eircom **advantage**
Voice Mail User Guide

eircom

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7. Voice Mail User Guide

7.1 Overview

The integrated voicemail system on the *eircom* **advantage** range of voice and data switches provides a flexible and easy to use solution for recording and retrieving voicemail messages.

The key features of the voicemail system follow.

- A two port, two hour module that allows two simultaneous connections to Voice Mail for either recording or retrieving messages and two hours storage time is available for the *eircom* **advantage 1200**
- Four hours of Voice Mail on two channels is available as standard on the *eircom* **advantage 4800** Applications module
- Voicemail modules on the **advantage 4800** support up to 58 mailboxes while those on the **advantage 1200** support 22 mailboxes (one for each extension and extension group). Extensions and groups need to be enabled in system programming before they can access Voice Mail.
- The memory time, two or four hours or more, is shared between mailboxes on a first come, first served basis.
- The number of messages per user is programmable [Maximum of 100]
- The message length is programmable [Maximum duration of 3 minutes]
- Once read, a message will be stored for 30 days, after which it will be deleted
- Each mailbox can be password protected for additional level of security
- The system will automatically perform an optimization of the voice card memory at a time that is programmed from the Automatic maintenance time option in browser based programming. During this time the voice mail will be disabled for the duration of the process (10 min approximately)

7.2 Voice Mail Features

The voicemail operation on the *eircom* **advantage** systems offers to the user an easy and flexible way of setting up a personalised mailbox and processing the message received.

7.2.1 Welcome Message

Each voicemail user can record a personalised welcome message at his or her extension. This is the message that will be heard by a calling party when the user has diverted his/her extension to voicemail. If a welcome message is not recorded, the system will use the default welcome message.

Default Welcome Message:

- *The person you have dialled is unavailable, please leave a message after the tone*.

7.2.2 Password Protection

Mailboxes can be password protected to prevent unauthorised access. Password protection needs to be enabled in Browser Based Programming. A PIN code will then have to be entered to gain access to Voice Mail. The PIN code can be entered and changed at the System Phone by entering the **Phone Settings** menu and selecting the **Change Pin Code** option. On analogue extensions, using dialling codes can do this.

Note: - A PIN code must be programmed if the user wishes to remotely access his/her voicemail.

7.2.3 Divert Calls to a Mailbox

The system's **Call Divert** feature is used to divert calls to Voice Mail. There are three types of divert that can be set –

1. Divert All Calls
2. Divert On Busy
3. Divert On No Answer.

The system will allow a user to divert to voicemail even when all of the available memory on the voice card has been used. If the memory of the voice card is full, then the calling party will hear the following message:

"*The mailbox of the person you have dialled is currently not available*".

7.2.4 Call Transfer to a Mailbox

Calls can be transferred to the mailbox of other extensions. If an enquiry call is made to an extension which is diverted to Voice Mail, the calling extension will hear the welcome message. If, before the message is completed, the calling extension transfers the held call, the welcome message will be restarted and the caller be able to leave a message.

If a System Phone user makes an enquiry call to a extension which has not been diverted to Voice Mail, the call can be transferred to the called extension's mailbox by dialling **#99** during Ringing tone or Busy tone.

7.2.5 Break-out of Voice Mail

If a calling party has been diverted to a user's mailbox, the calling party can break out of the mailbox and ring another extension while hearing the welcome message by dialling a "*" followed by the extension number.

7.2.6 Call Back

The system stores the caller ID information (if this is sent) which enables the user to return the call by using the **Dial** option in Voice Mail.

7.2.7 Voicemail Forwarding

Selecting the Forwarding option enables the message to be forwarded to another voice mailbox on the system.

7.2.8 Email Forwarding of Voicemail

Voice mail messages may be automatically emailed as wav attachments on termination of each call, to a preprogrammed email address.

7.2.9 Remote Access

In order to access the mailbox remotely, the extension user must have programmed a four digit PIN code.

To access Voice Mail remotely:

- Dial into the system using the MSN or line number programmed for the extension that is diverted to Voice mail
- The call will be answered by that extensions's voice mailbox
- During the Welcome message, **dial #**
  (even if the mailbox unavailable message is received)
- The prompt "*Please enter your PIN number*" will be heard
- Dial the four digit PIN code

If the correct PIN code is entered then the user will be remotely connected to the voicemail main menu and can access all of the features of the voicemail by dialling the appropriate digits when prompted to do so.

NOTES:

1. The following PIN codes cannot be used to remotely access the voicemail

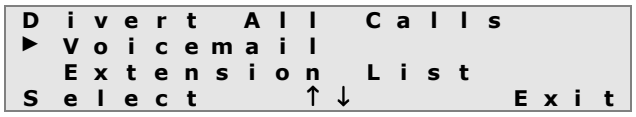
   Any 4 digit PIN code consisting of a **repeated number** (e.g. 1111, 2222, ..)
   Any 4 digit PIN code consisting of a **consecutive sequence** (e.g. 1234, 5678, ..)
   Any 4 digit PIN code starting with the digits **19 or 20** (e.g. 1999, 2010,..)

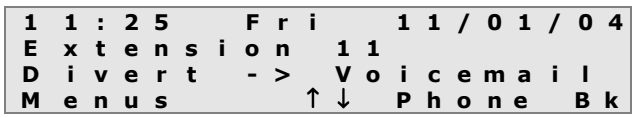
2. If NO PIN code has been programmed then dialling **#** will have no effect.

3. If an invalid PIN code is dialled the call will be cleared

7.3 Operating Voice Mail from an Executive system phone

7.3.1 To Divert All Calls to your mailbox using the DIVERT key





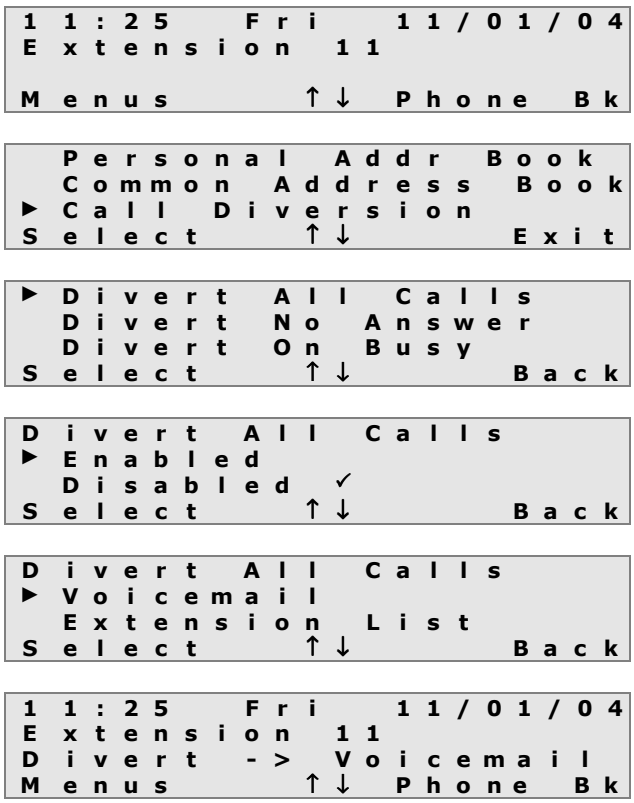
To enable voicemail operation at your extension the Divert feature must be used.

- From the idle display simply press the DIVERT key
- With the cursor pointing at the Voicemail option press the Select Key.
- The third line of the display will then indicate that the Operafone is diverted to Voicemail and the Divert LED will remain on.

