



## Ascotel® IntelliGate® Communications Systems

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## Voice Mail System Ascotel® IntelliGate® as of I7.8 User's Guide

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# About this document

## Scope

This User's Guide applies to an integrated Ascotel® IntelliGate® Voice Mail system as of 17.8. It applies to both the basic Voice Mail system and the Enterprise Voice Mail system. Analogously the User's Guide can also be used for the AVS Voice Mail system.

Some of the features are not supported on all the systems or may depend on the configuration. The relevant sections of the text are identified by means of a letter placed inside brackets. The legend below is designed to provide clarity. To find out which Voice Mail system is available to you, ask your system administration.

	Voice Mail System		
	Basic	Enterprise	AVS (as of Version 6.6)
[a]		x	
[b]	x	x	
[c]		x	x

## Terminology

Audio Guide:

Ascotel® IntelliGate® Voice Mail systems are equipped with an Audio Guide<sup>[c]</sup> to indicate the date, time and call number of voice messages received and to explain the procedure for navigating the Voice Mail menu. For more on navigating the Voice Mail menu please refer to "[Quick User's Guide](#)", page 13).

Auto Attendant:

Ascotel® IntelliGate® Voice Mail systems may comprise an Auto Attendant to offer the caller the possibility of triggering preconfigured actions during the greeting using the digit keys (DTMF). Such actions may include transferring to a different call number or to a different mailbox. Preconfigured \*/# functions can also be carried out<sup>[b]</sup>. The functions of the Auto Attendant are defined by the system administrator and may differ from one mailbox to another and from one activated greeting to another<sup>[b]</sup>.

## Configuration

The system administrator has the possibility of adapting the Voice Mail System to suit the circumstances of your particular environment. So depending on the configuration, your Voice Mail system may respond a little differently from the descriptions in this User's Guide. The list below shows the configuration possibilities available to the system administrator for the Voice Mail system.

Configurations valid for the Voice Mail system as a whole:

- The system administrator can load a global greeting on to the system. This greeting is played back whenever a personal greeting is either not available or not activated<sup>[b]</sup>.
- The system administrator can load a global overflow greeting on to the system. 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<sup>[b]</sup>.
- The minimum duration a voice message must have so it can be stored<sup>[b]</sup>.
- The maximum amount of time a voice message is kept for, separately for new messages and for messages which have already been listened to<sup>[b]</sup>.

The following are individually configurable for each mailbox:

- The maximum recording capacity of the mailbox as a whole, per greeting and per voice message<sup>[b]</sup>
- The number of personal greetings (0...3)<sup>[b]</sup>.
- For both the global greeting and personal greetings 1, 2 and 3, the possibility – or not – for the caller to leave a voice message<sup>[b]</sup>.
- The number of rings before the call is answered by the Voice Mail system.
- Voice quality/memory usage for greetings and voice messages<sup>[b]</sup>.
- Text message/message LED signalling new voice messages.
- Additional notification to a different internal user in the case of new voice messages.
- The language for the Audio Guide<sup>[c]</sup>.
- The indication of date, time and call number of the voice messages (can be activated/deactivated)<sup>[a]</sup>
- The permission to use the Auto Attendant.

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

## Introduction

Although the Ascotel® IntelliGate® Voice Mail systems offer far more than just the functions of an answering machine, the descriptions below are limited to the systems' basic functions. 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.



### Tip

If the caller does not want to listen right through to the end of the greeting, he can skip it using the # key.

## 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 greeting.



### Tip

Greeting messages are recorded using the handset microphone or the handsfree microphone<sup>1)</sup>. The handset microphone is preferable as it provides a superior recording quality.

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<sup>1)</sup> The following system telephones do not have a handsfree microphone: Office 10, Office 20, Office 25, Aastra 5360/5360ip. On these phones the recording is always made using the handset microphone.

### Global greetings

If you did not record a personal greeting or activate any of the recorded greetings, a global greeting is activated automatically where available. 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. If no global greeting has been recorded, the system texts from the Audio Guide are played back<sup>[c]</sup>.

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.

## Operation of the Voice Mail functions

As a mailbox owner 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. It is also possible to listen to your voice messages from another internal or external telephone.

Depending on the phone the Voice Mail functions are operated using the Foxkey or \*/# procedures via the dialling block on the phone keypad. The next two chapters deal precisely with these two cases. If you have a system telephone with a Foxkey and display, read the following chapter. Otherwise go straight to the chapter "[Operation without the Foxkey](#)", page 10.

### 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 system telephone 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. The *Forward* Foxkey menu offers you the following options: *CFU*, *CFB* or *CFNR* to *Voice Mail*.

You also have the possibility of deflecting a call during the ringing phase. To do so you need to know the number of the Voice Mail system. This number is the same for all the mailbox owners (usually 899). However it can be changed by your system administrator.

