

univoip

Hosted IP Telephony

VOICE MAIL END-USER GUIDE
Release 4.0



Simple as your phone. Smart as the internet.

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UniVoIP Hosted IP Telephony – Voice Mail End-User Guide
Release 4.0
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Introduction

Mitel® 3600 Hosted Key System (3600 HKS) Voice Mail provides you with voice messaging services. You can have your calls redirected to your voice mail box, retrieve messages left by callers and be alerted about new messages via your telephone and/or your email inbox.

This User Guide describes the telephone interface for you to access and manage your voice mailbox and access additional voice message services.

Accessing your Voice Mailbox

You can access your voice mailbox by pressing the Message key  on the Mitel 5212/5224 phones) and then entering your passcode.

You can also access your voicemail by phoning your extension (provided it is forwarded to your voicemail). When the voicemail greeting starts to play, press the (*) key, then enter your passcode.

An auto attendant can also be configured to allow both deposit and retrieval of your voice messages. If this is configured, call the auto attendant, then press the key corresponding to voice mail access. You will then be prompted to enter your extension and then your passcode.

Main Menu

When you first log into your voice mailbox, the 3600 HKS Voice Mail will tell you the number of new and saved messages in your mailbox and then present the “Main Menu”.

From this menu, you can choose to listen to messages or change your User Options. At any time you may activate a command by pressing the appropriate key on your phone.

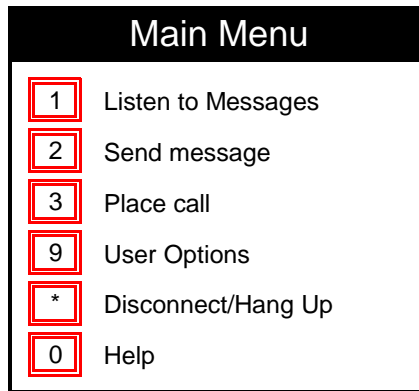


Figure 1: Main menu options



Note: If new messages arrive while you are logged into your mailbox, pressing “*” will not disconnect the call but will cause the 3600 HKS Voice Mail to inform you of the new message arrival and play the message inventory.

Listening to Messages

If there are messages in your mailbox press 1 from the Main Menu to listen to these messages. Your urgent and new messages will be played before any saved messages.

Playback	
1	Replay Message
2	Save Message
3	Delete Message
4	Reply or Call Sender*
5	Forward Message*
6	Message Information
7	Rewind
8	Pause
9	Fast forward
#	Message Menu
*	Main Menu
0	Help

Figure 2: Playback menu options

You may interrupt the message at any time by pressing any of the menu keys to activate a command. Remember that you may press (*) at any time to return to the previous menu or (0) for help. If you press (#) while the message is playing, it will skip to the end of the message.

While the message is playing you can save (2) it, delete (3) it, reply (4) to the sender, if known, and forward (5) the message to another subscriber if it is not marked private. You can go back in the message (7), pause the message playback (8), and skip forward (9). You can also press (6) to hear the date and time the message was sent and, if known, the name of the sender. Pressing the (8) again after pausing restarts playing of the message.

7	Play Previous Message
#	Play Next Message

Figure 3: Menu options after message played

Once the message has finished playing the (8) and (9) keys will no longer take effect, the (7) key will play the previous message, and (#) will play the next message.

When you Save or Delete a message, you will start to hear the next message in your mailbox unless you press (*) to return to the Main Menu.

If you press (#) to skip a new or urgent message, it will remain “new” in your mailbox until you save or delete it.

Reply or Call Sender

Internal extensions

If you press **(4)** when listening to a message that came from an extension within your company, you will have the following options:

- To reply with a message, press **(1)**
- To return the call, press **(2)**

If you press **(1)**, the system will tell you the name of the user to which you will send the message and then take you to the "Sending a Message" menu - see below.

If you press **(2)**, the system will tell you the number of the person who left the message and make a call to that number. If you press **(*)**, then the call will be canceled. At any time after connecting to the other person, you can press **(*)** to hang up the call and return to the main menu.