All calls to extension 11 will now be diverted to the voice mailbox of extension 11.

Note: To clear diversion simply press the DIVERT key when the LED is on. The phone display will return to the idle condition again.

7.3.2 To Divert All Calls to your mailbox using the Phone menus

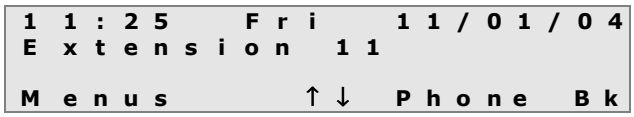


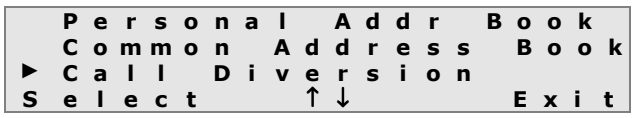
To enable voicemail operation at your extension the Divert feature must be used.

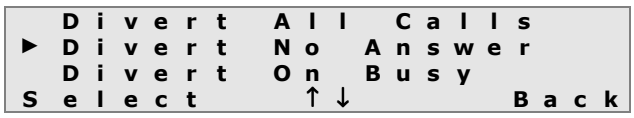
- From the idle display press the Menus mouse key.
- With the cursor pointing at Call Diversion press the Select Key.
- The display will then show the 3 types of divert to select from. With the cursor pointing at Divert All Calls press the Select mouse key.
- In the Divert All Calls menu select the Enabled option.
- With the Cursor pointing at the Voicemail Option press the select mouse key
- The third line of the display will then indicate that the Operafone is diverted to Voicemail and the Divert LED will remain on.
  All calls to extension 11 will now be diverted to the voice mailbox of extension 11.

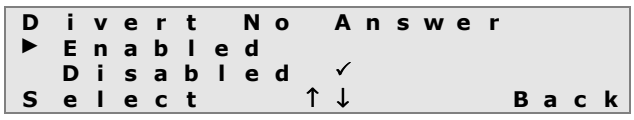
Note: To clear diversion simply press the DIVERT key when the LED is on. The phone display will return to the idle condition again. Alternatively the user can dial the **Clear** Divert All Code.

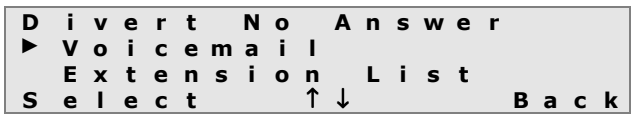
7.3.3 To Divert On No Answer to your mailbox using the Phone menus

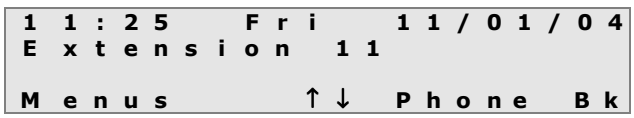












To enable voicemail operation at your extension the Divert feature must be used.

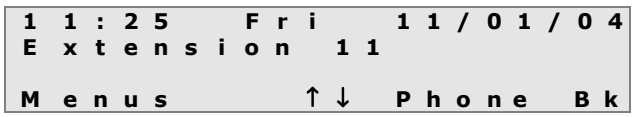
- From the idle display press the Menus mouse key.
- With the cursor pointing at Call Diversion press the Select Key.
- The display will then show the 3 types of divert to select from. With the cursor pointing at Divert No Answer press the Select mouse key.
- In the Divert No Answer menu select the Enabled option.
- With the Cursor pointing at the Voicemail Option press the select mouse key

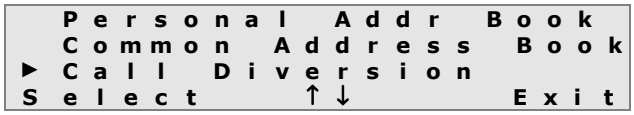
Note: The idle display will not indicate when the divert no answer feature has been activated

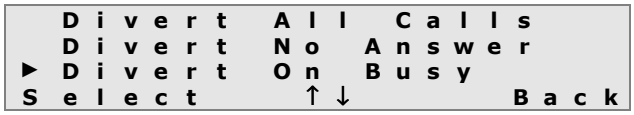
All calls to extension 11 will ring for the divert no answer timer period after which they will be diverted to the voice mailbox of extension 11.

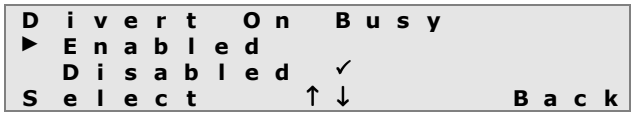
Note: To clear the Divert On No Answer to the Voicemail, select the **Disabled** option from the Divert No Answer Menu. Alternatively the user can dial the **Clear** Divert On No Answer Code

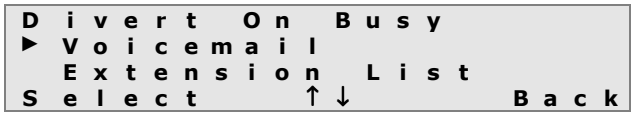
7.3.4 To Divert On Busy to your mailbox using the Phone menus

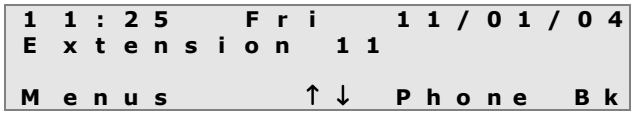












To enable voicemail operation at your extension the Divert feature must be used.

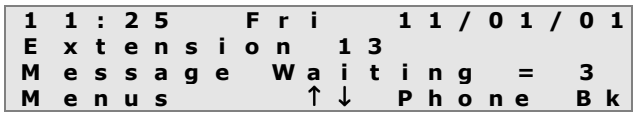
- From the idle display press the Menus mouse key.
- With the cursor pointing at Call Diversion press the Select Key.
- The display will then show the 3 types of divert to select from. With the cursor pointing at Divert On Busy press the Select mouse key.
- In the Divert On Busy menu select the Enabled option.
- With the Cursor pointing at the Voicemail Option press the select mouse key

Note: The idle display will not indicate when the divert no answer feature has been activated

All calls to extension 11 while it is busy will be diverted to extension 11's voice mailbox.

Note: To clear the Divert On Busy to the Voicemail, select the **Disabled** option from the Divert On Busy Menu shown above. Alternatively the user can dial the **Clear** Divert On Busy Code.

7.3.5 To retrieve and Play new messages



New Voice Mail messages are indicated by the LED of the **MESSAGE** key flashing and the number of new messages is shown on the third line of the display of the System Phone.

- Press the **MESSAGE** key to enter the **Voice Mail** menu

The system will attempt to access a Voice Mail channel. If all channels are busy, the system will prompt the user to wait.

- Enter the PIN code (e.g. 1111) and press the <**Accept**> key

Note: If the mailbox is not password protected, this screen will not be shown.

Any unread messages will be marked with a √ and the cursor will indicate the last message received. The CLI (if known) and duration of each message is shown.

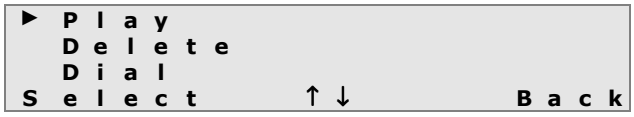
The example shows two unread messages and a read message from Extension 14.

