

Vicemail Key

The voicemail key provides you with a direct link to your voice box. The key lights up as soon as new messages have been saved in your voice box and it goes out again once you have listened to them all.

The voicemail key has a variety of functions that vary according to the situation you happen to be in.

The options available to you reflect the things you are able to do with your voice box at that particular moment in time. This is why the voicemail key reacts in different ways if you press it

- while the system is idle
- while a call is being established
- or while you are conducting a call yourself.

Selecting or recording a welcome text

Callers are welcomed by means of pre-recorded announcements (e.g. "Hello. The person you are trying to reach has forwarded all incoming calls to his voice box."). Alternatively, you can record your own welcome messages ("greetings") and use these instead.

- Press the voicemail key
- Pick up the handset
- Key in your PIN if you have one (confirm it by pressing the OK key)
- If you press "2", you'll move to the "Greetings" menu, which lists the following options:
 - 1 check greetings
 - 2 select greeting (i.e. choose a default or a personal greeting)
 - 3 for direct calls (i.e. record a personal greeting for direct calls)
 - 4 for diverted calls (i.e. record a personal greeting for diverted calls)
 - 5 announcement (i.e. record a personal announcement for use when the voice box is full)

- 6 closing message (i.e. record a closing message of your own)
- A recording can be ended by pressing the * key or the OK key.

Listening to messages

Whenever a new message is left in your voice box, you will hear a short signal to indicate this. The voicemail key then lights up and remains illuminated until you have listened to all of the new messages. To listen to a message:

- Press the voicemail key
- Pick up the handset
- Key in your PIN if you have one (confirm it by pressing the OK key)
- Press "1"

The system then gives you an overview of all the messages that have been saved for you like the one illustrated below:



Pick the entry you want to hear using the cursor keys and confirm your choice by pressing the OK key. The message will then be played back.

While you listen to the recording, you'll see the date and time of the call in the display as well as the caller's name and phone number.

Calling someone back

If the caller's phone number was transmitted during their call, the words "6 call back" will appear in the display while the message is being played back.

Select this using the cursor keys and confirm your choice by pressing the OK key. You will then be connected to the caller.

Recording a message

You can leave messages in other users' voice boxes if you wish. To do so, proceed as follows:

- Press the voicemail key
 - Pick up the handset
 - Press "9" and "1"
 - Key in the number of the voice box you want to call
 - Confirm the entry by pressing the OK key. Leave your message after the signal. The time you have to make the recording will appear on the display. The screen is refreshed every 10 seconds (countdown). You'll hear a short signal 5 seconds before the end of the recording to remind you how much time is left.
- Replace the handset to end your message.

Forwarding calls to your voice box

If you wish, you can forward all incoming calls straight to your voice box.

To do this, press the voicemail key, go to the second menu option using the cursor keys and confirm the action by pressing the OK key.

To deactivate this type of call forwarding, just repeat the procedure. The condition that applies for call forwarding at that particular moment is indicated by a "+" or "-" symbol at the beginning of the line in the display.

Forwarding calls to your voice box after a given delay

If you want incoming calls to be indicated on your extension before the IVM takes them for you, then configure call forwarding to the IVM once a set time has elapsed.

To do this, press the voicemail key, go to the third menu option using the cursor keys and confirm the action by pressing the OK key. To deactivate this type of call forwarding, just repeat the procedure. The condition that applies for call forwarding at the moment is indicated by the "+" or "-" symbol at the beginning of the line in the display.

Forwarding calls to your voice box when your phone is engaged

If you happen to be making a call when someone else rings you, they can leave a message for you in your voice box.

To do this, press the voicemail key, go to the fourth menu option using the cursor keys and confirm the action by pressing the OK key.

To deactivate this type of call forwarding, just repeat the procedure. The condition that applies for call forwarding at that particular moment is indicated by a "+" or "-" symbol at the beginning of the line in the display.

Deflecting unwanted calls

If you get a call that you don't want to take at that moment, e.g. if someone calls you during a meeting, then you can deflect it to your voice box and listen to it later.

- Press the voicemail key -> the words "Deflect call" will appear in the display
- Confirm the action by pressing the OK key.

Personal Identification No. (PIN)

You can query your voice box from your own phone without having to configure a PIN beforehand. Using a PIN gives you added protection against misuse, however:

- Using a PIN allows you to query your voice box from any phone, not just your own.
- Having to use a PIN prevents unauthorised users from querying your voice box from your own phone when you're not around.

Proceed as follows to enter your PIN (which can have anything between 4 and 10 digits):

- Press the voicemail key
- Pick up the handset
- Press "3".

Follow the instructions that then appear in the display. You have to enter your PIN twice. The system will compare the two entries to see if they are identical.



E-mail notification of new messages

If your administrator has enabled the IVM system to send you e-mails whenever new messages arrive, you can enter or modify your personal e-mail address in your voice box. To do this, do the following:

- Press the voicemail key
- Press the "open listening" key
- Select "change email address" using the cursor keys
- Confirm this using the OK key.

The display that follows will indicate the status of the e-mail.

If no e-mails are shown or the address shown is wrong, then select "enter email address" and key in the e-mail address using the number keys on your telephone. Press "2" three times to write a "C", for example. Follow the labelling on your keypad. The "@" symbol is created by pressing "0" three times and a full stop is made by pressing "1" five times. You can either use upper or lower case in e-mail addresses - it makes no difference which you use.

Operating the voice box from a pc

You can also operate your voice box from a PC using a Web browser. A separate user guide is available for this.

Querying your voice box from an external phone

The code for remote querying your IVM is as follows:

To be able to use the remote query feature, you need to have a PIN (see above).

You can ring this number from any external phone (e.g. from home). Make the following entry to do so:

- Press "2"
- Enter your voice box no. followed by #
- Enter your PIN followed by #

Once you've done this, you'll find you'll be in your personal voice box again. The number keys have the values described above. Use the # key instead of the OK key. By accessing your voice box this way, you are not only able to listen to your messages, but can also leave messages, record personal welcome messages or change your PIN (as described above).

When you listen to messages, you won't have an overview of all the messages that have been saved because there is no display available to do this.

The system immediately starts playing any new messages. Follow the instructions you hear to delete messages, skip one or go back to a previous message.

Copyright 2005, DeTeWe Systems GmbH

User Guide

OpenVoice 500 The Integrated Voicemail System (IVM) for the OpenCom 1000 Communications Server

Configure and query your voice box Using the OpenPhone 6x or OpenPhone 2x

DeTeWe