

Documentation

OpenScape Xpressions PhoneMail

User Guide

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Communication for the open minded

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|------------|---|----------------|
| 2009-03-25 | Added note: If callers dial into a mailbox in Guest Access and the owner of this mailbox has prohibited leaving messages, the callers are automatically switched back to the Guest Access. See Section 2.1, "Access Options", on page 25 and Section 2.3, "Dialing an external Mailbox (Guest Access or Universal Access)", on page 82. | BR090313113000 |

C O O 3

1 9

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 1.2.1 General *OpenScape Xpressions PhoneMail*

1

1.1

The *OpenScape Xpressions PhoneMail* voicemail system enables you to access messages in your *OpenScape Xpressions* mailbox by telephone.

You can operate the system as individual voicemail system or use it to access your mailbox in a Unified Messaging environment. In this way it is possible to manage all messages delivered to the *OpenScape Xpressions* mailbox almost exclusively by telephone (TUI) instead of via a client application (*Web Assistant, Microsoft Outlook, Lotus Notes, Communications* etc.).

You can:

- record and send voicemails

- edit messages of different types that have been delivered to your own mailbox. For example, play voicemails, print out fax messages and have e-mails read out, or answer such messages and forward them.

- edit your personal mailbox settings

1.1.1

With *OpenScape Xpressions PhoneMail* you manage your mailbox via telephone.

OpenScape Xpressions PhoneMail allows you to retrieve and manage different types of messages (voicemails, fax messages, e-mails). Furthermore, you can record voice mails for other users and subsequently send these messages. In addition, you can directly address the mailbox of another subscriber to leave a message for this subscriber. You can forward calls received at your extension to your mailbox. The callers will hear a personal greeting or can leave a message in your mailbox. Various special functions, such as the direct connection to the originator of an incoming message, are also included in the scope of features.

All *OpenScape Xpressions* users have their own mailbox on the *OpenScape Xpressions* server. With *OpenScape Xpressions PhoneMail* you can access a mailbox via any telephone. This means that you can use an internal telephone connected to your organization's PBX as well as an external telephone, connected to your organization's PBX via a trunk code, to access your *OpenScape Xpressions* mailbox.

The following sections describe the entire range of functions. If you do not have all services mentioned, the active features are correspondingly restricted.

You find information on operating your mailbox with *OpenScape Xpressions PhoneMail* in [Chapter 2, "Operating your Mailbox with OpenScape Xpressions PhoneMail"](#); a short reference to the menus and key commands is found in [Chapter 3, "A quick Reference Guide to the Menus and Key Sequences"](#).

1.2 A

This manual supports you in operating *OpenScape Xpressions PhoneMail*. This voicemail script allows you to access your mailbox as well as to edit your messages via telephone.

E: The functions described in the manual reflect the *OpenScape Xpressions PhoneMail* standard behavior. Depending on the system's parameterization by the administrator, the functions may deviate from the described ones. In the manual we will point to a possibly altered behavior in the respective passages. Please consult your administrator to learn which functions have been changed or additionally configured in your system.

This manual describes:

which settings you need to make on your telephone or on your PBX for using *OpenScape Xpressions PhoneMail* (see [Section 1.2.1.1, "User-specific Data"](#), on page 11).

how to administer your mailbox

- via an arbitrary telephone: see [Chapter 2, "Operating your Mailbox with OpenScape Xpressions PhoneMail"](#).

how to process incoming messages

- via an arbitrary telephone: see [Chapter 2, "Operating your Mailbox with OpenScape Xpressions PhoneMail"](#).
- via your individual telephone: see [Chapter 2, "Operating your Mailbox with OpenScape Xpressions PhoneMail"](#) and [Section 2.5, "Using Fast Access and Access with the Mailbox Key \(Callback Access\)"](#), on page 86.

E: For information on the additional *OpenScape Xpressions PhoneMail* configuration please refer to the *Web Assistant* manual.

↑ 0 ↑ ↑ 0 0

You will then be prompted to record your name by the greeting: "Record your name after the tone".

After recording, you can make the following key entries:

You are now logged in to the system and the main menu functions are available to you.

1.2.1.4

In the event that you cannot remember the PIN to access the system, the administrator will reset the PIN to a default value. When you then log on to the system anew using this default PIN, the system will enforce an immediate PIN alteration. Except for the name recording, you need to perform the same steps as described in [Section 1.2.1.3, "Initial Login at the System"](#), on page 12 for this purpose.

1.2.1.5

PhoneMail provides two operation modes for configuring greetings and the Answering Mode (answering machine service or information service):

- The simple mode




- The extended mode

E:

In simple mode you can use the greeting types “temporary greetings”, “alternative greeting” and “regular greetings”. The term “temporary greetings” is composed of the “today greeting” and the “out of office” greeting. The “regular greetings” consist of the greetings for “busy line”, “internal callers”, “external callers”, and “calls outside business hours”. You can record a greeting for each greeting type.

In case of the regular greetings and the alternative greeting for the answering options (answering machine service or infobox service), the simple mode merely allows a global setting. That means, if you set the infobox service, this answering option will apply for all aforementioned greetings.

“Temporary greetings”

The term “temporary greetings” is composed of the “today greeting” and the “out of office” greeting. These greetings serve for fast and easy greeting recording. Both greetings are only valid for a limited period. The “today greeting” expires automatically at 00:00 o'clock on the day of its configuration. The “out of office greeting” expires at 00:00 o'clock of the date specified by the user. Subsequently, the greetings will be played again as previously configured. Activating this greeting type means that for all operating states this greeting will be played. All other greeting types are then overridden. The “temporary greetings” greeting type is directly configured via the    menu.

“Alternative greeting”

You can use this greeting type to preconfigure a greeting that you wish to play more frequently to provide special information. When you activate the alternative greeting, all other greetings except for the greeting for calls outside business hours are replaced with the alternative greeting by default.