External numbers

If you press **(4)** when listening to a message that came from an external number, the system will tell you the number of the person who left the message and make a call to that number. If you press **(*)**, then the call will be canceled. At any time after connecting to the other person, you can press **(*)** to hang up the call and return to the main menu.

Depositing a Message

When a caller calls a user with voice mail configured, the caller hears the user's greeting and can then deposit a voice message. After depositing the voice message, the caller can hang up to send the message or press **(#)** to access the deposit options. The options available are:

- To send, press **1**
- To erase and re-record, press **2**
- To listen to the recording, press **3**
- To mark the message as urgent, press **4**

Sending a Message

From the main menu, you can press **(2)** to send a message. You will be prompted to enter the telephone number of the person to whom you wish to send. You can enter a list of telephone numbers and end the list by pressing **(#)**.

Next, record the message and end by pressing **(#)**. You will then hear the available options:

- To send, press 1
- To erase and re-record, press 2
- To listen to the recording, press 3
- To mark the message urgent, press 4
- To add more recipients, press 5
- To mark the message private, press 6

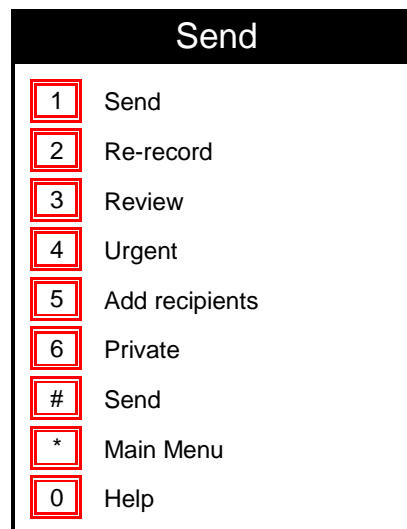


Figure 4: Send menu options

Placing a Call

From the main menu, you can press **(3)** to place a call. You will be prompted to enter the telephone number of the person you wish to call. After entering the telephone number, you can enter the **(*)** key to cancel the call. Once connected to the other person, you can still enter the **(*)** key to hang up the call and return to the main menu.

User Options

Press (9) from the Main Menu for User Options which allow you to manage your greetings and account options at any time from any phone.

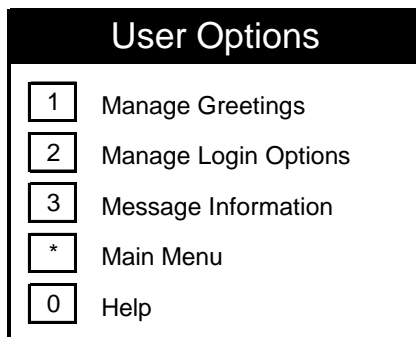


Figure 5: User Options menu

Manage Greetings

From the User Options menu, press (1) to manage your greetings.



Figure 6: Manage Greetings menu

Name Recording

If you wish to change your name recording, press (1) from the Manage Greetings Menu. The 3600 HKS Voice Mail will play your current recording and then provide the following options:

- Press 1 to Keep your Name Recording
- Press 2 to Change your Name Recording

Standard Greeting

You have the option of recording your own greeting for callers or using a generic system greeting. If you want to change your greeting, press **(2)** from the Manage Greetings Menu. The 3600 HKS Voice Mail will play your current greeting and then provide the following options:

- Press 1 to Keep the Greeting
- Press 2 to Change the Greeting
- Press 3 to use the System Greeting

Extended Absence Greeting

You have the option of recording a greeting callers will hear in place of your Standard Greeting when they call. This is a greeting you may wish to create if, for example, you are going on vacation. To create an Extended Absence Greeting, press **(4)** from the Manage Greetings Menu.

If an Extended Absence greeting does not already exist, the system will prompt you to record a new greeting. (NOTE: There is no system extended absence greeting.)

