Alcatel-Lucent OmniPCX Enterprise
Communication Server

Alcatel-Lucent 4645 VMS - User Manual

Alcatel·Lucent

The CE mark indicates that this product conforms to the following Council Directives:
- 2004/108/EC (concerning electro-magnetic compatibility)
- 2006/95/EC (concerning electrical safety)
- 1999/5/EC (R&TTE)

$C\epsilon$

Table of contents

Alcatel-Lucent 4645 VMS - User Manual

Chapter 1
Overview

Chapter 2
Icons

Chapter 3
Connecting to the voice mailbox

Chapter 4
Recommendations

Chapter 5
Accessing your voice mailbox

Chapter 6
Reviewing messages

Chapter 7
Sending messages

Chapter 8
Personal options

Chapter 9
Personal notes (reminder)

Chapter

1   *Overview*

1.1   General

The Alcatel 4645 voice mail server allows callers to leave a voice mail message in your assigned mailbox if your set is busy or if you are away.

The presence of a new message in your mailbox is indicated on your set by a flashing LED:

- For 4004 and 4010 sets:
  - Flashing (red) LED when there are unopened messages, or messsages that have been opened but have not been saved or deleted.
  - (Red) LED on steady indicates the presence of saved messages.
  - (Red) LED off indicating that there are no messages in your mailbox.

- For 4020 and 4035 sets:
  - Flashing (green) LED and icon when there are unopened messages or messages that have been opened but have not been saved or deleted.
  - (Green) LED off and icon steady in all other instances.

1.2   Guide contents

This guide is designed to help you become familiar with the Alcatel 4645 voice mail server by describing its use on an analog set or on a Reflexes set. It has the following four features:

- Accessing the mailbox, see <u>Alcatel-Lucent 4645 VMS - Accessing your voice mailbox</u> ,

- Reviewing messages, see <u>Alcatel-Lucent 4645 VMS - Reviewing messages</u> ,

- Sending messages, see <u>Alcatel-Lucent 4645 VMS - Sending messages</u> ,

- Personalizing options, see <u>Alcatel-Lucent 4645 VMS - Personal options</u> .

Chapter   **1**   *Overview*

Chapter

2 *Icons*

2-1

2.1 Main icons

The icons representing the operations performed on the set appear in the center column of the table.
The soft keys to be used, if any exist, appear in the left column of the table.

Note:
An example of a soft key (NewMsg) appears in the table below.

A description and any available options appear in the right column of the table.

		New message waiting
		Open the voice mailbox
		Enter the secret code
		Listen
NewMsg		Press a key or dial a number
		Record

2.2 Warning icon

⚠	This icon is designed to focus your attention on an important subject.

Note:
While listening to the voicemail prompts, you may hear the word "password". This term refers to the secret code required to activate certain features.

Chapter **2** *Icons*

Chapter

3 *Connecting to the voice mailbox*

3.1 Connection from a call to your set

If you are connected to your voice mailbox, calls arriving on your set will be directed there. There are two ways to connect: via forwarding or via overflow to an associated set.

3.1.1 Connecting via forwarding

Select one of the following forward prefixes:

- Immediate forwarding	
- Forwarding on busy	
- Forwarding on no reply	
- Forwarding on busy or no reply	

Dial the selected forwarding prefix followed by the mailbox access code.

🖥️ 📠	Forwarding feature code	
🖥️ 📠	Mailbox access code	

⚠️	If you activate forwarding to another set when you are already forwarding to you voice mailbox, forwarding to your voice malbox is deactivated.
	An exeption to this is when the overflow to an associated set feature is activated.

3.1.2 Connecting via the overflow to an associated set feature

It is recommended that you use the overflow to an associated set feature because it creates a link to the voice mailbox. It guarantees that the calls you have not answered will reach voice mail.

Dial the code for the overflow to the associate set feature, followed by the access code to the voice mailbox.

▢ ☜	Overflow to an associatee set feature code	
▢ ☜	Mailbox access code	

3.1.3 Canceling forwarding or overflow

▢ ☜	Cancel code	

3.2 Direct connection on your voice mailbox

Without placing a call to your set, a caller can access your mailbox to deposit a message. To do this, the caller must proceed as follows

▢ ☜	Mailbox access code
* ☜	Press the "star" (asterisk) key
8 ☜	To access the deposit (leave message) feature
▢ ☜	Dial the destination voice mailbox to leave a message

Chapter

4 *Recommendations*

When your voice mailbox has been created, there are a few general indications that will help you optimize your use of the voice mail.