E: Your administrator can configure the system to also enable replacement of the greeting for calls outside business hours with the alternative greeting. In case of doubt please contact your system administrator.

“Regular greetings”

The regular greetings you record are the ones that are automatically used at specific operating states. You can define one greeting each for the categories busy line, internal caller, external caller and calls arriving outside business hours.

You find details about greeting configuration in simple mode in [Section 2.2.6.2, “Personal greetings in simple mode”, on page 56](#)

The extended mode provides the same greeting features as the simple mode. In addition, the extended mode allows recording up to nine different greetings for the alternative greeting respectively the regular greetings.

Furthermore, you can select the answering options (answering machine service or infobox service) per greeting.

The recording procedure and activating the greetings differ from the methods used in simple mode.

You toggle the simple and extended mode from the **AD**   menu, where you push key .

1.2.1.10 D F -D

With telephone operation, fax messages and e-mails are printed out on default output devices. The commands that you can give in *OpenScape Xpressions PhoneMail* refer to the defaults that you have set in the *Web Assistant*

1.2.1.15

PhoneMail enables the user to configure up to nine mailboxes for user-individual guests via the Web Assistant. The configuring *PhoneMail* user can specify an individual PIN for each guest mailbox.

The guest mailbox number, which is the Guest Access user ID at the same time, is generated by *PhoneMail* from the mailbox number of the *PhoneMail* user who configures the guest mailbox. For this purpose, a digit is attached to the mailbox number of the configuring user.

Example:

A *PhoneMail* user with the mailbox number 1000 creates four guest mailboxes. For the guest mailboxes *PhoneMail* then uses as number and user ID the numbers: 10001, 10002, 10003 and 10004.

Guest mailboxes have the following properties.

A guest may access his/her guest mailbox via the *PhoneMail* TUI.

Guest mailboxes may only be accessed via the *PhoneMail* Direct Access. Access via the Guest or Forward Access is not possible.

Via guest mailboxes, messages can only be sent, received, answered, deleted and saved. Further features such as notifications or time profiles are not available.

From a guest mailbox, messages can only be sent to the following persons:

- To the *PhoneMail* user who has configured the relevant guest mailbox.

1.2.1.16 C O A O

Some *OpenScape Xpressions PhoneMail* settings can exclusively be made via the *Web Assistant* or can be accessed additionally and in parallel to the *OpenScape Xpressions PhoneMail* menu via the *Web Assistant*.

Settings that you can perform via the *Web Assistant*:

- Selecting the voicemail system.

- If several voicemail systems are installed on your *OpenScape Xpressions*

In the *Trustworthy Connections* settings page of the *Web Assistant* you can specify a maximum of three phone connections from which you can directly access your mailbox without entering the PIN.

A: If you choose this method, anyone can access your mailbox from one of the three specified telephone connections, because the authentication of the caller by means of the PIN is omitted. So anybody who can use your “trustworthy” telephone may gain (unauthorized) access to your mailbox. A cell phone connection defined as “trustworthy” can also be easily used for unauthorized mailbox access via the repeat dialing function. Please keep this in mind when choosing the telephone numbers.

For internal phones it is sufficient to enter the extension number in the corresponding field in the *Web Assistant*.

For external telephones you enter the desired numbers completely but without external prefix, thus country code (with + sign instead of leading zeros), area code (without leading zero) and extension.

Example: +49 2404 123456

When you call from a connection that you have defined as “trusted”, you need not enter the PIN regardless the access mode.

E: Defining a trusted number is particularly useful for retrieving messages from your mailbox via the Callback Access while being on the road. All new messages are then continuously put out without any user action.

Configuring the Forwarding Mode with programmable actions that can then be triggered by the caller via the telephone keypad. You find this option in the *Forwarding Mode* settings page of the *Web Assistant*. To k(in)-1

Setting the user prompts to detailed or short prompts. See [Section 2.2.7.3, “Changing the User Prompt Setting \(Privilege\)”](#), on page 72 in this manual.

Customizing the playback volume. See [Section 2.2.7.6, “Playback Options \(Privilege\)”](#), on page 76 in this manual.

Defining the mobility number. See [Section 2.2.6.6, “Specifying the Mobility Number for Call Forwarding \(Privilege\)”](#), on page 63 in this manual.

Configuring the direct forwarding. Independent from your voice mail system settings, you can also forward incoming calls to another telephone, to your own extension or directly to your personal greeting. The call is immediately forwarded without caller intervention. See [Section 2.2.6.8, “Specifying the direct Call Rerouting for your Telephone \(Privilege\)”](#), on page 64

Configuring filters for editing messages on the phone. Separated according to the message services e-mail, voicemail and fax message you can specify whether to edit the respective message type on the phone and whether all or only the unread messages should be offered for editing. See [Section 2.2.7.9, “Changing the Message Type \(Privilege\)”](#), on page 78 in this manual.

Recording name and welcome greetings. See [Section 2.2.6.2, “Greetings and Answering Mode”](#), on page 56 in this manual.

Changing/creating private distribution lists. See [Section 2.2.7.2, “Private Distribution List \(Privilege\)”](#), on page 70 in this manual.

E: You find detailed information on the *OpenScape Xpressions PhoneMail* setting options available via the *Web Assistant* in the *Web Assistant* manual.

1.2.2

The prompts in the mailbox are issued in the form of spoken greetings. You can listen to these announcements on your telephone. If you use a telephone from the *optiset* series with an alphanumeric display in conjunction with a PBX of type *Hicom 300* or *HiPath 4000*, the user prompt oc-TJ(p)4fXBT9.-0.007seststsesetehi-8.78()4.()-12.93 sesta2(s

↑ 0 ↑ ↑ 0 0

Access Options

You can dial an external mailbox (**A**)

System announcements guide the user through menus and dialogs when the user opens his/her own mailbox or an external mailbox. These announcements prompt the user to make an entry or confirm an entry.

