

# Entry Voice Mail for HiPath Systems

## User Manual

A31003-S2550-B100-3-7619

# 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. An obligation to provide the respective characteristics shall only exist if expressly agreed in the terms of contract.

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## Symbol



This device has been manufactured in accordance with a 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.



All electrical and electronic products should be disposed of separately from the municipal waste stream via designated collection facilities appointed by the government or the local authorities.

The correct disposal and separate collection of your old appliance will help prevent potential negative consequences for the environment and human health. It is a precondition for reuse and recycling of used electrical and electronic equipment.

For more detailed information about disposal of your old appliance, please contact your city office, waste disposal service, the shop where you purchased the product or your sales representative.

The statements quoted above are only fully valid for equipment which is installed and sold in the countries of the European Union and is covered by the directive 2002/96/EC. Countries outside the European Union may have other regulations regarding the disposal of electrical and electronic equipment.

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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.



For security reasons, you should change the code number of your standard mailbox after logging in for the first time → Page 7. Otherwise, unauthorized users could potentially use the code number to access your voicemails and fax messages or redirect your station number to external toll-based destination, for example.

## Overview of Functions

Each Entry Voice Mail telephone features the following functions:

- **24 standard mailboxes/voice mailboxes**  
**four attendant mailboxes/automatic attendant consoles/**  
**AutoAttendant**  
(automatic call acceptance, greeting with attendant option, day/night service, speed dial).
  - for HiPath 1200:  
24 standard mailboxes + four attendant mailboxes
  - for HiPath 500/2000/3000/5000:  
24 standard mailboxes up to four of which are attendant mailboxes
- Automatic configuration of mailboxes  
User-controlled mailbox configuration
- Announcement/music-on-hold before answering
- Up to two different greetings<sup>1</sup>
- Greetings can be selected manually or according to the time of day for day/night service.
- Context-sensitive prompting (available in seven languages)  
Announcements inform the user of the options available in the current menu.
- Option for parallel attendant and answering machine procedures (2 ports).
- Up to 120 minutes of voice recording capacity<sup>1</sup>.
- 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

1. The recording quality for greetings can be set via a PC administration program. The following three possibilities exist:  
- Memory-optimized greetings and messages  
- Greetings in HiQuality; memory-optimized messages  
- Greetings and messages in HiQuality  
A voice recording capacity of 120 minutes is only possible with the setting "Memory-optimized greetings and messages".  
Voice recording capacity can be improved by deleting unnecessary languages.

- Date/time stamp for every message  
The number (n) of messages recorded in the EVM is displayed on the optiPoint display, for example, "3 new messages"
- 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<sup>1</sup>.

## 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 extension or code.



Enter code.

1. Dependant on your HiPath software version

# Mailboxes

Your Entry Voice Mail provides up to 24 standard mailboxes. Four additional attendant mailboxes can be set up for HiPath 1200. In the case of HiPath 500/2000/3000/5000, up to four of the 24 standard mailboxes can be set up 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 9  
An assigned operator configures the attendant mailboxes for you  
→ Page 17 based on your telephony requirements.

Your **personal standard mailbox** accepts your calls, greets the caller with your personalised or standard 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 me 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 extension.  
**Example:** "Hello, the person you are calling is not available at the moment. After the tone, dial 14 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 15.  
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" .

## Configuring Your Personal Standard Mailbox

If your operator has not yet configured a personal standard mailbox for you, you can easily do this yourself.

**Requirement:** The operator has enabled autoconfiguration for standard mailboxes.



Enter the "Entry Voice Mail" code (the assigned operator will provide you with the code).



Enter the personal standard mailbox code number (default = 1234). Listen to the announcement.



Please change the code number when you access your standard mailbox for the first time. → Page 16.

If there are no more mailboxes available, please contact your assigned operator.

## Activating Your Personal Standard Mailbox

To ensure that calls are directed to your Entry Voice Mail, you must activate a function such as call forwarding on your telephone. 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 extension (you can obtain this number from the assigned operator).



If a personal standard mailbox has not yet been configured, callers hear an announcement (when the mailbox is activated) or are transferred to the attendant.

### Signalling

If message waiting indication is configured on your telephone, the mailbox LED lights up or flashes automatically if new messages are received. optiPoint telephones with display indicate the number of new messages saved: for example: "3 new messages".

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.

### Activating Your Attendant Mailbox

Once configured (ask operator), you can also divert calls to up to four attendant mailboxes/automatic attendant consoles.