An incoming call to your call number will now be answered by the Voice Mail system after the configured number of rings.

#### Note:

For each user the system administrator can configure an automatic call forwarding to the Voice Mail system if the call is not answered. This means that after a configurable amount of time all the incoming calls are forwarded to the Voice Mail system, even if you yourself did not activate call forwarding.

### 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 voice message the entry will be identified in the unanswered call list with a full tape symbol "Ⓜ" or with "VM" depending on the telephone.

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 telephone, and/or the message LED lights up. The signalling of new voice messages remains on the display until all the voice messages have been retrieved.

Please also note:

- 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 left by a caller are deleted, the tape symbol or the "VM" abbreviation 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.

- When you retrieve your messages by calling the Voice Mail system, the Audio Guide indicates whether there are any new voice messages in your mailbox and if so, how many<sup>[C]</sup>. All the voice messages are then played back in chronological order, starting with the message received last. Before each message the Audio Guide tells you the date, time and call number of the call<sup>[C]</sup>. Once the last voice message has been played back or if there are no voice messages at all, 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.



### Tip

You can skip the information from the Audio Guide using the # key.

### Deleting voice messages

When deleting voice messages you need to differentiate the following two cases:

- Voice messages already listened to:
  - Once you have listened to a voice message you can delete it the next time you play it back. You obtain a confirmation tone and the next message is then played back.
  - Once you have listened to a voice message it 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 first 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 system telephones without a display or telephones without a Foxkey.

### Management of recorded greetings

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 <sup>[b]</sup>	#913 x #	x = 1, 2, 3

x = 1, 2, 3 : personal greeting 1, 2, 3

x = 7 : global greeting<sup>[b]</sup>

x = 8 : global overflow greeting<sup>[b]</sup>

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

### Activating a mailbox

A mailbox is activated whenever you forward calls to the number of the Voice Mail system. You can choose between a CFU (\*21), a CFB (\*67) or a CFNR (\*61). You also have the possibility of deflecting a call during the ringing phase.

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.

An incoming call to your call number will now be answered by the Voice Mail system after the configured number of rings.

Note:

For each user the system administrator can configure an automatic call forwarding to the Voice Mail system if the call is not answered. This means that after a configurable amount of time all the incoming calls are forwarded to the Voice Mail system, even if you yourself did not activate call forwarding.

### Signalling new voice messages

New voice messages are signalled on system telephones 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.

Note:

Most SIP terminals also support the signalling of new voice messages.

### Listening to voice messages

New incoming voice messages can be retrieved by calling the Voice Mail system or by using \*#94.

- Once you are connected with the Voice Mail system, the Audio Guide indicates whether there are any new voice messages in your mailbox and if so, how many<sup>[c]</sup>. All the voice messages are then played back in chronological order, starting with the message received last. Before each message the Audio Guide tells you the date, time and call number of the call<sup>[c]</sup>. Once the last voice message has been played back or if there are no voice messages at all, you obtain a special tone sequence and the connection to the Voice Mail system is disconnected.
- 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 that same 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 using the digit key "1".



#### Tip

You can skip the information from the Audio Guide using the # key.

### 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 first 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 via a third-party internal telephone

You have the following possibilities for operation via a third-party internal telephone:

- Via remote control (\*06)  
Example: Retrieve voice messages: \*06 <User No.> \*#94 <PIN> #
- Make a call on a third-party phone (#36)  
Example: Retrieve voice messages: #36 <User No.> <PIN> \*#94
- Make a call to your own phone (as described in the section below)

A precondition with all three possibilities is that the user PIN does not match the initialization value "0000".

### Operation via a third-party external telephone

You can listen to your voice messages or to those of another mailbox with suffix dialling (DTMF) from a third-party external phone (remote retrieval). The condition is that the call was forwarded to the Voice Mail system and that you know the corresponding PIN, which does not match the initialization value "0000". The voice messages can be retrieved several times, but also deleted. The relevant procedure is shown in the Quick User's Guide below.

# Quick User's Guide<sup>1)</sup>

The Quick User's Guide below illustrates the procedure for polling your own mailbox via a third-party or 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.



Ascotel® IntelliGate® Voice Mail system as of 17.8

## Quick User's Guide

### Start remote retrieval:

1. Dial your own call number.
2. During the greeting 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.
4. You can now navigate in the Voice Mail menu.

### Voice Mail menu:

Key 1	Play the next voice message.
Key 2	Go back to the start of the current voice message.
Key 8	Delete the current voice message.

### Tip:

You can skip the information from the Audio Guide using the # key.

<sup>1)</sup> A separate Quick User's Guide is available for the AVS Voice Mail system.