OmniTouch™ 8400
Instant Communications Suite

OmniTouch™ 8440 Messaging Software
Quick Reference guide

Alcatel·Lucent
Enterprise

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1   Introduction

Access to voice messaging is available:
Via the Telephone User Interface
- The Telephone User Interface is accessible from any phone, whether internal or external to the system. This interface allows the control of your voice mail via user options, as well as recording of your greeting messages, consultation and management of your received and sent messages.

Via the Graphical User Interface
- The Graphical User Interface is available on the following internal Alcatel-Lucent phones: 4028, 4038, 4068[1], provided your administrator has granted you the rights to use it. The Graphical User Interface provides control over most important voice message handling operations in a quick and visual way, from consulting to replying and deleting messages.

Via the Web Interface
- The Web Interface provides control of all options of your voice mail box.

2   Messaging Services Telephone User Interface

The Messaging Services telephone interface guides you through the consultation and management of your voice mail, from any telephone set, be it internal or external to the system.

Typically, it offers:
- Consultation of all of voice messages
- Callback of people having left messages, or sending them a voice message
- Sending voice messages
- Changing your greeting announcement

[1] A label under your set indicates its type.

2.1 Accessing the Telephone User Interface

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 your mailbox (this number is supplied by your administrator).
2. Press **1**.
3. Enter your personal voice mail box number.
4. 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

2.2 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 **#**.
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 **#**.

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 **#**.

2.3 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.