Configure a function, such as call forwarding, on your telephone. For instructions on how to activate/deactivate call forwarding, refer to the user manual for your telephone.


Enter the station numbers for the relevant attendant mailboxes as the forwarding destination (ask the assigned operator).



## Accessing Your Standard Mailbox

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

### Accessing Your Personal Standard Mailbox

 You can only open the mailbox as described below if the standard code number was changed as recommended during mailbox configuration → Page 7, → Page 16.

#### On your own telephone



Enter the "Entry Voice Mail" code (the assigned operator will provide you with the code).

**Or**

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



Enter the personal standard mailbox code number.  
Follow the acoustic prompts.

#### On other internal telephones



Enter the "Entry Voice Mail" code (the assigned operator will provide you with the code).



Enter the personal standard mailbox code number.



Enter your personal mailbox number (own internal station number).

**or**

The forwarding function for Entry Voice Mail is activated on your phone:



Enter your internal number and press the star button during the announcement.



Enter the personal standard mailbox code number.

Follow the acoustic prompts.

### On external phones



Establish the connection to your HiPath (you can obtain this number from the assigned operator).



Enter the personal standard mailbox code number.



Enter your personal mailbox number (own internal station number).

or



The forwarding function for Entry Voice Mail is activated on your phone: Enter your number and press the star button during the announcement.



Enter the personal standard mailbox code number.



Enter your personal mailbox number (own internal station number).

Follow the acoustic prompts.

## Navigating Around Your Standard Mailbox/ Acoustic User Prompts

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

- Message retrieval → Page 14  
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 → Page 14
- Greeting settings, "Manual" or "Automatic day/night program" → Page 15
- Message recording on/off → Page 16
- Changing the standard mailbox code number → Page 16












See also "Overview - Announcement Menu and Codes for Your Standard Mailbox" → Page 12.

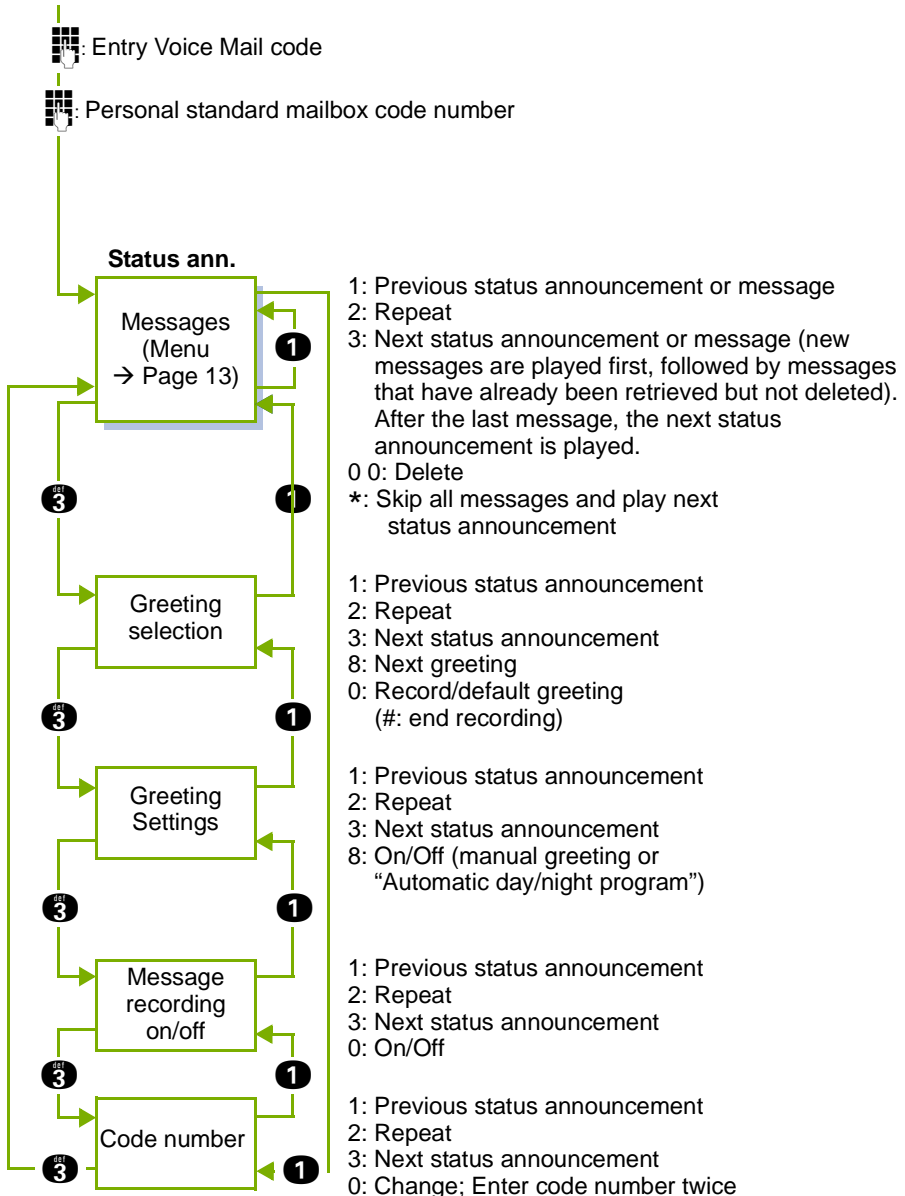
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You can navigate your mailbox using the numeral keys on your telephone.

