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**Voice Mail Systems Ascotel IntelliGate
User's Guide**

Ascotel IntelliGate Telecommunication Systems

About this document

This user's guide is valid as of I6.6 integrated Standard Voice Mail System Ascotel IntelliGate. Analogously the user's guide can be used also for the AVS Voice Mail System as of SW version 6.6x. The most important variances are noted accordingly.

Configuration

The system administrator has the possibility of adapting the Voice Mail System to suit the circumstances of your particular environment. So depending on your actual configuration the descriptions below may vary slightly from your system's response.

Configuration valid for the entire Voice Mail System:

• Recording a global greeting. This greeting is played back whenever a personal greeting is either not available or not activated.[1]
• Recording a global overflow greeting. This greeting is played whenever the configurable minimum voice memory capacity of the personal mailbox or of the entire Voice Mail System is used up.[1]
• The minimum duration which voice messages must have so they can be stored[1]
• The maximum amount of time that voice messages are kept for

The following are individually configurable for each mailbox:

• The maximum recording capacity of the mailbox as a whole, per greeting and per voice message[1]
• The number of personal greetings (0..3)[1]
• For both the global greeting and personal greetings 1, 2 and 3, the possibility – or not – for the caller to leave a voice message[1]
• The number of rings before the call is answered by the Voice Mail System
• Call quality/memory usage for greetings and voice messages[1]
• Text messages/Message LED signalling new voice messages

Please contact your system administrator if you have any questions or requests for changes.

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[1] Does not apply to the AVS Voice Mail System

Introduction

The standard Voice Mail System essentially provides the function of an answering machine. The caller hears either a general greeting or your own personal greeting. Depending on your mailbox configuration the caller either only obtains information or has the possibility of leaving a voice message after the greeting. You are notified of any voice messages received, which you can then listen to and/or delete; alternatively you can call the caller back directly.

Personal greetings

Each mailbox owner can have up to three personal greetings, which he can record himself over a phone. This way the appropriate greeting can always be selected to suit the absence situation. Depending on your mailbox configuration the caller may or may not have the possibility of leaving a voice message after a specific greeting.

Global greeting

If you did not record a personal greeting or activate any of the recorded greetings, the global greeting is activated automatically. Depending on your configuration callers may or may not have the possibility of leaving voice messages after the global greeting. The text of the global greeting is identical for all mailbox owners and is recorded by your system administrator.

Global overflow greeting

Once the total capacity of the Voice Mail System or the maximum recording time configurable for your mailbox is reached, all subsequent callers forwarded to the Voice Mail System obtain an overflow greeting after the personal or global greeting. Voice messages cannot be left after a global overflow greeting. The overflow greeting remains activated until memory space has once again been created by deleting voice messages or greetings. The text of the global overflow greeting is identical for all mailbox owners and is recorded by your system administrator.

Voice Mail System number

The number of the Voice Mail System is the same for all mailbox owners (usually: 899). However it can be changed by your system administrator.

Operation of the Voice Mail functions

Depending on the terminal the Voice Mail functions and the administration of the greeting are operated using either the Foxkey or ∗/# procedures and digit keys. It is also possible to listen to your voice messages from another internal or external telephone.

Operation via the Foxkey

To access the Voice Mail menu keep pressing the menu key until the display reads "Voice Mail" or "VM".

Management of recorded greetings

You can use the Foxkey on your terminal to record, monitor, activate and deactivate up to three personal greetings. The personal greeting currently activated is indicated accordingly. If no personal greeting is activated or available, the global greeting is automatically activated, providing it has been recorded.

Activating a mailbox

A mailbox is activated whenever you forward calls to the Voice Mail System. You can do this using either Call Forwarding Unconditional (CFU) or Call Forwarding on No Reply (CFNR). You also have the possibility of deflecting a call during the ringing phase. After the configured number of rings the call is answered by the Voice Mail System.
Note: The system administrator can also configure for each subscriber separately an automatic call forwarding if no answer to the Voice Mail System.

Signalling new voice messages

If a caller is forwarded to the Voice Mail System but does not leave a voice message (or the mailbox is configured that callers cannot leave messages) this call generates an ordinary entry in the unanswered call list. If the caller leaves a message the entry will be identified in the unanswered call list with a full tape symbol " ▮ " or with "VM" depending on the terminal type.

If the mailbox is configured accordingly, a new voice message is also signalled by means of a text message on the display of a system terminal, and the message LED lights up. The signalling of new voice messages remains on the display until all the voice messages have been retrieved.

- As soon as all voice messages have been retrieved, the entry gets the status "Heard" and the tape symbol becomes empty " ▯ ".
- If all voice messages of a caller are deleted, the tape symbol or the note "VM" disappears. The entry remains however further in the unanswered calls list .

- An entry for a voice message that has not yet been listened to cannot be deleted from the call list.
- If a subscriber is called back directly, his entry only disappears from the call list if the voice message has been listened to beforehand.
- Once an entry for a message that has been played back is deleted from the call list, the voice message is also deleted.