- Use the ↑↓ keys to scroll through the list of messages
- Press the <**Select**> key when the required message is reached

There are four options available

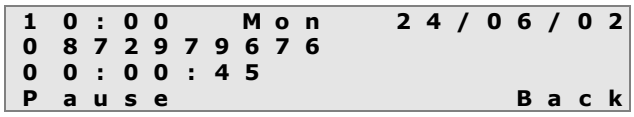
- **Play**
- **Delete**
- **Dial** calling number
- **Forward**

7.3.6 To Play a Message



As shown on the display, with the cursor alongside the **Play** option –

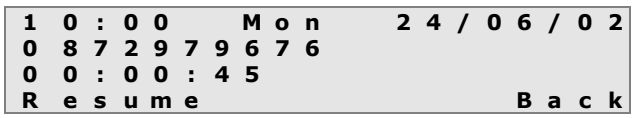
- Press the <**Select**> key



If the handset is on-hook, handsfree mode will be activated and the selected message will be played. (The handset can be lifted at any time during the message). The length of the message is shown and counts down while it is being played.

To pause a message -

- Press the <**Pause**> key (the function of the key changes to <**Resume**>)

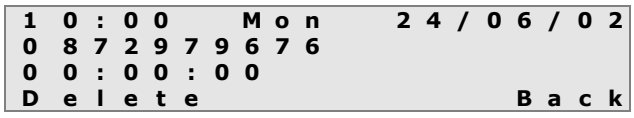


To resume a message -

- Press the <**Resume**> key

When the message has finished, to replay-

- Press the <**Back**> key and re-select the <**Play**> option



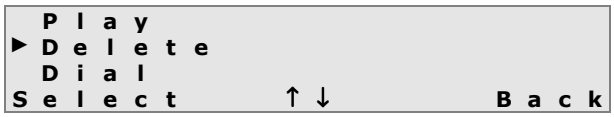
To Delete the message -

- Press the <**Delete**> key

or to return to the message options -

- Press the <**Back**> key

7.3.7 To Delete a Message



Any messages (read or unread) may be deleted.

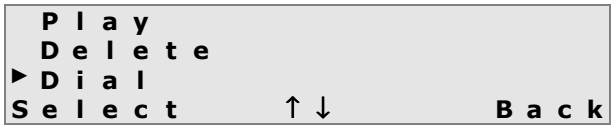
- Use the ↑↓ keys to scroll through the list of messages
- Press the <**Select**> key when the message to be deleted is reached
- With the cursor alongside the **Delete** option, press the <**Select**> key

The updated message list will appear on the display.

If all messages are deleted, **Mailbox Empty** will be displayed.

- Press the <**Back**> key to return to the idle screen

7.3.8 To Dial the calling Number



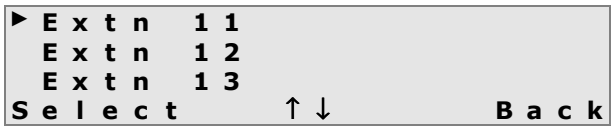
The **Dial** option enables the user to call back the number that left a message on the voice mail.

- Press the <**Select**> key when the cursor is alongside the calling party ID.
- Press the <**Select**> key when the cursor is alongside the **Dial** Option

The System Phone will seize a line and dial the CLI number stored with the message.

If there is no CLI information recorded with the message, the **Dial** option will have no effect.

7.3.9 To forward a message



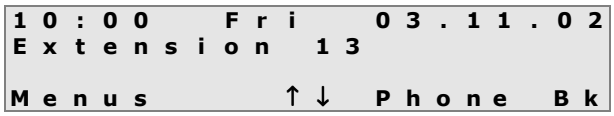
The **Forward** option enables the user to forward a voicemail message to the mailbox of another extension.

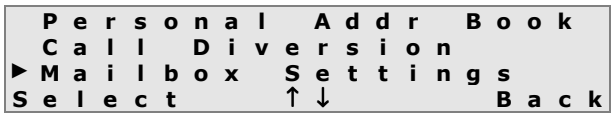
- Use the ↑↓ keys to scroll through the list of messages and press the <**Select**> key when the cursor is alongside the message that you wish to forward
- With the cursor alongside the **Forward** option, press the <**Select**> key
- A list of extensions with voicemail will then be displayed. Use the ↑↓ keys to scroll to the desired extension
- Press the <**Select**> key when the cursor is alongside the extension that you wish to forward the selected message to.

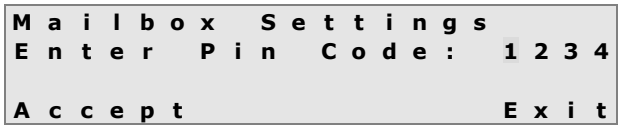
The introductory message of that extension's mailbox will be heard. If required, the user can append an additional message to the forwarded message.

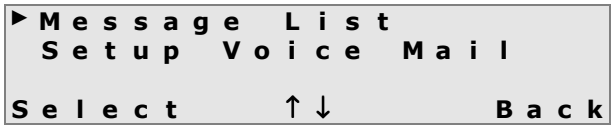
Note: If the user clears down before the introductory message is completed, the message will not be forwarded.

7.3.10 Retrieving old messages









To listen to Voice Mail messages when there are no new messages being indicated at the System Phone, i.e. the **MESSAGE** key LED is not flashing, you can simply press the **MESSAGE** key or use the mouse keys as follows -

- Press the <**Menus**> key
- Use the ↑↓ keys to scroll through the list of options
- When the cursor is alongside the **Mailbox Settings** option, press the <**Select**> key
- Enter the PIN code
- Press the <**Accept**> key

If the mailbox is not password protected, the display opposite will not appear.

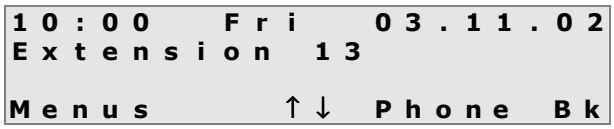
- Use the ↑↓ keys to scroll through the list of options
- When the cursor is alongside the **Message List** option, press the <**Select**> key

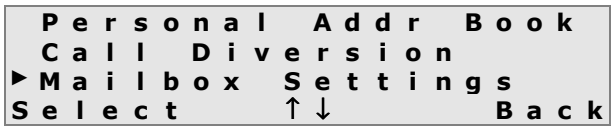
Messages can now be **played**, **deleted**, **forwarded** or **dialled** as for new messages (see above).

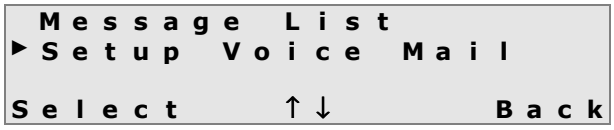
If all messages are deleted then, **Mailbox Empty** will be displayed.

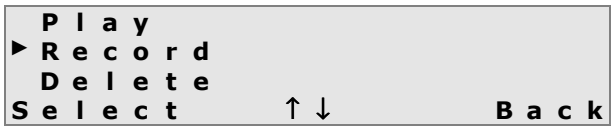
- Press the <**Back**> key to return to the idle screen

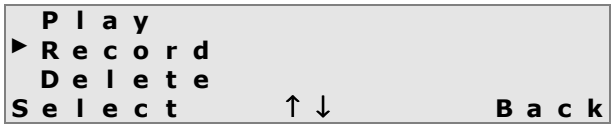
7.3.11 To Record an introductory message











Simply press the **MESSAGE** key or use the mouse keys as follows –

- Press the <**Menus**> key
- Use the ↑↓ keys to scroll through the list of options
- When the cursor is alongside the **Mailbox Settings** option, press the <**Select**> key
- Enter the PIN code
- Press the <**Accept**> key

If the mailbox is not password protected, the user will not be requested to enter a PIN code.

