

**SIEMENS**

# **VM Entry**

**Integrated vocal server for Siemens HiPath 3350,  
3550 and Hicom 150 Office, Point, Com**

**Installation and User Guide**

**Version 1.0**



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## **1- INTRODUCTION**

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Voice Mail Entry, hereafter referred to as VM Entry, is an integrated vocal server with Voice Mail and Automatic Attendant functions, specifically designed for the HiPath 3350 and 3550 and the Hicom 150 Office, POINT and COM communication servers.

The system is built on a card with the following dimensions: 230 x 66 mm.

It is installed in the optional modules slot and connected to the system through the OPAL connector, from which it obtains power.

The device is equipped with two analog ports and a 1.5 hours compressed mode storage capacity for messages.

Setup is carried out via the telephone set by following an interactive vocal menu. Two free analog ports are required.

### **1.1 Automatic Attendant**

The VM Entry card incorporates an Automatic Attendant with the following features:

- Two working modes: Day and Night, with greeting messages recorded by the user.
- A 9-option menu may optionally be setup, allowing for direct access to extensions or departments (groups).
- Direct access to any extension, just dialing its number.
- The user may block direct access to his/her extension through the Automatic Attendant (Do Not Disturb option).
- If the caller does not select any option, the device automatically routes the call to the operator's extension (Day mode) or to the system mailbox (Night and Pause mode), to guarantee that all calls are attended.

### **1.2 Voice Mail**

The VM Entry card incorporates a fully integrated Voice Mail system. The Voice Mail system incorporates the following features:

- Personalized mailbox for each extension. The user may define a personal password (by default 1234) and greeting message.

- Automatic routing of all unanswered calls (both internal and external calls) to the extension's corresponding mailbox. In day mode, and for external calls a menu allowing the caller to transfer to another extension, to transfer to the operator or to leave a message may optionally be used.
- New message notification by:
  - LED or display message for proprietary sets (Optiset E, optiPoint 500 and optiClient 130), or
  - dial tone change or message (depending on the PBX model).

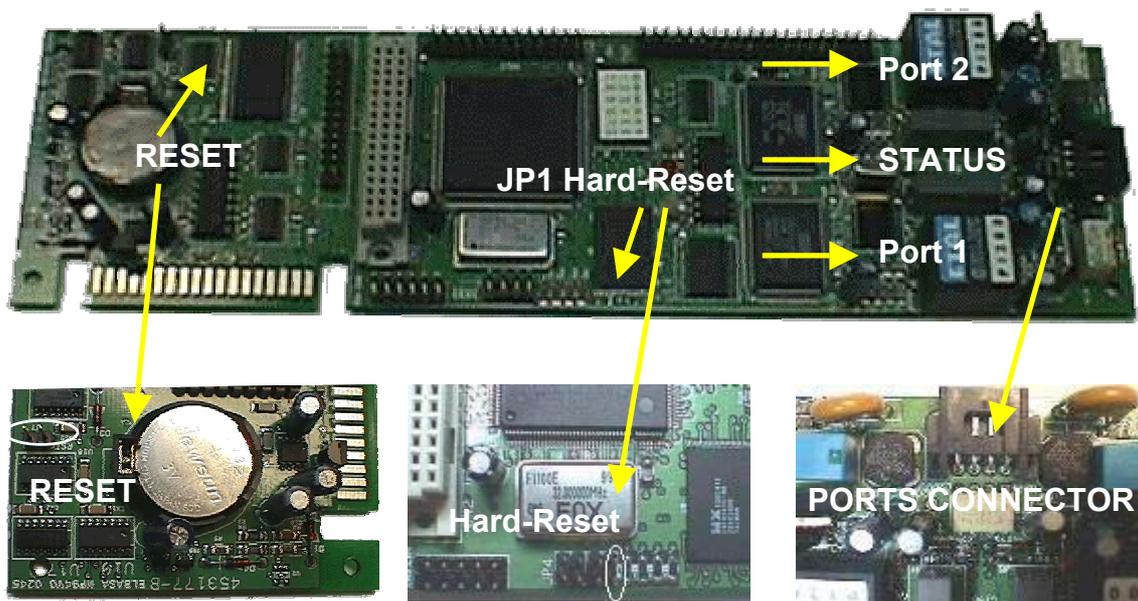
This mode is activated automatically depending on the terminal. The mailboxes assigned to departments or groups do not notify the arrival of new messages.

