

Main menu

Dial the access number. Once connected, the touchtone interface guides you through the consultation and management of Instant Communications Suite services from any telephone set, whether your set is internal or external to the system.

Before providing access to any options, the system informs you whether the nomadic mode is active.

- To access Messaging services, press 1
- To send a voice message, press 2
- To call a party and be called by the system on a specific phone number to connect to this party, press 3
- To access One Number services, press 4
- To configure messaging personal options, press 5

Messaging services

The Messaging services telephone interface guides you through the consultation and management of your messages. Typically, it offers the following:

- Consultation of all of your messages (voice mails, e-mails and faxes*)
- Call back people who have left you messages or leave them a voice mail message
- Sending voice messages
- Changing your greeting announcement
- Listen to e-mail contents via a text to speech engine with automatic language recognition

*A fax server must be included in the OmniTouch 8400 Instant Communications Suite system

Accessing Messaging Services

Connecting from an internal set

1. Press the MAIL key, then select Voice Mail.



2. Enter your password.
The system tells you the number of new messages received and the number of messages saved in your mailbox.

Connecting from an external set

1. Enter the external telephone number to reach Unified Communications Services (this number is supplied by your administrator).
2. Press 1.
3. Press 1 again.
4. Enter your personal voice mail box number.
5. Enter your password.

Connecting for the first time

1. Press the MAIL key, then select Voice Mail.
2. Enter the default password (provided by your administrator).
The system welcomes you and asks you to record your name.
3. Speak your name and press #.
4. Enter a new password.
The system confirms which password has been recorded.
You are now connected.

Tips

Use the keys:

- # to validate
- * to cancel or exit

Listening to new messages

To find out the number of new messages, access your voice mail box and enter your password.

If your new voice messages are not played automatically, press 1 to play them.

- **While listening to your messages**

- **To pause/resume your consultation**

Press 2.

- **To delete a voice mail**

Press 7 (then 7 again if confirmation is required).

- **To listen to the next message**

Press #.

- **At the end of your messages**

- **To listen again to your message**

Press 11.

- **To delete your message**

Press 7 (then 7 again if confirmation is required).

- **To listen to the next message**

Press #.

- **To reply to your voice message**

Press 8, when you have finished recording your reply press #.

- **To send a copy of your voice message to someone else**

Press 6, when you have finished recording your introduction press #.

- **To reply to your voice message**

Press 8, when you have finished recording your reply press #.

- **To send a copy of your voice message to someone else**

Press 6, when you have finished recording your introduction press #.