For the user prompt principle please refer to [Section 1.2.2, “User Prompts”](#), on page 21. You find a graphic overview of all menu features in [Chapter 3, “A quick Reference Guide to the Menus and Key Sequences”](#).

Using your own Mailbox (Direct Access)

2.2 (D A)

You can dial your own mailbox using the service access number for the direct access option. In doing so you also specify your phone number and PIN for the access.

E: If your telephone configuration allows polling messages without user identification, you need not enter a PIN.

You now have unlimited access to your mailbox. You can:

retrieve new or old messages as well as browse through saved ones. This is possible in your inbox and also in your *Xpressions* folder that you use under

Using your own Mailbox (Direct Access)

2.2.1 Direct Access

To access your mailbox you need a service access number, your phone number and your PIN. When you use your mailbox for the first time you will be prompted to assign yourself a new PIN and to record your name greeting (see Section 1.2.1.3, “Initial Login at the System”, on page 12).

E: If your *OpenScape Xpressions PhoneMail* configuration allows polling messages without user identification, you need not enter a PIN.

NOTE

0 E 0 0:



E0



E0

0 0 0

: complete your entry with the pound key.



E0

: complete your entry with the pound key.

If the calling-telephone configuration allows polling messages without user identification, you need not enter a PIN.

Or with name dialing:



E0



E0

0 0

via the letter-number assignment: push star, enter name and complete your entry with the pound key.



E0

: complete your entry with the pound key.

If the calling-telephone configuration allows polling messages without user identification, you need not enter a PIN.

Using your own Mailbox (Direct Access)

2.2.2

2.2.3 E

You can use your telephone to retrieve the following types of messages:

Message transmission status reports:

These status reports (failed-delivery message(s), read and send confirmations) are created upon request or automatically by the system and delivered to the originator's mailbox.

Voice mails – optional:

You can directly play such messages.

Fax messages – optional:

You can put out messages of this type on your default printer or on a fax device.

E-mail (optional):

You can issue messages of this type to your default printer or to a fax device.

E: You can also play e-mails if the *Text-To-Speech* (TTS) add-on software is installed. In this case you have the same operating options as for voice mail playback.

You can retrieve the above message types from different folders of your mailbox (message groups) via your telephone:

Xpressions folder:

Messages arrive in this folder by actions you have performed (by delivery rules or drag&drop operations at the e-mail client/server).

Inbox:

Incoming messages are automatically placed in this default folder.

"Saved Messages" folder:

This folder contains saved messages.

Outbox messages:

This category includes messages that you recorded during the current connection session (see [Section 2.2.4, "Sending Voicemails \(Privilege\)", on page 46](#)). These can be:

Messages that are to be sent delayed.

Messages that you have recorded but not addressed.

All messages stored in your mailbox belong to one of the following categories:

Normal messages

Using your own Mailbox (Direct Access)

Urgent or confidential messages:

These are messages that were marked as urgent or confidential when they were sent.

Status reports about sent messages (notices of receipt and read confirmations):

These are system-generated messages that you receive upon request when you send a message and when the recipient of the message receives or reads the message.

E: A notice of receipt informs the originator of a message that his/her message has arrived in the recipient's mailbox. If the recipient deletes the message without reading it, no further notice is sent.

Notifications of non-receipt:

These are automatic messages that you receive if the system was unable to deliver the message you have sent.

Messages stored in your mailbox have one of the following states:

Unread messages:

This category includes messages that have not been retrieved and saved/deleted yet.

Read messages:

2.2.3.1 E

To retrieve/listen to messages:

Using your own Mailbox (Direct Access)

3

: push 3.

For further operating steps please refer to [Section 2.2.3.2, "Playing back Messages"](#), on page 36.

2

: push 2.

For further operating steps please refer to [Section 2.2.3.7, "Selection Options for playing Fax Messages and e-mails"](#), on page 42.

1

: push 1.

For further operating steps please refer to [Section 2.2.3.7, "Selection Options for playing Fax Messages and e-mails"](#), on page 42.

#

C : push pound. Pushing the pound key switches to the next message group.

For further operating steps please refer to [Section 2.2.3.8, "Selection Options with playing "outgoing Messages"](#), on page 43.

E: The following message groups (folders) are available: inbox, *Xpressions* (if configured), saved messages and messages to be sent.

2.2.3.2

Messages stored in your mailbox are retrieved in the following order:



1. Received messages first. Within the *Xpressions* folder or the inbox, the following sequence applies:
 - a) All new messages labeled as urgent come first.
 - b) Then follow messages already read and labeled as urgent,
 - c) all new messages,
 - d) all messages already read.
2. Finally, all messages to be sent. Such messages are put out in the sequence in which they were created.

E: The output sequence may be changed by the administrator in a way that the messages to be sent are put out before the messages found in the inbox folders.

2.2.3.3

The date and time of message reception are announced at the beginning of each message. The name and extension number of the caller are also issued for incoming messages, provided that the caller is an internal subscriber. For external calls, the call number is issued if it was transferred with the message. The originator of an e-mail is announced, provided TTS is installed and activated.

The system settings determine whether the complete message header is put out or only specific originator information. Message header output may also be entirely suppressed.

E: The user can push the key sequence  or  to put out the complete message header after listening to the message.

Using your own Mailbox (Direct Access)

Using your own Mailbox (Direct Access)

2 : push 2.

3 : push 3.

8 (or 3 sentences in e-mails): push 8.

B : push pound.

2.2.3.6

You can decide how a message is to be processed once it has been played. The following options are provided:

A : push pound.
Afterwards you will automatically come to the menu branch "Record/send messages".

2 : push 2.
Output is continued with the message header of the next message.

4 : push 4.

: push pound.