4.1 Passwords

Your mailbox is protected by a personal password (3 to 8 characters). To protect your messages against unauthorized access and to protect the telephony system against misuse from people outside your company the Alcatel-Lucent OmniPCX Enterprise Communication Server uses and is protected by several security methods.

For **your** security, follow the Alcatel-Lucent strong recommendations your passwords:

- - Use the longest available PIN codes (8 characters instead of 3 characters)

Do **NOT** use:

- Passwords that are the same as the mailbox number or the telephone number
- Passwords that are the same as the mailbox number in reverse order
- Passwords composed of a logical series of figures, for example, 87654321, 97531 or 2468
- Passwords based on repetition of the same figure, for example: 00000, 111, 7777777
- A new password that is identical to the old password

Create passwords that are not easy to recognize and modify them if you have any doubts about their security.

Depending on the security level of your enterprise, the option: Alcatel-Lucent 4645 VMS - Accessing your voice mailbox - Bypassing entry of the personal secret code may not be recommended.

4.2 Other choices offered

The announcements offering a choice do not include more than five proposals. To obtain the other proposals, which are less often used, dial the ⬚ .

4.3 Canceling an action or exiting

Press ⬚ to cancel what you have typed previously or to exit a menu. In most cases, when you exit a menu, you return to the previous menu. When you repeatedly press this key, you return to the main menu where you can restart the entire process. You can exit the voice mail system by pressing ⬚ while in the main menu.

4.4 Confirming an action

Press ⬚ to confirm an action. For example, press ⬚ when you have finished recording your personal greeting message or when you dial the number of a destination voice mailbox.

4.5   Moving to the next message

When listening to a message, press ⌗ to skip to the next message without waiting for the end of the current message.

4.6   Saving messages

You cannot recover a deleted message.

The archived messages are stored for a limited time (1 to 365 days) specified by your system manager. No message is displayed to inform you of this deletion.

Chapter

5   *Accessing your voice mailbox*

5.1   Sets with a key dedicated to the voice mailbox

		Voice mail soft key
		Informs you of mailbox number or name
		Secret code (provided by your administrator for initial access to your voice mailbox or your personal code)

5.2   Set without a key dedicated to the voice mailbox

		Enter mailbox access code
		Informs you of mailbox number or name
		Secret code (provided by your administrator for initial access to your voice mailbox or your personal code for future access)

5.3   Bypassing entry of the personal secret code

Only the administrator can grant you this right. After this right has been granted to you, you will no longer need to enter your secret personal code, as long as your mailbox access call is performed from your own set.

5.4   Representation of voice mailbox access

All basic mailbox access operations are represented in this guide by the following symbol:	

5.5   Special features related to the initial access of a voice mailbox

		Open the voice mailbox by entering the secret code provided by the administrator.
		Prompts you to change the secret access code
		Enter a number (3 to 8 digits). This is your secret access code
Accept	#	End of code entry
		Plays back the secret code entered
Change	1	To change the code previously entered
Confrm	#	Confirm the secret code entered
		Prompts you to record your name
		Recording
End	#	End recording
Replay	1	To listen again
ReRcrd	5	To record again
Confrm	#	Confirm the recording
		Message played to verify acceptance of the recording. To return to the voice mailbox menu

Chapter

6 *Reviewing messages*

6.1 Overview

This option allows you to:

- Listen to new or saved messages.

- Send a copy of a message to another individual.

6.2 Reviewing voice messages

The voice mailbox informs you via an indicator that one or more new messages have arrived. This indicator may be a lit light or a special tone that is transmitted. You can review only new messages or you can selectively review any of the messages.

6.2.1 Reviewing new messages

6.2.1.1 Standard manual review

	☼	New message(s) waiting
	✉️🔑	Open the voice mailbox
	📞	Informs you of the number of messages in your mailbox and presents the main menu
NewMsg	1 – 1	Review new messages
	📞	Urgent messages are played first and, while you are listening to a message, the listen again (replay) features are accessible. *Note:* *Press* 0 👉 *to listen to these options* End of message: View the available options at the end of the message

6.2.1.2 Automatic review

This type of review of new messages replaces the standard manual review (described above). However, it is only available if the administrator has granted you the rights to use it.