- Messages with date and time indication.
- Automatic deletion of heard messages, after 24 hours.
- Automatic deletion of unheard messages, after 7 days.
- Option to resend received messages to another mailbox, with the possibility of adding notes.
- Automatic mailbox creation.

## 2- INSTALATION AND SETUP

Switch off the PBX and insert the card in the optional modules slot, connecting it to the system through the OPAL connector. Interconnect the VM Entry ports to the PBX’s analog ports. Switch on the PBX and program the necessary parameters for the VM Entry card.

The card is supplied with the “hard-reset” carried out. Therefore it is only necessary to undertake this process if you wish to **reinstall** the card.



Left, the RESET jumper. Center, detail of the JP1 to JP4 jumpers (JP1 acts as Hard-Reset). Right, detail of the ports connection.

Status LED (System status)	
Off	No power or starting up after reset
Red	Ready

PORT LED Color	Port status
Off	Free
Flashing Red	Ring Signal
Yellow	Busy
Red	Recording message
Green	Playing message

The first call reaching the VM Entry card initiates the setup program.

Call the vocal server extension group. The first message informs the user about menu navigation. The hash (#) key is used to confirm the programmed

parameter or to maintain the previously programmed value. The asterisk (\*) key allows for reprogramming of the current section. Press # to initiate the process.

- VM Entry plays the following message:

*“Enter six digits for the date and four for the time.”*

Enter the date and time in the specified format.

Example: 0610031416 → October 6 2003, 14h16m

FonoMail Entry responds with the programmed date and time. Press #.

- VM Entry plays the following message:

*“Enter the number of extension digits.”*

Select 2, 3 or 4 according to the installation’s extension number plan, and press # to confirm.

VM Entry responds with the selection made. Press # to confirm.

- VM Entry plays the following message:

*“Enter the Operator’s extension number.”*

Program the extension number to which a call is transferred if the caller makes no selection (Day mode).

VM Entry responds with the selection made. Press # to confirm.

- VM Entry plays the following message:

*“Enter the access digit followed by the associated extension number.”*

These are the destinations, extensions or departments (groups) available during the Automatic Attendant’s greeting message (company directory). FonoMail Entry supports up to 9 destinations, extensions or groups.

Example: To program a transfer to the Marketing department (ext. 21) by pressing 1, and a transfer to the Maintenance department (group 31) by pressing 2, enter:

- 121

- Wait until the unit repeats the selection and then press:

- 231

- Wait until the unit repeats the selection and then press # to confirm.

- VM Entry plays the following message:

*“Enter the Night mailbox number.”*

Program the night mode mailbox.

VM Entry responds with the selection made. Press # to confirm.

- VM Entry plays the following message:

*“Press  
1 to leave messages with escape menu  
2 to leave messages without menu.”*

For direct dialing to an extension (ISDN) VM Entry can offer a menu (option 1) or directly allow a message to be recorded in the mailbox (option 2). VM Entry responds with the selection made. Press #.

If option 1 is selected, the message played to the caller is as follows:

*“The selected extension does not answer. Press:  
1 to contact another extension,  
9 to leave a message  
0 to contact the operator”*

If option 2 is selected, the message played to the caller is:

*“Please leave your message after the tone”*

VM Entry responds with the selection made. Press # to confirm.

- VM Entry plays the following message:

*“Press  
1 for normal quality with silence compression  
2 for normal quality  
3 for high quality with silence compression  
4 for high quality”*

VM Entry stores the messages in Flash memory and consumes memory depending on the recording quality. Option 1 (normal with compression) is recommended. Program the selection and VM Entry will respond with the selection made. Press #.