- Use the ↑↓ keys to scroll through the list of options
- When the cursor is alongside the **Setup Voice Mail** option, press the <**Select**> key
- Use the ↑↓ keys to scroll through the list of options
- When the cursor is alongside the **Record** option, press the <**Select**> key

If this is the first time an introductory message is recorded, the **Play** and **Delete** options are not shown.

- Lift the handset as prompted

Note: It is not possible to record messages in handsfree mode.

- Press the <**Record**> key
- Press the <**Stop**> key when the message is complete. The message is automatically saved

The record time is shown as the message is being recorded.

If the <**Back**> key is pressed, the message will not be saved and the display will return to the **Setup Voice Mail** menu.

To listen to the recorded message -

- Press the <**Replay**> key

If the message is correct -

- Press the <**Accept**> key and the display will return to the **Setup Voice Mail** menu

To re-record the message -

- Press the <**Reject**> key. The message will be deleted and the display will return to the **Setup Voice Mail** menu

7.3.12 To Play an Introductory Message

Enter the **Setup Voice Mail** menu as described in the previous section (To Record an Introductory Message) and select the **Play** option.

If the handset is on-hook, handsfree mode will be activated and the introductory message will be played. (The handset can be lifted at any time during the message). The length of the message is shown and counts down while it is being played.

To pause a message -

- Press the <**Pause**> key (the function of the key changes to <**Resume**>)

To resume the message -

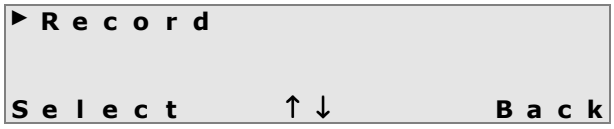
- Press the <**Resume**> key

When the message has finished, to replay-

- Press the <**Replay**> key

or to return to the message options shown on the **Setup Voice Mail** menu
Press the <**Back**> key

7.3.13 To Delete an Introductory Message



Enter the **Setup Voice Mail** menu as described in the previous section (To Record an Introductory Message) and select the **Delete** option.

The message is deleted.

The display will prompt the user to record a new introductory message.

To record a message -

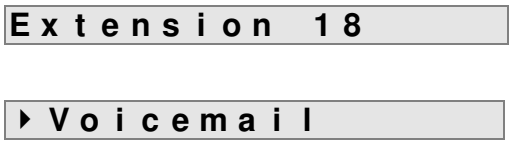
- Press the <**Select**> key

To exit -

- Press the <**Back**> key

7.4 Operating Voice mail from an Operafone Standard

7.4.1 To Divert all calls to your mailbox



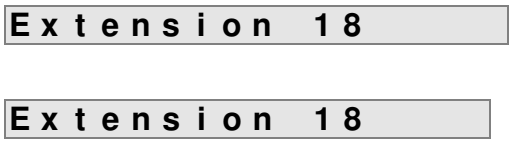
To Divert All Calls to the voicemail simply dial the Divert All Calls code followed by the voicemail code: e.g.

* 2 1 * * 99 #

The display will then indicate that all calls will be diverted to the voicemail.

Note: To Clear Divert All Calls to the voicemail simply dial the **Clear** Divert All Calls code (# 21#) and the display will return to the idle condition again.

7.4.2 To Divert on No Answer to your mailbox



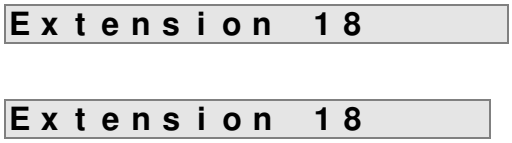
To Divert On No Answer to the voicemail simply dial the Divert On No Answer code followed by the voicemail code: e.g.

e.g. * 6 1 * * 99 #

The display will **NOT** indicate that Unanswered Calls will be diverted to the voicemail.

Note: To Clear Divert On No Answer to the Voicemail simply dial the **Clear** Divert On No Answer code (# 61#).

7.4.3 To Divert on Busy to your mailbox



To Divert On Busy to the voicemail simply dial the Divert On Busy code followed by the voicemail code.

e.g. * 6 7 * * 99 #

The display will **NOT** indicate that any Calls received in the Busy state will be diverted to the voicemail.

Note: To Clear Divert On Busy to the voicemail simply dial the **Clear** Divert On Busy code (# 67#).

7.4.4 To Retrieve and Play new messages

1 New Message

New voicemail message are indicated by the LED of the message key (✉) flashing and the number of new messages being displayed on the phone display.

Voicemail

To listen to the new message:

- Press the message key (✉)

The display will then show that the user is in voicemail and the operafone standard will be switched into handsfree mode. If the extension is password protected, the following prompt will be heard –

"Please enter your PIN number",

the user must enter the PIN number using the telephone keypad.

Once the correct pin has been entered, the following introductory message will be heard -

"Welcome to voice mail –
For new messages – dial 1
For saved messages – dial 2
To enter Mail Setup menu – dial 3
To change diversion settings – dial 4"

To listen to the first new message the user must **Dial 1.**

If there are no new messages, the prompt "*You have no new messages*" will be heard, followed by the introductory message again.

7.4.5 To Retrieve and Play saved messages

V o i c e m a i l

Saved voicemail messages are not indicated from the operafone Idle display.

To listen to a saved message:

- Dial the voicemail code

The display will then show that the user is in voicemail.

If the extension is password protected, the following prompt will be heard –
"Please enter your PIN number",
the user must enter the PIN number using the telephone keypad.

Once the correct pin has been entered, the following introductory message will be heard -

"Welcome to voice mail –
For new messages – dial 1
For saved messages – dial 2
To enter Mail Setup menu – dial 3
To change diversion settings – dial 4"

To listen to the first saved message the user must **Dial 2.**

If there are no saved messages, the prompt "*You have no saved messages*" will be heard, followed by the introductory message again.

7.4.6 To play a Welcome Message

V o i c e m a i l

To play the current welcome message the user must -

- Dial the voicemail code

The display will then show that the user is in voicemail.

If the extension is password protected, the following prompt will be heard – *"Please enter your PIN number"*,

the user must enter the PIN number using the telephone keypad.

Once the correct pin has been entered, the following introductory message will be heard -

"Welcome to voice mail –
For new messages – dial 1
For saved messages – dial 2
To enter Mail Setup menu – dial 3
To change diversion settings – dial 4"

To enter the mail setup menu the user must **Dial 3.**

The following **Mail Setup message** will then be heard:

"*To play the current welcome message - dial 1*
To record a new welcome message - dial 2
To delete the current welcome message - dial 3
*To return to the previous menu - press **"

To **play** the current welcome message the user must **Dial 1**.

If a personalised message has **not** been previously recorded, the default message "*The person you have dialled is unavailable. Please leave a message after the tone*" will be heard.

7.4.7 To Record a Welcome Message

V o i c e m a i l

To Record a new welcome message the user must -

- Dial the voicemail code

The display will then show that the user is in voicemail.

If the extension is password protected, the following prompt will be heard – *"Please enter your PIN number"*,

the user must enter the PIN number using the telephone keypad.

Once the correct pin has been entered, the following introductory message will be heard -

"Welcome to voice mail –
For new messages – dial 1
For saved messages – dial 2
To enter Mail Setup menu – dial 3
To change diversion settings – dial 4"

To enter the mail setup menu the user must **Dial 3.**

The following **Mail Setup message** will then be heard:

"*To play the current welcome message - dial 1*
To record a new welcome message - dial 2
To delete the current welcome message - dial 3
*To return to the previous menu - press **"

To **record** a new welcome message the user must **Dial 2**.

