exchange Server Configuration

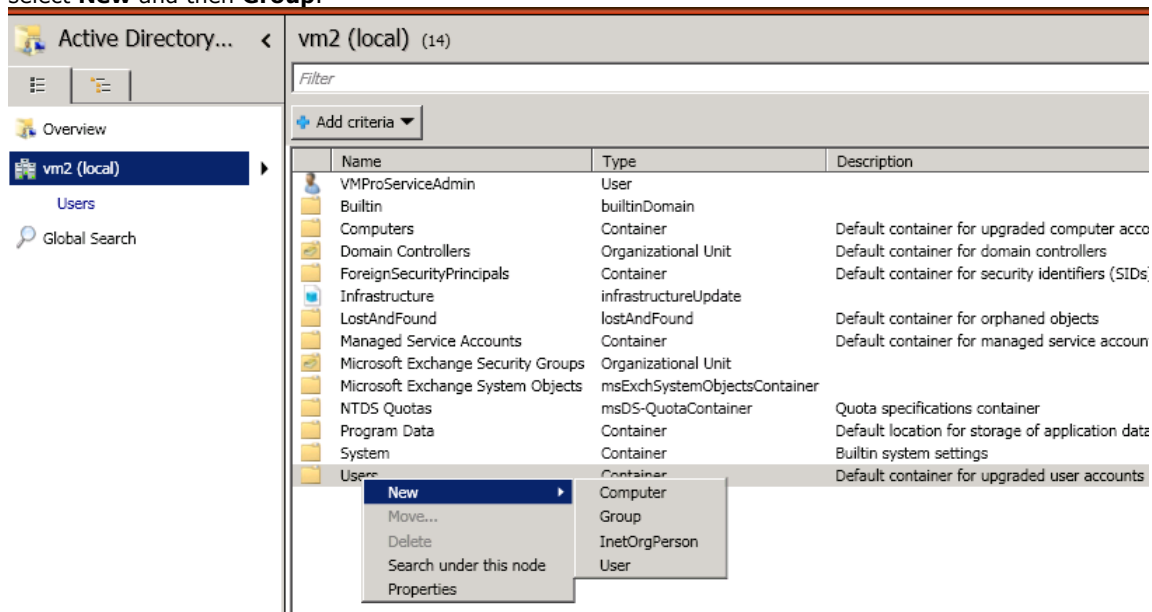
On the exchange server an access group is created. Any email users requiring Exchange integration can then added to that group and their email address set against their user configuration in the IP Office. A service account is also created for the IP Office voicemail server.

The screenshot shown here are for Exchange 2010, however the process is the same for Exchange 2013.

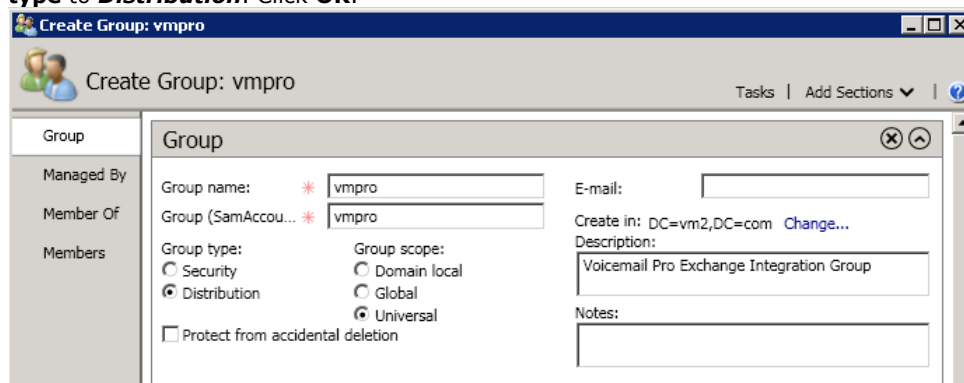
To configure Exchange Server:

1. Create an access group for Voicemail Pro:

- a. Open the Active Directory Administrative Center. In the console, select the domain. Right-click on **Users** and select **New** and then **Group**.



- b. For our example we have used the **Group Name** as **vmpro**. Set the **Group Scope** to **Universal** and **Group type** to **Distribution**. Click **OK**.



2. Create an Exchange service account:

In the Exchange Management Console, create a **Service Account**. For our example we created one called **VMProServiceAdmin**. This becomes the user identity that the voicemail server needs to use to forward users messages to the Exchange server.

3. Assign application impersonation rights to the group:

Open Exchange Management Shell and execute following commands. In these and the following command, where applicable replace the domain name, group name and exchange service name in the commands with used in the previous steps.

- a. Create a management scope called **vmpro-scope** with a filter for the group created above using the following command:

```
[PS] C:\Windows\system32>New-ManagementScope -Name:vmproscope
-RecipientRestrictionFilter {MemberofGroup -eq "CN=vmpro, CN=Users,DC=vm2,DC=com"}
```

- b. Assign the impersonation permissions to the **VMProServiceAdmin** user using the following command:

```
[PS] C:\Windows\system32>New-ManagementRoleAssignment -Name:VMProImpersonationRole -
Role:ApplicationImpersonation -User:VMProServiceAdmin@vm2.com
```

4. Exchange Web Service Configuration:

Configure the exchange web service external URI using the following commands:

- a. Use the following command to get the Exchange server's identity:

```
[PS] C:\Windows\system32>Get-WebServicesVirtualDirectory | fl Identity
```

Identity : WIN-UM2UN5GIKMG\EWS (Default Web Site)

- b. Use the following command to set the external URL for the identity:

```
[PS] C:\Windows\system32>Set-WebServicesVirtualDirectory -Identity
"WIN-UM2UN5GIKMG\EWS (Default Web Site)" -ExternalUrl
https://win-um2un5gikmg.vm2.com/EWS/Exchange.asmx
```

- c. The final properties of virtual directory should show correct URL. Check this using the following command:

```
Get-WebServicesVirtualDirectory | fl
```

5. Autodiscovery Service configuration:

- a. Use the following command to set the URL for EWS auto-discover.

```
[PS] C:\Windows\system32>Set-ClientAccessServer -Identity "WIN-UM2UN5GIKMG"
-AutoDiscoverServiceInternalUri
https://win-um2un5gikmg.vm2.com/autodiscover/autodiscover.svc
```

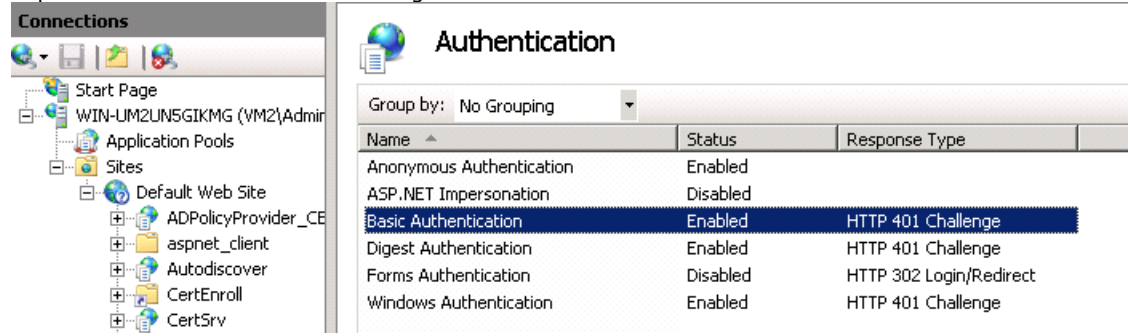
- b. The final properties of virtual directory should show correct URL. Test with following command:

```
Get-ClientAccessServer | fl AutoDiscoverServiceInternalUri
```

6. Configure the IIS options for EWS and Autodiscovery:

Using the IIS management console.

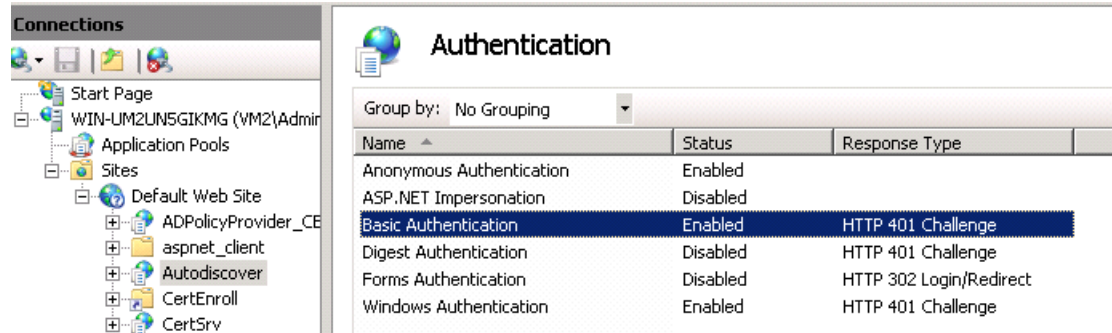
- a. Expand the **Default Web Site** settings and select **EWS**. Enable **Basic Authentication**.



The screenshot shows the IIS Manager console on the left with the tree expanded to 'Default Web Site'. The 'Authentication' feature view is displayed on the right. The 'Group by' dropdown is set to 'No Grouping'. The table below lists the authentication methods and their status.

Name	Status	Response Type
Anonymous Authentication	Enabled	
ASP.NET Impersonation	Disabled	
Basic Authentication	Enabled	HTTP 401 Challenge
Digest Authentication	Enabled	HTTP 401 Challenge
Forms Authentication	Disabled	HTTP 302 Login/Redirect
Windows Authentication	Enabled	HTTP 401 Challenge

- b. Select **Autodiscover**. Enable **Basic Authentication**.



The screenshot shows the IIS Manager console on the left with the tree expanded to 'Autodiscover'. The 'Authentication' feature view is displayed on the right. The 'Group by' dropdown is set to 'No Grouping'. The table below lists the authentication methods and their status.

Name	Status	Response Type
Anonymous Authentication	Enabled	
ASP.NET Impersonation	Disabled	
Basic Authentication	Enabled	HTTP 401 Challenge
Digest Authentication	Disabled	HTTP 401 Challenge
Forms Authentication	Disabled	HTTP 302 Login/Redirect
Windows Authentication	Enabled	HTTP 401 Challenge

- c. Check that **SSL** is enabled for **EWS** and **Autodiscover**.

12.2 Voicemail Pro Configuration

EWS is enabled for the Voicemail Pro through the server's web management menus. For a IP Office Server Edition system that means the menus of the primary server.

- **! WARNING**

This process requires the voicemail service to be stop and then restarted. Doing so will end all current calls and services using the voicemail server.

To configure the Voicemail Pro to use EWS:

1. Using a web browser, log into the web management menus for the server hosting the voicemail service.
2. Click **Applications** and select **Voicemail Pro - System Preferences**.
3. Click on **Email**.
4. Click on the **Enable MAPI/EWS** drop-down and select **EWS**. The fields configuring EWS connection to the Exchange server are now shown.
5. Click on **+ Add Autodiscovery**. Set the details to match the autodiscovery settings configured on the Exchange server (see Step 5 of the [Exchange Server Configuration](#)^[366]).

AUTODISCOVERY SETTINGS

+ Add Autodiscovery

Autodiscovery Domain	Autodiscovery URL	
vm2.com	https://win-um2un5gikmg.vm2.com/autodiscover/autodiscover.svc	 

- a. Set the **Autodiscovery Domain** to match the domain used by the Exchange server. For our example that was **vm2.com**.
 - b. Set the **Autodiscovery URL** to match that set when configuring the Exchange server. For our example that was **https://win-um2un5gikmg.vm2.com/autodiscover/autodiscover.svc**.
 - c. Click **Save**.
6. In the **EWS** section enter the details of the server account configured on the Exchange server for use by the voicemail server (see Step 2 of the [Exchange Server Configuration](#)^[366]).

EWS

Account User Name	Account Domain	Account Password
VMProServiceAdmin	vm2.com	••••••••
Authentication Type		
Basic		

7. After making any changes, click **Update**.
8. When asked to confirm the changes, click **Yes**.
9. The voicemail server needs to be restarted for the new settings to come into use:
 - a. Click **Solution**.
 - b. Click on the  icon next to the server and select **Platform View**.
 - c. In the list of services, click on the **Stop** button next to the **Voicemail** service.
 - d. Once the service has stopped, click on the **Start** button to restart the service.

12.3 User Configuration

User configuration for EWS exchange integration consists of two parts:

1. Exchange Configuration

Add the Exchange user to the access group that was created on the Exchange server.

2. IP Office User Configuration

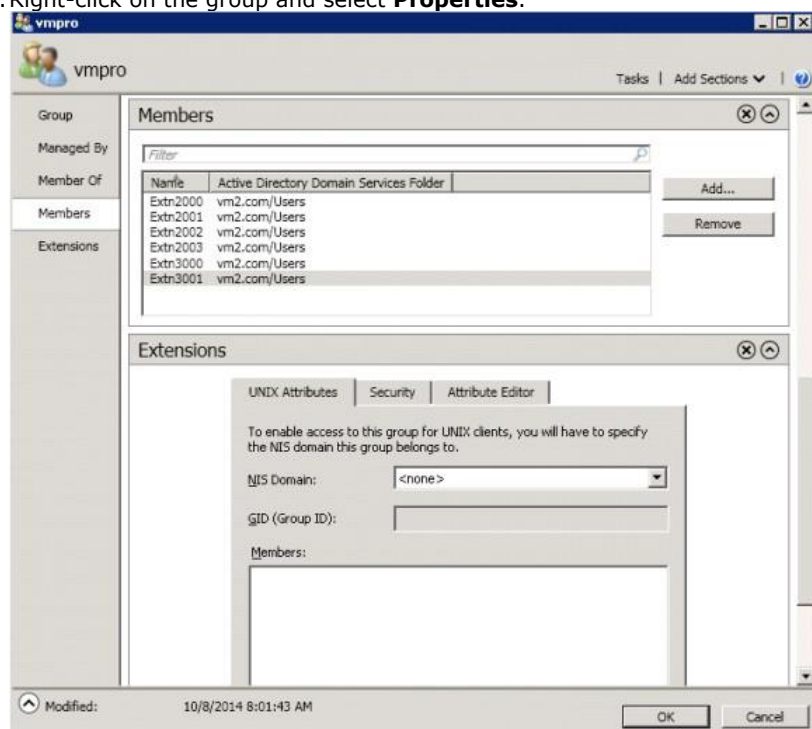
In the IP Office system configuration, enter the email address in the IP Office user's configuration and set their voicemail messages to be forwarded to the Exchange server.