After recording an Extended Absence greeting you will be given the option to accept or reject voice messages while the Extended Absence greeting is in effect.

If an Extended Absence greeting already exists you will be able to

- Press 1 to change the greeting
- Press 2 to toggle between accepting and rejecting voice messages
- Press 3 to delete the greeting and thereby disable it.

Manage Login Options

From the User Options menu, press **(2)** to manage your login options.



Figure 7: Manage Login Options menu

Changing your Passcode

If you wish to change your passcode, press **(1)** from the Manage Login Options Menu. You will be prompted to enter a 4 to 10 digit passcode. Once you have entered a new passcode, the 3600 HKS Voice Mail will repeat it to you and ask you to verify it by pressing **(1)**. You may change your passcode at any time from any phone.

Reset your Passcode

If you forget your passcode, you can reset it back to its default value.

To reset your voice mail box passcode, follow these steps:

1. Open your web browser on your PC and login to the 3600 HKS Web Administration interface (using Internet Explorer 6.0 or higher or Mozilla Firefox 1.5.0.4 or higher) (see your Quick Reference Guide for details on how to do this)
2. Select **My Personal Details** in the left menu.
3. In the **My Information** section, select the **Reset Voice Mail PIN** button.

Your voice mail passcode will be reset to the default value.

Message Information

From the User Options menu, press **(3)** to change your Message Information settings.

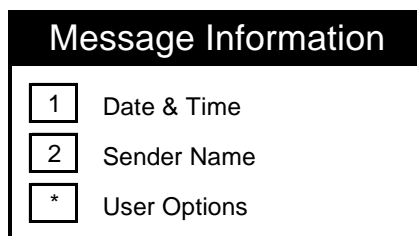


Figure 8: Message Information menu

Date & Time

To toggle your Date & Time setting, press **(1)** from the Message Information Menu. If Date & Time is currently disabled, pressing **(1)** from the Manage Account Menu will enable it and you will now hear the date and time a message was deposited before the message is played. If Date & Time is currently enabled, pressing **(1)** from the Message Information Menu will disable it and you will not hear the date and time of deposit played before the message. However, you can always press **(6)** while the message is playing to hear this information.

Sender Name

To toggle your Sender setting, press **(2)** from the Message Information Menu. If Sender is currently disabled, pressing **(2)** from the Manage Account Menu will enable it and you will now hear the name of the caller (if from someone in your company) or the calling number of the caller who left the message before the message is played. If Sender is currently enabled, pressing **(2)** from the Message Information Menu will disable it and you will not hear the name of the sender played before the message. However, you can always press **(6)** while the message is playing to hear this information.

Setting Up Your Mailbox

To start using the 3600 HKS Voice Mail, you must first set up your mailbox with a passcode, name recording, and greeting. Your passcode is a 4 to 10 digit code that ensures that only you (or those you designate) can log into your mailbox and listen to the messages contained therein. Your name recording is simply your name and it is used when other subscribers are sending a message to you. Your greeting is what callers will hear when leaving you a message.

Voice prompts will guide you through each of these steps.

To begin using the 3600 HKS Voice Mail, press the Message button on your telephone to connect to the voice mail system and begin the initial setup of your voice mailbox. Use your initial passcode provided by your Service Provider.

Name Recording

You will first be asked to record your name. Simply say your name after the tone: "John Smith". The 3600 HKS Voice Mail will playback your name recording and ask if you want to keep it or re-record it.

- Press 1 to Keep your Name Recording
- Press 2 to Change your Name Recording

Greeting

Once you are satisfied with your name recording, you will be asked to choose the greeting callers hear when they cannot reach you. You may record your own greeting or you may use the system greeting. If you choose to record your own greeting, the 3600 HKS Voice Mail will ask you to record it after the tone. It will playback your greeting after you record it and you will have the option to keep the greeting or re-record it.

- Press 1 to Keep the Greeting
- Press 2 to Change the Greeting

If you choose the system greeting, callers will hear "You have reached {play phone number or name recording}, please record a message after the tone."