2.4 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:
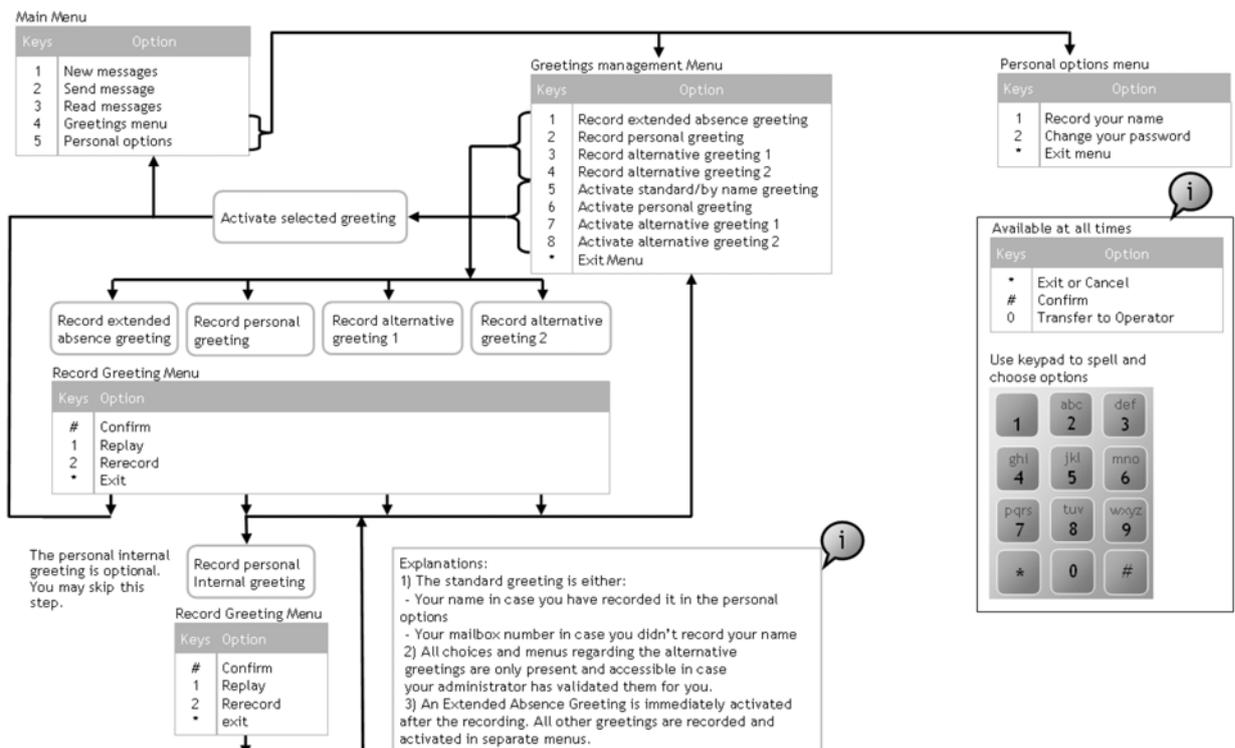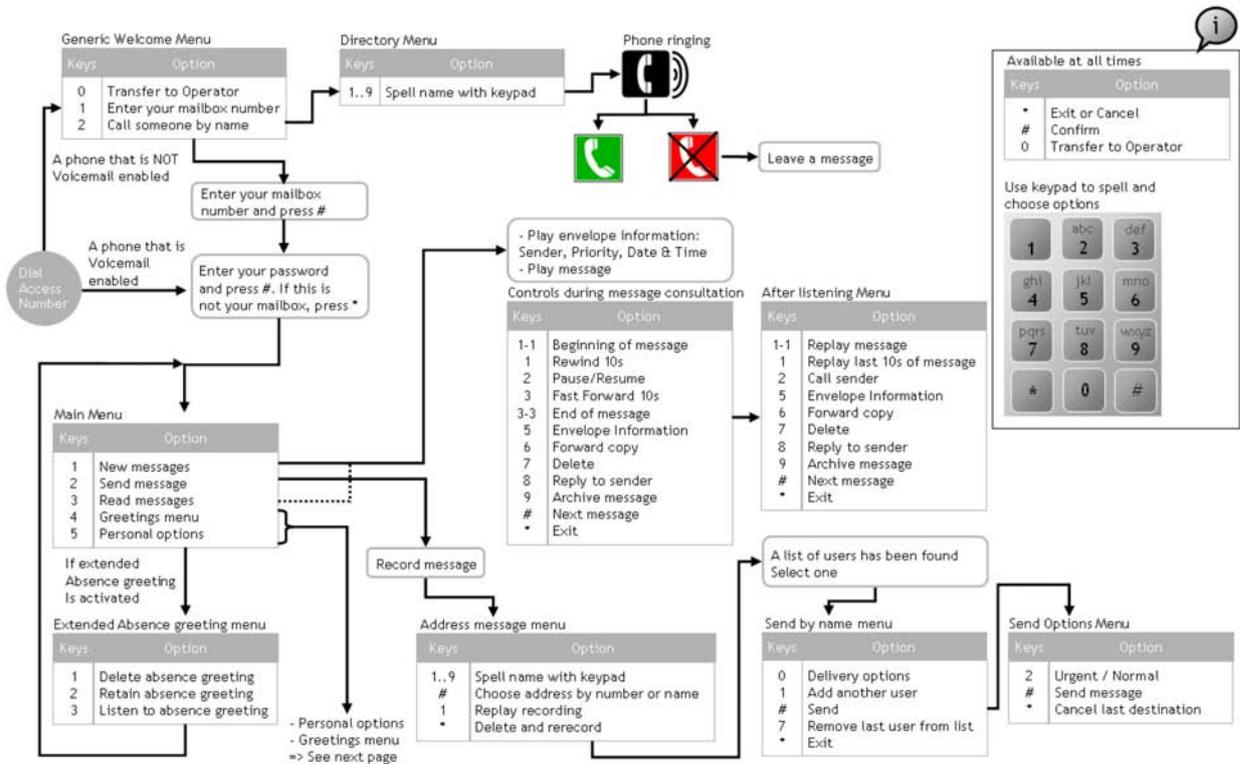
3 Messaging Services Graphical User Interface

Alcatel-Lucent IP Touch 4028/4038/4068 sets provide access to the main voice messaging features via a Graphical User Interface.
Typically, you can:

- Consult/manage your list of voice messages.
- Listen to a voice message.
- Reply with a voice message.

- Call back the sender of a voice message.
- Display the header of a voice message.

3.1 Accessing the Graphical User Interface

Use the "left" and "right" navigator keys on your telephone to open the "menu" page on the display.

Access to Messaging services is available from one of the softkeys located on the left and right of the display. If "messaging service" is not visible, use the "down" and "up" navigator keys to scroll.
Press the "messaging" softkey.