1 A : push 1.
Subsequently you reach the "Record/Send Message" menu branch to record the reply. In the standard case you are taken back to the message output after sending the reply. The administrator may configure your returning to the menu to send another reply, though.

F : push 9.
Subsequently you automatically reach the menu branch for entering the recipient phone number (s) to address the recipient(s) for forwarding the message. In the standard case you are taken back to the message output after forwarding the reply. The administrator may configure your returning to the menu to forward the message to further recipients, though.

C : push 7 and 0 successively.
The administrator may deactivate this feature.




D : push 6.

: push pound.

1 A : push 1.
Afterwards you will automatically come to the menu branch "Record/send messages".



F : push 9.

C : push 7 and 0 successively.
The administrator may deactivate this feature.

-  : push 7.
- 1** : push 1.
- 2** C : push 2.
- 3** : push 3.
-  : push 7.
-  8 : (or 3 sentences in e-mails): push 8.
- #** B : push pound.

If message attachments exist, they can be edited.

Message attachments sent in an unsupported format cannot be edited via this feature. The user is in this case only informed by announcement that the message has an attachment.

-  : push 8.
- 1** - / : push 1.
- 3** : push 3.
- 4** : push 4.
-  : push 5.
- : push 6.
- #** C 'A : push pound.

Using your own Mailbox (Direct Access)

2.2.3.7









E: The default printer and the default fax output device must be previously specified via the *Web Assistant*.

After having pushed 2 to play fax messages or key 1 to play e-mails, the following selection options are available during the playback of the message header:

E: You can also issue the fax message or e-mail to an external fax device, provided that your system admin-

2.2.3.8

Enabling the pound key you switch from the “received messages” message group to the “outgoing messages” message group. The following functions are available there:

-  **C** : push pound.
-  : push 3.
-  **B** : Push pound.
-  : push star.
-  **B** that are in the folder for messages to be sent: push 2.
-  **C** : push 3.
- C** : push 6.
-  : push 7.
-  : push pound.

This feature is not available by default. It is only active if configured by the administrator.

A

The following options are available after listening to messages that you have recorded for a subsequent send action (see Section 2.2.4, “Sending Voicemails (Privilege)”, on page 46):

-  : Dance

Using your own Mailbox (Direct Access)

2.2.4 ()

Via *OpenScape Xpressions PhoneMail* you can create voice mails and send them to other subscribers.


2.2.4.1

How to record and send messages:

After you have recorded a message but not sent it yet, you can listen to this message again, re-record this message if required, add, delete and check recipient numbers and change the send options again before you disconnect the mailbox connection.

To do this, retrieve the messages stored in your mailbox (see [Section 2.2.3, "Editing incoming/outgoing Messages"](#), on page 33

Using your own Mailbox (Direct Access)

 **E0** : This can also be a distribution list number (see [Section 1.2.1.7, "Distribution Lists"](#), on page 15)

2.2.4.3

After you have addressed the message to all recipients, you can link several functions to the message transmission. You can configure:

whether you would like to receive a receipt report or read report

whether the message is to be provided with the attributes " " and/or " ".

a future send time.

3 : push 3.

The following options are available (multiple selection possible) if you set the send options:

↑ 0 ↑ 0 ↑ ↑ . 0 0

2.2.5 -

2.2.6 Answering Options (Direct Access)

You use the answering options to define how calls that are forwarded to your mailbox are handled. Calls are forwarded to your mailbox if your extension is busy or if you do not answer the call (your system administrator must have configured this option) or if you have programmed call forwarding to your mailbox. If you can access your private settings via the web-based configuration interface (see *OpenScape Xpressions Client WebAssistant* manual under “Answering Options”), you can modify the answering options there as well.

The answering options include:

You find operating information in [Section 2.2.6.2, “Greetings and Answering Mode”](#), on page 56.

Callers who call your mailbox or are directed to it are received with a welcome greeting. A system greeting is set as default first. To configure the system for your requirements you can record individual greetings and activate them according to their purpose.

Greetings can be configured in two operation modes:

- **Simple mode**
In simple mode you can record and activate exactly one greeting for each greeting type.
- **Extended mode**
Here you can record nine greetings. From these nine greetings you then assign the desired greetings to the single greeting types.

The following greeting types are available, sorted according to priority:

- **Temporary greetings**
Temporary greetings serve to fast and easily record greetings that are only valid for a limited period. Two types of temporary greetings are available:
 - Today greeting**
The validity of this greeting expires at 00:00 o'clock of the same day. Subsequently, the greetings will be played again as previously configured. Activating this type of greeting disables all other greeting types.
 - Out of office greeting:**
This greeting type allows the user to freely configure the period of validity. It ends at 00:00 o'clock of the date the user has specified. Subsequently, the greetings will be played again as previously configured. Activating this type of greeting disables all other greeting types.
- **Alternate greeting:**
You can define an alternate greeting. This means that you can configure a greeting to be used for a medium-term period (several days). If this greeting is set, it will be used exclusively for an incoming call. This setting disables any other greetings set for internal calls, external calls, or calls with busy line. All callers trying to reach you during the business hours will receive this greeting. Only outside these business hours the greeting you have defined for “outside business hours” will be played .

E: It is possible to configure the system via a configuration setting to also play the alternate greeting

- Personal greeting for external and internal callers:
One private greeting can be set for external callers and another for internal callers. You may want to have a more formal greeting for external callers. You can inform internal callers of your current whereabouts, for example.
- Greeting when extension is busy:
The callers always receive this announcement when the telephone is busy. Thus it is possible to configure a greeting to inform the caller that someone speaks on the line and give the deputy's number.
- After hours greeting:
This greeting is played back to callers who dial an extension outside of business hours. You can use this greeting to notify callers of your office's business hours. Business hours are programmed via the web-based configuration interface (see *OpenScape Xpressions WebAssistant* manual) under "Time Profiles".

In simple mode this switch is performed from the answering options menu and is globally valid for all greetings. Preventing callers from leaving messages is useful, for example, if you cannot be contacted for a long period of time. In this situation, you should provide a message to alert callers to this fact.

E: In extended mode you can individually set for each greeting type whether or not a caller may leave a message.

Using your own Mailbox (Direct Access)

You find the operating instructions in [Section 2.2.6.7, "Specifying a Mailbox Referral Extension \(Privilege\)"](#), on page 64.

For the case of your absence you can define an *Xpressions* subscriber here who will receive all messages that had been originally addressed to you.

You find the operating instructions in [Section 2.2.6.8, "Specifying the direct Call Rerouting for your Telephone \(Privilege\)"](#), on page 64.

You can use any telephone to control the forwarding of calls to your extension, provided the system administrator has enabled this feature. You can also configure call forwarding to your mailbox in a number of simple steps.

The find the operating instructions in [Section 2.2.6.9, "Recording and activating temporary Greetings"](#), on page 65

Temporary greetings serve to fast and easily record greetings that are only valid for a limited period. Two types of temporary greetings are available:

Today greeting

The validity of this greeting automatically expires at 00:00 o'clock of the same day. Subsequently, the greetings will be played again as previously configured. Activating this type of greeting disables all other greeting types.

Out of office greeting:

2.2.6.2

PhoneMail provides two operation modes for configuring greetings and the answering mode (answering machine service or information service):

The simple mode

The extended mode

You find a description of the features of both modes in [Section 1.2.1.5, "Simple/extended Mode for Greetings"](#), on page 13

E: Since the greetings are not used for both modes, you may need to record missing ones when switching to the respectively other mode.

In simple mode you can record one greeting per greeting type and globally define for these greetings whether you desire the answering machine service or the information service.

You can also record personal greetings via the *Web Assistant* ([page](#)).



E: In simple mode the greetings for "busy line", "internal callers", "external callers", and "calls outside business hours" are compiled under the term "regular greetings".

- 1 In the menu for [page](#) : push 1.
You now have the following options:
- 1 [page](#) : push 1.
For further operation see [Section 2.2.6.2, "Editing the alternative greeting"](#), on page 57.
[page](#) :
When you activate the alternative greeting in simple mode, all other greetings will be replaced by the alternative greeting.
- 2 [page](#) : push 2.
For further operation see [Section 2.2.6.2, "Editing the regular greeting"](#), on page 58.
- 3 [page](#) : 3.
In simple mode, selecting a greeting type (regular or alternative greeting) deactivates an active "today greeting".

E 0 0 0

After selecting **1** to modify the alternative greeting, the following functions are available:

1

- 0 : push 1.

The recording procedure starts. You will be prompted to record the new greeting after the beep.

0 : record your greeting after the beep. The same control options and key sequences available when you are recording messages are available here (see [Section 2.2.4.2, "During the Recording Process"](#), on page 47).

0 : push star.

You can also record personal greetings via the *Web Assistant* (page).

1

In the menu for : push 1.
You now have the following options:

1

E: The “today greeting” is configured in a special menu, which can be directly reached from the menu.

When you have selected one of the five available greeting types, the greeting already recorded for this type will first be played.

Thereafter the following options are available:

1 0 1 0 1 0 0

2.2.6.3 A ()

4

A ():
Or:

(Infobox Mode): push 6.


#

2.2.6.4 E ()






You can also enter the *PhoneMail* referral extension via the *Web Assistant* () page.


Using your own Mailbox (Direct Access)

2.2.6.5

You can also record name greetings via the *Web Assistant* ( page).




 In the menu for     : push 4.
You now have the following options:

 -  : push 1.
Or:

 **C**  , maintain current recording: push 4.

The system prompts you to enter your name after the beep if you have pushed 1.

 .
The same control options and key sequences available when you are recording messages are available here (see [Section 2.2.4.2, "During the Recording Process"](#), on page 47).

 **F**  : push star.

 **A**  : push pound.

2.2.6.6 C F ()

You can use the mobility number specified here as target phone number in the programmable forwarding mode.

You can also enter the mobility number via the *Web Assistant* () page). You can program the forwarding mode via the *Web Assistant* only.



In the menu for : push 5.
You now have the following options:

1

C : push 1.
Or:

2

A : push 2.
Or:

3

D : push 3.
Or:

#

C , maintain mobility target number and status: push pound.

If you have pushed 1 the system prompts you to enter the mobility number.



#

E followed by the pound key.

Enter the number exactly as you would from your office phone. Do not forget to prefix the number with the code for the outside line (normally 0 or 9).

E: You can only specify an external mobility number if your telephone connection allows making external calls.

Using your own Mailbox (Direct Access)

2.2.6.7 E ()

In the menu for : push 6.
You now have the following options:

1

2.2.6.8 C ()

You can also configure direct call forwarding via the *Web Assistant* (page).

E: You can only configure an external call forwarding if your telephone connection has full access.

Using your own Mailbox (Direct Access)

- #** **C** : push pound.
You reach the month entry.
- *** **C** : push star.
You return to the year entry.
- E** (format: M respectively MM, example: **2** for February or **12** for December).
**F** : push pound.
- #** **C** : Push pound.
- #** **C** : push pound.
You reach the day entry.
- *** **C** : push star.
You return to the month entry.
- E** (format: T respectively TT, example: **5**th or **21** for the 21st of the selected month).
**F** : push pound.
- #** **C** : Push pound.
- #** **C** : push pound.
You return to the Answering options menu.
- *** **C** : push star.
You return to the day entry.

In case of an out of office greeting already recorded you can push key 2 to reach the modification options for this greeting.

- 1** : push 1.
Record your greeting immediately after the tone. The same control options and key sequences available when you are recording messages are available here (see [Section 2.2.4.2, "During the Recording Process"](#), on page 47).
- 2** **C** : push 2.
You can also change the expiration date via the *Web Assistant* (page).
You return to the menu branch in which you perform the expiration date configuration.
- 3** **A** : push 3.
- #** **C** : push pound.
You return to the menu.

D

An active "temporary greeting" is disabled when you select any other type of greeting.

The can be deactivated by the following actions before the period of validity expires:

1. By means of *PhoneMail*, via the settings menu of the out of office greeting, as described above.
2. By means of the *Web Assistant* (settings dialog), by deleting the date for the period of validity.

2.2.6.10

Using your own Mailbox (Direct Access)

2.2.7 ()

See [Section 2.2.7.8, "Changing the Language \(Privilege\)"](#), on page 77.

You can select another language for the user prompts. This also applies to all other access options if you make calls from your extension or any other extension, as soon as you have dialed your own mailbox.

See [Section 2.2.7.9, "Changing the Message Type \(Privilege\)"](#), on page 78.

You can set which message types (voice mails, fax messages, e-mails) should be played and whether older messages of these types can also be processed on the telephone.

2.2.7.1 [Using your own Mailbox \(Direct Access\)](#)

2.2.7.2 Private Distribution Lists (Private)

Private distribution lists are address lists that you can compile yourself to simultaneously address several users.

↑ 0 ↑ 0 ↑ ↑ . 0 0

2.2.7.5

In the main menu: push 9 for

4

: push 4.
You now have the following options:

1

Using your own Mailbox (Direct Access)

- F** : push 5.
- : push 6.
- F** : push 7.
- : push 8.
- : push 9.
- *** **D** . and enter new day for the notification: push star.
- #** **C** : push pound.

Subsequently determine the incoming message time slot in which notifications are to be sent:

- #** **E** and accomplish with the pound key. The time is entered in 24-hour format (e.g.: 0830 for 8:30 a.m. or 0000 for midnight).
- #** **E** and accomplish with the pound key. The time is entered in 24-hour format (e.g.: 1830 for 6:30 p.m. or 0000 for midnight).

If you have activated English user prompts in your system, the time is entered in 12-hour format. An example: enter 0830 and confirm with the pound key. After the corresponding prompt select a.m. if a message is to be sent between midnight and noon or p.m. if transmission is to occur between noon and midnight.

Finally, you need to determine the message for which you want to receive notifications:

- 1** : push 1.
- 2** : push 2.
- 3** - : push 3.
- 4** : push 4.
- : push 5.
- : push 6.
- : push 7.
- : push 8.
- *** **D** : push star.

C 0 0 0 0 : push pound.
Subsequently you return to the 0 0 0 0 menu branch where you can check your settings.

Checking/modifying the notification settings:

Call the 0 0 0 0 menu: push 9. An announcement informs you about the settings you have made for each configured terminal device.

You have the following options:

4 A00 0 0 0 0 : push 4.

0 0 0 0 0 0 0 0 : push 5.

A00 0 0 0 0 0 0

2.2.7.6

In the main menu: push 9 for

In the menu for : push 5.

1 A : push 1.

1 A : push 1.
Or:

2 D : push 2.
Or:

C and back: push pound.

3 D : push 3.
: In case of the standard installation, the output sequence for the inbox directory is changed here only. The administrator may set that the output sequence for the outbox directory is simultaneously changed as well, though.

1 (default): push 1.
Or:

2 : push 2.
Or:

C and back: push pound.

: push 5.
You can also customize the playback volume via the *Web Assistant* (page).



: push 5.
Or:

D : push 8.
Or:

and back: push the pound key.

C : push 7.

All unread messages are then put out in succession. This function has been especially designed for the user who only wants to listen to messages without further editing them (e.g. during a drive). If you use this function, all messages keep the "unread" state by default. Thus it is possible to access these messages in future.


The system can be configured by the administrator so that messages that have been played back completely automatically receive the "read" state.

1 A : push 1.
Or:

Using your own Mailbox (Direct Access)

2.2.7.9 C ()

You can also set the message filtering for editing messages on the telephone via the *Web Assistant* (page).

- In the main menu: push 9 for
-  Switch to the menu for the : push 8.
You now have the following options:
- 1** telephone: push 1.
Or:
 - 2** messages via telephone: push 2.
Or:
 - #** F : push pound.

When setting which message types (media types) are to be processed on the telephone (option 1), you are offered the following options (multiple selection possible):

- 1** E (yes/no): push 1.
- 2** E (yes/no): push 2.
- 3** E (yes/no): push 3.
If a *PhoneMail* user sends a fax or voice message, the *OpenScape Xpressions* server generates an associated delivery report in e-mail format upon request. Such an e-mail report

Using your own Mailbox (Direct Access)

2.2.8 Calling ()

You can call the operator or another user while you are connected to a mailbox. You have to be in the main menu of your mailbox to call a subscriber while you are using your mailbox:

How to establish a connection:

You now have 714.9a a-8.5(ouwi-8.5(on0.2(-g-11.9(w opti-8.5(oo0.2(-n-11.9(w)4.1(:)TJ0T5 0 0 0 k-7.8 678.148 49.2(414.14ref

Dialing an external Mailbox (Guest Access or Universal Access)

2.3 Direct Access (A)

You can dial the mailbox of another user directly, regardless of whether the user is currently contactable. You can leave a voice message for the user in the external mailbox, provided the user has enabled the option to leave messages.

E: When you call a mailbox where leaving messages is prohibited you are automatically switched back to the Guest Access.

If the user prompts are not issued in the language of your choice, a language selection will be offered after a short waiting time (see [Section 2.2.7.8, "Changing the Language \(Privilege\)", on page 77](#)). After you have selected the language, you can return to dialing the user mailbox.

To dial the mailbox of another user:

E: Please consult your system administrator if you do not know the access number for the guest access option.