The user will then be prompted with the following message:

"*Start recording the new message after the tone and dial # to end the recording*"

The user can start recording the message after hearing the tone. To end the message the user then dials # and the following message will be heard:

"Message recorded"

The user will then be returned to the Voicemail setup message.

7.4.8 To Delete a Welcome Message

V o i c e m a i l

To delete the current welcome message the user must -

- Dial the voicemail code

The display will then show that the user is in voicemail.

If the extension is password protected, the following prompt will be heard – *"Please enter your PIN number"*,

the user must enter the PIN number using the telephone keypad.

Once the correct pin has been entered, the following introductory message will be heard -

"Welcome to voice mail –
For new messages – dial 1
For saved messages – dial 2
To enter Mail Setup menu – dial 3
To change diversion settings – dial 4"

To enter the mail setup menu the user must **Dial 3.**

The following **Mail Setup message** will then be heard:

"*To play the current welcome message - dial 1*
To record a new welcome message - dial 2
To delete the current welcome message - dial 3
To return to the previous menu - press ***"**

To **delete** the current welcome message the user must **Dial 3**.

The user will then hear the following message:

"Message Deleted"

The user will then be returned to the Voicemail setup message.

7.4.9 To Change Diversion Settings

V o i c e m a i l

To change the diversion settings the user must -

- Dial the voicemail code

The display will then show that the user is in voicemail.

If the extension is password protected, the following prompt will be heard –
"Please enter your PIN number",

the user must enter the PIN number using the telephone keypad.

Once the correct pin has been entered, the following introductory message will be heard -

"Welcome to voice mail –
For new messages – dial 1
For saved messages – dial 2
To enter Mail Setup menu – dial 3
To change diversion settings – dial 4"

To change diversion settings user must **Dial 4.**

The following **Diversion Menu** will then be heard:

*"To clear diversion **dial 1**,*
*to divert to your Voice Mail **dial 2**,*
*to divert to the number you called from **dial 3**,*
*to divert to a new number **dial 4** followed by the new number and then # ,*
*to return to the previous menu **press *.**"*

To **Clear** Diversion the user must **Dial 1**.
This will then clear the Divert All Calls to voicemail.

To **Divert to Voicemail** the user must **Dial 2.**
This will then set Divert All calls to voicemail.

To **Divert to the Calling party number** the user must **Dial 3.**
This will divert all calls for that extension to the number that the user is calling from. - e.g. Mobile number, Home number, etc… The line needs to have CLI functioning for this to work.

To **Divert to a New Number** the user must **Dial 4** followed by the **New Number and then #.**
This will divert all calls for that extension to the **new** number.

To **return to the previous menu** the user must **Dial #.**

7.5 Operating Voice Mail from an Analogue Telephone

Voicemail on the eircom advantage systems is also accessable from analogue phones.

7.5.1 Voicemail operation from an analogue phone

Operating Voice Mail from an analogue telephone can be done simply by dialling a code to access voice mail and following the voice prompts.

- ISDN telephones connected to an internal S-Bus operate in the same way as analogue telephones.
- If password protection has been enabled for an extension but the user has not programmed the PIN code, all inputs will be regarded as invalid.
- If there are no Voice Mail channels available when ***99** is dialled, a proceeding tone is heard and the user will be placed in a queue.
- If Voice Mail has been disabled for the extension, the user will receive **busy** Tone.

7.5.2 Retrieving New Messages

- Lift the handset - new messages will be indicated by '**interrupted**' Dial tone
- To enter the voicemail menu, dial ***99**
- If the extension is password protected, at the prompt *"Please enter your PIN number"*, enter the PIN number using the telephone keypad

Note: If an incorrect PIN number is entered, busy tone will be heard.

Once the correct pin has been entered, the following introductory message will be heard -

"Welcome to voice mail –
For new messages – dial 1
For saved messages – dial 2
To enter Mail Setup menu – dial 3
To change diversion settings – dial 4"

To listen to the first new message the user must **Dial 1.**

If there are no new messages, the prompt "*You have no new messages*" will be heard, followed by the introductory message again.

7.5.3 Retrieving Old Messages

- Lift the handset
- To listen to a saved message, dial ***99**
- If the extension is password protected, at the prompt *"Please enter your PIN number"*, enter the PIN number using the telephone keypad

Note: If an incorrect PIN number is entered, busy tone will be heard.

Once the correct pin has been entered, the following introductory message will be heard -

"Welcome to voice mail –
For new messages – dial 1
For saved messages – dial 2
To enter Mail Setup menu – dial 3
To change diversion settings – dial 4"

To listen to the first saved message the user must **Dial 2.**

If there are no saved messages, the prompt "*You have no saved messages*" will be heard, followed by the introductory message again.

7.5.4 To play a Welcome Message

- Lift the handset
- Dial ***99**
- If the extension is password protected, at the prompt *"Please enter your PIN number"*, enter the PIN number using the telephone keypad

Note: If an incorrect PIN number is entered, busy tone will be heard.

Once the correct pin has been entered, the following **Welcome message** will be heard -

"Welcome to voice mail –
For new messages – dial 1
For saved messages – dial 2
To enter Mail Setup menu – dial 3
To change diversion settings – dial 4"

To enter the Mail Setup menu the user must **Dial 3**.

The following **Mail Setup message** will then be heard:

"*To play the current welcome message - dial 1*
To record a new welcome message - dial 2
To delete the current welcome message - dial 3
*To return to the previous menu - press **"

To **play** the current welcome message the user must **Dial 1**.

If a personalised message has **not** been previously recorded, the default message "*The person you have dialled is unavailable. Please leave a message after the tone*" will be heard.

7.5.5 To Record a Welcome Message

- Lift the handset
- Dial ***99**
- If the extension is password protected, at the prompt *"Please enter your PIN number"*, enter the PIN number using the telephone keypad

Note: If an incorrect PIN number is entered, busy tone will be heard.

Once the correct pin has been entered, the following **Welcome message** will be heard -

"Welcome to voice mail –
For new messages – dial 1
For saved messages – dial 2
To enter Mail Setup menu – dial 3
To change diversion settings – dial 4"

To enter the Mail Setup menu the user must **Dial 3**.

The following **Mail Setup message** will then be heard:

"*To play the current welcome message - dial 1*
To record a new welcome message - dial 2
To delete the current welcome message - dial 3
*To return to the previous menu - press **"

To **record** the welcome message the user must **Dial 2**.

The user will then be prompted with the following message:

"*Start recording the new message after the tone and dial # to end the recording*"

The user can start recording the message after hearing the tone. To end the message the user then dials # and the following message will be heard:

"Message recorded"

The user will then be returned to the Voicemail setup message.

7.5.6 To Delete a Welcome Message

- Lift the handset
- Dial ***99**
- If the extension is password protected, at the prompt *"Please enter your PIN number"*, enter the PIN number using the telephone keypad

Note: If an incorrect PIN number is entered, busy tone will be heard.

Once the correct pin has been entered, the following **Welcome message** will be heard -

"Welcome to voice mail –
For new messages – dial 1
For saved messages – dial 2
To enter Mail Setup menu – dial 3
To change diversion settings – dial 4"

To enter the Mail Setup menu the user must **Dial 3**.

The following **Mail Setup message** will then be heard:

"*To play the current welcome message - dial 1*
To record a new welcome message - dial 2
To delete the current welcome message - dial 3
*To return to the previous menu - press **"

To **delete** the welcome message the user must **Dial 3**.