Managing your welcome greeting message

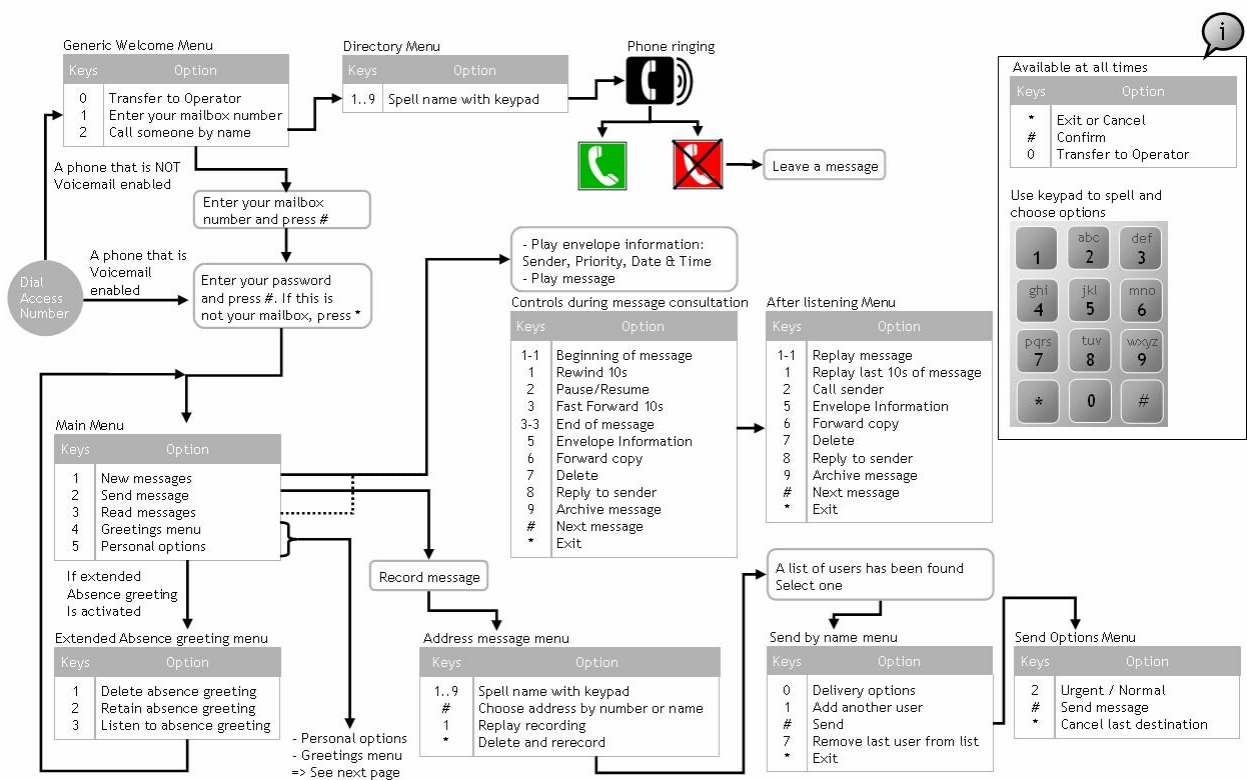
Welcome greetings are played to callers forwarded to your mail box.

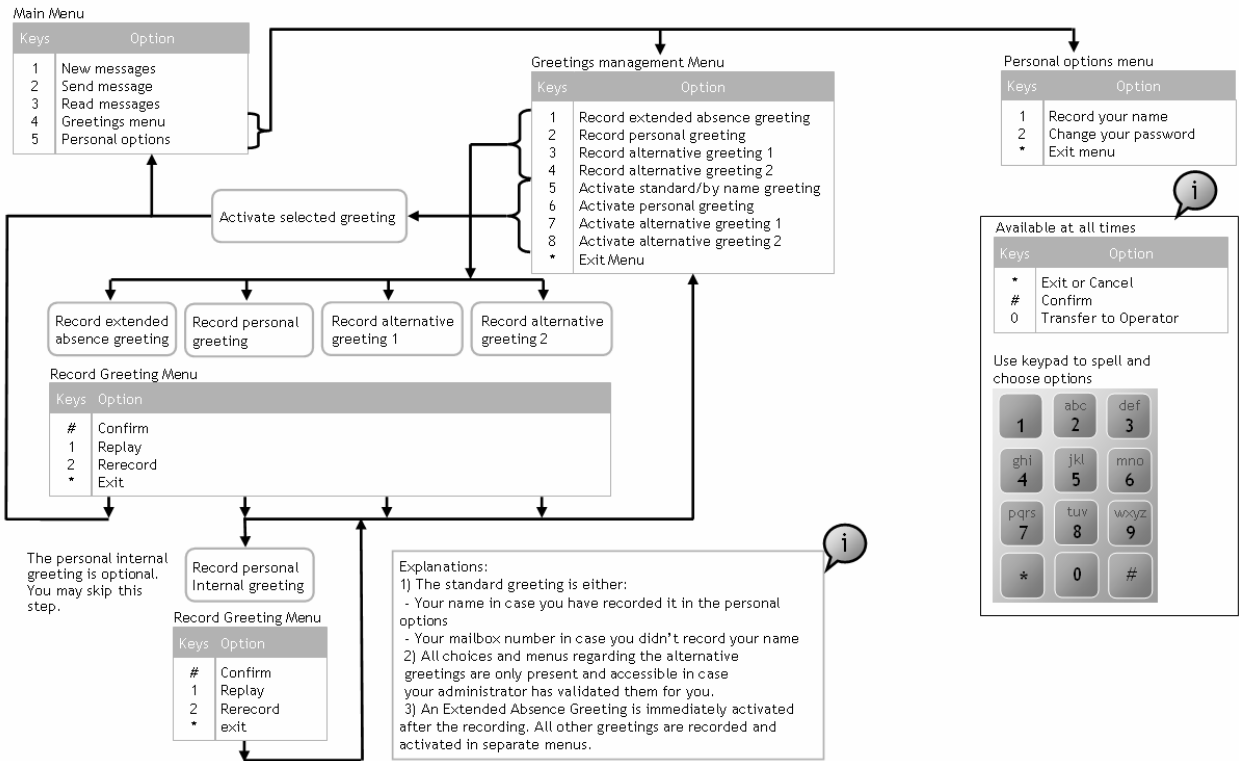
Different types of welcome greetings are available:

- The standard greeting.
The standard greeting is a standard text followed either by your name (if you have recorded it via the personal options menu) or by your voice mail number.
- The personal greeting.
The personal greeting is an announcement recorded by you and activated via the Greetings Management Menu or the Web Interface. It replaces the standard greeting and is played to internal and external callers.
You may record an additional personal internal greeting. This personal greeting shall be played to internal callers, while the first personal greeting is played to external callers only.
- Alternative greetings.
The system can provide up to two alternative greetings. These are only available when your system administrator has granted you the right to use them. They are alternative personal greetings, recorded for specific business situations (for instance a greeting when you are in a meeting), activated by you, according to your needs.
Once you have returned to normal business operation, you may switch back to your personal greeting or to the standard greeting message. Alternative greetings are played to internal and external callers.
- Extended absence greeting.
The extended absence greeting is dedicated to situations where you are out of the office for a planned period of time, with no or limited access to your voice messages. The aim of this message is to inform internal and external callers of your absence (e.g. when you are on holidays). When an extended absence greeting is activated, callers are explicitly made aware that you may not be able to listen to your voice messages soon. They have to press a key to be able to leave you a message.
When an extended absence greeting is activated, the system informs you each time you log into your mail box. At this stage, you can either retain or delete your extended absence greeting. If you decide to delete it, the system activates the greeting that was played before your extended absence message was activated. Unlike all other greetings, the extended absence greeting is automatically activated after it is recorded.

All options of the Telephone User Interface

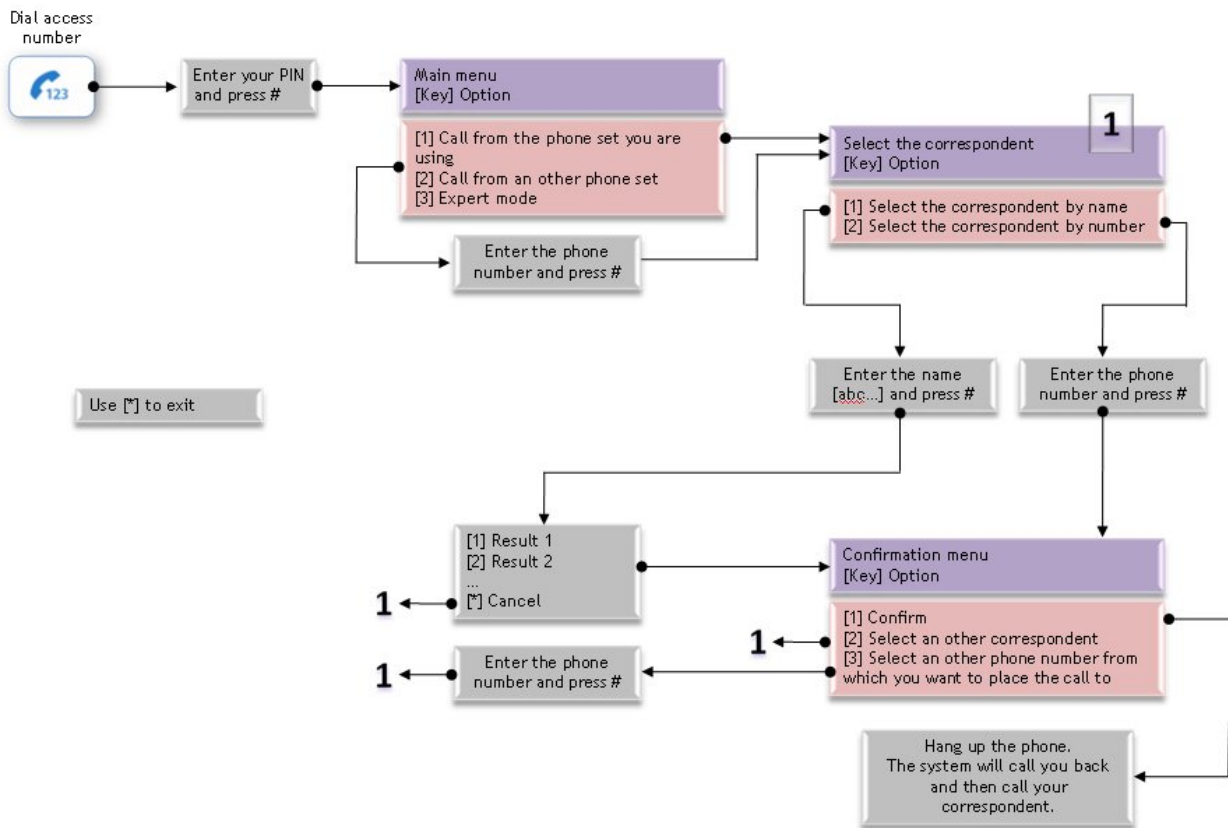
A full description of all available options of the Telephone User Interface is presented on the diagrams below:





Telephony services

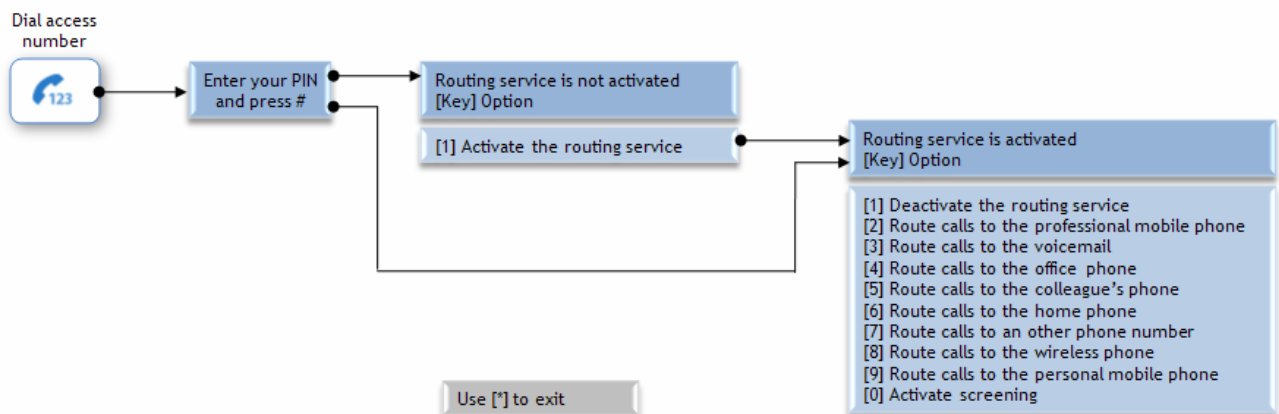
The Telephony services telephone interface enables the system to call you back on a specific phone number to connect you to the party of your choice.



One Number services

The One Number services telephone interface guides you through the consultation and management of your routing rules. Typically, it offers the following options:

- Activate/deactivate the routing service
- Select a destination number (office phone, home phone, voice mail, etc.)
- Enter a free phone number
- Activate the screening mode



www.alcatel-lucent.com

Alcatel, Lucent, Alcatel-Lucent and the Alcatel-Lucent logo are trademarks of Alcatel-Lucent. All other trademarks are the property of their respective owners. Alcatel-Lucent assumes no responsibility for the accuracy of the information presented, which is subject to change without notice.

© Alcatel-Lucent 2010. All rights reserved.