3.2 Listening to your voice messages
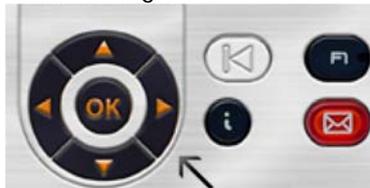
1. Select Voice mail.
The list of voice messages is displayed:

▲ : indicates a message is a priority message.

▶ : indicates a message is not a priority message.
Unread messages are displayed in bold characters.
2. Select the message with the navigator keys then press the OK key to display a popup menu and select "Play". Your set rings. Pick up the phone and listen to the message.

3. While listening to a message you can:

Select:	*To:*
Pause	Pause a message
Play	Start listening again after a pause
Begin	Listen again from the beginning
Stop	Stop listening to a message
Delete	Delete a message

4. At the end of a message you can:

Select:	*To:*
Begin	Listen again from the beginning
Delete	Delete a message
Back Key	Go back to the list of voice messages
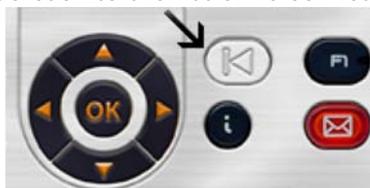
3.3 Replying to a voice message

Replying to a voice message is only possible when the senders of messages have an account on the OmniTouch 8440 messaging software solution, provided the set from which they call is recognized by the system.
1. Select Voice mail.
2. In the list of messages, select the message you want to reply to with the navigator keys then press the OK key to display a popup menu and select "Reply to sender".
3. Select **Record** to start recording. Your set rings. Pick up the phone and start recording your message after the beep. While recording your message you can:

Select:	*To:*
Record	Restart recording from the beginning
Stop	Stop recording
Play	Stop recording and listen to your message
Send	Stop recording and send the message

1. After having stopped the recording you can:

Select:	*To:*
Record	Restart recording from the beginning
Stop	This key is inactive in this context
Play	Listen to your message
Send	Send the message

While recording a message or after you have stopped recording, press the "back key" at any time to go back to the list of voice messages.

3.4 Calling back the sender of a voice message

1. In the list of messages, select the message of your choice with the navigator keys then press the OK key to display a popup menu and select "**Sender callback**".
2. Your set rings. Pick up the phone and wait for the destination set to respond to your call.

3.5 Displaying the header of a voice message

1. In the list of messages, select the message of your choice with the navigator keys then press the OK key to display a popup menu and select "**Message header**".

2. The following information is displayed:

   a. Calling number

   b. Date and time of the message

   c. Length of the message

3. You can:

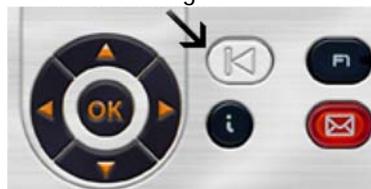| *Select:*	*To:*
Play	Listen to your message
Delete	Delete a message
Back Key	Go back to the list of voice messages

3.6 Deleting a voice message

In the list of messages, select the message of your choice with the navigator keys then press the OK key to display a popup menu and select "**Delete**". This automatically goes back to the list of remaining messages.

3.7 Access to the Messaging Services Telephone User Interface to customize you voicemail

- From the Messaging Services Graphical User Interface, press the "**Greetings & Options**" key.
- Your phone rings
- Off-hook: you access to Messaging Services Telephone User Interface application.
- Enter password
- Follow voice instructions to customise your voice mailbox : see chapter Messaging Services Telephone User Interface
- Hangs up the phone when finished

4 Configuration of user options from the Web Interface

4.1 Accessing the Web Interface

The Web interface allows access to the configuration of all options available for your mailbox. Connect via an Internet browser to the URL provided by your administrator.

Standard Connection

- Enter your Login.

- Enter your password.

Connecting for the first time

- Enter your Login (as provided by your administrator).

- Enter the default password provided by your administrator.

- Go to the "Passwords" area and change your password.

Note: The login and password for the graphical user interface are usually different from the login and password for the Telephone User Interface (TUI).

The Web Interface is divided in several areas, accessible from the top of the window. Passing your mouse over one of the icons highlights it. Click an icon to access the corresponding area.

