

## DELAY MY IPO EMBEDDED VOICEMAIL

1) Create SHORTCODE 297 for example, TELEPHONE NUMBER = AA:NAME OF AUTOATTENDANT, FEATURE = AUTO ATTENDANT

The screenshot shows a configuration window for a Short Code. The fields are as follows:

Short Code	
Code	297
Feature	Auto Attendant
Telephone Number	AA:Name of AutoAttendant
Line Group ID	0
Locale	
Force Account Code	<input type="checkbox"/>
Force Authorization Code	<input type="checkbox"/>

2) Create Phantom user (select NONE for extension type if asked) and forward it unconditionally to the short code, check the boxes for HUNTGROU CALLS and INTERNAL CALLS

The screenshot shows the configuration window for a Phantom User. The fields are as follows:

e PIN	
Enabled	Enabled
Phantom User	
	601
	5
	None
	Basic User
<input type="checkbox"/>	Receptionist
<input type="checkbox"/>	Enable Softphone
<input type="checkbox"/>	Enable one-X Po
<input type="checkbox"/>	Enable one-X TeleCommuter
<input type="checkbox"/>	Enable one-X TeleCommuter

A dialog box titled "Avaya IP Office Manager" is overlaid on the configuration window. The dialog box contains the following text and options:

Would you like a new VoIP extension created with this number?

- None
- H.323 Extension
- SIP Extension
- SIP DECT Extension

OK

Block Forwarding

Follow Me Number

Forward Unconditional

To Voicemail

Forward Number

Forward Hunt Group Calls

Forward Internal Calls

Forward On Busy

Forward On No Answer

Forward Number

Forward Internal calls

3) Create OVERFLOW hunt group. Set group type to Sequential and put your phantom user as the only member

Group **Queuing** Overflow Fallback Voicemail Voice Recording Announcements SIP

Name: OVERFLOW Profile: Standard Hunt Group

Extension: 407  Exclude From Directory

Ring Mode: Sequential No Answer Time (sec): System Default (15)

Hold Music Source: No Change

Ring Tone Override: None

Agent's Status on No-Answer Applies To: None

Central System: Big Bill V2  Advertise Group

User List

Extension	Name	System
<input checked="" type="checkbox"/>	601 Phantom User	Big Bill V2

[Edit...](#) [Remove](#)

4) Place the OVERFLOW hunt group into the OVERFLOW of the main group.  
Setting the overflow time will determine how long before AA answers.

The screenshot shows the configuration page for 'Collective Group Main: 400\*'. The 'Overflow' tab is selected. The 'Overflow Time (sec)' is set to 10. The 'Overflow Mode' is set to 'Group' and 'Immediate Overflow' is set to 'Off'. The 'Overflow Group List' contains one entry: 'OVERFLOW'. There are 'Add...' and 'Remove' buttons at the bottom right.

Group Name
OVERFLOW

5) Set your incoming call route Destination to the main hunt group

The screenshot shows the configuration page for 'Standard' with the 'Destinations' tab selected. The 'Destination' is set to '400 Main'.

TimeProfile	Destination	Fe
Default Value	400 Main	

**Don't forget to MERGE!!!**

## TO TEST:

**Dial the shortcode:** Verify the AA is answering.

**Call the Phantom Extension:** Auto Attendant should answer if not...check the unconditional forward.

**Call the Overflow Group:** Auto Attendant should answer, if not check that it is sequential.

**Call the Main hunt group:** Auto Attendant should answer if not check and makes sure VM is not on for that hunt group.

**Call from outside of the system:** Auto Attendant should answer after the delay time set in the main group under OVERFLOW.