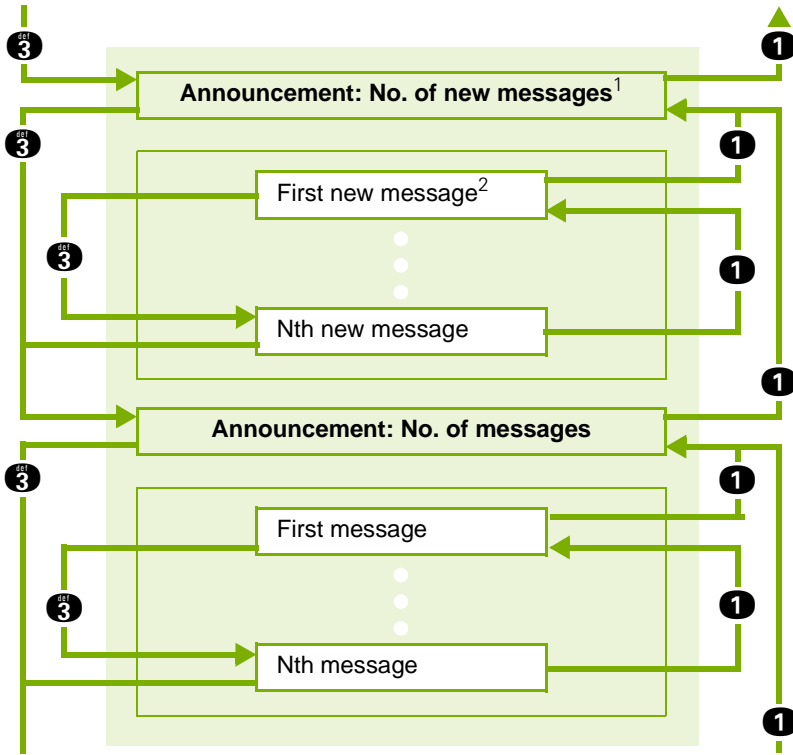
Follow the prompts. Depending on the selected status announcement, the following settings are possible:

-  Enter code to go to the next announcement.
-  Enter code to go back to the previous announcement.
-  Enter code to replay the current announcement.
-  Enter code to delete the message.
-  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.
-  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



## Overview - Message Menu



➡ [1] If there are no new messages, you will be informed of this by 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 9. 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 the code to go back to the previous message/function.

**2** Enter code to replay the last retrieved message.

**8** Enter code while retrieving the message to call the sender of the 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 most recently selected greeting is only activated if "Manual" was selected for the "Greetings Settings" mailbox function → Page 15.

**Requirement:** You have accessed your mailbox and activated the "Greeting" function → Page 9. 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 preconfigured - (→ Page 14) 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 9. Follow the prompts.  
The current status ("Manual" or "Automatic") is announced.

- 3 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 Enter code. The current status is announced.  
The announced status is active.
- 8 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 9. Follow the prompts. The current "on" or "off" status is announced.

- 3** 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** 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 unauthorized 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 9. Follow the prompts. Your current code number is announced.


- 3** Enter code to go to the next mailbox function "Messages".
- 1** Enter code to go back to the previous mailbox function "Message recording".
- 2** 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 Attendant Mailboxes

This section is only intended for authorised personnel. The attendant mailboxes can be configured once they have been set up by the assigned operator.