12.3.1 Exchange User Configuration

Those user for which EWS Exchange integration is required need to be added to the access group that was previously created on the Exchange server (see Step 1 of the [Exchange Server Configuration](#) ³⁶⁶).

To add a user mailbox to the access group:

1. Open the Active Directory Administrative Center. In the console, select the group previously created for the voicemail server. For our example that was **vmpro**.
2. Right-click on the group and select **Properties**.



3. Click **Add** and select the user's email account.
4. Repeat the process for any other users that need to be added.
5. Click **OK**.

12.3.2 IP Office User Configuration

Exchange integration is part of a set of features on the IP Office called UMS Web Services. It covers voicemail access using IMAP email client, web browser or Exchange mailbox. For Exchange integration the addition step is the automatic forwarding of the user voicemail messages to their email address.

The ability to use these functions requires the user to be configured for one of the following IP Office user profiles. Note that these profiles require appropriate IP Office licenses for each configured user.

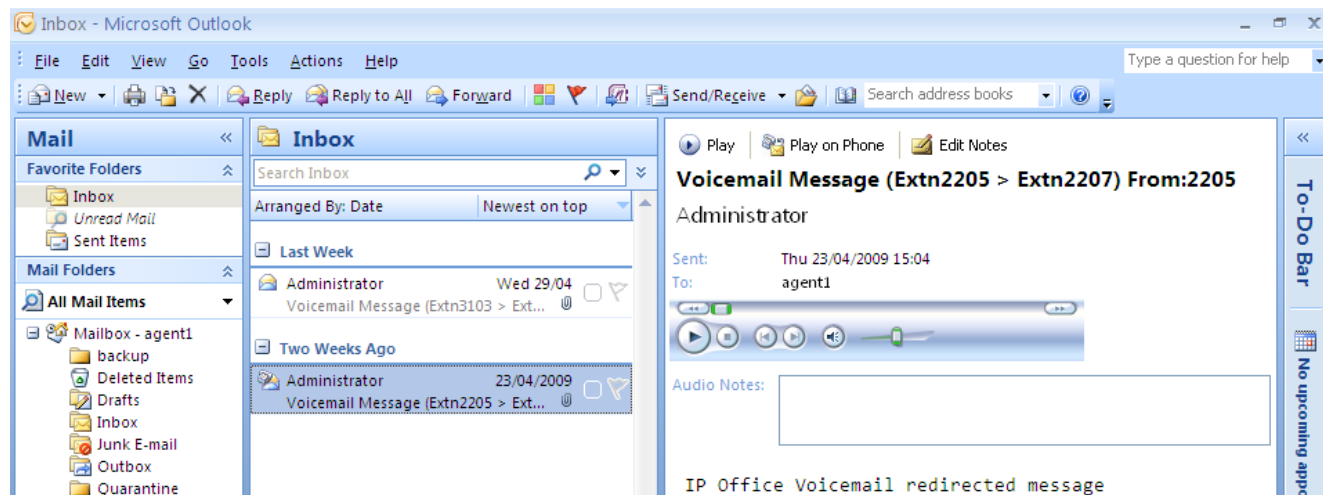
- **IP Office Server Edition**
For these systems, Exchange integration is supported for users whose **Profile** is set to **Office Worker** or **Power User**.
- **Unified Communications Module/IP Office Application Server**
For these systems, Exchange integration is supported for users whose **Profile** is set to **Teleworker**, **Office Worker** or **Power User**.

To configure the user for Exchange integration:

1. Using either IP Office Manager or web manager, load the user settings and select the **Voicemail** tab.
2. Ensure that a **Voicemail Code** is set. Though not used for Exchange integration it is used for other UMS Web Services functions.
3. In the **Voicemail Email** field enter the user's email address on the Exchange server.
4. Set the **Voicemail Email Mode** to **Forward**.
5. Enable the **UMS Web Services** option.
6. Click **Update**.

12.4 Exchange Mailbox Operation

UMS can be configured to use a user's Exchange server email account as the user's voicemail message store rather than the voicemail server. The user can then see and playback messages through their email inbox.



- Mailbox access using the telephone, visual voice or one-X Portal for IP Office is done against voicemail messages in the e-mail account. Therefore some actions offered by the non-email interfaces cannot be used as they have no e-mail equivalents.
 - Messages stored in an e-mail account cannot be saved.
 - Undeleting messages using **8 from the telephone does not work for voicemail messages stored in Exchange.
- Access using UMS IMAP and UMS web voicemail is not supported.
- Messages are not subject to Voicemail Pro housekeeping.
- Only voicemail messages in the inbox are recognized. If a message is moved to another mailbox folder it is no longer visible to the voicemail system.
- Message waiting indication (MWI) is supported.
- **Note**
When using an Exchange server as the message store for a user's voicemail messages, the Voicemail Pro server will deliver messages to the Exchange server on completion of the recording. However, the presentation to Outlook and back to the Voicemail Pro server for message waiting indication (MWI) and access via telephone is delayed by Exchange server processing. The delay is typically 1 or 2 minutes. The same delay also applies to changes in the message status that affect message waiting indication.

Chapter 13.

Appendix

13. Appendix

13.1 SMTP Logging

SMTP error logging is enabled to generate a log of SMTP activity.

For a Windows-based Voicemail Pro installation, the activity is logged in a file in **C:\Program Files\Avaya\IP Office\Voicemail Pro\VM\logs**. The file name includes a date stamp for the day on which it is generated. For a Linux-based server the log files can be archived and downloaded using the web control menus.

SMTP Error Codes

Value	Meaning
1	An exception has occurred.
3	The process has run out of memory.
4	An error has occurred due to a problem with the message body or attachments.
5	There was a problem initiating the conversation with the mail server. Ensure the setting of the Domain property is correct.
6	There was an error terminating the conversation with the SMTP mail server.
7	The "From" address was not formatted correctly or was rejected by the SMTP mail server. Some SMTP servers will only accept mail from particular addresses or domains. SMTP mail servers may also reject a From address if the server cannot successfully do a reverse lookup on the address.
8	An error was reported in response to receipt address. The SMTP server may refuse to handle mail for unknown recipients.
9	There was an error connecting to the SMTP mail server.
10	There was an error opening the file. If you have specified file attachments, ensure that they exist and that you have access to them.
11	There was an error reading a file. If you have specified file attachments, ensure that they exist and that you have access to them.
15	No mail server specified.
16	There was a problem with the connection and a socket error occurred.
17	Could not resolve host.
18	Connected but server sent back bad response.
19	Could not create thread.
20	Canceled as a result of calling the Cancel method.
21	The operation timed-out while the host was being resolved.
22	The operation timed-out while connecting.
24	ESMTP Authentication failed.
25	The selected ESMTP Authentication mode is not supported by the server.
26	ESMPT Authentication protocol error.
27	Socket Timeout error.
105	Invalid license key.

13.2 Voicemail Pro Syslogs

You can use Voicemail Pro syslogs for the voicemail system management and security auditing. Syslogs can include:

- *Audit Trail* logs that you can use for complying with industry regulation and/or specific customer agreements.
- *Security* logs that you can use for discovering and tracking security breaches, and enabling responses to security threats.
- *Trace* logs that you can use for the detailed tracking of process, data, or communication flow. Trace logs have very low-level details and you can use them for advanced debugging and troubleshooting.
- *Debugging* logs that you can use for troubleshooting issues that require detailed low-level information. You can use debug logs to support your feedback to the product engineering team for enhancements and error corrections.
- *Error and performance* logs that you can use for monitoring performance and generating alarms.

For details on configuring Voicemail Pro server to write syslogs to syslog server, see Syslog.

Before you configure Voicemail Pro server to write syslogs to syslog server, you must install a syslog server (for example, Kiwi, WinSyslog, Syslog Watcher) on a computer connected to the network and configure it to listen for syslogs on a UDP port.

Note: Syslog of Voicemail Pro server is integrated in IP Office Server Edition solution, and you can view the Voicemail Pro syslog messages using the Web Control interface of the IP Office Server Edition server. For details on accessing Voicemail Pro syslog messages using Web Control, see *Avaya IP Office Using the Server Edition Web Control Menus* (15-601011).

13.3 SFTP Host Key Verification

If you are using a Windows-based Voicemail Pro server and trying to connect to a SFTP server for the first time, the connection may fail with an error message about the authenticity of the host. The behavior is a feature of the SSH protocol and is designed to protect you from a spoofing attack. To proceed, verify the host key of the SFTP server.

To verify the host key of the SFTP server

1. Log in to the computer that runs the Voicemail Pro service using the same Windows account that is used to start the service.
2. Open the WinSCP application.
3. Click **New**.
4. Enter the required details in the **Host name** and **User name** fields.
5. Click **Login**.
A message is displayed that includes the host key of the SFTP server.
6. If you trust the displayed host key, click **Yes** to save the host key in the cache. Otherwise, get the host key from your system administrator, and match it with the displayed host key before you click **Yes**.
7. Enter the password to verify the connectivity to the remote SFTP server.

13.4 Prompts

13.4.1 US English Intuity Prompts

The following is a list of the numbered .wav files used by Voicemail Pro for US English. These are predominately, though not exclusively, used for Intuity mailbox features.

All files are Microsoft WAVE file format (.wav) 8kHz, 16 bit mono.

Important

- The corresponding .wav file in other languages may not be the same prompt.
- The instructions referring to a letter work only if you are using a standard telephone keypad. If you are using a device that has a different keypad, use the number corresponding to the letter on a standard telephone keypad. For example, if you are using a mobile phone with a QWERTY keypad, in response to the prompt "To delete press ***D**", press ***3**.

WAV File	Intuity Prompt
2	"at".
4	"Not private".
8	"To record a new message press 4".
13	"To record press 1 after recording press 1 again".

WAV File	Intuity Prompt
14	"To make private press 1, to make public press 2".
15	"And is".
18	"To forward with comment press 2".
19	"To review from beginning press *1, if finished press *#".
21	"To listen press 0".
24	"To delete press *D".
27	"To attach original, press y for yes or n for no.".
30	"To change press 1".
35	"Login incorrect".
41	"To forward message with comment at beginning, press 2".
43	"Your call is being answered by IP Office".
44	"Is not available to leave a message wait for the tone".
45	"Is busy, to leave a message wait for the tone".
46	"To access your mailbox press *R".
49	"No operator defined".
56	"Thank you for leaving you message".
58	"For name addressing press *A".
60	"Changed".
61	"To modify status, press 9 for yes, or 6 for no".
63	"New".
65	"Contains".
67	"To create another list".
70	"Unopened".
71	"To leave a message wait for the tone".
73	"You have".
74	"Deleted".
75	"To skip press # to delete press *D".
77	"Deleted".
80	"To have system wait press *W if finished please hang up or to disconnected IP Office press **X".
84	"Entry".
85	"Erased".
86	"Extension".
87	"This call is experiencing difficulties".
88	"Cannot use the guest password".
89	"First message".
91	"At end".
94	"Goodbye".
95	"Please disconnect".
96	"For help press *H".
97	"For help at anytime press *H".
100	"Invalid entry".
105	"To restart at the activity menu press *R".
108	"You are recording a message".
109	"Later".
110	"List".
111	"Please enter list ID".
112	"Otherwise for assistance press Zero now".
113	"You already have a list".
114	"To replace list enter ID and # sign, to create a new list enter new list ID".
115	"To transfer using names instead press *2".
117	"To reach the covering extension press *Zero".
118	"Enter last name".
119	"You wish to call".
120	"Too large to include".

WAV File	Intuity Prompt
124	"No more list space".
125	"Must be six or fewer numerals".
126	"To forward message with comment at end press 3".
127	"Return to previous activity".
130	"Because there were no entries".
134	"You can store your list or delete members but you cannot add members".
141	"No more lists".
142	"To list to the header press 3".
143	"To set back again press 2".
145	"List has no entries".
146	"To continue press #".
147	"Review completed".
148	"For extension addressing press *2".
150	"Members".
156	"Maximum length recorded".
159	"Member".
160	"Message".
161	"Midnight".
163	"To call sender press zero".
164	"Category".
165	"Returned to getting messages".
166	"At end to play back press 23".
167	"To approve press #, to record from here press 1, to play back press 23".
168	"Messages".
170	"Delivery scheduled".
173	"Please enter new password".
175	"Please note only IP Office subscribers can be specified by name".
178	"No addresses identified".
180	"Nothing to approve".
182	"Nothing to delete".
185	"Not found".
188	"Passwords do not match, please re-enter new password".
191	"No more messages".
192	"No messages".
193	"No name recorded".
194	"No new messages".
197	"Cannot step back".
198	"Partial name deleted".
201	"Noon".
202	"Not valid".
208	"Is not a public list".
209	"Cannot modify another subscriber's list".
210	"Please enter a new password".
211	"To 15 digits".
212	"Please enter password again for confirmation, to delete the password you just entered press *D".
213	"Re-enter password".
214	"Approved".
219	"Owned by".
220	"Enter password".
223	"Please enter extension".
224	"And # sign".
226	"Private".
227	"Public".
228	"Record at the tone".