	New message(s) waiting
	Open the voice mailbox
	Informs you of the number of messages in your mailbox and presents the main menu
	Urgent messages are played first and, while you are listening to a message, the listen again (replay) features are accessible.
	Note: *Press* *to play options*
	End of message: View the available options at the end of the message

6.2.2 Reviewing all messages

		New message(s) waiting
		Open the voice mailbox
		Informs you of the number of messages in your mailbox and presents the main menu
Review		Review all messages
		The messages are played in the following order: new urgent, not urgent and saved messages. While you are listening to a message, the listen again (replay) features are accessible.
		Note: *Press* *to play options*
		End of message: View the available options at the end of the message

6.2.3 Listen again (replay) features

After pressing 0 while listening, the following options are available:

<<	1-1	Replay the message from the start
<	1	Fast back (rewind) 10 seconds
I I	2	Pause
>	3	Fast forward (skip) 10 seconds
>>	3-3	End of message:
	5	Play message envelope data, then continue to play the message
	0	Allows you to replay the various options presented in this table
Exit	*	Return to the main menu
	#	Skip to the next message

6.2.4 Options available after a message has played

The following options are available at the end of a message:

Erase	7	Erase the message
Reply	8	Answer the message
Call	8-8	Call the sender of the message
Save	9	Save the message
	0	Play the following options:
Replay	4	Listen again (Replay)
	5	Envelope
SendCp	6	Send a copy

Chapter **6** *Reviewing messages*

Chapter

7   *Sending messages*

7.1   Sending

You can send a message to the mailbox of one or more other users from your mailbox.
Replay features that are available when you record the message are : ▢1 allows you to stop recording and play the recorded message. ▢* allows you to record the message again.

Enter a voice mailbox number or a distribution list or type ▢# to spell the name.

Press ▢# to send or ▢0 for "Send" options.

7.1.1   Sending a message by dialing a directory number

	✉—O	Open the voice mailbox
	☎	Informs you of the number of messages in your mailbox and presents the main menu
Send	2 👆	Selects the "Send" menu
	☎	Prompts you to record a message
	🧑	Record While recording, the following actions are available:
End	* 👆	Cancel the recording in progress and restart
Pause	2 👆	Pause during recording
ReRcrd	5 👆	To resume
End	# 👆	End recording

		Prompts you to enter the number and name of the called party
		Before entering the destination number or selecting "Call (Dial) by name" (see [Sending a message by entering a name](#)) you can type:
Replay	1	To play again
ReRcrd	*	To record again
		Enter the number of the called party
		Informs you of mailbox number or name
End	*	To modify the destination
Urgent	2	To define the message as urgent
Send	#	Confirm the destination
		Confirms the transmission and requests the next destination
		Dial the number of the called party or call (dial) by name
End	*	If ther is/are no additional destination(s)

7.1.2 Sending a message by entering a name

After pressing # to access call (dial) by name, use the keypad to spell the name. For example, to spell BEA, you press key 2 (twice for B), key 3 (twice for E) and key 2 (once for A). You must continue to spell the name until the internal algorithm automatically suggests the name or allows selection from a list with a maximum of four names.

Entering the name

Spell	✆	# 👆	Press for call (dial) by name
End			To return to the previous menu before you have started to enter a name * 👆
	🔲 👆		Enter a name
Exit			If you make a mistake while entering a name, to erase and start again, press: * 👆

First instance: only one name matches the name entered:

	✆		Informs you of the mailbox number or name
Exit			Press * 👆 to modify the destination
Urgent			Press 2 👆 to define the message as urgent
Send	🔲 👆	# 👆	Confirm the destination

Second instance: more than four names match the name entered:

	✆		Announces a selection
	🔲 👆		Continue to enter the name or cancel by pressing: * 👆
Exit	✆		The list (four names maximum) is played
	🔲 👆		Select one of the names Press 1, 2, 3 or 4
	✆		The selected name is announced, followed by the "Send" menu

Send	# 🖰	Press to send
Exit		or cancel by pressing * 🖰

7.2   Acknowledgement control of transmitted messages

This option allows you to review that the message(s) you left on the mailbox of a caller who has been away, are acknowledged by this caller when he is back.

	✉⚯	Open the voice mailbox
	📞	Informs you of the number of messages in your mailbox and presents the main menu
ChkRcp	3 🖰	Access to transmitted message acknowledgement control option
	☐ 🖰	Enter the number of the mailbox to control for opening your messages
		or
Spell		Make a call (dial) by name to the same user by pressing # 🖰
	📞	The name or number of the voice mailbox is announced, then:
		- **If there are unopened message(s)**: they will be played individually
		Note:
		While a message is being played, you can interrupt it and skip to the next one by pressing
Skip		# 🖰
		- **If there are no unopened message(s)**: an anouncement is made
	📞	Return to main menu

⚠	You cannot control the acknowledgement of the messages sent to people you called via a distribution list.

Chapter

8   *Personal options*

8.1   Access to personal options procedure

This procedure must be used to access the menu used to:

- Modify your secret code (password),
- Record, modify or cancel personal greeting messages,
- Select the greeting message (personal or default) that will be used,
- Program the notification,
- Modify the recorded name.