The user will then hear the following message:

"Message Deleted"

The user will then be returned to the Voicemail setup message.

7.4.9 To Change Diversion Settings

- Lift the handset
- Dial ***99**
- If the extension is password protected, at the prompt *"Please enter your PIN number"*, enter the PIN number using the telephone keypad

Note: If an incorrect PIN number is entered, busy tone will be heard.

Once the correct pin has been entered, the following introductory message will be heard -

"Welcome to voice mail –
For new messages – dial 1
For saved messages – dial 2
To enter Mail Setup menu – dial 3
To change diversion settings – dial 4"

To change diversion settings user must **Dial 4.**

The following **Diversion Menu** will then be heard:

*"To clear diversion **dial 1**,*
*to divert to your Voice Mail **dial 2**,*
*to divert to the number you called from **dial 3**,*
*to divert to a new number **dial 4** followed by the new number and then # ,*
*to return to the previous menu **press *.**"*

To **Clear** Diversion the user must **Dial 1**.
This will then clear the Divert All Calls to voicemail.

To **Divert to Voicemail** the user must **Dial 2.**
This will then set Divert All calls to voicemail.

To **Divert to the Calling party number** the user must **Dial 3.**
This will divert all calls for that extension to the number that the user is calling from. - e.g. Mobile number, Home number, etc… The line needs to have CLI functioning for this to work.

To **Divert to a New Number** the user must **Dial 4** followed by the **New Number and then #.**
This will divert all calls for that extension to the **new** number.

To **return to the previous menu** the user must **Dial #.**

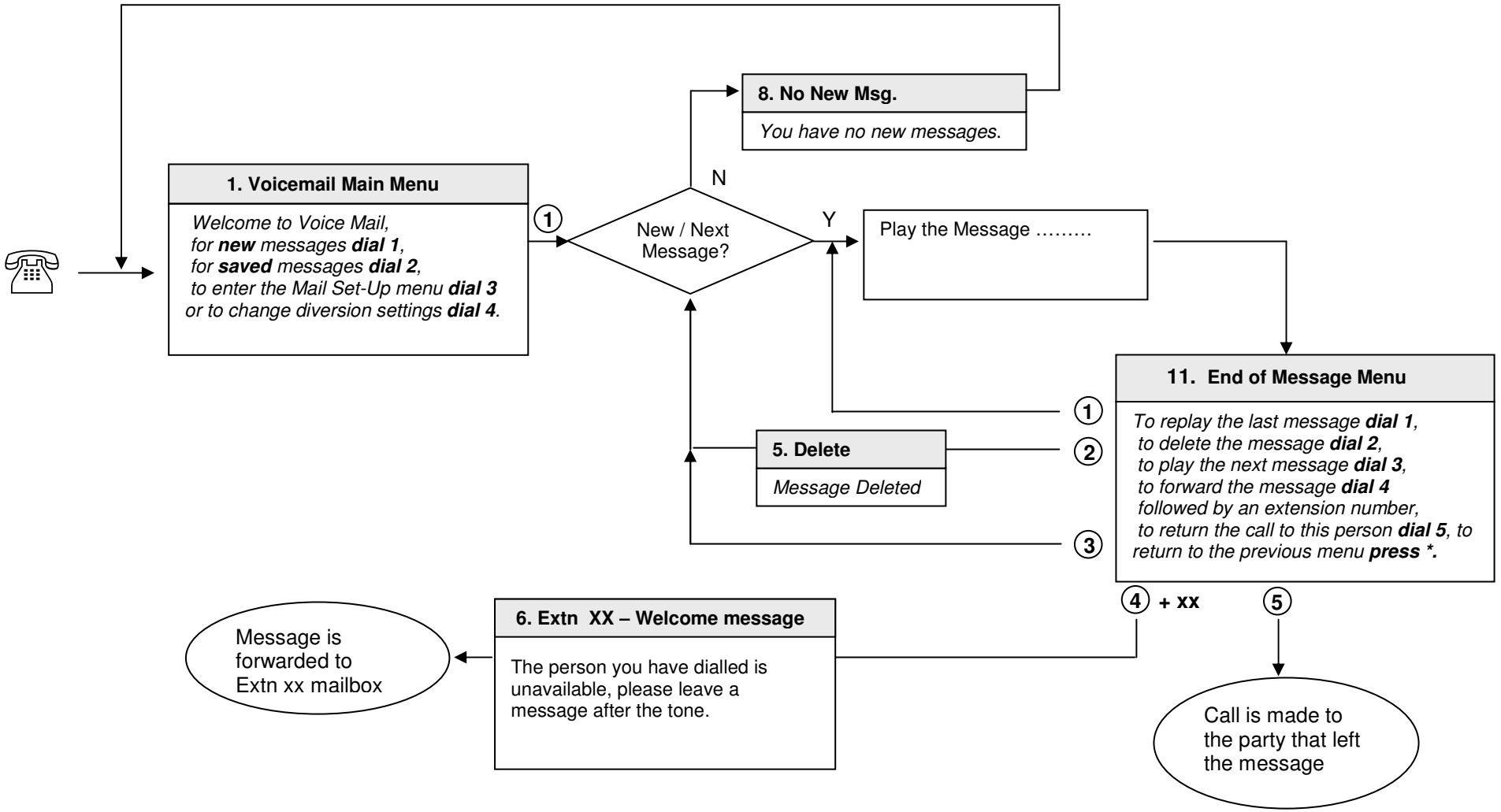
7.5 List of Messages on the Voicemail system

The list below details the messages that are contained by default on the voicemail module. Only one of these messages (Message 6 – Welcome message) is recordable by the user. Messages 1, 2, 11 & 16 are automatically repeated up to a maximum of 3 times if a digit is not entered.

Message Name	Message Contents
1. Main Menu	Welcome to Voice Mail, for new messages dial **1**, for saved messages dial **2**, to enter the Mail Set-Up menu dial **3** or to change diversion settings dial **4**.
2. Setup Menu	To play the current welcome message dial **1**, to record a new welcome message dial **2**, to delete the current welcome message dial **3** or to return to the previous menu dial *****.
3. Record	Start recording the new message after the tone and dial # to end recording.
4. Record Complete	Message recorded.
5. Delete	Message deleted.
6. Welcome [Recordable]	The person you have dialled is unavailable. Please leave a message after the tone.
7. New Message	You have new messages.
8. No New Message	You have no new messages.
9. No Saved Message	You have no saved messages.
10. No More Messages	You have no more messages.
11. End of Message	To replay the last message dial **1**, to delete the message dial **2**, to play the next message dial **3**, to forward the message dial **4** followed by an extension number, to return the call to this person dial **5**, to return to the previous menu press *****.
12. Enter PIN	Please enter your PIN number.
13. BEEP	“BEEP”
14. Divert Call	Your call is being diverted, please hold.
15. Mailbox Busy	The mailbox of the person you have dialled is currently not available.
16. Diversion Menu	To clear diversion dial **1**, to divert to your Voice Mail dial **2**, to divert to the number you called from dial **3**, to divert to a new number dial **4** followed by the new number and then or to return to the previous menu dial *****.
17. Diversion Changed	Call Diversion has been changed.
18. Diversion Not Changed	Call Diversion has not been changed.