WAV File	Intuity Prompt
232	"Recording stopped".
233	"Previous login incorrect please re-enter extension".
234	"To respond or forward press 1".
235	"To restart at the activity menu press *R, to transfer to another extension press *T".
236	"Try again".
238	"To review another list".
240	"To skip press # to listen press zero".
242	"Returned to the".
243	"Rewound".
244	"Rewound to previous message".
252	"To respond to this message press 1".
253	"Please enter month, day".
255	"To delete this message press *D".
256	"At beginning to re-record press 1 to playback press 23".
262	"Received".
272	"Contact administrator for help".
274	"Please make entry soon or be disconnected".
275	"Cannot get your messages now due to multiple logins to your mailbox".
277	"To exit directory press #".
282	"To have system wait press *W, to access the names or numbers directory press **N. If finished please hang up or to disconnect IP Office press **X".
285	"To add a member enter extension".
286	"To add a member enter last name".
287	"Welcome to IP Office".
288	"You are in the main directory. To find a subscribers extension, enter the last name followed by the # sign. To enter the letter Q press 7, for z press 9. To lookup by extension instead press *2".
290	"If you wish to specify a non IP Office subscriber, first change to extension addressing by pressing *A".
291	"To transfer to another extension press *T".
292	"Louder press 4, softer press 7, faster press 9, slower press 8".
294	"To add entries press 1".
295	"To renter list press *5".
298	"To specify owner by name press *2".
300	"AM".
301	"PM".
305	"You are at the activity menu".
306	"You are changing your password".
310	"January".
311	"February".
312	"March".
313	"April".
314	"May".
315	"June".
316	"July".
317	"August".
318	"September".
319	"October".
320	"November".
321	"December".
322	"You are in the numbers directory. To find a subscribers name, enter the extension followed by the # sign. To lookup by name instead press *2".
323	"You are responding to a piece of incoming mail".
325	"You are administering your lists. To create a mailing list press 1, to play a summary of all your lists press 2, to review a particular list press 3".
327	"You are creating a mailing list".

WAV File	Intuity Prompt
328	"To delete the previous entry, press *3. To add a mailing list you have already created or a public list owned by others, press *5. To review or modify the list you are creating, press *1. To approve the list you are creating and move on to the next step, press #".
329	"You have not yet entered enough characters to identify a specific subscriber. To enter the letter Q press 7, for Z press 9".
330	"Or enter just the # sign if it is your phone".
332	"System greeting used".
333	"To add entries to the list or to change status of the list press 1".
334	"When finished addressing press #".
335	"When finished press #".
339	"To replay the last few seconds press 5, to advance a few seconds press 6.".
347	"You are adding a list".
348	"You are specifying a mailing list to review".
350	"Sunday".
351	"Monday".
352	"Tuesday".
353	"Wednesday".
354	"Thursday".
355	"Friday".
356	"Saturday".
357	"You are choosing between subscribers whose names match your entry. To indicate no subscribers match, delete entry by pressing *3. To change to extension addressing and delete your entry press *2".
358	"You are identifying a list as private or public".
360	"You are scanning mailing lists, to review list members press 0, to rewind to previous list press 2, to continue scanning lists press 3".
361	"To skip to next list press #, to delete list press *3".
362	"If you own the list press #, if some else owns the list".
363	"To approve the list you are creating press #".
364	"Enter owner's extension".
367	"To specify a different owner by name press *3".
368	"You are entering the number for a new list. Please enter a number up to 6 digits long".
369	"To replace an existing list, enter that list's number".
370	"These are entries in your list".
371	"To rewind to current entry press 2, to rewind to previous entry press 2 as many times as necessary, to continue playback of list press 3".
372	"To skip to next entry press #, to delete current entry press *D".
373	"You are choosing whether to attach a copy of original message to your reply. To include the original press y for yes, to send only your reply press n for no".
376	"To skip the next header press the # sign to listen to the header rewind by pressing 2 then play by pressing 3 to skip to the next category press *#".
377	"To delete message press *D".
380	"Please wait".
381	"To listen to the message press 0, to re record message before delivery press 1".
388	"To skip press the # key".
390	"O" (Oh)
391 - 450	"One" to "sixty". For zero see 585.wav
451	"Seventy".
452	"Eighty".
453	"Ninety".
454	"Hundred".
455	"Thousand".
456	"Million".
464	"Enter extensions".
468	"To continue playing press 3".
471	"If it's your list press #".

WAV File	Intuity Prompt
472	"To approve press #, to record from here press 1".
477	"Press 1 to select".
478	"2 to select".
479	"3 to select".
484	"Enter more characters followed by the # sign. If you just completed entering the last name enter the first name".
485	"Has".
486	"To reply to sender by voicemail press 1".
493	"You are requesting a transfer".
499	"When finished recording press # to approve or 1 to edit your message".
556	"To exit press *# now".
561	"You addressing your message".
562	"Enter the".
563	"Digit extension".
569	"To modify press 1, if finished press *#".
577	"To hold the message in its current category press **H".
578	"To skip to the next category press *#".
579	"Password must be".
585	"Zero".
587	"You are reviewing a list".
601	"Priority".
604	"As you use IP Office, your name will be included in system announcements that you and other people will hear. Press 1 and at the tone please speak your name. After speaking your name press 1 again".
606	"To re-record you name press 1, to approve press #".
608	"At the tone please speak your name. After speaking your name press 1".
610	"You are recording your name. After you record your name, you can access other IP Office features. As you use IP office your name will be included in system announcements that you and other people will hear. Press 1 and at the tone please speak your first and last name as you would like others to hear it. After speaking your name press 1 again".
611	"You are recording your name. To record your name, press 1. After recording press 1 again. To play back name press 23, to approve press #".
612	"To make private press 1".
613	"To make priority press 2".
617	"To remove private status press 1".
618	"To remove priority status press 2".
622	"Not priority".
643	"You are choosing options for this message there are no options currently set".
644	"You are choosing options for this message with the current settings".
645	"Private messages cannot be forwarded by the recipients".
646	"A priority message will be delivered before other messages and will be flagged for special attention in the recipient's mailbox".
647	"The message will be private".
648	"The message will be priority".
651	"The message will be private and priority".
681	"Sorry cannot leave a message now because this user's mailbox is full".
700	"To administer mailing lists press 1".
701	"To change your password press 4".
702	"To record your name press 5".
703	"You are at subscriber administration".
704	"To create lists press 1, to scan lists press 2, to review and modify lists press 3".
707	"If finished press *#".
708	"If finished adding entries press #".
736	"You are recording your name. As you use IP office your name will be included in system announcements that you and other people will hear".
744	"For all calls".
745	"Active".

WAV File	Intuity Prompt
747	"For internal calls".
748	"For external calls".
749	"For busy calls".
750	"For no answer".
751	"For out of hours calls".
752	"To listen to a greeting press 0, to create change or delete a greeting press 1, to scan all your greetings press 2, to activate a greeting press 3, to administer call types press 4, if finished press #".
753	"Enter greeting number".
754	"Greeting".
755	"Not recorded".
756	"To listen to greeting".
757	"To re-record, press 1".
759	"To review status, press 2".
760	"Press 0".
764	"To use this greeting for all calls press 0, for internal calls press 1, for external calls press 2".
765	"Recorded but not active".
766	"To use this greeting for all calls press 1".
767	"To use this greeting for all calls press 0, for busy calls press 1, for no answer calls press 2".
770	"Recorded and active".
771	"Approved and active".
772	"Again".
773	"To activate for out of hours call press 3".
775	"To record messages press 1 to get messages press 2 to administer personal greetings press 3".
776	"The system greeting".
777	"Cannot listen to system greeting".
778	"Cannot modify system greeting".
779	"No greetings recorded".
780	"Personal greetings review completed".
781	"To skip to the next greeting press the # sign".
782	"To activate a greeting enter greeting number, to de-activate a greeting activate a different greeting in its place".
783	"To activate another greeting enter greeting number to de-activate a greeting activate a different greeting in its place".
784	"To activate system greeting enter 0".
785	"Same greeting used for all calls".
786	"To identify calls as internal and external press 1".
787	"To identify calls as busy and no answer press 2".
788	"To identify calls as out of hours press 3".
790	"Calls identified as internal and external".
791	"Calls identified as busy and no answer".
792	"Calls identified as out of hours".
793	"Calls not identified as out of hours".
797	"To use the same greeting for all calls press 5".
810	"External".
812	"No answer".
814	"Calls".
815	"You are administering your personal greetings".
816	"You are listening to a personal greeting".
817	"You are recording a personal greeting".
818	"You have just recorded".
819	"You are scanning your personal greetings".
820	"You are selecting which greeting to activate".
821	"You administering call types".
822	"As you use IP Office, your name will be included in system announcements that you and other people will hear. At the tone please speak your name, after speaking your name press 1".

WAV File	Intuity Prompt
823	"For all calls".
825	"For internal".
826	"For external".
827	"For busy".
828	"For no answer".
829	"For out of hours".
830	"You must approve your recording".
832	"Please enter extension and # sign".
839	"To rewind to the previous greeting press 2".
843	"To scan headers and messages press 1, to scan headers only press 2, to scan messages only press 3".
844	"End of message".
845	"Next message".
846	"You are selecting an option for automatic message scan".
847	"You are automatically scanning your incoming messages. To listen to the message press 0, to respond to or forward the message press 1".
848	"You are automatically scanning your incoming messages. To listen to the message press 0 to respond to the message press 1".
849	"To skip the next message press the # sign, to the listen to the header rewind by pressing 2, then play by pressing 3, to skip to the next category press *#".
850	"Broadcast and login message services are not available".
852	"To rewind to the current entry press 2, to rewind to previous entry press 2 as many times as necessary".
868	"Mailbox id must be less than or equal to less than 16 digits".
869	"If the extension entered belongs to a casual subscriber you will be prompted for a mailbox id".
905	Short silence.
907	2 seconds of silence.
913	"If finished press #".
915	"No options menu available".
916	"To send message press # or enter an option to hear a list of options press 0".
924	"Seconds".
925	"Minutes".
926	Beep
928	"New messages".
929	"Old messages".
935	"Unopened messages".
936	"Partial entry deleted".
937	"Sorry you are having difficulty please get help and try again later".
938 - 968	Ordinal numbers "1st" to "31st".
971	"To send press #".
972	"To reach the covering extension press Zero".
973	"If you are finished please hang up or press **X".
977	"Name not found".
987	"Enter last name of the person".
990	"To record and send voicemail messages press 1".
992	"To get messages press 2".
1001	"To scan incoming messages automatically press 7, to relogin press **R".
1006	"To record or change the greeting heard by callers press 3".
1010	"With priority".
1011	"With fax".
1020	"No message to send".
1028	"Page".
1029	"Pages".
1041	"There are no new faxes".
1048	"Nothing to print".

WAV File	Intuity Prompt
1052	"To specify your fax preferences press 3".
1061	"Your default print destination is...".
1071	"Fax message from..".
1073	"To print press *1".
1075	"To change the default print destination press 1".
1087	"To print to destination".
1088	"Press #".
1089	"To specify destination, enter digits followed by the # key".
1091	"You are specifying where your documents will be printed".
1092	"A default print destination has not been assigned".
1093	"To assign a default print destination press *7 then 53".
1098	"To approve press #".
1118	"You are specifying the default print destination for fax items".
1141	"When finished recording press # for more options".
1144	"To specify whether a message can be addressed before it is recorded press 6".
1145	"To administer call answer options press 7".
1152	"Address before record turned on".
1153	"To turn off press 1".
1154	"Address before record turned off".
1155	"To turn on press 1".
1157	"You are administering addressing options".
1158	"To prevent callers from leaving messages press 1".
1159	"Call answer messages will not be accepted".
1160	"To allow callers to leave messages press 1".
1161	"You are administering call answer options".
1162	"Sorry the mailbox you have reached is not accepting messages at this time".
1163	"Is not available".
1164	"Call answer messages will be accepted".
1219	"To review or change your reach options press 7".
1305	"Please enter an outcalling option to hear a list of options press 0".
1430	"To following message was restored".
1431	"No message to restore".
1432	"To undelete last deleted message press **U".
1434	"To return to getting messages press #".
1440	Beep
1443	"Voice file system is out of space".
1444	"Please contact the administrator".
1457	"Old and new passwords cannot be the same".
1461	"You are getting your incoming messages".
1462	"To listen to the message press Zero".
1463	"To reply to sender by voicemail press 17".
1464	"To forward with comments press 12".
1465	"To record a new message press 14".
1466	"To respond to or forward the message press 1".
1467	"The return address for this message is not a mailbox on this system".
1469	"To reply to sender by voicemail press 7".
1964	"The ability for callers to leave messages in your mailbox is turned off".
1965	"To allow callers to leave messages press 571".
1970	"Invalid password please enter new password and # sign".
2007	"With text".
2008	"With other media".
2010	"Zero".
2011	"bytes".
2012	"Byte".