		Open the voice mailbox
		Informs you of the number of messages in your mailbox and presents the main menu
PrsOpt	[4]	Press to access personal options

8.2   Modifying the secret code

The secret code (entered at initial access to your voice mail box) is used to ensure that the messages stored in your mailbox cannot be accessed by anyone other than yourself. After gaining access to "Personal options", the secret code may be modified as follows:

Passwd	[4]	Press to access the change secret code (password) menu
		Prompts you to enter the secret code (3 to 8 digits)
		Enter your new secret code
		If there is an error on entering, press
Change	[*]	
		to cancel and reenter the new code
Accept	[#]	End entry
		The new secret code is announced

Confrm	# 👉	To confirm the new secret code or
Change	* 👉	Enter it again by

8.3   Personal greeting messages

8.3.1   Default greeting messages

Default greeting messages are pre-recorded messages that will be used if you have not recorded the corresponding personal greeting messages. However, you must select the type of greeting from the default messages.

8.3.2   Personal greeting messages

Your personal greeting messages must be recorded to be played in place of the default greeting messages. They are played to any person who calls or who is transferred to your voice mailbox.

You must select the personal greeting message to be played. You can record three types of greeting messages:

- A personal greeting message that will be played if you are away (no answer),

Note 1:
An additional option used to record the two other personal greeting messages may be granted by the administrator. For example, one of these two messages, may be designed to inform you that a new message has come in while you are traveling.

- A "greeting on busy" message that will be played if you are already on a call.

- An "extended absence" message if you are away from your office for a long period (traveling, on vacation...)

Note 2:
When this type of greeting message is in operation, no one will be able to leave a message in your voice mailbox.

8.3.2.1   *Recording personal greeting messages or changing the name*

After accessing personal options, the personal greeting messages will be recorded as follows:

Record	2 👉	Press to record personal greeting messages
	📞	Informs you of the different types of personal greeting messages
		Note: *Personal greeting messages 2 and 3 are presented only if rights the additional option has been granted*

		Select the type of message to record
PerGr1	[1] ☞	Personal greeting message 1
PerGr2	[2] ☞	Personal greeting message 2
PerGr3	[3] ☞	Personal greeting message 3
Absenc	[4] ☞	"Extended absence" greeting message
Busy	[5] ☞	"On busy" greeting message 1
MyName	[6] ☞	Change name
Exit	[*] ☞	Exit
	☐ ☞	Enter your selection
	☎	Prompts you to record
	🧑	Record the selected greeting message or the new name
End	[#] ☞	End recording
	☎	Play the following options:
Replay	[1] ☞	Listen again
ReRcrd	[5] ☞	Record again
Delete	[7] ☞	Delete

Confrm	# 🖰	Confirm
	🖰	Select one of the options

⚠️ Indicate in the greeting message when you will answer the message and do not forget to inform your caller that he should leave a message after the tone and press # at the end of the message. Change the message periodically.

8.3.2.2 *Selecting the personal greeting message to be used*

The personal greeting message to be used must be selected to be operational.

Note:

if no selection has been made, the first personal greeting message that was recorded is automatically selected. Otherwise, the default greeting message is activated.

After accessing personal options, the message is selected as follows:

Greetg	1 🖰	Press to access the menu related to the current message in operation
	📞	Plays the current greeting message and offers a choice between the other recorded personal greeting messages
PerGr1	1 🖰	Personal greeting message 1
PerGr2	2 🖰	Personal greeting message 2
PerGr3	3 🖰	Personal greeting message 3
Absenc	4 🖰	"Extended absence" message
	🖰	Enter your selection
	📞	Play the selected message
Exit	* 🖰	Confirm your choice

⚠️ If no personal greeting message is recorded, your choice will be betwwen the default personal message and the default "Extended absence" message.

8.4 Notification service

You can ask the system to call you on a preselected set or on your pager to inform you that new messages have arrived in your voice mailbox (this feature can be implemented for a specific period of time).

To do this:

1. Program the directory number of the set or pager to which notification is to be sent.

2. Program the time period for which the notification service is to operate.

3. Enable the notification service.

⚠️ Notification to a pager directory number can only be programmed if the manager has previously configured a script for one of the pager services (1 or 2) offered by the voice mail service.