- VM Entry plays the following message:

*“Record the day message after the tone. Press hash (#) to finish.”*

VM Entry allows the personalization of the attendant’s greeting message in Day mode. Remember to include the options programmed earlier for transfer to groups or extensions.

Example:

*“This is Company X. Press 1 for the Marketing department, 2 for Maintenance, 3 for Administration. If you know the extension number, dial it now or stay on the line to speak to the operator”.*

Record the message and press # when finished.

VM Entry repeats the recording made. Press # to confirm.

- VM Entry plays the following message:

*“Record the night message after the tone. Press hash (#) to finish.”*

VM Entry allows the personalization of the attendant’s greeting message in Night mode.

Example:

“This is Company X. Our office hours are from 9 a.m. to 6 p.m. Monday to Friday. If you know the extension number dial it now, or hold the line to leave a message.”

Record the message and press # when finished.

VM Entry repeats the recording made. Press # to confirm.

- VM Entry plays the following message:

*“Setup has concluded. Please wait a few moments while the unit reboots.”*

Wait until the Status LED is on.



**Remember:**

**You may repeat the setup by pressing asterisk (\*)  
Some options are available depending on the version.**

**If the system has analog lines, once the initial setup has concluded, proceed with the automatic tones adjustment:**

- **Call the unit externally (dial the phone number associated to the device).**
- **Select option asterisk (\*) and dial the operator extension.**
- **Select option hash (#) (maintenance) and type in the password (9999).**
- **Press hash-asterisk (#\*). When the unit emits a “beep”, hang up the call. VM-Entry then frees a port and automatically adjusts the “external busy” tone.**



**Make some more internal / external calls to check that the unit correctly frees the ports.**

## 3- USER GUIDE

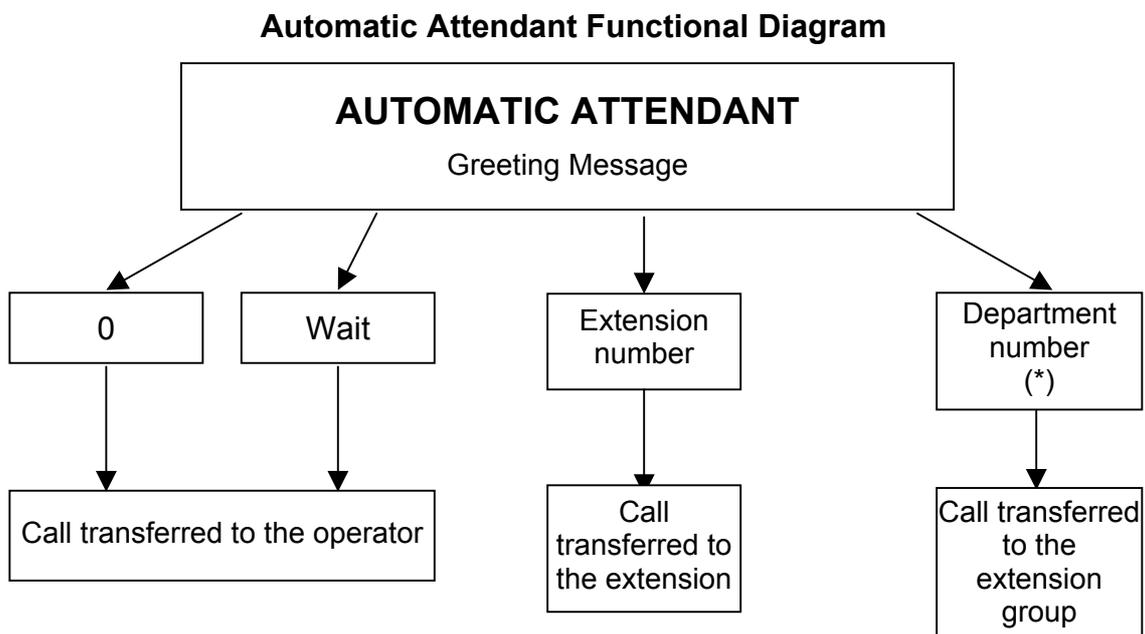
### 3.1 Automatic Attendant

#### 3.1.1 Automatic Attendant Description

VM Entry allows a great number of calls to be discarded from the human operator's incoming calls queue. The way an incoming call goes through the standard Automatic Attendant mode is the following:

The system plays the greeting message followed by the main menu, which allows the caller:

- ⇒ to transfer the call to an extension by dialing the number.
- ⇒ to transfer the call to a department by pressing the corresponding number.
- ⇒ to transfer the call to the operator by dialing 0.
- ⇒ to wait (dialing nothing) and the call will also be transferred to the operator.



(\*) Programmable options.

Once an option has been selected, the unit puts the incoming call on hold and calls the requested extension:

- If there is no answer, the caller is offered the possibility of leaving a message in the mailbox or,
- If the call is answered, communication is established.

On the other hand:

- When the “**Do Not Disturb**” option is activated, the system does not transfer the call, and plays the message “*The requested extension does not answer*”. The caller may then contact another extension, contact the operator or leave a message in the mailbox of the extension that could not be reached.
- If the requested extension is forwarded to the voice mail (PBX programming) the caller is invited to leave a message in the extension mailbox.
- If desired, the unit may work only as automatic attendant, according to the following setup:
  - In **Day** mode, calls not answered by the operator are redirected to VM Entry, which plays a message and transfers the call back to the operator extension. The process is repeated until the caller hangs up or the operator answers the call. An example of a typical message would be: “You have reached... All our operators are busy at the moment, please stay on the line”. The company directory may also be offered at this point.
  - In **Night** mode, calls are forwarded to a mailbox. The arrival of new messages is not notified.

**Note:**

*This feature is not available for user mailboxes.*

### 3.1.2 Voice Mail Access

A mailbox owner may press \* to access the mailbox Query Menu when the main menu is played. Among other options, the owner is able to listen to his/her messages. This option is not mentioned in the automatic attendant’s greeting message. This feature allows access in query mode from external telephones (such as mobile phones).

### 3.1.3 Personalize the Automatic Attendant’s Greeting Message

The automatic attendant uses standard prerecorded messages. All these messages may be personalized using the setup program supplied with the unit. The device plays the personalized message if it exists, and if it does not, then it uses the standard messages. The standard greeting message may be personalized by the user via the phone set, according to the following steps:

- From the mailbox Query Menu, press #.
- Type in the maintenance mailbox password (by default 9999).
- Press 9 for the Setup Menu.
- Follow the instructions in Chapter 2- Installation and Setup.

## **3.2 Voice Mail**

VM Entry automatically generates the voice mailboxes where messages are to be recorded. The Mailbox Query Menu allows the extension owner to access the mailbox and setup its parameters. The main features associated with voice mail are: leaving messages, listening to messages and message notification.

### **3.2.1 Message Deposit**

When calling an extension, if the extension does not answer or is busy, the system plays:

a) if it is an external call and the “escape menu” is activated (see Chapter 2) the unit plays the following message:

“The extension does not answer.  
Press 1 to contact another extension.  
Press 0 to contact the operator.  
Press 9 to leave a message.”

Once the message has been recorded, the extension user receives notification of the arrival of new messages via: display message, LED or dial tone change, according to the telephone model.

b) mailbox greeting and invitation to leave a message.

### **3.2.2 Listening to Messages**

The unit contains personal voice mailboxes where messages are stored. These messages may be listened to by accessing the Mailbox Query Menu, which is described below.

#### **3.2.2.1 Mailbox Query Menu Access**

##### ***Internal Calls***

Call the Voice Mail extensions group. The system asks for the password (if activated) (by default 1234) or the extension and password (depending on the PBX model) and then plays the mailbox query menu.

##### ***External Calls***

- Through the human operator.

Call the company and ask to be transferred to your extension. The unit will offer the possibility of leaving a message. Press \*, enter your password (by default 1234) and the query menu is played.

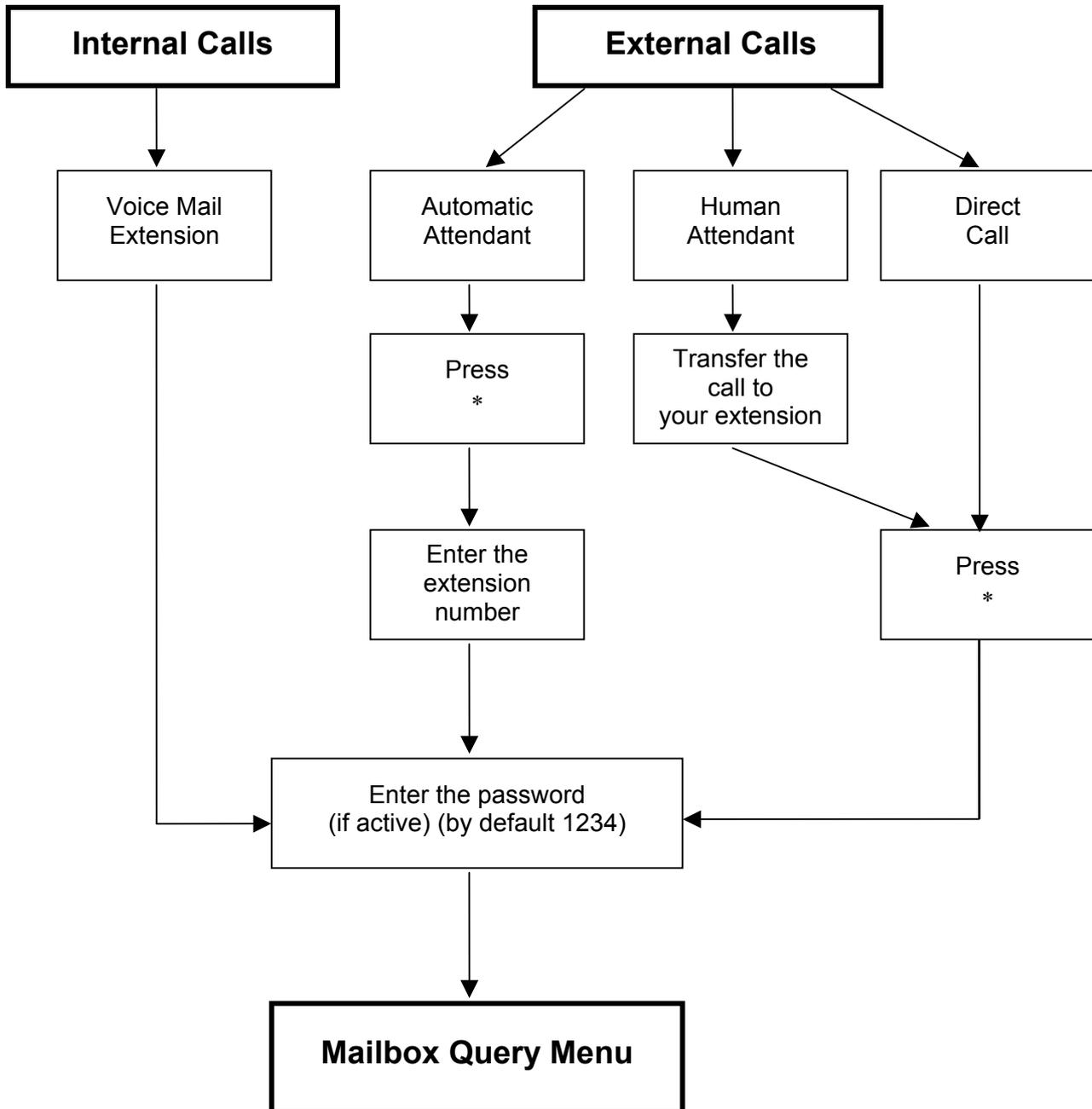
- Through the automatic attendant.

Press \* while the main menu is playing. The system asks for the extension number and password (by default 1234). The query menu is then played.

- Direct external call.

Call your extension if it has a direct access phone number assigned, and press \* when you hear the mailbox greeting message. Type in the password (by default 1234), and the query menu is then played.

### **Access Diagram**



### 3.2.2.2 Mailbox Query Menu.

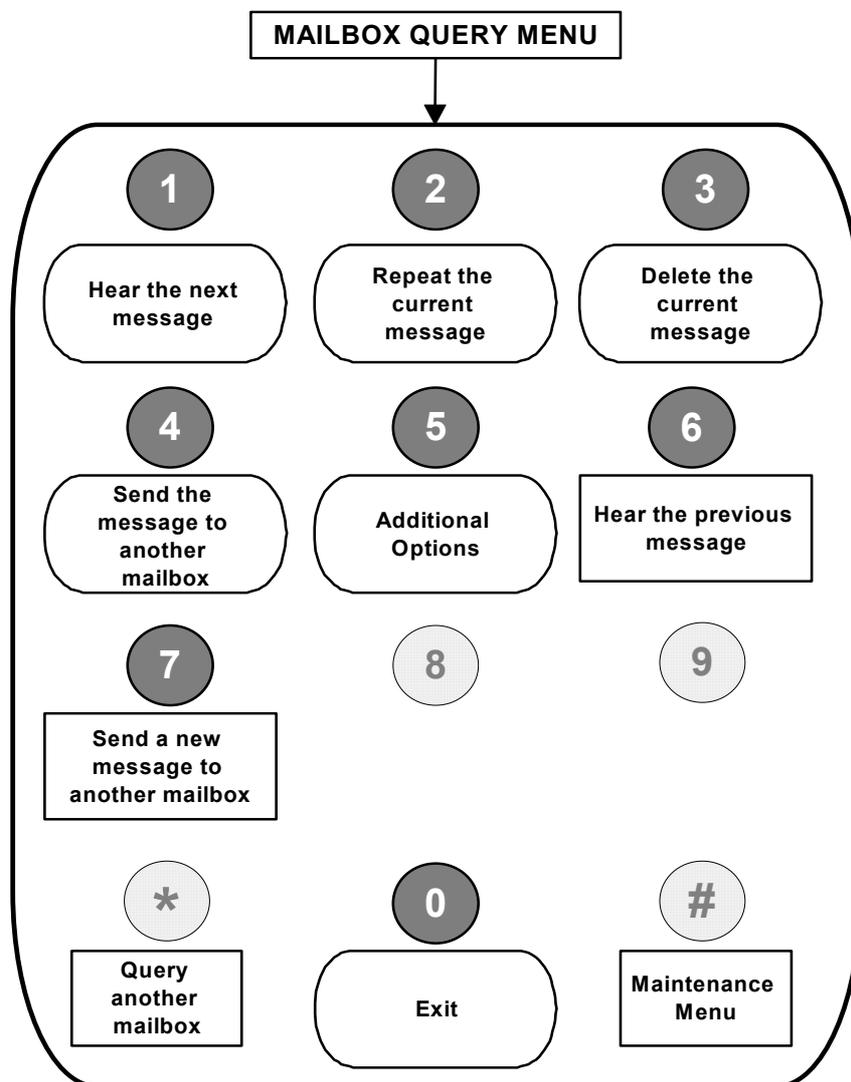
When entering the mailbox query menu, the caller is informed about the total number of messages and the number of new messages in the mailbox.

The unit will then play the most recent message followed, upon user request, by the previous messages on a one by one basis starting with the second most recent message to the oldest.

Each message begins with the date and time of recording.

After each message, the mailbox query menu is played to the caller. This menu is as follows.

*Note: Options 6, 7, \* and # are hidden in some versions.*



1. Hear the next message.
2. Repeat the current message.
3. Delete the current message.
4. **Send the message to another mailbox:** This option allows the current message to be sent to another mailbox or to a distribution list. The unit

requests the mailbox number and opens a menu that allows the user to add a header note.

**5. Additional Options:** Option 5 allows access to a new sub-menu, with the options that are described in the Additional Options section. (See 3.2.2.3)

**6. Hear the previous message.**

**7. Send a new message to another mailbox:** this option allows the recording and sending of a message to another mailbox or group of mailboxes. The process is as follows:

- Dial the number of the mailbox to which you wish to send the message.
- Record the message and validate by pressing #.
- \* **Consult another mailbox:** By pressing the \* key it is possible to consult another mailbox. The system requests the extension number and password.
- # **Maintenance Menu:** By pressing the # key it is possible to access the maintenance menu. (See 3.2.3)

### 3.2.2.3 Additional Options Menu

**1. Modify the Password:** allows the mailbox owner to change his/her personal access code. By default the password is defined as 1234. The password is deactivated if defined as 0000.

**2. Greeting Message menu:** this option allows the user access to the greeting message menu. (See 3.2.2.4)

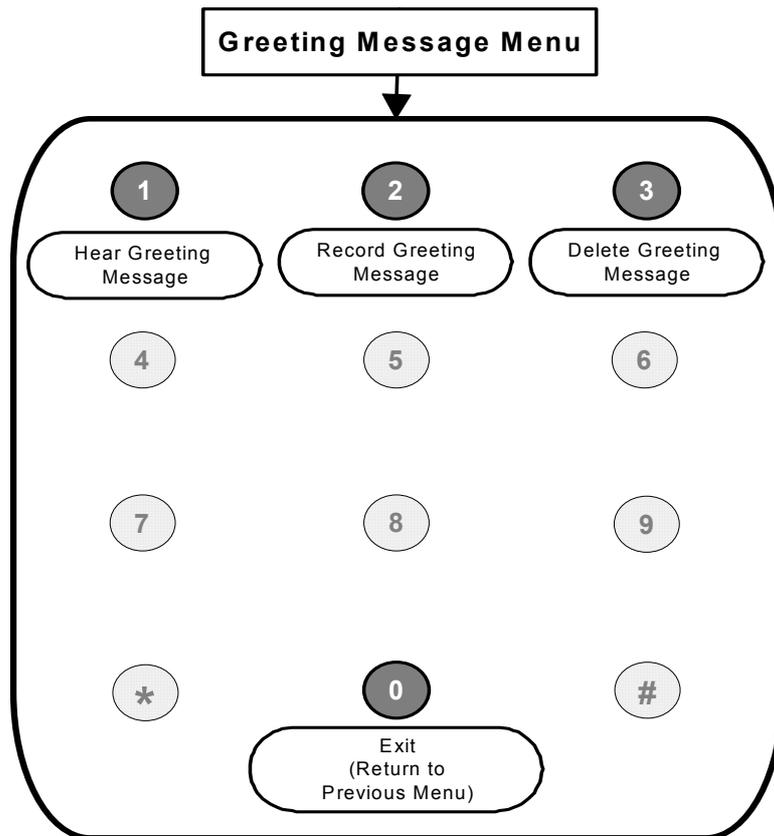
**3. Do Not Disturb Menu:** this menu has the following options:

- **1** Activate
- **2** Deactivate
- **0** Return to previous menu

The “Do Not Disturb” menu allows the user to avoid receiving calls from the automatic attendant. When this feature is activated, the system acts in the same way as when there is no answer from the extension, and plays the following menu:

- **1** to contact another extension
- **0** to contact the operator
- **9** to leave a message in the mailbox of the extension that could not be reached.

### 3.2.2.4 Greeting Message Menu



1. **Hear Greeting Message:** plays the current greeting message.
2. **Record Greeting Message:** allows the user to record his/her mailbox greeting message.
3. **Delete Greeting Message:** use this option to delete the message, in which case the standard greeting message is made available.

### 3.2.3 Maintenance Menu

To access the maintenance functions press hash (#) from the mailbox query menu, and then enter the password (by default 9999). The following functions are available:

1. **For Day mode:** Used to switch to Day mode.
2. **For Night mode:** Used to switch to Night mode.
3. **To modify date and time:** Used to change the unit's date and time.
4. **To hear Current Status:** Used to check the current system setup (Date, Time and mode).
5. **For Configuration menu:** Allows access to the Setup menu.
6. **To delete a mailbox:** Used to delete a mailbox.
9. **To record Automatic Attendant greeting messages.**
0. **To exit.**

Reference: D224XXSIETXEN02

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