WAV File	Intuity Prompt
2013	"Kilobyte".
2014	"Kilobytes".
2015	"Megabyte".
2016	"Megabytes".
2018	"And".
2019	"Message from".
2021	"Private".
2022	"Private priority".
2023	"Priority".
2025	"Call from".
2026	"Call received".
2029	"This is a ".
2030	"Voice".
2031	"Fax".
2032	"Text".
2033	"Attached file".
2035	"To advance to the end of the message press *6".
2038	"Rewound".
2039	"Component".
2040	"To listen press 3".
2041	"To customize your mailbox, for example to create or edit your mailing lists or change your password, press 5".
2042	"To administer your media preference for sorting messages, press 8".
2043	"You are administering your preferred media type for sorting incoming messages. Messages with a primary media type matching your preference will be presented before other messages, regardless of the order in which they have been received".
2044	"No media preference for sorting incoming messages has been specified".
2045	"For voice press 1, for fax press 2, for text press 3, for binary files press 4".
2046	"To retain your current preference press the # key".
2047	"You media preference for sorting incoming messages is".
2048	"For no preference press zero".
2049	"Will be your preferred media type".
2051	"Your password cannot be the same as your extension number consecutive digits or a single repeated digit. Please enter new password and the # key".
2052	"At beginning of message to step back to previous message press *2 to listen press Zero".
2053	"Approximately".
2057	"At beginning of message".
2061	"To enter the telephone number of a fax machine press **5".
2063	"Enter the telephone number of a fax machine followed by the # sign".
2065	"The telephone number of a fax machine should be entered as it would be dialed from the location of your messaging system. It can contain a maximum of 23 digits including trunk access, long distance or international access codes if necessary and is subject to administrator restrictions".
2071	"You are specifying the telephone number of a fax machine".
4409 -4434	Alphabetic characters "A" to "Z".
G0000 - G0009	"Press zero" through to "Press 9"
G0010 - G0019	"Press *zero" through to "Press *9".
G0020	"Press ** zero".
G0029	"Press **9".
G0031	"Press the # key".
G0032	"Press *#".
G0040	"You are changing your Outcalling options".
G0041	"System not administered for Outcalling".
G0042	"You are not authorized for Outcalling".
G0043	"When finished please hang up or ".
G0044	"You are selecting which messages will receive out calls".

WAV File	Intuity Prompt
G0045	"For instructions on entering your outcalling number".
G0046	"For instruction on configuring outcalling".
G0047	"You are not authorised to input a number".
G0051	"To return to the activity menu".
G0052	"Subject to administrator restrictions".
G0053	"To change times".
G0054	"To turn off".
G0055	"To turn on".
G0061	"To de-activate".
G0062	"To activate".
G0063	"To activate for all calls".
G0064	"To activate for external calls only".
G0065	"To activate for internal calls only".
G0071	"For all calls".
G0072	"For internal calls".
G0073	"For internal calls only".
G0074	"For external calls".
G0075	"For external calls only".
G0076	"For other calls".
G0080	"To use this greeting".
G0081	"For the temporary greeting".
G0082	"For number engaged calls".
G0083	"For no reply calls".
G0084	"For the default greeting".
G0085	"When finished".
G0086	"Please enter a number between".
G0087	"Where zero will set the temporary greeting to not expire".
G0088	"Please enter the number of days you wish this greeting to be active for".
G0089	"Your temporary greeting".
G0090	"For the next".
G0091	"Days".
G0092	"For today".
G0099	"Not configured".
G0100	"Turned off".
G0101	"Inactive".
G0102	"Desk".
G0103	"Home".
G0104	"Mobile".
G0105	"Temporary".
G0106	"Delegate".
G0107	"Secretary".
G0108	"Other".
G0109	"SMS".
G0110	"Voicemail".
G0111	"Escalation".
G0112	"An escalation list".
G0113	"Extension".
G0120	"For none".
G0121	"For internal".
G0122	"For desk".
G0123	"For home".
G0124	"For mobile".
G0125	"For temporary".
G0126	"For delegate".

WAV File	Intuity Prompt
G0127	"For secretary".
G0128	"For other".
G0129	"For SMS".
G0130	"For voicemail".
G0131	"For escalation".
G0140	"Currently".
G0141	"For help".
G0142	"For help at any time".
G0143	"To leave".
G0144	"To change".
G0145	"To reject".
G0147	"Time".
G0148	"The time out is".
G0149	"To change the time out".
G0150	"To configure outcalling".
G0151	"Your escalations have not been configured".
G0152	"Your escalations are configured to call the following locations in the listed order".
G0153	"To repeat list".
G0154	"To repeat list with numbers".
G0155	"To review the list".
G0156	"You are selecting locations for the escalation list".
G0157	"To input the list again".
G0158	"You have completed inputting the escalation list".
G0159	"To select a destination".
G0160	"Where the following destinations will be called in order".
G0161	"To configure escalations".
G0162	"Please input your".
G0163	"Location".
G0185	"To".
G0186	"Where".
G0187	"Between".
G0188	"Invalid time".
G0191	"Is active".
G0192	"Is inactive".
G0193	"Is set to".
G0194	"Is not set".
G0195	"To repeat".
G0200	"And".
G0201	"Your outcalling is".
G0202	"Your outcalling is set".
G0203	"Your outcalling destination is set to".
G0204	"The number is".
G0205	"Number is".
G0206	"Number".
G0207	"To change numbers".
G0208	"To input a number".
G0209	"For instructions on entering your outcalling number".
G0210	"For instructions on configuring outcalling".
G0211	"To change the number".
G0212	"There is no number defined for the selected destination".
G0213	"You are configuring outcalling destination".
G0214	"To configure outcalling".
G0215	"To re-configure outcalling".
G0216	"To change outcalling".

WAV File	Intuity Prompt
G0217	"To change outcalling destination".
G0218	"To change destination".
G0219	"To change".
G0220	"Destination".
G0221	"You have selected".
G0222	"There is no number defined".
G0223	"To select an alternate destination".
G0224	"To select another location".
G0225	"You have selected the option to configure your telephone numbers".
G0226	"To exit".
G0227	"To accept".
G0228	"To disable".
G0229	"To enable".
G0230	"To turn outcalling off".
G0231	"To turn outcalling on".
G0232	"To turn outcalling on for all new messages".
G0233	"To turn outcalling on for new priority messages only".
G0234	"To turn outcalling on for new private messages only".
G0235	"To turn outcalling on for new priority private messages only".
G0236	"The destination is set to".
G0237	"To change the destination".
G0238	"To set a number".
G0240	"Outcalling is turned off".
G0241	"Outcalling is turned on".
G0242	"Outcalling is turned on for all new messages".
G0243	"Outcalling is turned on only for new priority messages".
G0244	"Outcalling is turned on only for new private messages".
G0245	"Outcalling is turned on only for new priority private messages".
G0251	"Outcalling is turned on between".
G0252	"Outcalling is turned on for all new messages between".
G0253	"Outcalling is turned on only for new priority messages between".
G0254	"Outcalling is turned on only for new private messages between".
G0255	"Outcalling is turned on only for new priority private messages between".
G0260	"Outcalling is turned off".
G0261	"Outcalling is turned on".
G0262	"Outcalling is turned on for all new messages"
G0263	"Outcalling is turned on only for new priority messages".
G0264	"Outcalling is turned on only for new private messages".
G0265	"Outcalling is turned on only for new priority private messages".
G0272	"For all new messages".
G0273	"For all new priority messages".
G0274	"For all new private messages".
G0275	"For all new priority private messages".
G0278	"Enter the time in second and #".
G0279	"Enter the new number and #".
G0280	"To input a new number".
G0281	"To input an outcalling number".
G0282	"Enter the number followed by #".
G0283	"Anything entered will be interpreted as part of the called number".
G0284	"No global commands, such as *4 will be accepted at this time".
G0285	"A * or # entered as the first character will result in the * or # being output".
G0286	"A * entered as part of the digit string will be interpreted as a pause of one and a half seconds.
G0287	"If a longer pause is required, use multiple stars in a row".
G0288	"To return to outcalling administration".

WAV File	Intuity Prompt
G0289	"Enter outcalling number and #".
G0290	"To exit press *# now".
G0301	"Your destination is currently configured to".
G0306	"For system outcalling schedules".
G0307	"You are specifying your outcalling time period".
G0308	"For outcalling during peak time".
G0309	"If not press *3 and re-enter time".
G0310	"To specify your times".
G0311	"To delete own time".
G0312	"Peak time is".
G0313	"For outcalling ant time press 1".
G0314	"The time you specify will be restricted by the times allowed by the system administrator".
G0315	"Outcalling specified to any time subject to administrator restrictions".
G0316	"For outcalling during prime time press 2".
G0317	"The system allows outcalls from".
G0318	"To change outcalling information press 6.
G0319	"Outcalling specified for".
G0320	"If correct press #".
G0321	"From time".
G0322	"To time".
G0350	"There is a message for".
G0351	"Based on an outcalling time profile which is currently configured as follows".
G0352	"Your outcalling time profile is currently configured as follows".
G0353	"Your outcalling time profile is not configured".
G0360	"You are specifying the time for outcalling time profile".
G0361	"To leave the current time profile".
G0362	"To change the time profile".
G0363	"Is set to".
G0364	"Please enter the time".
G0365	"The time should be entered as follows: hour, hour, minute, minute, where the hours are given in 24 hour format. For example, 5 past 1 in the afternoon would be entered as 1305".
G0366	"You are configuring outcalling time profile".
G0367	"The end time should be greater than the start time".
G0400	"You are modifying your personal settings".
G0401	"You are modifying your callback options".
G0402	"You are modifying your do not disturb options".
G0403	"You are modifying your e-mail mode options".
G0404	"You are modifying your follow me forward options".
G0405	"You are modifying your mobile twinning options".
G0406	"You are modifying your voicemail transfer options".
G0410	"To modify your personal settings".
G0411	"To modify your callback options".
G0412	"To modify your DND options".
G0413	"To modify your e-mail mode options".
G0414	"To modify your follow me forward options".
G0415	"To modify your mobile twinning options".
G0416	"To modify your reception transfer options".
G0417	"To modify your follow me feature setting".
G0418	"To modify your forward unconditional setting".
G0419	"To modify your forward on busy and on no answer setting".
G0421	"Your follow me feature".
G0422	"Your forward unconditional feature".
G0423	"Your forward on busy and on no answer is set to".
G0424	"Your forward on busy is set to".

WAV File	Intuity Prompt
G0425	"Your forward no answer is set to".
G0426	"Your forward on busy and on no answer are inactive".
G0427	"Your do not disturb feature".
G0428	"Your e-mail mode feature".
G0429	"Your mobile twinning feature".
G0430	"Your callback option".
G0450	"To modify your voicemail transfer on zero".
G0451	"To modify your voicemail transfer on 1".
G0452	"To modify your voicemail transfer on 2".
G0453	"To modify your voicemail transfer on 3".
G0460	"Your voicemail transfer on zero".
G0461	"Your voicemail transfer on 1".
G0462	"Your voicemail transfer on 2".
G0463	"Your voicemail transfer on 3".
G0501	"A".
G0502	"B".
G0503	"C".
G0504	"D".
G0505	"E".
G0551	"The first".
G0552	"The second".
G0553	"The third".
G0554	"The fourth".
G0555	"The fifth".
G0680	"Second".
G0681	"Seconds".
G0682	"Star".
G0683	"Hash".

13.4.2 English Non-Intuity Prompts

Here is a list of the named .wav files used by Voicemail Pro for US and UK English. These are predominately, though not exclusively, used for IP Office mode mailbox features and Voicemail Pro custom call flow actions.

All files are Microsoft WAVE file format (.wav) 8kHz, 16 bit mono.

WAV File	Non-Intuity Prompt
a60	"Please enter extension and # sign".
aa_01	"Good morning and thank you for calling. Please key in the required extension number or hold the line for other options".
aa_02	"Good afternoon and thank you for calling. Please key in the required extension number or hold the line for other options".
aa_03	"Good evening and thank you for calling. Please key in the required extension number or hold the line for other options".
aa_04	"Please hold while we try to connect you".
aa_05	"An operator is currently unavailable".
aa_06	"Please key in the extension number you would like to leave a message for".
aa_07	"Good bye and thank you for calling".
alpha_01	"Press # to accepted data, *1 to hear the data, *2 to delete the data, *3 to delete the last character, *# to accept the data and continue".
alpha_02	"Data has been deleted".
alarm_1	"You have an alarm call set for".
alarm_2	"Alarm has been deleted press 1 to continue or * to quit".
alarm_3	"Please enter the time for the alarm call in 24 hour clock notation".
alarm_4	"You have set an alarm call for".
alarm_5	"Press 1 to validate press 2 to add a message to the end press # to cancel".
alarm_6	"Your alarm has now been set".
alarm_7	"Press 1 to verify this alarm or press 2 to delete it".
alarm_8	"This time is invalid please try again".
alarm_9	"This is an alarm call please hang up".
AM	"AM".
aor_00	"Warning: your call is being recorded".
cmp_01	"The current campaign message has been marked as deleted".
cmp_02	"The current campaign message has been marked as completed".
cmp_03	"The current campaign message has been abandoned".
cmp_04	"Press 1 to start again, press 2 to rewind, press 3 to abandon, press 4 to delete, press 5 to complete, press 7 for previous field, press 8 for start of current field, press 9 for next field, press # to forward, press 0 to pause, press * to rewind".
conf_01	"A conference is not currently scheduled".
conf_02	"There was a problem transferring you into the conference".
conf_03	"Please enter your conference id and press # to finish".
conf_04	"Please enter your PIN and press # to finish".
conf_05	"Your conference ID or PIN is not valid".
conf_06	"Your conference ID is not valid".
conf_07	"Your PIN is not valid".
conf_08	"Please try again".
conf_09	"To be announced into the conference please speak your name and press # when you have finished".
conf_10	"Your name is too short please try again".
conf_11	"Has invited".
conf_12	"To join them in an immediate conference press 1 to accept, 2 to decline and 3 if the delegate is not available".
conf_13	"Has requested".
conf_14	"To join in an ad-hoc conference press 1 to accept, 2 to decline and 3 if the delegate is not available".
conf_15	"Has declined the offer to attend the conference".
conf_16	"Is not available".
conf_17	"Has just entered the conference".
conf_18	"Has just left the conference".