In all these areas, several command buttons are available to the left of the window:

Select:	*To:*
	Save changes. Click this icon to apply your configuration modifications
	Cancel the modification you have made
	Access the online help
	Sign out

4.2 Options available in the "General" area

- Select the language of your choice:
    - For the Telephone User Interface (TUI)
    - For the Web Interface (Display language)
- Select your present Time zone
  This guarantees that the system announces the message-receiving-time corresponding to your time zone

4.3 Options available in the "My Numbers" area

This area is divided in 2 sections:
- Professional numbers:
  Most professional numbers cannot be configured by end users. Your administrator has configured them for you.
    - "Business" corresponds to your office phone.
    - "Wireless" corresponds to your internal wireless set, for instance your DECT set.
    - "Mobile" corresponds to your GSM set. This number is used for choice number 1 in the personal automated assistant application (see below for more information).
    - "Voice Mail" corresponds to your voice mail number.
    - "Fax" corresponds to your fax number.
- Personal numbers (optional).
    - "Mobile" corresponds to your personal GSM set.
    - "Home" corresponds to your number at home.
    - "Colleague" corresponds to the number used for choice number 3 in the personal automated assistant application (see below for more information).

4.4 Options available in the "Voice Mail" area

Greetings section:
- Manage your greetings
  Validate the checkbox next to the greeting that you want to activate. To record greetings, use the Telephonic User Interface (see the "Managing your welcome greeting message" paragraph in this guide).

Options section:
- "Announce only mode": When this option is activated, callers can hear your greeting message but cannot leave a message.
- "Activate/Deactivate your Personal Automated Assistant function". See the paragraph "Personal Automated Attendant" for more details on this feature.
- "Address messages by name". When sending a voice message to another person that has a voice mail account, the system can address the message by the destination mail box number or the recipients name. Select the option you prefer.
- When you connect to your voice mail, the system announces the number of present messages. The option "Play Message Counts" activates the automatic playing of messages.
1. "24h-clock" allows to toggle between the "12 hours" or "24 hours" time count.
2. When the option "Confirm when deleting a message" is activated, you are requested to confirm each time you decide to delete a voice message via the TUI.

Message notification section:
  Depending on the rights granted by your administrator, you can receive e-mail and/or an SMS notifications each time you receive a new voice message. Notifications contain information on the person who left you a message, as well as the time and directions to consult your voice message. In case of an e-mail notification, the voice message can be attached as a file. Your administrator can provide more information on how this functionality has been adapted to corporate operations and indicate the features that you can use.
- "Email notification enabled"
  This checkbox allows to toggle the e-mail notification on or off. If validated, you receive e-mail notifications. Your administrator may block your right to modify e-mail notification activation/deactivation. When this is the case, this checkbox is grayed and not modifiable.
- "E-mail notification address"
  This field allows to enter the address to which e-mail notifications must be sent. It is, typically, your professional e-mail address. Your administrator may block your right to modify the e-mail notification address. When this is the case, this field is not modifiable.

- "SMS-notification enabled"
  This checkbox allows you to toggle the sms notification on or off. If validated, you receive sms notifications. Your administrator may block your right to to change or activate the sms notification. When this is the case,, this checkbox is not modifiable.
- "SMS-notification phone number"
  This picklist allows you to select the mobile phone to which sms notifications are sent. In case your administrator has managed your professional mobile phone number in the "My Numbers" area, you may select it. The same applies to your personal mobile phone. To be notified on any other mobile phone, select "Other mobile phone" and enter the corresponding phone number in the field displayed below the picklist.

4.5 Options available in the "Passwords" area

Manage your passwords for the Telephone User Interface and the Graphical User Interface.

4.6 Personal Automated Assistant

The personal automated assistant feature is only available when your administrator has granted you the right to use it. The personal automated assistant greets callers that cannot reach you and sends them to your voicemail with a selection of up to 3 choices:
1. Call mobile phone
   Callers are transferred to your mobile phone, according to your configuration of professional numbers in the "My Numbers" area. If you have not entered your mobile phone number, this option is not provided to callers.
2. Leave a message
   Callers are played your current activated greeting and can leave a voice message.
3. Call assistant
   Callers are transferred to the "Colleague" number that you entered in the personal numbers section of the "My Numbers" area. If you have not entered a "Colleague" phone number, this option is not be provided to callers. Try to use the number of someone in your company who may be able to help callers with useful information on your behalf, when you are not available.