**E:** and complete your entry with the pound key.
Or:

***** **#** **E:** via the letter/digit assignment: push star, enter name and complete your entry with the pound key.

1 Skip welcome greeting. Push 1.
You hear a tone, which marks the recording start. Record your message after the tone. With cutting the connection the message is delivered to the dialed mailbox.
If the user settings do not allow leaving a message, you do not hear a tone but a greeting that informs you about the unavailability of the recording option.

A:

To dial your own mailbox (available in Universal Access):

2.3.1

You can leave a message after the beep if the user whose mailbox you have dialed via guest access has enabled the option to leave a message.

Control and correction options are available during the recording of the message (see [Section 2.2.4.2, "During the Recording Process"](#), on page 47). You will hear a beep 15 seconds before the recording process is completed. Any pauses at the start or end of the recorded voice message are detected by the system and removed.

1 0 1 0 1 1 0 0

You can also simply replace the handset after having left your message. The message will always be sent.

E: If you have rerouted your own telephone to your mailbox, you can access the main menu of your mailbox (see

Using Fast Access and Access with the Mailbox Key (Callback Access)

2.5 Fast Access and Access with the Mailbox Key (Callback Access)

You can quickly access your mailbox via the **C** key on your telephone, if new messages have arrived. You can also query your mailbox with the mailbox key on your telephone, if new messages have arrived.

2.5.1 Fast Access and Access with the Mailbox Key (Callback Access)

Using the Mailbox for Calls to your Cell Phone

2.6 C C

You can have your *OpenScape Xpressions* mailbox additionally configured as mailbox for your cell phone. The advantage of this is that all messages are stored in one single mailbox, regardless of whether these messages were addressed to your telephone at your workstation or to your cell phone.

Please note the following differences in comparison to the conventional use of the mailbox.

2.6.1 C F C

You can set your cell phone to re-direct calls to your mailbox. To do this

↑ 0 ↑ 0 ↑ ↑ . 0 0

3 A

The following overviews list the key sequences that you need to push to use the mailbox functions in the **D** **A** mode. Please push the keys to trigger a function from left to right. The insertions of the key symbols represent the menu composition.

3.1




3.1.1

3.1.1.1





















- | | |
|---|--|
| <ul style="list-style-type: none"> [3] [1] [2] [3] # | <ul style="list-style-type: none"> F 0 0 Call menu retrieve/listen to messages Play e-mail Fax message output Play voicemails Change message group |
|---|--|

3.1.1.2 D

- | | |
|---|---|
| <ul style="list-style-type: none"> [1] * [1] [1] [1] [2] [3] [2] [2] [2] [#] | <ul style="list-style-type: none"> F 0 0 Output fax message/e-mail to the default printer Output fax message/e-mail to the default fax device Output fax message/e-mail to any fax device Pause message playback, go directly to message Jump to message header of next message Jump to message header of previous message Skip message header and go to end of message |
|---|---|

-  2 Jump to previous message group
-  3 Fast forward to the end of the message
-  8 Jump forward 8 seconds in the message

3.1.1.4 F

-  2 Change to message header of next message
-  # Respond to message
-  4 # Save message you listened to and continue to next message
-  4 1 Save played message and reply
-  4 Save played message and forward
-  4 0 Save played message and call message originator
-  # Delete message you listened to and continue to next message
-  1 Delete played message and reply
-  Delete played message and forward
-  0 Delete played message and call message originator
-  2 Pause message playback, repeat message playback
-  7 Play back message details
-  2 Jump to message header of previous message
-  Pause message playback, repeat message header playback
-  Skip back 8 seconds within the message
-  Print e-mail/fax file attachment
-  2 Play voicemail attachment
-  3 Switch to the previous file attachment
-  Continue editing current file attachment
-  Switch to the next file attachment

A *Playing/retrieving Messages*

3.1.2 /

3.1.2.1 D :

- # Change to the message group "Outgoing messages"
- 3 Listen to message header, then message
- * Interrupt playback
- 3 Continue playback
- 2 Browse through messages
- Cancel
- Listen to message again

3.1.2.2 A :

- # Play next message
- 4 Send message
- 1 Record message again (continue in main menu "Record/send message")
- 2 Change recipient
- 1 Add recipient numbers.
Subsequently enter recipient phone number or enter recipient name after pushing *
- # Confirm entry
- * Correct entry
- # Finish with phone number entry and possibly add further phone numbers
- # Finish process
- Delete recipient numbers
Subsequently enter recipient phone number or enter recipient name after pushing *
- # Confirm entry
- * Correct entry
- # Finish with phone number entry and possibly add further phone numbers
- # Finish process
- Check recipient numbers
- # End process
- 3 Change send option
- 1 Request confirmation for message that is to be sent

A Recording and sending Messages

3.2

3.2.1

- 1** Record message
- 1** Jump directly to the beep indicating the start of the recording process

3.2.1.1

- 0** Cancel and dismiss recording, establish connection to another subscriber
- #** Connect to the operator
- Enter phone number of an arbitrary subscriber
- #** Complete phone number entry and establish connection
- *** Pause recording
- 1** Resume paused recording process
- *** **1** Pause recording and re-record the message
- *** **#** Pause recording and delete the message
- *** **2** Pause recording and check the message
- *** **2** Pause recording, check the last eight seconds

3.3

- 4 Invoke menu for the programmed key sequences
- 1 Activate first key sequence
- ...
- Activate ninth key sequence