WAV File	Non-Intuity Prompt
conf_19	"An unknown caller".
conf_20	"Has been invited".
conf_21	"No conference selected, thank you and good bye".
conf_22	"Transferring you to the conference now".
conf_23	"Conference not accessible".
conf_24	"You have been invited to a conference".
dbn_01	"There are".
dbn_02	"Press # to play list".
dbn_03	"To select".
dbn_04	"# for next".
dbn_05	"*# for previous".
dbn_06	"And #".
dbn_07	"Press **2".
dbn_10	"For selection by group".
dbn_11	"For selection by first name".
dbn_12	"For selection by last name".
dbn_13	"For selection by extension".
dbn_14	"Entries that match your selection".
dbn_15	"*3 to clear the list and restart".
dbn_16	"Or enter more characters followed by a # to reduce the size of the list".
dbn_17	"To change name format entry to".
dbn_18	"First name last name".
dbn_19	"Last name first name".
dbn_20	"Enter group name".
dbn_21	"Enter first name".
dbn_22	"Enter last name".
dbn_23	"Enter extension".
dom_01.wav... dom_31.wav	Day of month ordinal numbers "1st" to "31st".
dow_01	"Sunday".
dow_02	"Monday".
dow_03	"Tuesday".
dow_04	"Wednesday".
dow_05	"Thursday".
dow_06	"Friday".
dow_07	"Saturday".
EOC_1	"Warning, your conference will end in".
EOC_2	"Your conference will end in".
int_na	"Service not supported".
ivr_01	"The time according to the IVR server is".
ivr_02	"Directory wave table. Enter the number of the caller you want to edit".
ivr_03	"Name wave table. Enter the number of the extension you want to edit".
ivr_04	"Enter form entries with the # sign to terminate each line. Press # at the end to complete the form".
ivr_05	"Form verified".
ivr_06	"Form entry is complete".
ivr_07	"Press * to abort # to accept or 0 to listen again".
ivr_08	"Do not disturb".
ivr_09	"Voicemail mode".
ivr_10	"Call forwarding".
ivr_11	"Forward number is set to".
ivr_12	"Follow me number is set to".
ivr_13	"Voicemail reception number is set to".
ivr_15	"Parameter is set to".

WAV File	Non-Intuity Prompt
ivr_16	"Parameter is enabled".
ivr_17	"Parameter is disabled press 1 to enable".
ivr_18	"Parameter is disabled".
ivr_19	"Parameter is enabled press 2 to disable".
ivr_20	"Press 1 to change press # to cancel".
ivr_21	"Enter new number after the tone".
ivr_22	"Repeat new number after the tone".
ivr_23	"Sorry the numbers you have entered are different".
ivr_24	"E-mail options".
ivr_25	"Alert e-mail on incoming message".
ivr_26	"Copy messages to e-mail".
ivr_27	"Forward messages to e-mail".
ivr_28	"E-mail turned off".
ivr_29	"Service mode".
ivr_30	"In service".
ivr_31	"Out of service".
ivr_32	"Night service".
mc_00	Beep.
mc_01	Short silence.
mc_02	One second's silence.
misc_24	"Is on holiday until".
misc_25	"Is unavailable until".
misc_26	"Is at lunch until".
misc_27	"Is away on business until".
misc_28	"And will be picking up messages regularly".
misc_29	"And will not be contactable until their return".
misc_30	"List length exceeded".
misc_31	"*, cannot access private list".
misc_32	"*, list length exceeded".
mnu_1	"You have four greeting options. For standard greeting press 1, for after hours greeting press 2, for you are in a queue greeting press 3, for you are still in a queue greeting press 4".
mnu_2	"To hear your greeting message press 1, to change your greeting message press 2, to save your greeting message press 3, to save your message for playing as a continuous loop press 4".
mnu_2a	"To hear your greeting message press 1, to change your greeting message press 2, to save your greeting message press 3, to save your message for playing as a continuous loop press 4, to return to the previous menu press 8".
mnu_3	"When playing a message to delete the message press 4, to save the message press 5, to forward the message to e-mail press 6, to repeat the message press 7, to skip the message press 9, at the end of your messages to play old messages press 1, to play saved messages press 2, to edit your greeting press 3, to direct all messages to e-mail press *01, to turn off e-mail redirection press *02".
mnu_4	"When playing a message to delete the message press 4, to save the message press 5, for forwarding options press 6, to repeat the message press 7, to skip the message press 9, to call back the sender press ** at the end of your messages, to play old messages press 1, to play saved messages press 2, to edit your greeting press 3, to direct all messages to e-mail press *01, to send e-mail notifications press *02, to turn off e-mail functions press *03, to change your access code press *04".
mnu_5	"To forward message to e-mail press 1, to forward message to other extensions press 2, to add a header message press 3, to send message into your saved messages list press 4, to skip this forwarding press #".
mnu_6	"User configure options. To edit forwarding number press 1, to edit follow me number press 2, to set call forwarding press 3, to set voicemail press 4, to set do not disturb press 5, to edit voicemail access code press 6, to edit voicemail reception press 7, to set voicemail e-mail mode press 8, to edit voicemail call back number press 9".
mnu_7.	"Hunt group configure options. To set voicemail press 1, to edit voicemail access code press 2, to set voicemail e-mail mode press 3, to set service mode press 4".
mnu_8	"Invalid entry please try again".
mnu_9	"That destination is unavailable".

WAV File	Non-Intuity Prompt
MNU_10.	"To play your old messages, press 1. To play your saved messages, press 2. To edit your greeting, press 3. To delete the current message, press 4. To save the current message, press 5. To change your access code, press *04. For help at any time, press *4".
mo_01	"January"
mo_02	"February"
mo_03	"March"
mo_04	"April"
mo_05	"May"
mo_06	"June"
mo_07	"July"
mo_08	"August"
mo_09	"September"
mo_10	"October"
mo_11	"November"
mo_12	"December"
no_	"Number".
no_00.wav ... no_59.wav	"Zero" to "Fifty-nine".
no_24p	"More than 24".
noon	"Noon".
out_01	"To administer Outlook based greetings, press 5".
out_02	"You are administering Outlook based greetings".
out_03.	"Outlook based greetings are active for all calls".
out_04	"Outlook based greetings are used for the following call types".
out_05	"Outlook based greetings are currently inactive".
out_06	"To deactivate Outlook based greetings".
out_07	"To activate Outlook based greetings".
out_08	"They will be out of the office until".
out_09	"They will be busy until".
out_10	"Due to".
outb_01	"This is an IP Office outbound alert".
outb_04	"Press any key to accept".
pg_0001	"To use this greeting for all calls press 1".
pg_0002	"To use this greeting for all calls press 0".
pg_0003	"For internal calls press 1".
pg_0004	"For external calls press 2".
pg_0005	"To activate for out of hours call press 3".
pg_0006	"If the number is busy press 4".
pg_0007	"For no reply calls press 5".
pin_01	"Enter your current access code after the tone".
pin_02	"Now enter your new access code after the tone".
pin_03	"Now repeat your new access code after the tone".
pin_04	"Your access code has now been changed".
pin_05	"It has been possible to change your access code at this time".
pin_06	"Press # when you have finished".
pin_07	"Access code must contain 4 or more digits".
PM	"PM".
que_01	"You are at queue position".
que_02	"In the queue".
que_03	"Call per".
que_04	"Estimated time to answer is".
que_05	"Your call will be answered in".
rec_01	"Warning: this call is being recorded".
RECNAME_01	"As you use IP Office, your name will be included in system announcements that you and other people will hear. At the tone please say your name. After saying your name, press 1".

WAV File	Non-Intuity Prompt
RECNAM_02	"To re-record your name press 1, to confirm press #".
RECNAM_03	"Record at the tone".
PressHash	"To continue, press #".
sac_01	"Cannot retrieve your messages now due to multiple logins to your mailbox".
sac_02	"Please disconnect".
seconds	"Seconds".
ssb_00	"O" (Oh).
ssb_01	"O'Clock".
ssb_02	"No".
ssb_03	"None".
ssb_04	"Midnight".
ssb_05	"And".
ssb_06	"Date".
ssb_07	"Deleted".
ssb_08	"T number".
ssb_09	"For".
ssb_10	"Forwarded".
ssb_11	"Item".
ssb_12	"Press".
ssb_13	"Quantity".
ssb_14	"Saved".
ssb_15	"Yesterday".
ssb_16	"Hundred".
ssb_17	"Hour".
ssb_18	"O" (oh).
ssb_19	"At".
ssb_20	"1" (Down tone).
ssb_21	"1" (Up Tone).
ssb_22	"1" (Level Tone).
ssb_23	"Function failed to complete".
ssb_29	"Minutes".
svm_02	"Calls have been forwarded to e-mail. New calls will also be forwarded to e-mail until turned off".
svm_03	"Caller was".
svm_04	"Thank you for leaving a message. Mailbox has now stopped recording".
svm_05	"Please enter your mailbox number".
svm_06	"Please enter your access code".
svm_07	"There is no one available to take your call at the moment so please leave a message after the tone".
svm_08	"For help at anytime press 8".
svm_09	"That was the last message".
svm_10	"New message".
svm_11	"New messages".
svm_12	"Old message".
svm_13	"Old messages".
svm_14	"Saved message".
svm_15	"Saved messages".
svm_16	"Remote access is not configured on this mailbox".
svm_17	"E-mail is not enabled on this mailbox".
svm_18	"I am afraid all the operators are busy at the moment but please hold and you will be transferred when somebody becomes available".
svm_19	"Message was recorded".
svm_20	"You're being transferred".
svm_21	"You have".
svm_22	"Unknown caller".

WAV File	Non-Intuity Prompt
svm_23	"Forwarding to e-mail is now turned off".
svm_24	"Start speaking after the tone and your message will be inserted before the message prior to forwarding".
svm_25	"To hear the recording press 1, to change the recording press 2, to save the recording press 3".
svm_26	"Enter the extension to which you wish this message to be forwarded, separating each extension using the # sign. Press # at the end to complete the list".
svm_27	"Message has not yet been recorded".
svm_28	"Start speaking after the tone and press 2 when you have finished recording".
svm_29	"There are no messages".
tim_m00	"Minute".
tim_m01	"One minute".
tim_m02	"Minutes".

13.5 Glossary

13.5.1 Centralized Voicemail Pro Server

Centralized Voicemail Pro uses a single Voicemail Pro server to provide voicemail services for all IP Offices in the Small Community Network. Except for use of ContactStore, only the central IP Office hosting the Voicemail Pro server requires licensing for Voicemail Pro operation and features.

13.5.2 Distributed Voicemail Server

For IP Office Release 6.0 and later, remote IP Offices in the Small Community Network can be associated with another Voicemail Pro server in addition to the centralized Voicemail Pro server. The additional distributed server then provides all voicemail services (except message storage and collection) for that IP Office. This requires the remote IP Office to have licenses for voicemail operation and the features it requires.

13.5.3 MAPI

Message Application Programming Interface (MAPI) is a Microsoft Windows system architecture that users can use to add messaging functionality into applications. MAPI-enabled e-mail applications can share e-mails and also work together to distribute the mail.

13.5.4 SNTP

Simple Network Time Protocol (SNTP) is an Internet standard protocol (built on top of TCP/IP) that provides accurate synchronization to the millisecond of computer clock times in a network of computers. It synchronizes all the IP Offices in an SCN configuration.

13.5.5 VPNM

Voicemail Private Networked Messaging (VPNM) is a set of preferences available only if you have selected VPNM during installation and is licensed within the IP Office configuration. It is used to add a list of the remote VPNM servers and mailbox users on those servers.

13.5.6 VRL

Using the Voice Recording Library (VRL) operation, Voicemail Pro can transfer specific users' automatic and/or manually recorded calls to a third-party application. Users can select VRL as the destination for calls recorded via a Leave Mail action in a call flow.

Currently, this mode of operation is only supported with the Contact Store for IP Office application from Witness Systems. This application provides tools to sort, search and playback recordings. It also supports the archiving of recordings to DVD.

Chapter 14.

Document History

14. Document History

17th September 2014	10a	Updates for IP Office Release 9.1: • Database and VBScript actions no longer required Advanced Edition license. • Use of A-Law/U-Law compression for recordings. • System preferences via web management, including EWS configuration for Exchange (2010/2013) integration.
16th October 2014	10b	• Configuration section for EWS Exchange integration .
9th November 2014	10c	• Update to rules around setting local administrator password.
6th March 2015	10d	• Corrected statement about UCM access. Uses UCM IP address, not IP Office address.
13th May 2015	10e	• Updated the change password picture. [82139] • Clarification that email reading is not supported with EWS. [51358]

Index

A

Access Voicemail 241
 Using Short Codes 240
 access works
 mailbox 175, 283
 Account Code 80, 139, 255, 256, 260
 account code matching 139
 Action
 Start 98
 Action Data 251, 343
 action following 141
 action replaces 132, 153
 actions having 86
 actions share 86
 action-specific 308
 active during 251
 Add Administrator window 28
 add pauses 232
 Add Prompt 92
 Add Start Point 50
 Add Touch Tone Sequence window 115
 addressing press 375
 administering
 Outlook 390
 Administrator Client 28
 Advanced Tab 164
 Advice
 Call Recording 246
 Call Recording Message 246
 enable 246
 Mailbox Users Owners Using 264
 playing 245
 Agent Mode 251
 Alarm Set 88
 add 151
 Alarm Set Action 88, 151
 Alarm Threshold 185, 291
 Alarm Threshold Level 185, 291
 Alarm Threshold Unit
 Choose 185, 291
 Alert email 390
 Allows Visual Basic 88
 Alphanumeric 88, 271
 add 141
 Alphanumeric Action 88, 141
 Alphanumeric Collection 141, 271
 AM 375, 390
 Analog Extension Number
 Configuring 354
 Analogue 246
 View 354
 and/or 138
 Annotation 95
 Announcements On 217, 262
 Assisted Transfer 74, 87, 88
 add 139
 result 243
 Telephony Actions 335
 Assisted Transfer Action 74, 87, 88, 139, 243, 335
 Assisted Transfer action transfers
 caller 139
 Attach file 375
 email 149
 Attend... 242

