



Configure Call-In Numbers

- [View List of Call-in Numbers, on page 1](#)
- [Display or Modify Call-in Numbers, on page 2](#)
- [Add a Call-in Number, on page 2](#)
- [Use Wildcard Trigger Patterns, on page 3](#)

View List of Call-in Numbers

Use this procedure to view a list of the numbers that callers dial to reach system applications, such as voice mail, the auto attendant, and the Administration via Telephone (AvT) system.

Step 1 Choose **System** > **Call-in Numbers**.

Step 2 The window shows the configured call-in numbers with the fields shown below:

- **Call-in Number**—Extension that the caller dials to access a system application. These numbers can also be entered when configuring the auto attendant (see [Configure Voice-Mail Call-Handling Parameters](#)) or configuring call-handling voice-mail parameters (see [Configure Voice-Mail Call-Handling Parameters](#)).

You can also use wildcard trigger patterns when configuring call-in numbers (see [Use Wildcard Trigger Patterns, on page 3](#)).

- **Application**—Application reached when the call-in number is dialed. Valid values are any custom applications you have created, and the system defaults:
 - voicemail—Default voice-mail application.
 - autoattendant—Default auto attendant application.
 - promptmgmt—Default Administration via Telephone (AvT) application
 - **Enabled**—Shows whether the application is enabled.
 - **Maximum Sessions**
 - **Language**
-

Display or Modify Call-in Numbers

Use this procedure to display or modify the numbers that callers dial to reach system applications, such as voice mail, the auto attendant, and the Administration via Telephone (AvT) system.

Step 1 Choose System > Call-in Numbers.

Step 2 Click the call-in number that you want to modify or view. The Call-in Number Profile window displays the following fields:

Step 3 To modify, edit the following fields:

- Call-in Number—Extension that the caller dials to access a system application. These numbers can also be entered when configuring the auto attendant (see [Configure Voice-Mail Call-Handling Parameters](#)) or configuring call-handling voice-mail parameters (see [Configure Voice-Mail Call-Handling Parameters](#)).

You can also use wildcard trigger patterns when configuring call-in numbers (see [Use Wildcard Trigger Patterns, on page 3](#)).

- Application—Application reached when the call-in number is dialed. Valid values are any custom applications you have created, and the system defaults:
 - voicemail—Default voice-mail application.
 - autoattendant—Default auto attendant application.
 - promptngmt—Default Administration via Telephone (AvT) application
- Enabled—Shows whether the application is enabled.
- Maximum Sessions
- Language

Step 4 Click **Apply**.

Step 5 Click **Ok** to save.

Add a Call-in Number

Use this procedure to add a call-in number, or a number that callers dial to reach system applications. These applications include voice mail, the auto attendant, and the Administration via Telephone (AvT) system.

Step 1 Choose System > Call-in Numbers.

Step 2 Click Add.

Step 3 Enter the data in the following fields:

- Application—Application reached when the call-in number is dialed. Valid values are any custom applications you have created, and the system defaults:

