Entry Voice Mail for HiPath Systems

User Manual for Your Telephone

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About This User Manual

This user manual is intended for Entry Voice Mail users and trained operators who are responsible for configuring Entry Voice Mail on your HiPath.

All functions which can be executed via your telephone are described. If you discover that certain functions are not available to you, it may be as a result of the following:

- The function is not configured for you – please contact your assigned operator.
- Your Entry Voice Mail or your HiPath does not feature this function – please contact your assigned operator for an upgrade.

The information provided in this document contains merely general descriptions or characteristics of performance which in case of actual use do not always apply as described or which may change as a result of further development of the products.
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Symbol

This device has been manufactured in accordance with our certified environmental management system (ISO 14001). This process ensures that energy consumption and the use of primary raw materials are kept to a minimum, thus reducing waste production.

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Basic Operating Instructions

Entry Voice Mail EVM is an effective voice mail solution for your HiPath system.

You can operate all of the available functions via the keys on your optiPoint telephone or on any other telephone with tone dialling (DTMF).
Your Entry Voice Mail supports operation with context-sensitive prompts.

Your Entry Voice Mail is configured/activated by the assigned operator via a PC administration program.

Overview of Functions

Each Entry Voice Mail telephone features the following functions:

- **24 standard mailboxes**
  up to 4 of which are **attendant mailboxes** (automatic call acceptance, greeting with attendant option, day/night service, speed dial).
- Automatic configuration of mailboxes
  User-controlled mailbox configuration
- Announcement/music-on-hold before answering
- Up to two different greetings
- Greetings can be selected manually or according to the time of day for day/night service.
- Context-sensitive prompting
  Announcements inform the user of the options available in the current menu.
- Option for parallel attendant and answering machine procedures (2 ports).
- 120 minutes voice recording capacity
- Maximum recording time of a voice message per mailbox = 5 minutes, can be configured in increments of 1 to 5 minutes, default value = 2 minutes
- Date/time stamp for every message
- Forwarding of fax calls (automatic fax tone recognition) to a preconfigured fax destination.
- Signalling if system memory is more than 80% full
- Transfer of individual announcements via the PC administration program[1].

Guide to Reading the User Manual

User actions are graphically displayed in logical succession in the left column. The graphics have the following meanings:

Enter call number or code.

Enter code.

[1] Dependant on your HiPath software version

Mailboxes

Your Entry Voice Mail provides up to 24 mailboxes. You can configure up to 4 of these as attendant mailboxes. The rest can be used as personal standard mailboxes.
You can find out which mailbox is configured for you from your assigned operator. If the assigned operator has not yet configured a mailbox for you, a mailbox will be automatically assigned to you the first time you dial the voice mail system.
You can only access the mailboxes by entering a code number. → Page 7
An assigned operator configures the attendant mailboxes for you → Page 14 based on your telephony requirements.

The **personal standard mailbox** accepts your calls, greets the caller with your personalised announcement and offers the caller the option of leaving a message.
For example: "This is the voice mailbox of Max Mustermann. I am not at my desk at the moment. Please leave a message after the tone. I will call you back as soon as possible."

In addition to the standard mailbox functions, the **attendant mailbox** offers callers the option of contacting you or a colleague directly.

Your assigned operator can configure the following types of attendant mailboxes:

- Automatic call acceptance without attendant option
  The caller only hears a greeting.
- Greeting with attendant option
  - The caller hears an announcement/music-on-hold and is then connected to the attendant, for example.
    Example: "Thank you for calling. Unfortunately there is no one available to take your call at present. Please hold while we try to connect you."
  - After the greeting, the caller can contact an internal subscriber by dialling an internal call number.
    Example: "Hello, the person you are calling is not available at the moment. After the tone, dial 23 to contact a colleague".
  - After the greeting, the caller can contact an internal or external subscriber by dialling a speed dial number 0-9. Manual greeting is activated → Page 12.
    With automatic greeting ("Automatic day/night program"), different subscribers can be contacted irrespective of whether day or night mode is set.
    Example: "Hello. If you have questions regarding our products, please press "1" . If you would like to connect to our hotline, please press "2" .

Activating Your Mailbox

To direct calls to your mailbox, you must forward incoming calls for your telephone to your mailbox (via call forwarding or call forwarding on busy/no answer).
For instructions on how to activate/deactivate call forwarding, refer to the user manual for your telephone.
As the forwarding destination, specify the Entry Voice Mail call number (you can obtain this number from the assigned operator).

Signalling

If message waiting indication is set up on your telephone, the mailbox LED illuminates automatically if new messages are received.
The text "Display Messages?" appears on optiPoint telephones that feature a display.

You also hear a special dial tone indicating the receipt of a new message when you pick up the handset.

Signalling is activated as soon as a new message is received and is automatically deactivated once the message has been retrieved.

Accessing Your Standard Mailbox

To **set up** your personal mailbox or **retrieve** messages from it, you have to open it first.

Accessing Your Standard Mailbox

If configured, you can also access your standard mailbox externally using any tone dial telephone. To do this, you simply need to dial the call number of your HiPath beforehand.

Dial the Entry Voice Mail call number.

Or
if existing/configured,
press the "Mailbox" key or follow the optiPoint user prompts.
See also the user manual for your telephone.

Enter the code number for your personal mailbox.
Default = "1234" (modify → Page 13)

If the assigned operator has not yet configured a mailbox for you, a mailbox will be automatically assigned to you by default the first time you dial the voice mail system. If there are no more mailboxes available, please contact your assigned operator.

If req. Enter your personal mailbox number.
This is only necessary if you want to retrieve your mailbox messages from another telephone.

You can now navigate in the five available status announcements/functions: You can retrieve messages, select/record announcements or make settings if required.

- Messages
  Your mailbox does not contain any new or previously retrieved messages. (The number of available messages is stated. The most recent message is played first. Each message has a time and date stamp.)
- Greeting 1/day or Greeting 2/night
- Greetings setting, "Manual" or "Automatic day/night program"
- Message recording on/off
- Change the mailbox code number

Navigating Your Mailbox

See also "Overview - Announcement Menu and Codes for Your Standard Mailbox" → Page 9.

You can navigate your mailbox using the numeral keys on your telephone.

To do this, simply follow the prompts. Depending on the selected status announcement, the following settings are possible:

3 Enter code to go to the next announcement.

1 Enter code to go back to the previous announcement.

2 Enter code to replay the current announcement.

0 0 Enter code to delete the message.

0 Enter code
- to record a personal greeting
- to activate the default greeting
- to activate/deactivate message recording or
- to change your mailbox code number

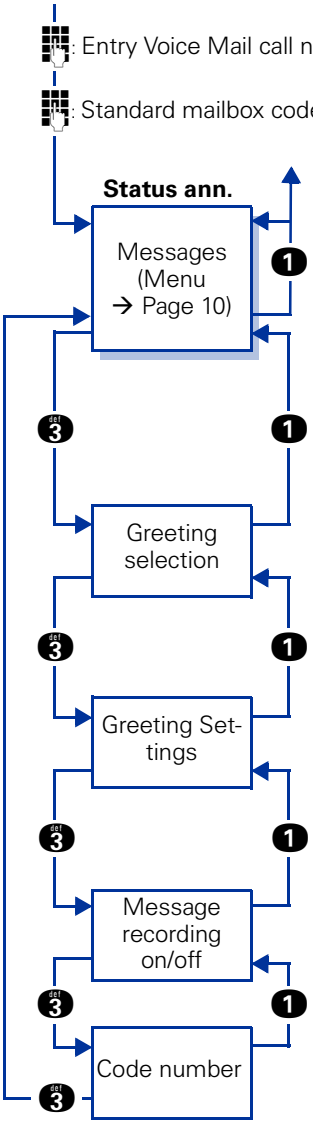
* Enter code to skip all messages and play the next status announcement.

End recording.

8 Enter code
- to skip Greeting 1 or 2 or
- to set the greeting for day/night service

Disconnect Entry Voice Mail (possible at any time)

Overview - Announcement Menu and Codes for Your Standard Mailbox



1: Previous status announcement or message
2: Repeat
3: Next status announcement or message
(new messages are played first, followed by messages that have already been retrieved but not deleted).
After the last message, the next status announcement is played)
0 0: Delete
*: Skip all messages and play next

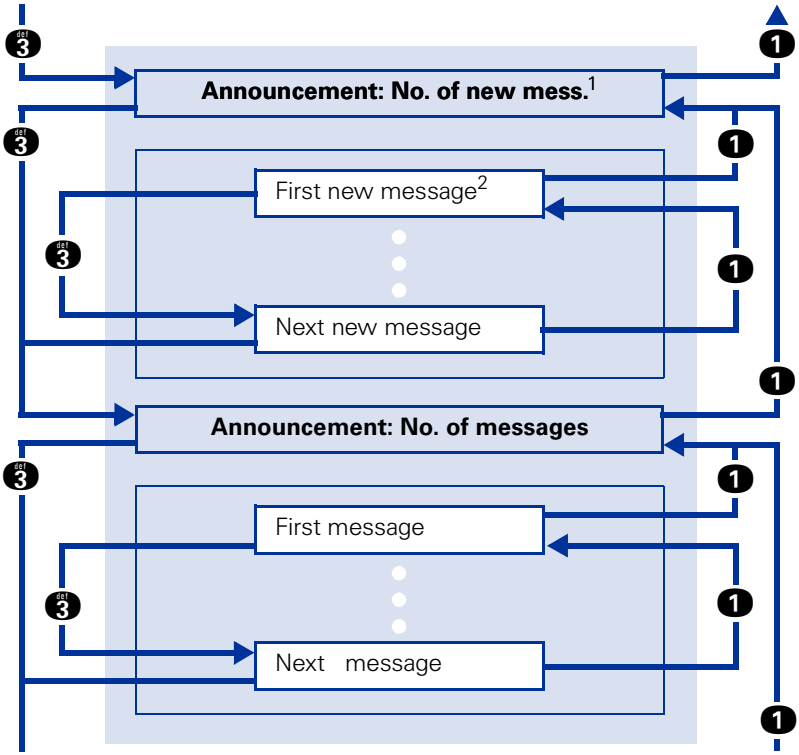
1: Previous status announcement
2: Repeat
3: Next status announcement
8: Next greeting
0: Record/default greeting
(#: end recording)

1: Previous status announcement
2: Repeat
3: Next status announcement
8: On/Off (manual greeting or "Automatic day/night program")

1: Previous status announcement
2: Repeat
3: Next status announcement
0: On/Off

1: Previous status announcement
2: Repeat
3: Next status announcement
0: Change; Enter code number twice

Overview - Message Menu



[1] If there are no new messages, you will be informed of this via a corresponding message.

[2] If you listen to a new message until the date of the call is announced or for longer than 5 seconds, the message is no longer considered "new" and is automatically regarded as retrieved.

Mailbox/Message Retrieval

When you access the mailbox, the message playback function is offered first.

Requirement: You have accessed your mailbox and activated the "Messages" function→ Page 7. Follow the prompts.

3 Enter code to go to the next message/function.

New messages are played first, followed by messages that have already been retrieved but not yet deleted.

Each message has a date/time stamp which is disclosed at the end of the message.

You are directed to the next mailbox function "Greeting selection" if:
- You press 3 during message notification
- No messages are available or
- All messages have been retrieved or skipped

1 Enter code to go back to the previous message.

2 Enter code to replay the last retrieved message.

0 0 Enter code to delete the last retrieved message.
Once you have pressed 0, you must confirm the deletion by pressing 0 again.

* Skip all messages and go to the next mailbox function "Greeting selection".

Recording and Selecting Greetings

You can record up to two greetings for your standard mailbox via your telephone.
If you do not record a personalised greeting, the caller hears the default system greeting.
The selected greeting is only activated if "Manual" was selected in the mailbox function "Greeting selection" → Page 12.

Requirement: You have accessed your mailbox and activated the "Greeting" function→ Page 7. Follow the prompts.
You hear the current greeting.

3 Enter code to go to the next mailbox function "Greeting settings".

1 Enter code to go back to the previous mailbox function "Mailbox messages".

2 Enter code to replay the preset/most recently recorded greeting.
The selected greeting is activated.

8 Enter code to go to the next greeting.
The selected greeting is activated.

0 Enter code to
- Discard a current system greeting and replace it with a personalised greeting (new recording)
- Delete a personalised greeting and replace it with a system greeting

The last recorded greeting is activated.

End recording.
The recording is then immediately played back.

Greeting Settings

Depending on the day/night service settings for your HiPath, you can select whether the recorded/preset greetings played back to callers are controlled (**manually** - as pre-configured - (→ Page 11) or **automatically** ("Automatic day/night program").
For automatic greeting settings, greeting 1 is used for day service and greeting 2 is used for night service.

Requirement: You have accessed your mailbox and activated the "Select greeting" function→ Page 7. Follow the prompts.
The current status ("Manual" or "Automatic") is announced.

3 def Enter code to go to the next mailbox function "Message recording on/off".

1 Enter code to go back to the previous mailbox function "Greeting selection".

2 abc Enter code. The current status is announced.
The announced status is active.

8 tuv Enter code to switch status.
The selected status is announced and active.

Message Recording On/Off

You can specify whether callers can leave messages for you or not; message recording on or off.

Requirement: You have accessed your mailbox and activated the "Message recording on/off" function→ Page 7. Follow the prompts. The current "on" or "off" status is announced.

3 def — Enter code to go to the next mailbox function "Code number".

1 — Enter code to go back to the previous mailbox function "Greetings settings".

2 abc — Enter code. The current status is announced.
The announced status is active.

0 — Enter code to switch status.
The selected status is announced and active.

Changing the Code Number for Personal Standard Mailbox

Your personal standard mailbox is protected against unauthorised access with a four-digit code number.

The default code number is "1234" .
Please change the code number when you access your mailbox for the first time. Only the numeric characters 0-9 are permitted.
If you forget your code number, your assigned operator can restore the default settings.

Requirement: You have accessed your mailbox and activated the "Code number" function→ Page 7. Follow the prompts.
Your current code number is announced.

3 def — Enter code to go to the next mailbox function "Messages".

1 — Enter code to go back to the previous mailbox function "Message recording".

2 abc — Enter code. The current code number is announced.
The announced code number is active.

0 — Enter code. You are requested to enter a new code number. For security reasons, you will be requested to enter the new code number again.
The specified code number is announced and is active.

Accessing the Attendant Mailboxes (For Trained Operators Only)

This section is only intended for assigned operators.
Once the assigned operator has configured the attendant mailboxes, he/she must then set the relevant greetings.

Accessing the Attendant Mailbox

Dial the Entry Voice Mail call number.

Enter the attendant mailbox code number.
Default = "1234" (modify → Page 18)

Enter the attendant mailbox number.

You can now navigate in the three available status announcements/functions: Select/record announcement and change the attendant mailbox code number.

- Greeting
- Selecting the greeting, manual or day/night service
- Changing the attendant mailbox code number

Navigating Your Mailbox

See also "Overview - Announcement Menu and Codes For Your Attendant Mailbox" → Page 15.

You can navigate your mailbox using the numeral keys on your telephone.

To navigate your mailbox, simply follow the prompts. Depending on the selected status announcement, the following settings are possible:

3 def — Enter code to go to the next announcement.

1 — Enter code to go back to the previous announcement.

2 abc — Enter code to replay the current announcement.

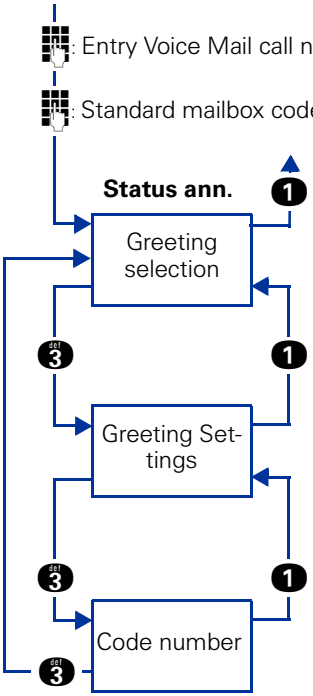
0 — Enter code
- To record a greeting for the attendant mailbox
- to activate the default greeting
- To change your attendant mailbox code number

— End recording.

8 tuv — Enter code
- To go to the next greeting or
- To set the greeting for day/night service

Disconnect Entry Voice Mail (possible at any time)

Overview - Announcement Menu and Codes For Your Attendant Mailbox



1: Previous status announcement
2: Repeat
3: Next status announcement
8: Next greeting
0: Record/default greeting
(#: end recording)

1: Previous status announcement
2: Repeat
3: Next status announcement
8: On/Off (manual greeting or "Automatic day/night program")

1: Previous status announcement
2: Repeat
3: Next status announcement
0: Change; Enter code number twice

Recording and Selecting Greetings

You can record up to two greetings for an attendant mailbox via your telephone.
If you do not record a greeting, the caller hears the default system greeting.
The selected greeting is only activated if "Manual" was selected in the mailbox function "Greeting selection" → Page 17.

Requirement: You have accessed your mailbox and activated the "Greeting" function→ Page 14. Follow the prompts.
You hear the current greeting.

3 Enter code to go to the next mailbox function "Greeting settings".

2 Enter code to replay the preset/most recently recorded greeting.
The selected greeting is activated.

8 Enter code to go to the next greeting.
The selected greeting is activated.

0 Enter code to
- Discard a current system greeting and replace it with a personalised greeting (new recording)
- Delete a recorded greeting and replace it with a system greeting.

The last recorded greeting is activated.

End recording.
The recording is then immediately played back.

Greeting Settings

Depending on the day/night service settings for your HiPath, you can select whether the recorded/preset greetings played back to callers are controlled (**manually** - as pre-configured - (→ Page 16) or **automatically** ("Automatic day/night program").
For automatic greeting settings, greeting 1 is used for day service and greeting 2 is used for night service.

Requirement: You have accessed your mailbox and activated the "Greeting selection" function→ Page 14. Follow the prompts.
The current status ("Manual" or "Automatic") is announced.

3 def — Enter code to go to the next mailbox function "Code number".

1 — Enter code to go back to the previous mailbox function "Greetings settings".

2 abc — Enter code. The current status is announced.
The announced status is active.

8 tuv — Enter code to switch status.
The selected status is announced and active.

Changing the Attendant Mailbox Code Number

The attendant mailbox is protected against unauthorized access by means of a four-digit code number.

The default code number is "1234" .
Please change the code number when you access the attendant mailbox for the first time. Only the numeric characters 0-9 are permitted.
If you forget the code number, you can revert to the default setting via the PC administration program.

Requirement: You have accessed your mailbox and activated the "Code number" function→ Page 14. Follow the prompts.
Your current code number is announced.

3 def — Enter code to go to the next mailbox function "Greeting selection".

1 — Enter code to go back to the previous mailbox function "Greetings settings".

2 abc — Enter code. The current code number is announced.
The announced code number is active.

0 — Enter code. You are requested to enter a new code number. For security reasons, you will be requested to enter the new code number again.
The specified code number is announced and is active.

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