



The "Next Wave" in Voice & Data Communications

Automatic Voice Mail Notification (Outcalling)

Outcalling is a feature of the voice mail system that will notify an external number when a voice message has been delivered to a mailbox. Depending on the system more than one number may be called to make sure that the mail message is retrieved in a timely manner. Most businesses use Outcalling for the following reasons:

Notification of voice mail messages to remote workers such as outside sales.

Companies who offer support 24 hours per day.

Companies that want to increase the response time to messages being delivered to mailboxes.

Below is a quick review of Outcalling by system. Call your Business Consultant or our Help Desk at 978-687-0900 X 150 to enquire more about Outcalling and how to set up.

Partner ACS with Partner Mail or Partner Messaging

Outcalling enables the PARTNER MAIL system to notify a subscriber at a remote telephone, or who carries a beeper, when a new message has been left in the subscriber's mailbox. The PARTNER MAIL system notifies the subscriber by placing a call to the remote telephone or beeper. After the subscriber answers the notification call at a remote telephone, they can retrieve the message by accessing the Voice Mail Service on the same call.

Merlin Legend or Merlin Magix

Outcalling is a feature that allows a user's mailbox to call and notify them of new messages left in their mailbox. Up to five different phone or pager numbers can be called once every 5-99 minutes. You can set it to make from 1-9 attempts to reach the designated numbers.

If the phone number is a pager, you can set a numeric message to leave, if the phone is a voice (such as your home) it will play a pre-recorded message. Outcalling ability is based on the mailboxes COS (Class of Service) set by the



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System Administrator. The phone number to be called, and activating or deactivating of Outcalling is done by the mailbox owner.

IP Office

Voicemail callback is a service whereby the Voicemail Pro will call a specific number whenever the user receives a new voicemail message. Use of this service requires configuration of a callback start point on the Voicemail Pro and entry to a callback number through IP Office Manager.