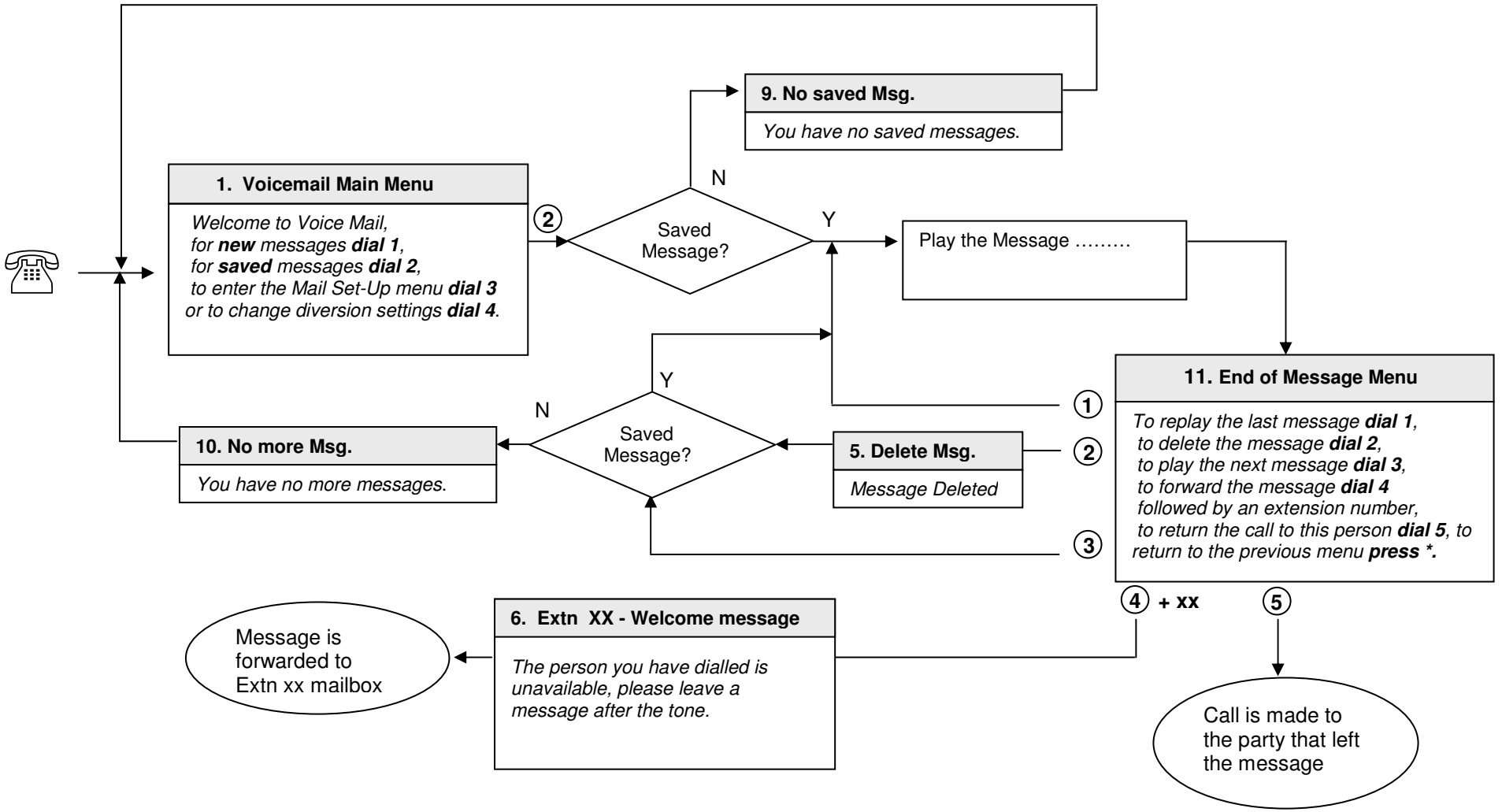
7.5.1 Processing New Messages on the Voicemail system

The flow chart below shows the sequence of messages heard by the user on processing New messages from the voicemail menu. Digits dialled while listening to a menu are represented by circled numbers.



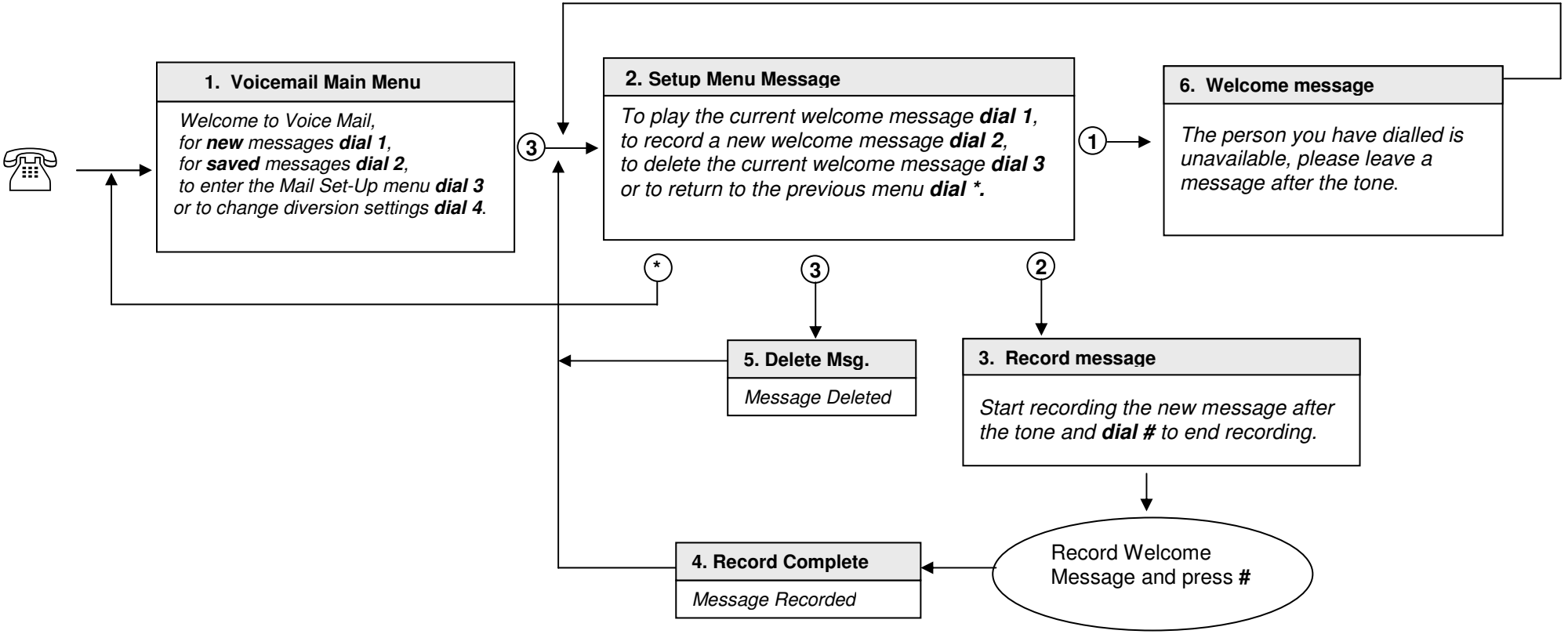
7.5.2 Processing Saved Messages on the Voicemail system

The flow chart below shows the sequence of messages heard by the user on processing New messages from the voicemail menu. Digits dialled while listening to a menu are represented by circled numbers.



