

February 6, 2002

Log #: AN-0010

## Voice Mail Configuration with “Auto ID” set ON

### 1. Product and/or component impacted

Mobility Server and the existing Voice Mail System for the site.

### 2. Recommended audience

No Restrictions

### 3. Detailed explanation of issue or condition

At some installations it has been observed that the PBX's interface to the voice mail system has some unique functionality. Here is an example of what could happen with “AutoID set ON”:

- User A and User B are both defined in the Mobility Server
- User A and User B both have voice mailboxes in the PBX Voice Mail System (VMS)
- User A calls User B. User B does not answer so User A is diverted to the VMS.
- The VMS receives the diverted call and because “Autold is ON” the VMS interprets this as User A accessing their voice mailbox. Therefore the VMS requests a password from User A instead of User A being diverted to User B's voice mailbox to leave a message.

### 4. Solution if available and/or applicable

See Application Note AN-0010 Voice Mail Configuration with “Auto ID” set ON

- ❖ Solution 1 – Turn off “Auto ID” in Voice Mail System
- ❖ Solution 2 – Optional Software Addition in the Mobility Server