AuditTrail.txt 128
 audix 264
 Audix TTY Interface
 User Guide 264
 Auth 178, 285
 authorised
 Outcalling 375
 Auto Attendant 353
 Auto Recording
 Customizing 260
 AutoAttend 76
 Automatic 183, 239, 255, 256, 289, 375
 Automatic Message Deletion 183, 289
 Automatic Recording Options
 Setting 256
 AutoRecord 260
 Available Actions 88
 Avaya Intuity 201
 Avaya IP Office 248
 Avaya IP Office ContactStore 248
 Avaya voicemail 202

B

Basic Actions 50, 86, 88
 Between Offline
 Changing 27
 BLF 241
 incorporates 343
 BLF Group Member 241
 Boolean 313, 322
 Broadcast 99, 214, 375
 Browser 345
 Busy result 243
 Busy routes 133
 Button Programming 198
 Select 251, 343
 Button Programming tab 198, 251, 343
 Button Programming window 251

C

Calendar 62, 63, 65
 Select 67
 Calendar - For 63
 Calendar icon 65
 Calendar window 65
 call 22, 24, 32, 34, 51, 62, 65, 66, 67, 68, 74, 76, 80, 83,
 86, 87, 88, 91, 92, 93, 95, 99, 111, 115, 117, 118, 120,
 122, 123, 127, 128, 130, 133, 134, 135, 137, 138, 139,
 141, 151, 153, 154, 155, 156, 157, 158, 159, 164, 165,
 166, 167, 169, 170, 175, 183, 186, 195, 196, 200, 211,
 213, 214, 215, 217, 219, 220, 221, 231, 232, 233, 234,
 240, 241, 242, 243, 245, 246, 247, 248, 254, 255, 260,
 261, 262, 263, 264, 265, 268, 270, 271, 283, 289, 292,
 302, 305, 308, 325, 326, 330, 332, 334, 335, 336, 338,
 343, 345, 348, 349, 350, 353, 354, 355, 375, 390
 50 256
 changed during 267
 pressed during 251
 Routing 239
 Transferring 239
 voicemail functions 72
 call archiving system 175, 283
 call depending on 88
 call flow according 80
 call follows
 Invalid 134, 139
 call handling 156
 call involving 251

- Call List 88
 - add 137
- Call List Action 88, 137
- Call Park 343
- Call processing 338
- Call Recording 175, 245, 251, 283
 - Advice 246
- Call Recording Message
 - Advice 246
- Call Recording Warning 245, 246
- Call Route 88, 200
 - Incoming 255
- Call Routing 88
 - Incoming 241
- Call Status 88, 133
- Call Status Action 133
- call This 251
- Call/VRL 175, 283
- Callback 72, 74, 75, 95, 128, 231, 233, 242, 375
 - Select 232
- Callback - Used 72, 74
- Callback Number 128, 231, 232, 233
- caller attempts
 - access 74
- Caller Display Type 354
- caller explaining 141
- caller matches
 - ISBN 326
- caller pressing 115, 122
- caller purchases 326
- callerid 305
- Caller's Mailbox 120, 122, 123, 127, 128
 - set 336
- callflow 111, 120
- callflows 28
- CallingParty 305
- CallingParty Property 305
- CallRecord 251
- calls direct 335
- calls during 67
- Campaign Action 88, 125, 221, 339, 341, 343
- Campaign Editor 339
- Campaign Identification 343
- Campaign Identification window
 - Campaign Wizard 343
- Campaign Web 345
- Campaign Web Campaign
 - open 345
- Campaign Web Component 345
- Campaign Wizard Campaign Identification window 339
- Campaign Wizard Customer 339
- Campaign Wizard Customer Menu window 339
- Campaign Wizard Customer Prompts window
 - return 339
- Campaign Wizard Introduction 339
- Campaign Wizard Introduction window 339
- Campaign Wizard Select 339
- CAMPAIGNS 310, 311, 318, 319, 321
- Captaris RightFax 349, 352
- capture 311
 - ISBN 326
- Castelle 355
- Castelle FaxPress 355
- Catalogue 242
- Catalogue.Collect 242
- CCC
 - want 95
- Centralized Voicemail Pro 267
- CFG 270, 271
- change outcalling 375
- change outcalling destination 375
- Change password 207
- change press 375, 390
- changed during
 - call 267
- channels 255
- Check 2nd 217, 262
- Check Announcements On 217
- Check Broadcast 214
- Check Digits
 - add 160
- Check Digits Action 88, 160
- Check Expand 155, 302
- Check Hide 246
- CID 319
- Clear a mailbox 227
- CLI Routing
 - add 132, 133
- CLI Routing Action 88, 132, 133
- clicking
 - Help button 164
- ClickUser 232
- Client/Server Connection Timeout 175, 283
- Clock 88, 390
 - add 153
- Clock Action 88, 153
- cmp_01 390
- cmp_02 390
- cmp_03 390
- cmp_04 390
- Collect - Used 72, 74
- Collect Callers Details 332
- Collect Messages 242
- Collect New Mobile Twinning No
 - name 271
- Collect Voicemail 215, 239
- COM 155, 302
- compare 63, 68, 80, 260
- Complete Sequence 98
- Complex Mailbox Call Flow 265
- Condition - For 63, 65, 66
- Condition Actions 50, 88
- Condition Editor window 63, 65, 66, 67
- Condition Name 63, 65, 66
- Conditions Actions icon 157, 158, 159, 160
- Conditions Editor 50, 65, 66, 67, 157, 260
 - open 63
 - start 63
 - Using 63
- Conditions Editor icon 65, 66
- Conference Capacity 245
- Configuration Actions 50, 88
- Configuration Actions icon 126, 127, 128, 130
- Configuration Includes 33
- Configuration Includes window 33
- Configure connection to VRL directory 187, 293
- configure outcalling 186, 234, 292, 375
- Confirm Book Details 332
- Confirm Call Flow Download Window 22
- Confirm New Password 28
- Confirm Voicemail Code 232
- connection string

- connection string
 - open 164
- Connection Tab 164
- connection taking 318
- construct 62, 155, 164, 302
 - SQL 165
- contactable 390
- Continue button 345
- Continue Offline Message Window 23
- continue scanning 375
- continue scanning lists 375
- continue working 23
- correspond 342, 353, 375
- Cost 326, 330, 332
- CreateObject 305, 306, 308, 312, 317, 319, 322
- Critical Alarm 185, 291
- Custom 88, 99, 139, 215, 220, 221, 268, 269, 338, 390
- Custom Installation 338
- Custom Prompts 268, 269
- Custom String 99
- Customer Menu 342
- Customer Menu window
 - Campaign Wizard 342
- Customer Prompt window
 - Campaign Wizard 341
- Customer Prompts 341
- Customizing
 - Announcements 219
 - Auto 260
 - Auto Recording 260
 - Example 265
 - Hunt Group Call Flow 221
 - Manual Recording 254
- D**
 - data As String 322
 - Data Link 164, 326
 - Data Link Properties dialog
 - view 326
 - Data Link Properties window 164
 - Data Tagging 134, 139
 - Database Actions 50, 88, 325
 - Database Actions icon 164, 165, 166, 167
 - Database Close 88, 325
 - add 167
 - Database Close Action 88, 167
 - Database Execute 88, 166, 326, 332
 - add 165
 - preceding 325
 - Database Execute Action 88, 165, 166, 325, 326, 332
 - Database Execute icon
 - Select 332
 - Database Get Data 88, 325, 326
 - add 166
 - Database Get Data Action 88, 166, 326
 - Database Open 88, 325, 326, 332
 - add 164
 - preceding 165
 - Database Open Action 88, 164, 165, 326, 332
 - Database Open Icon
 - Select 326
 - Database Scenario 326
 - database succeeds 164
 - DATE 319
 - DATE TWENTY FIRST SEPTEMBER 319
 - DB 34, 330
 - DB Backup 34
 - DBD 80, 111, 166, 319, 325, 330, 355
 - DDI 80, 348
 - incoming 354
 - Default Callback 232
 - Default Callback Start Point 232
 - default greeting 375
 - Default Language 268
 - Default Recording 255
 - Default Settings 185, 262, 291
 - Default Start Points 72, 74, 117, 242, 268
 - Default Telephony Interface 175, 283
 - Default.Collect 242
 - Default.Leave 242
 - Default.Queued 242
 - Default.Still Queued 242
 - Delegate.May 234
 - Delete Prompt 92
 - Delete Start Point 50
 - deselect 65
 - Details into
 - Entering 332
 - Diagnostics 51, 76
 - DID 348
 - digit string 375
 - digit string starting 115
 - digits As String 317
 - digits including 132, 375
 - directory press 375
 - Disable a mailbox 226
 - Disable Mobile Twinning
 - name 271
 - Disconnect Action 88, 118, 158
 - Disk Space Left 185, 291
 - display string 316
 - DND 270, 375
 - Do Not Disturb 128, 239, 270, 375, 390
 - Domain 181
 - SMTP 178, 285
 - drop folder 181
 - DS 337
 - DSS 238, 251, 335, 343
 - DSS button 335
 - DSS key 343
 - set 251
 - DSS key during 251
 - DTMF Data
 - following 141
 - DTMF key 80
 - DTMF signalling received 175, 283, 350
 - DTMFF 354
 - DVD 248
 - DVM 242
 - E**
 - Edit icon 63
 - Edit menu 86
 - Edit Play List 74, 88, 92, 99
 - add 126
 - Edit Play List Action 74, 88, 92, 99, 126
 - Edit Prompt 92
 - Edit Start Point 50, 75, 262
 - Edit Value 164
 - Edit voicemail 128, 390
 - Element List icon 63, 65, 66, 67
 - Elements icon 63, 65, 66
 - eMail Action 88, 124, 149
 - Email Gateway 355

email inbox 362
Email Protocol
 Select 177
Email Reading 362
Email TTS 177, 362
e-mails 362
Emph 357
employing
 TTS 355
Empty a mailbox 227
Empty Tags 357
en/MC_00 93
en/MC_01 93
Enable Fax Sub-Addressing
 Check 175, 283, 350
Enable Mobile Twinning
 name 271
English Non-Intuity Prompts 390
enter greeting 375
Enter greeting number 375
Enter outcalling 375
Enter outcalling number 375
Enter VBScript 155, 302
entering matching digits 160
Entering Touch Tones 115
entry press 375
Entry Prompts list 92
Entry Prompts Tab 92
Entry Prompts window 219, 262
enu/custom/getmail.wav 269
EOC_1 390
EOC_2 390
Equisys Zetafax 349, 352
Error Logging 374
EstimatedAnswer 305
EstimatedAnswer Property 305
Example Call Flow 122, 157, 243, 335
 Mobile 271
Example SAPI XML Tags 357
example Save 80
example Touch 95
example transferring 83
Exchange Connector 349
Execute Action 332
Existing Campaign
 Delete 339
expandable/collapsible list
 contains 24
Export 34
Exporting Call Flows 34
extension 203
 mobile twinning 271
extension press 375, 390
External Location 200, 231
external twinning 270
Extn
 View 354

F

fax board 175, 283, 348, 349, 350, 354
Fax Calls 115, 175, 283, 348, 350
Fax Calls Using
 Routing 353
Fax Forwarding 352
Fax Server Configuration 349
Fax Sub-Addressing 175, 283, 350
Fax Use 354

faxnumber>@faxination.com 352
faxnumber>@faxmaker.com 352
faxnumber>@rightfax.com 352
faxnumber>@zfconnector.com 352
FaxPress 355
February 375, 390
Fenestrae Faxination 349, 352
file routing 345
finished working 36
First In-First 183, 289
Follow Me 128, 270, 375, 390
For help press 375
Force Account Code 199, 215, 239, 240, 243, 251, 271, 335, 336
ForwardMsg 310
ForwardMsg Method 310
ForwardMsgToMailbox 310
ForwardMsgToMailbox Method 310
fr" 306
Français 268
Full Name 334
 Changing 337
FullFilename 311
FullFilename Method 311
Func 251
FWD 99

G

General Configuration/system 186, 292
General Configuration/System Preferences 186, 292
General System Preferences
 Changing 175, 283
Generic Action 80, 88, 99, 270
 includes 214
Get Mail Action 74, 88, 120, 232, 265, 268, 269
GetCallingParty 311
GetCallingParty Method 311
GetDTMF 311
GetDTMF Method 311
GetEstimatedAnswer 311
GetEstimatedAnswer Method 311
GetExtension 312
GetExtension Method 312
GetLocale 312
GetLocale Method 312
GetMailbox 312
GetMailbox Method 312
GetMailboxMessage 313
GetMailboxMessage Method 313
GetMailboxMessages 313
GetMailboxMessages Method 313
GetMessagePriority 313
GetMessagePriority Method 313
GetMessagePrivate 313
GetMessagePrivate Method 313
GetMessageStatus 314
GetMessageStatus Method 314
GetName 314
GetName Method 314
GetNewMsgs 314
GetNewMsgs Method 314
GetOldMsgs 314
GetOldMsgs Method 314
GetPositionInQueue 314
GetPositionInQueue Method 314
GetRegister 315
GetRegister Method 315