### Accessing the Attendant Mailbox

 You can only open the mailbox in the way described below if the attendant mailbox code number was changed as recommended during mailbox configuration → Page 22.



Enter the code for "Entry Voice Mail".



Enter the attendant mailbox code number.



Enter the attendant mailbox number.

Follow the acoustic prompts.

or



Enter the virtual number of the attendant mailbox and press the star button during the announcement.




Enter the attendant mailbox code number.

Follow the acoustic prompts.

### Navigating Around the Attendant Mailbox/ Acoustic User Prompts

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

- Greeting 1/day or Greeting 2/night → Page 20
- Greeting setting, "Manual" or "Automatic day/night program" → Page 21
- Change the attendant mailbox code number → Page 22

 See also "Overview - Announcement Menu and Codes for Your Attendant mailbox" → Page 19.

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






Follow the prompts. Depending on the selected status announcement, the following settings are possible:



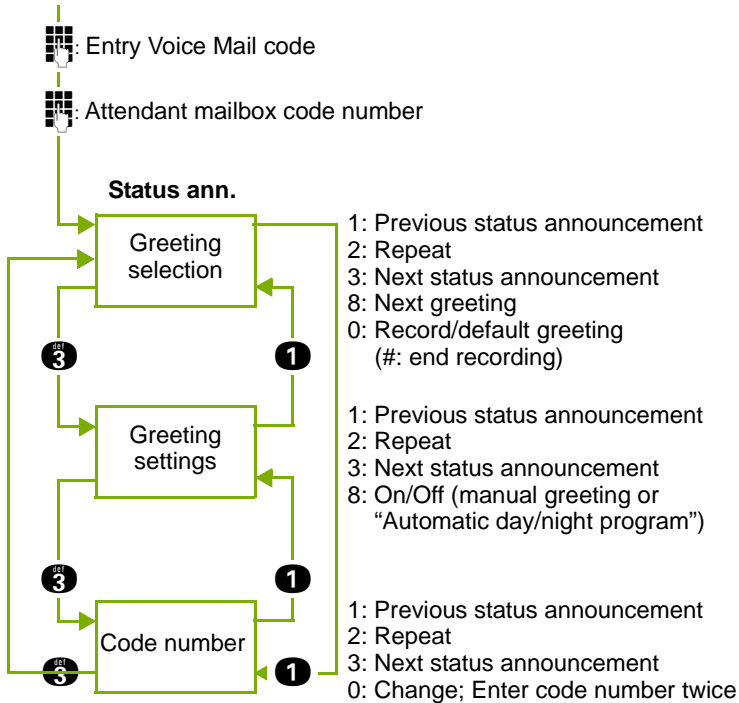
Enter code to go to the next announcement.



Enter code to go back to the previous announcement.

-  **2** 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** 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



### 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 most recently selected greeting is only activated if "Manual" was selected for the "Greetings Settings" mailbox function → Page 21.

**Requirement:** You have accessed your mailbox and activated the "Greeting" function → Page 17. 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 "Code number".
- 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 preconfigured - (→ Page 20) 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 17. Follow the prompts.

The current status ("Manual" or "Automatic") is announced.

- 3** Enter code to go to the next mailbox function "Code number".
- 1** Enter code to go back to the previous mailbox function "Greeting selection".
- 2** Enter code. The current status is announced.  
The announced status is active.
- 8** 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 predefined as "0000" (HiPath 1200) or "1234" (HiPath 500/2000/3000/5000).

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 17. Follow the prompts. Your current code number is announced.

- 3** 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** 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.

## Functions for the Caller

As well as leaving messages, callers can also use other functions:


### Call Attendant

Callers can terminate the greeting at any time and connect to the attendant (if this function has been configured).

- 0 Press key.

### Terminate Greeting

Callers can terminate the greeting at any time and leave their messages after the tone (if the function for leaving messages has been activated → Page 16).

-  Press key. Wait for the tone and speak.

### Access the Standard Mailbox/Attendant Mailbox


Callers can terminate the greeting at any time and open their personal standard or attendant mailboxes (only possible internally) → Page 9 and → Page 17.

- \* Press key.  
Follow the acoustic prompts.

### User Attendant Mailbox Functions

Once configured, callers can fulfil different predefined aims → Page 6.

Follow the acoustic prompts.

-  Press the proposed keys.

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