8.4.1 Programming the directory number to which notification is to be sent

8.4.1.1 *Programming set directory number*

Access personal options and proceed as follows:

Notify	3	Access to the notification programming menu
		Selection prompt
Number	3	Select notification call number entry
		Prompts you to enter the number to which notification will be sent
		Enter the number
Accept	#	End entry
		Replay the number entered
Exit	*	Cancel and enter again
Confrm	#	Confirm the number entered

	✆	Selection prompt
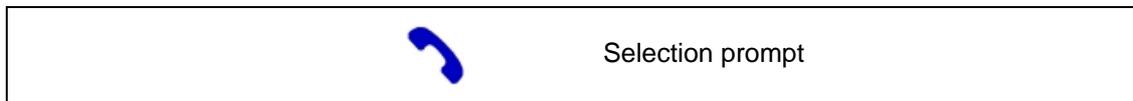
8.4.1.2   *Programming pager directory number*

Access personal options and proceed as follows:

Notify	③ ☞	Access the notification programming menu
	✆	Selection prompt
Pager	⑥ ☞	Select notification call number entry
Pager6	① ☞	Select pager 1 service
Pager5	② ☞	Select pager 2 service
	✆	Prompts you to enter the number of the pager to which notification will be sent
	☐ ☞	Enter the number
Accept	# ☞	End entry
	✆	Replay the number entered
Exit	* ☞	Cancel and enter again
Confrm	# ☞	Confirm pager number entered
	✆	Selection prompt

8.4.2   **Managing notification period (call schedule)**

Access personal options and proceed as follows:

Notify	③ 👉	Access the notification programming menu
	↗	Selection prompt
Sched	④ 👉	Schedule notification time periods for standard messages
Sched U	⑤ 👉	Schedule notification time periods for urgent messages
	⬜ 👉	Enter your selection
	↗	Plays the current time periods for the week and the weekend and offers selections
ChgWkD	① 👉	Change time periods for the week
DelWkD	② 👉	Cancel notification during the week
ChgWkE	③ 👉	Change time periods for the week-end
DelWkE	④ 👉	Cancel notification during the week-end
ChgWKD	⬜ 👉	Enter your selection For example, change the notification during the week by pressing 1
	↗	Prompts you to enter notification start time
Skip	# 👉	Press # if you do not want to modify start time to go to end time
	⬜ 👉	Enter notification start time in hours (2 digits) and minutes (2 digits)
	↗	Prompts you to enter notification end time

	🔲 👉	Enter notification end time in hours (2 digits) and minutes (2 digits)
	📞	Replay the new week and weekend notification time periods
Exit	＊ 👉	Press to cancel and return to the notification options selection menu
Confrm	# 👉	Confirm
	📞	Selection prompt

8.4.3 Activating the notification service

Access personal options and proceed as follows:

Notify	3 👉	Access the notification programming menu
		According to current notification configuration, the system will offer:
	📞	A selection prompt with notification deactivated
On	1 👉	As notification is deactivated, you can press to execute this command
	📞	A selection prompt with notification activated
Off	2 👉	As notification is activated, press to deactivate it

8.5 Notification during an absence

Being informed of the arrival of a new message when you are on leave is a right granted to you by your system administrator.

When this right has been granted and only if notification is sent to a set, the administrator assigns one of the following configurations:

- Notification only, you must call back to listen to the message,

- Notification and access to your voice mailbox, you will be able to listen to this message

while on a call.

8.5.1 Notification only

8.5.1.1 Notification

☎	Answer the call on the notification forwarding set
☎	Play the notification message followed by the announcement of the arrival of a new message
⬚* 👆	
or	Confirms notification
⬚# 👆	
☎	Hang up, the call is automatically disconnected.

8.5.1.2 Calling back the voice mailbox

⬚ 👆	Dial the number of the voice mail service.
⬚* 👆	Dial * followed by #
⬚# 👆	
☎	Prompts you to dial the voice mailbox number
⬚ 👆	Enter the voice mailbox number
☎	Informs you of the number or name of the voice mailbox and requests the secret code
⬚ 👆	Dial your secret code
☎	Informs you of the number of messages in your mailbox and presents the main menu

8.5.2 Notification and automatic access to your voice mailbox

	Answer the call on the set in notification forwarding
	Plays the notification message followed by the announcement of the arrival of a new message
	Press to confirm notification. You are then requested to enter your secret code
or	
	Enter your secret code
	Informs you of the number of messages in your mailbox and presents of the main menu

Chapter

9   *Personal notes (reminder)*

9.1   Directory

Voice mail service phone number: _____

Voice mailbox number : _____

9.2   Additional voice mailbox numbers

Name	Number	**Name**	Number
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

9.3   Operating diagram

In the diagram below, the outlined lables correspond to the soft keys to be used.

Chapter 9 *Personal notes (reminder)*