- GetResult 315
- GetResult Method 315
- GetSavedMsgs 315
- GetSavedMsgs Method 315
- GetSavedResult 315
- GetSavedResult Method 315
- GetVariable 316
- GetVariable Method 316
- Gfi FAXMaker 349, 352
- Goto 88
 - Add 117, 337
- Goto Action 88, 117, 337
- Granting
 - Access 343
- Group Broadcast
 - Configuring 214
- Group Start Points 242
- H**
- Help button
 - clicking 164
- help press 375
- Hide To Column 207
- HMain 195, 213
- Home Action 88, 118
- Hours Fallback Group
 - Out 216
- Hours Greeting 390
 - Out 216
- hours greeting press 390
- Hours Operation 216
- Housekeeping 183, 289
- Housekeeping tab 183, 289
- HTML 362
- Hunt Group Call Flow
 - Customizing 221
- Hunt Group Mailbox Owners 220
- Hunt Group Queuing 122, 220
- HuntGroup 214, 217, 220, 256
- I**
- ICLID 232
- ID 200 241
- ident 310
- ident As String 310
- Identifier 178, 181, 285
- Idle 183, 289
- If used 221
- illustrates 268
- Import 34, 230
- IMS email 183, 289
- Inactive 28, 175, 283, 375, 390
- Inactivity Timeout 175, 283
- Incoming Call Route 72, 75, 169, 170, 196, 200, 221, 255, 256, 261, 335
 - match 241
 - Voicemail 200
- IncomingCallRoute 76
- incorporates
 - BLF 343
- Install Voicemail Pro 264, 267
- Interact 325, 349
- International 375
- internet 345
- interruptables As String 317, 318, 319, 321, 324
- intranet 345
- Intuity Emulation Mode 202
- Intuity Mailbox Mode 201, 334, 336
- Intuity Mailbox User Guide
 - read 175, 283, 350
 - refer 230
 - see 201
- Intuity Prompt 375
- Invalid 243, 375, 390
 - call follows 134, 139
- IP Office application 195, 213
- IP Office Conferencing Center 88
- IP Office ContactStore 248
- IP Office Control Unit 150
- IP Office Documentation CD 201
- IP Office Intuity 202, 348, 352
- IP Office Intuity Mailbox User Guide 202, 348, 352
- IP Office Mailbox Mode 219, 334, 336
- IP Office Mailbox User Guide 220
 - see 201
- IP Office Manager application 72, 75, 76
- IP Office Mode 120, 122, 215, 239, 390
- IP Office No Answer Time 211
- IP Office TUI 306
- IP Office User Guide 201
- IP Office Wizard 156
- IP Trunks 245
- is" eta 319
- ISBN 326
 - caller matches 326
 - capture 326
 - matches 326
 - matching 330
 - store 332
- ITU 138, 141, 334
- IVR 166, 325
 - according 390
- IVR Database Connection 166
- L**
- Language Select 268, 269
- Language Setting
 - Changing 265
- Languages
 - Prompts 13
 - Supported 13
- Last In-First Out 183, 289
- LastAccessedMsg 306
- LastAccessedMsg Property 306
- launch
 - VB 322
- Leave Mail Action 74, 88, 122, 149, 221, 243, 248, 265, 335
- Leave Messages 88, 242
- Level Tone 390
- Licenses
 - Feature Specific 16
 - Port 16
 - Required 16
- LIFO 183, 289
- limit 76, 99, 220, 245
- limit restricts 99
- Line Group ID 76, 199, 215, 239, 240, 243, 251, 271, 335, 336
- list press 375, 390
- Listen Action 74, 88, 123, 135, 254, 260
- Live 25, 27, 36, 243, 336
- LOC 80, 268, 269, 306, 312, 319, 322
- LOC voicemail 306

LOC/custom/getmail.wav 269
 Locale 80, 199, 202, 215, 234, 239, 240, 243, 251, 264, 271, 306, 311, 318, 321, 322, 335, 336
 match 267
 locale As String 322
 Locale Property 306
 Logg
 Errors 374
 Logging 178, 285
 Out 25
 Logic icon 63, 66
 login 20, 355, 375
 logins 375, 390
 long distance 375
 long outcalling 186, 292
 Loop Until Len 312
M
 mail drop folder 181
 Mailbox
 Clear 227
 Disable 226
 Mailbox Actions 50, 88
 Leave Mail 335
 Mailbox Actions icon 120, 122, 123, 124, 125
 mailbox As String 310, 313, 314, 316, 317, 322
 mailbox follow
 Failure 122
 Mailbox Main 241
 Access 240
 mailbox matching 120, 122, 123, 127, 128
 Mailbox Mode 120, 122, 349, 350
 Mailbox Operation Mode 202
 mailbox press 375
 Mailbox Users Owners Using
 Advice 264
 mailbox/message 310, 311, 314, 318, 319, 321, 322
 mailboxes As String 310, 317, 322
 mailing lists 375
 Main Voicemail Pro Window 24, 75, 175, 176, 177, 183, 185, 186, 283, 289, 291, 292
 Main.Collect 242
 Main.Leave 242
 Making them Live 32
 Manager application 75, 138
 Manager Incoming Call Route 241
 Managing
 Campaigns 339
 Mandatory Announcement Example 261
 Manual Call Recording
 Starting 251
 Manual Recording
 Customizing 254
 Manual Recording Mailbox 253
 Manual Recording Options
 Setting 253
 MAPI
 Password 177
 Profile 177
 MAPI email 177, 362
 MAPI Email Preferences
 Setting 177
 MAPI Password
 leave 177
 MAPI Profile 177
 MAPI-based Voicemail Email
 Voicemail Pro 362
 Matching Short Code 72, 75
 Creating 243
 MattR 270
 Max 175, 247, 283
 Maximum Number 311, 341
 maxtime 321
 maxtime As 321
 maxtime As Long 321
 mdb 34
 mdb file 34
 Member Of 99, 195, 213, 215
 Menu Action 88, 95, 139, 221, 243, 262, 268, 271, 326, 348, 349, 350, 353
 Specific 115
 Menu action Touch 353
 Menu button 195, 213
 Menu key 251, 337
 menu press 375, 390
 menu provides
 user 196, 198
 Merge Config 232
 message As String 313, 314, 316, 317, 322
 message counts 313
 Message Deletion Times
 Setting 183, 289
 message housekeeping 183, 289
 Message Housekeeping Preferences 183, 289
 Message Length 175, 283
 message press 375, 390
 message Test Connection Succeeded 164
 Message Waiting Indication 211
 Configuring 195, 213
 MessageCLI 316
 MessageCLI Method 316
 MessageDisplay 316
 MessageDisplay Method 316
 MessageLength 317
 MessageLength Method 317
 Messages button 196
 Messages per page 207
 Messages Through 345
 messages/recordings 175, 283
 messages" 319
 MessageTime 317
 MessageTime Method 317
 Microsoft Access 165, 326
 Microsoft Access Database 165, 326
 uses 326
 Microsoft Internet Explorer 345
 Microsoft Internet Explorer 5.0 345
 Microsoft SAPI 357
 Microsoft WAVE file 375, 390
 mins 175, 283
 MINUTE 317
 minutes" 319
 Miscellaneous Actions icon 149, 150, 151, 153, 154, 155, 156, 302
 Mobile 200, 231, 234, 375
 Example Call Flow 271
 turn 270
 Mobile Twinning 270
 extension 203 271
 mobile twinning feature 375
 Mobile Twinning No 271
 mobile twinning number 270, 271
 Mobile Twinning on 271

mobile twinning options 375
 modify existing campaigns 339
 Module Return 87, 88, 268
 add 118
 result 118
 use 76
 Module Return Action 76, 87, 88, 118
 Module Start Points 242, 243
 Modules Navigation 24, 76
 Modules Navigation Pane 24, 76
 Move Prompt 92
 MS-CRM 134
 matching 139
 MS-CRM Call Data Tagging 139
 MSCRM-ACT 139
 msec 357
 MSGN 319
 MSGO 319
 msgs 195, 213, 319
 msgtype 313, 322
 msgtype As String 313, 322
 MSRM-ACT 139
 Music 139, 217, 262
 Music on Hold 139, 217, 262
 MWI 195, 213
 mywavs/hello.wav 154

N

Name Action 88, 138, 334, 335
 name greeting 201
 name matches 76, 375
 Name Property 307
 Name Table
 Using 337
 Name window 75, 124
 Names 32, 139
 NameWavsTable 337
 Nest Tags 357
 Netscape 345
 Network Settings 164
 New Condition icon 65, 66
 New Condition window 63, 65, 66
 New Include File 33
 New Password 28, 375
 NewMsgs 307
 NewMsgs Property 307
 Night Service 133, 216, 390
 No Answer Time 239, 261
 amend 262
 setting 262
 No Match result 132
 no Remote 20, 28
 Non-Intuity Prompt 390
 Normalize Queue Length 220
 Notepad window 51
 Notify 23, 92, 134, 139
 noun">record</partofsp 357
 November 375, 390

O

ODBC 325
 OldMsgs 307
 OldMsgs Property 307
 OLE DB Provider
 Select 164
 on configuring outcalling 375
 on identifying

 campaign 339
 on Incoming 169, 170, 221
 on incoming message 390
 Online Mode 27
 Open and/or 88
 Open Database Connectivity 325
 Open Door 88
 add 150
 Open Door Action 88, 150
 Open Voicemail Pro 262
 Other Files
 Including 33
 out according 50
 outcalling administration 375
 outcalling destination 375
 Outcalling feature 234
 OutCalling features 231
 outcalling number 375
 outcalling option 375
 outcalling options 186, 292, 375
 Outcalling Preferences
 Setting 186, 292
 Outcalling tab 186, 292
 Outcalling window
 return 186, 292
 outcalls 375

P

Page Calls 154
 Pager 139, 231, 232
 Pager>\$KEY 139
 Park Slot 343
 passing
 voicemail 262
 Password
 MAPI 177
 SMTP 178, 285
 path during calls 263
 path/file 310, 311, 318, 319, 321
 pathname 310, 319, 321
 file 311
 PC Multimedia 93
 PDF 201
 Peak Times 186, 292, 375
 Permissions 164, 325
 Personal Announcements 261, 262
 Personal Distribution List 230
 creating 99
 group 214
 Personal Distribution Lists 214, 230
 PIN 88, 91, 118, 337, 390
 enter 128
 set 336
 Pitch - Change 357
 Play Advice 246
 check 175, 283
 Play Advice on Call Recording 246
 Play Configuration 74, 88, 128, 232, 233
 Play Configuration Menu 74, 88, 233
 access 232
 add 128
 Play Configuration Menu Action 88, 128, 232
 Using 233
 Play Help 141
 playbeep 321
 playbeep As 321
 playbeep As Boolean 321

PlayDigits 317
 PlayDigits Method 317
 PlayLocaleWav 318
 PlayLocaleWav Method 318
 PlayWav 319
 PlayWav Method 319
 Please contact
 administrator 375
 Please Edit 341
 Campaign 339
 PM 375, 390
 point Still Queued 219
 por Español 268
 Port
 SMTP 178, 285
 POS 68, 80, 122, 157, 221, 319
 position" 319
 PositionInQueue 308
 PositionInQueue Property 308
 Post 88, 154
 Select 217, 262
 Post Dial 88
 add 154
 Post Dial Action 88, 154
 Post-Call Completion 98
 POT 263, 349, 354
 preceding
 Database Execute 325
 Database Open 165
 Leave Mail 149
 Menu 139
 Voice Question 99
 preference press 375
 Prefix 76, 175, 232, 283, 348, 349, 350, 357
 Previous login 375
 Prime Times 186, 292, 375
 Priority 169, 170, 221, 234, 255, 313, 375
 Privacy 313
 Pro 242
 problem transferring 390
 problem trying 166
 Problems 165, 166, 175, 283, 390
 produce 95, 339
 Profile 177
 ProgA 337
 Prompts 13
 Properties window 63, 86, 164
 Provide 349
 Provider Tab 164
 Provides voicemail 231

Q

QPOS 308, 314, 319
 QPOS voicemail 308
 QTIM 305, 311, 319
 QTIM voicemail 305
 Queue Actions 50, 88
 Queue Actions icon 169, 170
 Queue ETA 88, 221
 add 169, 170
 Queue ETA Action 88, 169, 170
 queue greeting 390
 queue greeting press 390
 Queue Length 220
 Queue Position 88, 169, 170, 211, 221, 390
 Queue Position Action 88, 170, 221
 Queued - Used 72, 74

Queued & Still Queued 72
 Queued Callers Estimated Time
 Answer 221
 Queued Callers Queue Position 221
 Queued Start Point 219, 262
 Queued start point giving 262
 Queued start point replaces 219
 Quit 390
 Campaign 342

R

Rate - Change 357
 Read Email 362
 read matching records 325
 REC 246
 rec_01 390
 Reception 83, 128, 243, 262, 375, 390
 ReceptionClosed 83
 ReceptionOpen 83
 RECNAME_01 390
 RECNAME_02 390
 RECNAME_03 390
 recognize 74, 264, 355
 Recor 251
 Record Call 245, 251
 Record Inbound 256
 Record key 341
 Record Name 74, 88, 201, 319, 336
 add 127
 Record Name Action 74, 88, 127, 336
 Record Name Module
 Adding 336
 Record Outbound 256
 record/re-record 336
 recorded asking
 user 268
 recorded name greeting 201
 recording As String 321
 Recording Library 122, 245, 248, 253, 256
 Recording Library options 253, 256
 recording press 93, 375, 390
 Recording Time 175, 185, 256, 283, 291
 Changing 247
 Recording Time Profile 256
 Recording Warning 245, 246, 251
 RecordMsg 321
 RecordMsg Method 321
 RecordRegister 321
 RecordRegister Method 321
 Regional 202
 Regional Setting 202
 Register 315, 321, 322
 Register Method 322
 regnum 315, 321, 322
 regnum As Long 315, 321, 322
 Release 256
 relogin 375
 relogin press 375
 Remote Access 390
 Remote Call Flow 88
 add 156
 Remote Campaign Directory 176
 Remote Voicemail Notification 128
 Remote Voicemail Pro Clients 28
 Remove 33, 362
 Rename 33, 63, 75
 Reporting