Listening to voice messages

New incoming voice messages can be listened to directly from the list of unanswered calls or with a call to the Voice Mail System.

- If you call up the Voice Mail System to play back messages, all the voice messages are played back in chronological order, starting with the message received last. If there are no voice messages you obtain a special tone sequence and the connection to the Voice Mail System is disconnected.
- If you listen to your messages directly from the call list, only the voice messages of that particular caller are played back in chronological order, starting with the message received last.
- Once the last voice message has been played back you obtain a special tone sequence and the connection to the Voice Mail System is disconnected.
- When a voice message is played back the user can jump back to the beginning of the message using the Foxkey. If the same Foxkey is pressed twice in quick succession, the previous message is played back. In the same way the user can jump to the next message or to the next message but one.

Deleting voice messages

- A voice message you have already listened to
  – can be deleted when you play it back a second time. You obtain a confirmation tone and the next message is then played back.
  – can be deleted from the list of unanswered calls. However this can only be done once all the voice messages left by that particular caller have been played back.
- You cannot delete a voice message that has not yet been played back. There are nonetheless two possibilities for deleting a voice message while it is being played back for the firs time:
  – Play back the message in full, then press the Delete key immediately after the signal tone at the end of the voice message.
  – Listen to the first part of the message (min. 2 sec.) and then go back to the beginning of the message. The message will now have the status "Heard" and can be deleted the next time it is played back.

Operation without the Foxkey

∗/# procedures and the digit keys are used to operate the system on terminals without a display or without a Foxkey.

Management of recorded greetings[1]

To record greetings	∗913 x #	x = 1, 2, 3
To monitor greetings	∗#913 x #	x = 1, 2, 3, 7, 8
To activate greetings	∗933 x	x = 1, 2, 3
To deactivate greetings	#933 x	x = 1, 2, 3
To delete greetings	#913 x #	x = 1, 2, 3

x = 1, 2, 3 : personal greeting 1, 2, 3
x = 7: global greeting
x = 8: global overflow greeting

Recording and deleting global greetings requires a special authorization and can only be done by the system administrator.

Activating a mailbox

A mailbox is activated whenever you forward calls to the Voice Mail System. You can do this using either Call Forwarding Unconditional (CFU) or Call Forwarding on No Reply (CFNR). You also have the possibility of deflecting a call during the ringing phase. After the configured number of rings the call is answered by the Voice Mail System.
Note: The system administrator can also configure for each subscriber separately an automatic call forwarding if no answer to the Voice Mail System.

Signalling new voice messages

On terminals without a Foxkey new voice messages are signalled using the message LED and/or a text message. The signalling of new voice messages remains on the display until all the voice messages have been retrieved.

Listening to voice messages

- To listen to a voice message call the number of the Voice Mail System. All the voice messages are played back in chronological order, starting with the message received last. Once the last voice message has been played back you obtain a special tone sequence and the connection to the Voice Mail System is disconnected.

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[1] The monitoring and deleting of global greetings is not possible in the AVS Voice Mail System using ∗/# procedures.

- The user can jump back to the beginning of the message using digit key "2" while a voice message is being played back. If you press key "2" twice in quick succession, the previous message is played back. In the same way the user can jump to the next message or to the next message but one using the digit key "1".
- If there are no voice messages you obtain a special tone sequence and the connection to the Voice Mail System is disconnected.

Deleting voice messages

- Once you have listened to a voice message you can delete it using the "8" digit key the next time you play it back. You obtain a confirmation tone and the next message is then played back.
- You cannot delete a voice message that has not yet been played back. There are nonetheless two possibilities for deleting a voice message while it is being played back for the firs time:
  – Play back the message in full, then press the digit key "8" immediately after the signal tone at the end of the voice message.
  – Listen to the first part of the message (min. 2 sec.) and then go back to the beginning of the message using the digit key "2". The message now has the status "Heard" and can be deleted the next time it is played back using the digit key "8".

Operation using any internal or an external phone

You can also listen to your voice messages or those of another mailbox using suffix dialling from any internal phone or external phone (DTMF). The only requirement is that calls are forwarded to the voice mailbox and that the relevant personal code (PIN) is known. The relevant procedure is shown in the Quick User's Guide below.

Quick User's Guide[1)]

The Quick User's Guide below illustrates the procedure for operating your own mailbox via any internal phone or an external phone. If you want, you can print out this page and then cut out the Quick User's Guide. Fold it up or glue it together to obtain a practical guide in credit card format.

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Ascotel IntelliGate
Standard Voice Mail System

Quick User's Guide

Start remote retrieval:

1. Dial your own call number
2. During the greeting text press the ∗-key, enter your own PIN and complete with the #-key
3. The voice messages are now played back starting with the most recent message (where available)

4. You can now navigate in the Voice Mail menu.

Voice Mail menu:

Key 1: Plays the next voice message

Key 2: Takes you back to the start of the current voice message

Key 8: Deletes the current voice message

[1)] A separate Quick User's Guide is available to the AVS Voice Mail System.