

Using a Mailbox as a Pass Through

Setup a mailbox as you normally would with Mailbox Number
And Extension number.


You can use this instead of the mailbox taking the message and moving it
To the desired mailbox after 5 minutes. Or if you want to direct the call to
A particular custom service menu.

In the mailbox go to the [Personal Custom Service](#) section.

For [Key Assignment 9](#) Change the Assigned Operation to where you want
Caller to end up at.

Key Assignment

Key	Assigned Operation	Value
3	None	
4	None	
5	None	
6	None	
7	None	
8	None	
9	Transfer to specified mailbox	101
0	Transfer to operator	

 NOTE: The following keys are assigned and cannot be changed: [1], [2], [*]

Outside

Outside Number #1 (Up to 32 chars / [0-9 * # T ,

Outside Number #2 (Up to 32 chars / [0-9 * # T ,

Outside Number #3 (Up to 32 chars / [0-9 * # T ,

Outside Number #4 (Up to 32 chars / [0-9 * # T ,

No DTMF Input Operation

Key Assignment		
Key	Assigned Operation	Value
3	None	
4	None	
5	None	
6	None	
7	None	
8	None	
9	Transfer to specified Custom Service menu	7
0	Transfer to operator	

NOTE: The following keys are assigned and cannot be changed: [1], [2], [*]

Outside

Outside Number #1 (Up to 32 chars / [0-9 * # T ,

Outside Number #2 (Up to 32 chars / [0-9 * # T ,

Outside Number #3 (Up to 32 chars / [0-9 * # T ,

Outside Number #4 (Up to 32 chars / [0-9 * # T ,

No DTMF Input Operation Recording

For the mailbox greeting record 1 second of silence.

The last step is to go to [Utility](#) and Click on the [Command Prompt](#).

In the Command Window >OPTN 10,1 then press return.

You should get an OK as a response.

Note: This will convert option 9 in the Personal Custom Service area of mailboxes. The mailbox will play the greeting and transfer to whatever is set in the option 9 Value. This becomes a system value.