A Changing Answering Options

3.4 C A















| | | | | |
|--------------------------|--------------------------|--------------------------|---|--|
| <input type="checkbox"/> | | F | Invoke menu for reply options | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Set alternative greeting: modify greeting | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Set alternative greeting: maintain existing greeting |
| <input type="checkbox"/> | <input type="checkbox"/> | | Set alternative greeting: select system greeting | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Set busy line greeting: modify greeting |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Set busy line greeting: retain greeting |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Set busy line greeting: select system greeting | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Set greeting for internal callers: modify greeting |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Set greeting for internal callers: retain greeting |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Set greeting for internal callers: select system greeting | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Set greeting for external callers: modify greeting |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Set greeting for external callers: retain greeting |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Set greeting for external callers: select system greeting | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Set outside business hours greeting: modify greeting |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Set outside business hours greeting: retain greeting |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Set outside business hours greeting: select system greeting |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | # | Cancel the process to return to the "answering options" menu |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | Toggle between regular and alternative greeting |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | # | Cancel the process to return to the "answering options" menu |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | Set Answering Mode for all greetings to answering machine. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | Set Answering Mode for all greetings to infobox. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | # | Cancel the process to return to the "answering options" menu |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Forward call: modify <i>PhoneMail</i> referral extension |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Forward call: maintain <i>PhoneMail</i> referral extension |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Record name |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Retain name recording |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Forward call: modify mobility number |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Forward call: activate mobility number |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Forward call: deactivate mobility number |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Cancel the process to return to the "answering options" menu |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | Change mailbox deputy number |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | | Activate mailbox deputy number |

A . . . 0 . . . 0 . . . 0

A Changing Mailbox Options

3.5 C

F

- Changing mailbox options
- 1 1  Create private distribution list:
- 1 3  1 Change distribution list name
- 1 3  2 Add phone number
- 1 3  3 Check phone number
- 1 3  Delete phone number
- 1 3  # End process
- 1  Deleting private Distribution Lists
- 1  4 Cancel
- 1  * Confirm
- 1 Check private distribution list
- 2 2 Switch prompt level to short user prompts
- 2 1 Switch user prompts to detailed prompts
- 3 Change password
- 4 1 Notifications: globally activate notifications
- 4 2 Notifications: globally deactivate notifications
- 4 3 Notifications: set notification destinations
- 4 3 1 Select telephone as notification terminal device
- 4 3 1  Enter telephone number
- 4 3 2 Select pager as notification terminal device
- 4 3 2  Enter pager call number
- 4 3 3 Select cell phone as notification terminal device (for SMS)
- 4 3 3 Enter number for the cell phone
- 4 3 4 Select message waiting indication for the notification
- 4 3 4 Enter telephone number
- 4 Check notifications
- 4  4 Issue previous setting
- 4  Repeat current setting announcement
- 4 Issue next setting
- 4 1 Activate currently announced setting
- 4 2 Deactivate currently announced setting
- 4 3 Edit currently announced setting
- 4 3  Cancel destination phone number

A . . . 0 . . . 0 . . . 0 . . . 0
Connection

A

A0 (A)

See Guest Access.

A (A)

Automatic calling number identification of the calling subscriber. The number of the calling subscriber is isolated per ANI upon its transmission. It can then be displayed or used for other purposes (for example to open a database section holding further information on the caller if these data are available).

A (A)

Automatic Speech Recognition enables generating operating commands via a voice entry. ASR is often used in connection with IVR systems to enable system operation by means of voice data entries instead of entering DTMF tones. Via ASR it is possible to e.g. control IVR systems.

C A

Fast message output via a corresponding access number. After dialing in, you directly reach the output mode of your mailbox and can have your new messages put out on your workstation telephone, your cell phone or using the mailbox key on your telephone.

C (F A)

See Forward Access.

C (D A)

See Direct Access.

D (DB)

A database is a store for filing data according to special rules.

D (D)

Transmission of the number originally dialed by the subscriber to trace the route of incoming calls. This is important with regard to special phone numbers (for example a hotline with 0190 number), since the provider (for example German Telekom) transmits a call made via these special numbers also to the normal trunk lines of the individual PBX. With the DNIS it is now possible to distinguish whether the caller has dialed the normal PBX extension or a special phone number.

D (C A)

The Direct Access (Control Mode) allows the user to directly access his/her mailbox and all configuration settings (via a corresponding access number).

D (D F)

Multifrequency dialing process or tone dialing. The terminal device sends a sequence of frequencies in the audible tone range for transmission of the calling number from the terminal device to the PBX or to the operator in the analog network. Each digit is represented as a frequency mixture of two tones, a high and a low one (for example "One" is generated by transmission of 1209 Hz and 697 Hz). In contrast to this, defined loop interruptions, generated by the contacts

(AC A)

smthe

()

Access to the answering machine function via a special access number that either allows leaving a message in the mailbox or merely initiates the playback of an information greeting.

IVR is best imagined as "voice computer". Instead via keyboard, entries are made via telephone tone dialing keys. As output, prepared voice recordings or synthesized greetings are played by means of Text-to-Speech instead of graphical elements made visible on a monitor. Examples of IVR applications are voicemail systems or an automated attendant.

Mailbox is the term for the data directory in which all incoming messages, be it an e-mail, a fax or voicemail are stored for processing at a later date.

General term for the part of a mail system that contains the user mailboxes.

The MTA is a major OpenScape Expressions kernel component. It is responsible for managing the transmission paths of messages, dialogs and transactions.

(A)

()

()129

Secret number for user identification. Entering the PIN is mandatory for accessing the individual mailbox. You can omit the PIN entry for mailbox access only via the maximum of three phone numbers that you have specified for voicemail retrieval without identification.

(ED)

Redirected Number is a PBX feature. In a voicemail system, a number is configured for the Answering Machine Mode. In case of absence, a mailbox owner can redirect his/her telephone to this number. If this mailbox owner is then called...

e-10.1... 1118(-)13.3 (ED)1118 ()

1118(-)13.3 (ED)1118 ()

When deploying a voicemail system, the welcome greeting is what a caller hears first. This greeting may be a general welcome phrase by the system or a message individually recorded by the mailbox owner. In case of the Ergo voicemail system you can prepare up to nine of such greetings. Further settings then allow the selection of greetings from this pool according to their purpose (greeting for day/night operation, for internal/external callers).



A

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