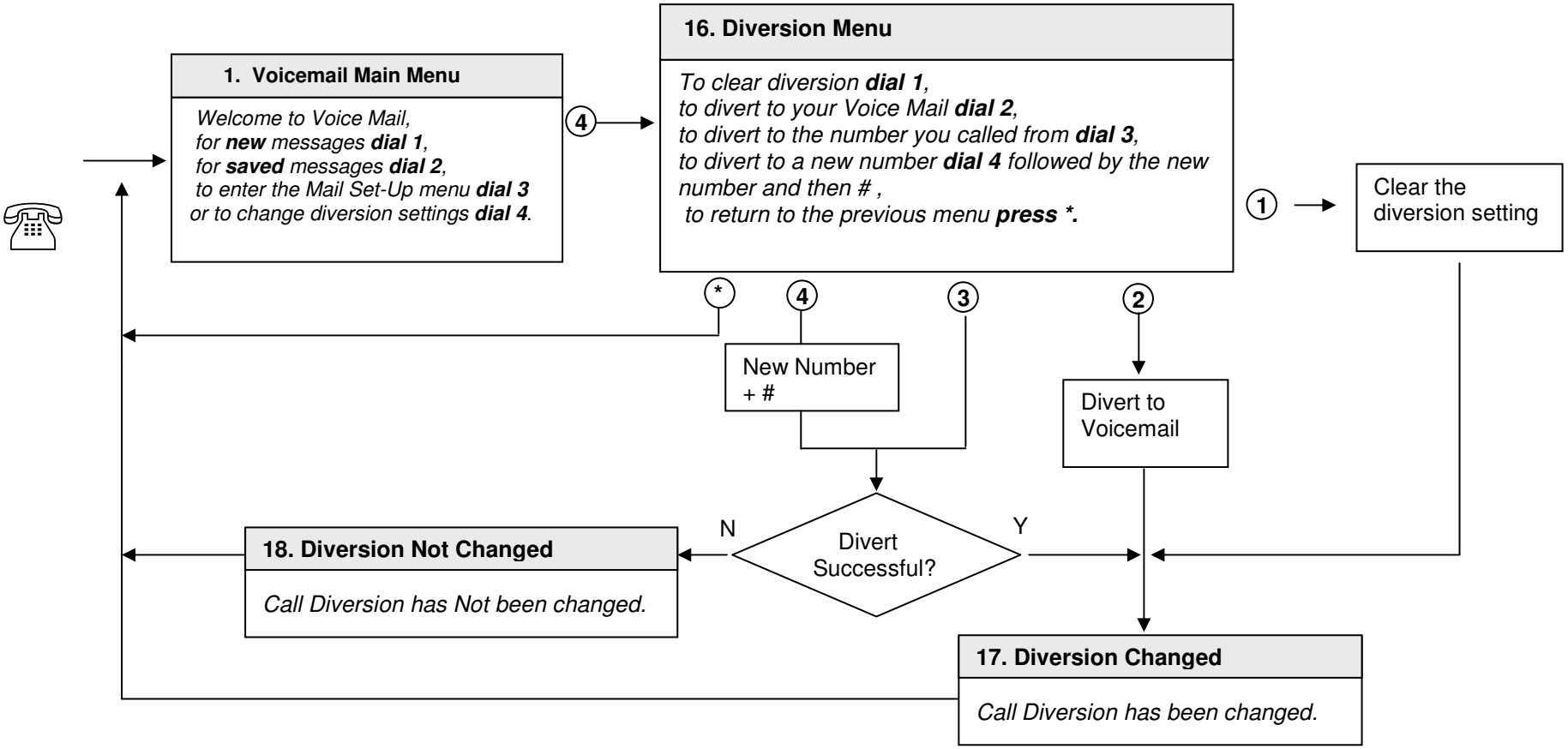
7.5.3 Using the mail set-up menu on the Voicemail system

The flow chart below shows the sequence of messages heard by the user when using the voice mail set-up menu. Digits dialled while listening to a menu are represented by circled numbers.

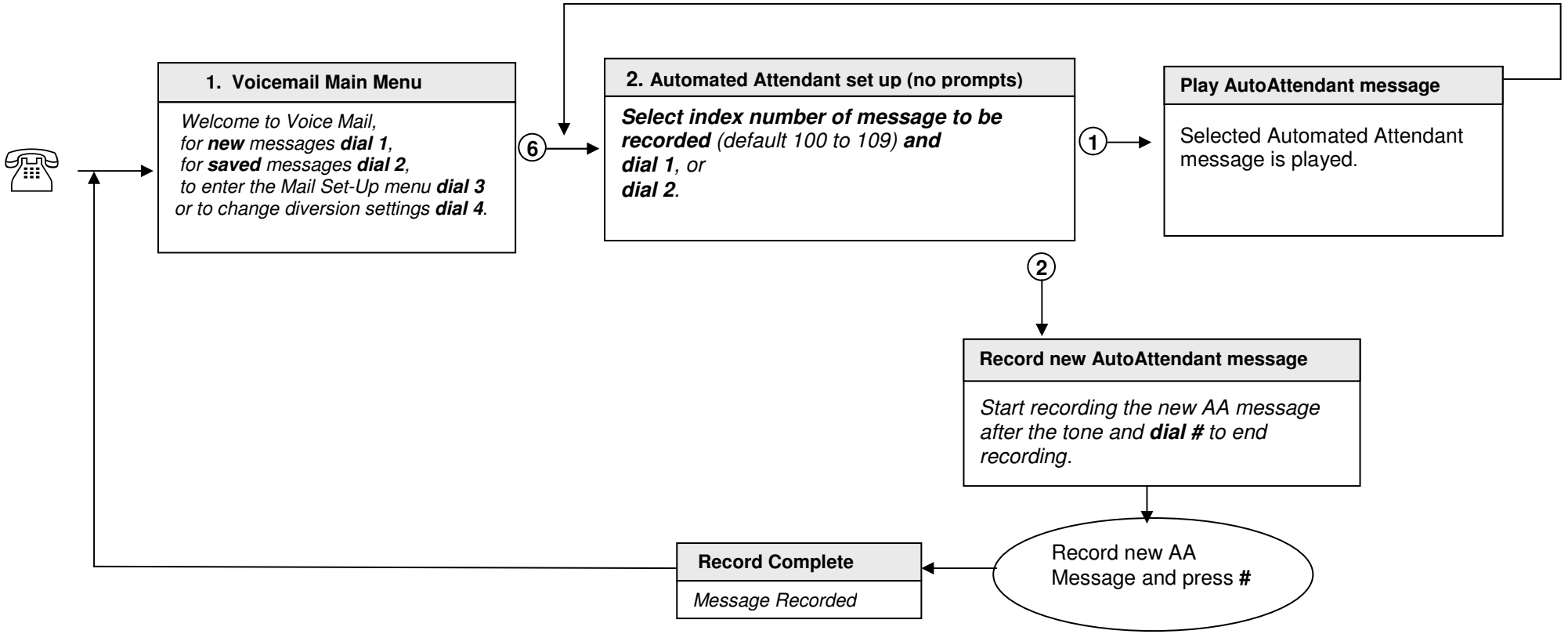


7.5.4 Changing diversion settings on the Voicemail system

The flow chart below shows the sequence of messages heard by the user when changing call diversion settings on the voicemail system. Digits dialled while listening to a menu are represented by circled numbers.



7.5.5 Change Automated Attendant messages via the voice mail menu

The flow chart below shows the sequence to be followed by a user, with Operator level of access, to alter the Automated Attendant messages. This can even be done remotely. Access the Voicemail Main Menu, for example by dialing #, followed by your PIN, while listening to the welcome message. Then instead of following any of the standard 1 to 4 prompts, dial 6 followed by the index number of the AA message to be recorded, unprompted.

Circled numbers represent digits dialed at the various stages.