Passcode

Once you have chosen your greeting, you will need to change your passcode. Please make sure to keep your passcode private. It is recommended that you set this value to the same value as your 3600 HKS PIN in order to make it easier to remember. Select a 4- to 10-digit number for your passcode and enter those digits when prompted by the system. The 3600 HKS Voice Mail will repeat your passcode to confirm it.

- Press 1 to Keep your Passcode,
- Press 2 to Change your Passcode.

Congratulations! Your mailbox is now set up and ready for use. You may change your passcode, name recording or greetings at any time from any phone by selecting the User Options menu. Callers trying to reach you when you do not answer will hear your recorded greeting and will be able to leave you a message. You can check your messages and change your user options at any time from any phone.

Some Important Tips

There are a few fixed key functions which make it easy to use the voice mail system.

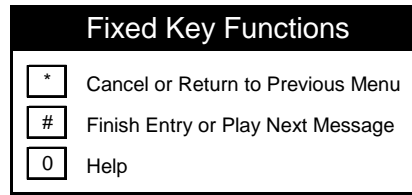


Figure 9: Fixed Key Functions

- **0 Help:** You can press (0) at any time for help from the 3600 HKS Voice Mail. Voice prompts will guide you through the step you are taking.
- *** Cancel or Back up to Previous Menu:** You can press (*) at any time to cancel a function or back up to the previous menu.
- **Overriding Voice Prompts:** You can interrupt voice prompts at any time by simply pressing the key to perform the function you wish to perform. Once you are comfortable with the 3600 HKS Voice Mail, you may want to interrupt the voice prompts to move through each action quickly.

The 3600 HKS Voice Mail Call Tree

The following diagram shows the overall voice mail menu hierarchy.

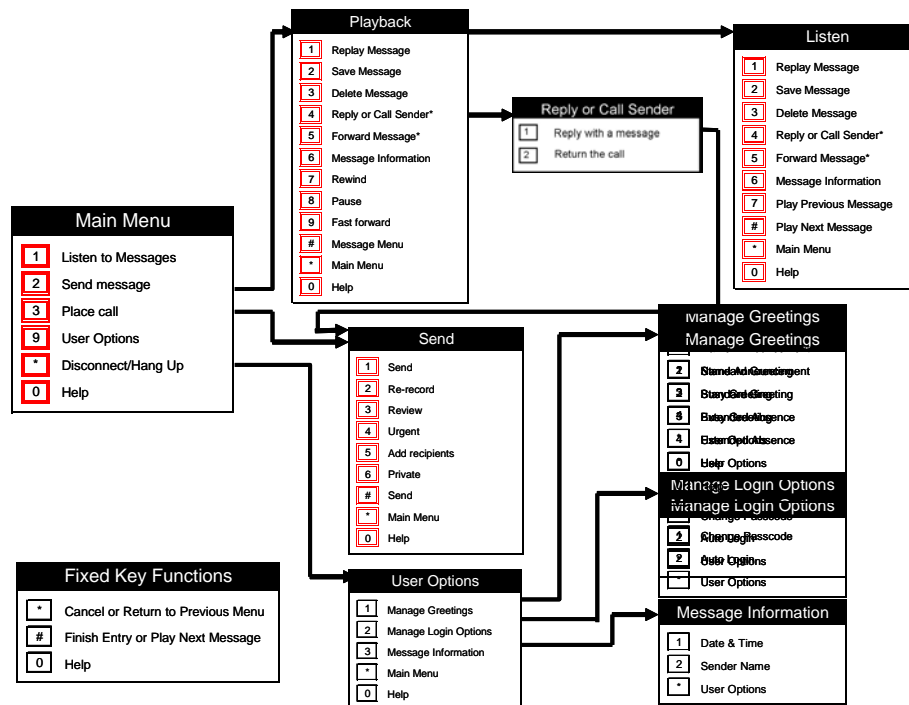


Figure 10: Voice Mail menu hierarchy