- Reporting
 - Tab 95
- Reporting tab 95
- Request ISBN 330
- required flag
 - change 345
- Requires TTS 80, 88, 111
- RES voicemail 308
- restore 375
- Restrictions 375
- result As String 323
- result occurs 87
- Result Property 308
- results depending on 122
- results includes 132
- results represents 87
- Results Tab 97
- Retries 138
 - Number 186, 292
- Retrieving
 - Data 326
- Retry Interval 186, 292
- return counts 313
- Ringback 195, 213, 231
- Ringling 217, 262
- Root.vmp 32, 33, 176
- Rotat 337
- Route Incoming 88, 133
- Route Incoming Call
 - add 133
- Route Incoming Call Action 88, 133
- Routing action 88, 132, 133
- Routing Faxes 353
- S**
- sample listing 93
- samples 93
 - SAPI XML 357
- SAPI 111, 355, 357
- SAPI XML 111
 - samples 357
- SAPI XML tags 357
 - modify 111
- SAV 80, 309, 315, 319, 323
- SAV voicemail 309
- SavedMsgs 309
- SavedMsgs Property 309
- SavedResult 309
- SavedResult Property 309
- Say <emph>boo</emph> 357
- saying
 - 3001 357
 - Record 93
- Secretary 234, 375
- selected Basic Actions 86
- Selecting Mailboxes 72
- SelfSelect
 - back 243
- Send e-mail 149
- Send Message 375, 390
- send message press 375
- Send reporting 95
- Sender 177
- September 375, 390
- Series 72, 80, 86, 195, 213, 251, 326, 332, 338, 339
- Series Phones 195, 213
- Server
 - SMTP 178, 285
 - Server Name 20
 - Server PC 175, 283, 349, 350, 352
 - Service Fallback Group
 - Out 216
 - session's 314, 315
 - Set 203 mobile_twinning_number_\$KEY 271
 - Set 203 twinning_type Internal 271
 - Set 203 twinning_type Mobile 271
 - Set MattR mobile-twinning-number 270
 - Set MattR twinning_type Internal 270
 - Set MattR twinning_type Mobile 270
 - Set Mobile No
 - name 271
 - Set User Variable 83, 88, 159
 - add 158
 - Set User Variable Action 83, 88, 158, 159
 - Set Voice 305, 306, 308, 312, 317, 319, 322
 - Set voicemail email 128, 390
 - set Voicemail Email Mode 128, 390
 - Set voicemail on/off 128
 - SetLocale 322
 - SetLocale Method 322
 - SetMailboxMessage 322
 - SetMailboxMessage Method 322
 - SetRegister 322
 - SetRegister Method 322
 - SetResult 323
 - SetResult Method 323
 - SetSavedResult 323
 - SetSavedResult Method 323
 - setting tty 264
 - settings including 232
 - SetVariable 323
 - SetVariable Method 323
 - Short Code Start Points 75, 240, 242
 - Short Codes.DVM 242
 - Shortcode 242, 251
 - add 336
 - Silence 93, 139, 217, 262, 357, 375, 390
 - Silence - Add 357
 - Simple Mail Transfer Protocol 185, 291
 - Simple Mailbox Call Flow 265
 - Simple Network Management Protocol 185, 291
 - SMS 375
 - SMTP 178, 285
 - SMTP Receiver 181
 - SNMP 185, 291
 - SNMP Alarms
 - Setting 185, 291
 - SoftConsole 238, 239, 241, 251, 270, 335
 - Software 20, 349, 355
 - Sound Prefs Continue button 345
 - Source 134, 135, 137, 139, 195, 200, 211, 213, 232
 - Source Numbers 211
 - Select 232
 - View 195, 200, 213
 - Speak Action
 - use 330
 - Speak Book Cost 330
 - Speak Book Title 330
 - Speak Method 324
 - Speak Text Action 80, 86, 88, 111, 330, 332, 362
 - Using 355
 - Speaker button
 - pressing 196

Specific Start Points 24, 72, 74

Specifying
 MAPI 177

Speech Application Program Interface 357

Speech SAPI Controls
 Text 357

Speed 241, 357

Speed Dials 241

Spell - Spell 357

spell>123</spell 355

spell>555 3468</spell 357

SQL
 construct 165
 Defines 325
 entered 326, 332
 performs 165

SQL Function window 326, 332

SQL query 165, 325

SQL Wizard 165, 326, 332

SQL Wizard window 165

Standard Client 28

standard greeting 239, 390

standard greeting message 239

standard greeting press 390

Standard IP Office Mailbox Mode 201

standard working hours 62

Start Action 98

start operating 175, 283

Start Points Navigation 28, 72, 219, 262

Start Points Navigation Pane 24

start processing 343

Start Recording 251

Start SoftConsole 241

status signalling 246

steps appropriate 177

Still Queued 74, 75, 80, 219, 220, 221, 242, 261, 262

Still Queued Start Point 219

Stop processing
 message 343

Stop Recording 251

Structured Query Language 325

Sub Main 305, 306, 308, 312, 317, 319, 322

Subject 149, 245, 375

submenu 86

Submit 337, 345

Subscriber 375

Subscriber Administration 375

Subscriber Lists 375

Success 122, 164, 165, 166, 167, 243, 308

success Then 308

Synchronise 88, 169, 170

Synchronize 169, 170, 219, 221

Synchronize Calls 219

Syntax Check 155, 302

Syntax Check button
 pressing 155, 302

System > System 264

System Configuration window 246

System Fax Number 175, 283, 348, 349, 350, 352, 353

system greeting 375

system greeting enter 375

System greeting used 375

system outcalling 375

System Parameters 319

System Preferences window 175, 283, 350

System Prompts 268

System Retry Settings 186, 292

System Settings 183, 289

System Times 186, 292

systems running 215

T

Telephony Actions 50, 88
 Assisted Transfer 335
 Dial 335

Telephony Actions icon 132, 133, 134, 135, 137, 138, 139, 141, 271

Telephony Handset 93

Telephony Operation Mode 202

Teletype 264, 265

Test Condition 62, 65, 66, 88, 260
 add 157

Test Condition Action 62, 65, 66, 88, 157, 260

Test Connection button 164

Test Connection Succeeded 164

Test User Variable 88
 add 159
 use 83, 158

Test User Variable Action 83, 88, 158, 159

test" 319

text As String 324

text matching 337

text This 324, 357

Text To Speech 111, 177, 330, 357, 362

Textphone 264, 265

TIME 319

Time Check 241

TimeCheck 240, 241

Timeout
 Complete Sequence 98

timeout As Long 311

TimeQueued 80, 221

TimeSystem 80, 221

Title 24, 326, 330, 332

Title Bar 24

TOC 186, 292

Token Name 91, 271

Touch 88, 95, 115, 243, 348, 353

Touch Tones 88, 243, 348, 353
 Entering 115
 Menu 95

Transfer 74, 115, 139, 219, 233, 238, 255

Transfer Action 74, 88, 134, 135, 243, 261

Transfer action transfers
 caller 134

Trusted Location 196
 Creating 200

Trusted Source 232, 242

TTS 80, 111, 319, 324, 357
 employing 355
 license 362

TTY 13, 264
 default 265
 see 263
 set 265
 setting 264
 use 264

TTY Device 263, 264, 265

TTY Maintenance Patch 265

turn outcalling 375

turn outcalling off 375

turn outcalling on 375

Turn voicemail 202, 239

Turn voicemail ringback 202
 txt file 51
 type matching 375
 Typical 338

U

UK English 390
 Un-check Voicemail On 262
 undelete 375
 Under Specific Start Points 232
 Unit Name/IP Address 20
 United States 202
 UnPark Call
 use 343
 Up Callback
 Setting 232
 Up Text To Speech
 Setting 362
 Upgrade 34, 362
 US 269, 375
 Voicemail Pro 390
 US English 269
 Voicemail Pro 375
 US English Intuity Prompts 375
 User
 SMTP 178, 285
 user attempting 242
 User Defined Fax Number 352
 User Defined Variable menu 158
 User Defined Variables 50, 83
 User Locale 202, 264, 265, 267, 268
 Changing 264
 User Name Recordings 334
 user presses 251
 User Start Points 242
 user's DTMF 311
 Users Access 198, 200, 232
 Giving 199
 Users Button Access
 Giving 198
 users including users 195, 213
 Users Owners 264
 Users Voicemail Access
 Giving 200
 Using DSS Keys 251
 Using IP Office Manager 362
 Using Short Codes 251
 Access Voicemail 240
 Using Start Points 75
 Using VB Script 155, 302
 Using Visual Voice 196
 Using VM 241
 Using Voicemail 217, 220, 234, 262

V

VAR 80, 93, 309, 316, 319, 323
 VAR voicemail 309
 variable As String 323
 variable matches 132, 159
 Variable Property 309
 Variable Routing 132
 Variable Routing Action 88, 132
 VB Action 308
 VB Script Action 88, 155, 302
 VB Scripting
 add 155, 302
 VBS 305

VBScript 307
 enter 155, 302
 Use 155, 302
 VB-Script 308
 verb">record</partofsp 357
 Visual Voice
 access 198
 Visual Voice Button 198
 VM Pro 155, 302, 325
 VM Pro Database Interface 325
 VM Pro VBScript 155, 302
 VMCol 198
 Vmdata.mdb 32
 vmp file 32, 33, 156
 VMPro Database Interface 88
 Voice Mail 95, 135, 390
 Voice Mailboxes 307
 Voice Question 88, 135, 149, 221
 add 124
 preceding 99
 Voice Question Action 88, 124, 135, 149
 Voice Recording
 Select 253, 256
 Voice Recording Administrators 248
 Voice Recording Library 122, 245, 248, 253, 256
 Voicemail Callback 231
 Voicemail Code 91, 195, 196, 198, 199, 200, 207, 213, 215, 232, 334, 336
 voicemail code For 196
 Voicemail Collect 76, 196, 198, 199, 215, 238, 239, 240, 243, 271, 335, 336
 Voicemail Collect Button 196, 198
 Voicemail Email 362, 390
 MAPI 177
 Voicemail Email Reading 362
 voicemail functions
 call 72
 Voicemail Lite 201, 202, 242, 390
 Voicemail Mailbox 175, 283, 345, 348, 350, 362
 Voicemail Message 231
 Voicemail Node 72, 75, 240, 242
 Voicemail Outcalling 231
 Voicemail Password
 match 175, 283
 voicemail PIN
 prompted 242
 VoiceMail Pro
 System Overview 11
 Voicemail Pro 1.2.6 130, 160
 Voicemail Pro 1.4 263
 Voicemail Pro Actions 155, 302
 Voicemail Pro Administrators 24, 28, 72
 Voicemail Pro Client 24, 28, 230, 246, 353
 Close 34, 36
 run 20, 27
 Start 247
 use 175, 283
 Voicemail Pro Client Server 28
 Voicemail Pro Client window 20
 parts 24
 Voicemail Pro Database Operation 325
 Voicemail Pro detects 348
 Voicemail Pro Dial 127, 138
 Voicemail Pro file 33
 Voicemail Pro housekeeping 183, 289
 Voicemail Pro Installation 338

Voicemail Pro involves 349
Voicemail Pro Login window 20, 27
Voicemail Pro Module 238, 241, 243, 271
 Access 240
Voicemail Pro Networked Messaging 230
Voicemail Pro SelfSelect 243
Voicemail Pro Server 24, 25, 28, 92, 93, 120, 122, 156, 185, 202, 246, 254, 260, 264, 291, 355
 connect 20
Voicemail Pro server during 264
Voicemail Pro Server PC 92, 93
Voicemail Pro Service 177
Voicemail Pro Start Points 238, 241, 242
Voicemail Pro System Fax Number 354
 Setting 350
Voicemail Pro System Variables 139, 355
Voicemail Pro TTS 357
Voicemail Pro TTY
 Installing 264
Voicemail Pro Wave Editor
 starts 92, 93
Voicemail Pro window 75, 175, 176, 177, 183, 185, 186, 283, 289, 291, 292
Voicemail provides
 number 211, 216
Voicemail Reception 74, 120, 122, 390
voicemail ringback 195, 201, 213, 231, 239
voicemail ringback on/off 201
voicemail rings
 user 72
Voicemail Server Directory 176
Voicemail Server PC 126, 128, 153
Voicemail Server Speech Directory 176
Voicemail System 176, 219
Voicemail System Files 176
Voicemail Telephone Numbers 242
Voicemail Transfer 375
Voicemail User Account 362
voicemail works 211
VoicemailCollect 242
Volume - Change 357
VPNM 230
 add 190
 delete 190
 Select 190
VRL 122, 175, 245, 247, 248, 253, 256, 283
VRL application 248, 253, 256
VRL Record Length 175, 247, 283

W

Waiting Indication 195, 211, 213
WAN 20, 22
wav As String 318, 319
Wav Editor 80
Web Browser 343, 345
Web Campaign Component 338, 345
Web Campaigns 338
 Using 345
Web Server 345
Web Sites 349
websites 357
Week Planner 62, 63, 67
 add 66
Week Planner icon 66
Week Planner window 66
Whisper 74, 88, 135
Whisper Action 74, 88, 135

wildcard 132
Windows TTS 357
Within Voicemail Pro 80, 270, 325
Wizard 165, 339
Work 32, 186, 292, 349
Workstation 20

X

XML 355
 closing 357
 opening 357
XML Tags
 Entering 357

Y

YEAR/MONTH/DAY HOUR 317
Yes - Select 23
Your call 239, 375, 390
Your estimated 221
Your Password 375

Performance figures and data quoted in this document are typical, and must be specifically confirmed in writing by Avaya before they become applicable to any particular order or contract. The company reserves the right to make alterations or amendments to the detailed specifications at its discretion. The publication of information in this document does not imply freedom from patent or other protective rights of Avaya or others.

All trademarks identified by the ® or ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners.

This document contains proprietary information of Avaya and is not to be disclosed or used except in accordance with applicable agreements.

© 2015 Avaya Inc. All rights reserved.