Documentation

OpenScape Xpressions VMS

User Guide

A31003-S2360-U109-1-7619

Communication for the open minded

Siemens Enterprise Communications
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Reference No.: A31003-S2360-U109-1-7619

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Date	Modifications	Reason

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1 The Voice Mail System *VMS*

This manual supports you in operating your mailbox via telephone using the voice mail system *VMS*. It tells you:

- which settings you should make on your telephone/PBX (see Section 1.2, “User-specific Data”, on page 7).
- how to administer your mailbox:
  - via an arbitrary telephone: see Chapter 2, “Operating your Mailbox with VMS”.
- how to process incoming messages:
  - via your own or any telephone: see Chapter 2, “Operating your Mailbox with VMS”.
- how to send voice mails:
  - via your own or any telephone: see Chapter 2, “Operating your Mailbox with VMS”.

1.1 Mailbox Editing on the Telephone and Voice Mail (*VMS*) Service

With *VMS* you operate and manage your mailbox via telephone.

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

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

The following sections describe the entire range of functions. The range of features has been restricted on your system if you are unable to access all services.

- You find information on operating your mailbox with *VMS* in Chapter 2, “Operating your Mailbox with VMS”; a short reference to the menus and key commands is found in Chapter 3, “A quick Reference Guide to the Menus and Key Sequences”.

1.2 User-specific Data

This section provides you with an overview of all important user-specific or system-specific data. You will always have an overview of all important settings at hand if you note down all of the relevant data here. Your system administrator will give you the information you need.

1.2.1 Telephone System Data

Number for call forwarding, voice service
= service access number for forward access

Number for call forwarding, fax service

1.2.2 Data for Telephone Access via *VMS*

Dial own mailbox
= service access number for direct access

Dial external mailbox
= service access number for Guest Access

Service access number for callback access

Service access number for Universal Access

Furthermore, your telephone access passwords (Hicom PIN and private PIN) are individual. For your own interest you should never note these down.

1.3 General

Please note the following information when using the *Hicom 300*/*HiPath 4000* and *OpenScape Xpressions* PBXs in conjunction with *VMS*:

- The *Hicom 300* and HiPath *4000* communication systems provide a feature for suppressing the display of your telephone number. You can configure this feature for all calls or for the next call only. If the display suppression feature is activated, all called users (also applies to internal calls) will be notified on the display that the caller is unknown.
- Using the "Manual PIN" feature provided in *Hicom 300* and *HiPath 4000* saves you from the otherwise obligatory task of entering a PIN for identifying yourself when you dial your own mailbox.

1.3.1 Preparations on your Telephone and PBX

To make optimum use of your mailbox, set the call forwarding or call forwarding no reply feature for forwarding calls from your extension to your *OpenScape Xpressions* mailbox. Please refer to the operating instructions for your telephone or PBX for information on how to set up this feature. Your system administrator will tell you which numbers you must set as the call forwarding destination.

NOTE: If you are not authorized to establish a connection via the voice mail system for your phone (Call Transfer Not Allowed), the VMS menu function “connect to other users” is not available.

1.3.1.1 Initial Logon to the System

To enable your initial log-in at the system, the system administrator will provide you with the access service numbers and a telephone password (PIN). Using this information you can log in at the system for the first time. After the initial log-in, the system will enforce an immediate telephone password (PIN) alteration and recording a name greeting. Access to the system is not possible until these two steps have been executed.

How to log on to the system:

Key	Function
	Enter the service access number for Direct Access. **Note**: You receive this service access number from your administrator. Depending on the system configuration you will then hear the greeting: "*This is the voice mail system. Please enter your ID number* " or "*Please enter your password*" (see note 2).
*	Enter ID (Hicom PIN) and confirm with the star key. **Note 1**: You receive the Hicom PIN from your administrator. **Note 2**: The administrator may have configured the system in a way that the Hicom PIN query is omitted when you access VMS from your own telephone. You hear the greeting: "*Please enter your password*".
	If you have entered the wrong ID (Hicom PIN):
#	Delete entire entry with the pound key and repeat ID (Hicom PIN) entry.
subsequently	
*	Enter private password (PIN) for the initial login. Confirm with the star key. **Note**: You receive the PIN for the initial login from your administrator.
	If you have entered the wrong password,
#	Delete entire entry with the pound key and repeat password entry.

You hear the greeting: "*There is no password for your mailbox". Please enter a password now*". This greeting prompts you to change the initial-login PIN.

* **Enter new password**: complete entry with the pound key

You can then check the new password hearing: "*Your password is...*"

Next, the system prompts you to record your name with the greeting: "*No name has been recorded"*. The time you have for recording the name is default set in the system. The system informs you about it before the recording start.

To record your name you can make the following key entries:

1	**Start recording**: push 1.
1	**Pause/restart recording**: push 1.
3	**Play recorded name**: push 3.

Finish recording: push star.

After you have completed your recording, you are immediately logged in at the system. You are now in the main menu and can use the announced features.

1.3.1.2 Logon to the System after PIN Resetting

If you cannot remember your PIN to access the system, the administrator will reset the PIN to the default value. When you then log on to the system anew using this default PIN, the system will enforce an immediate PIN alteration. Except for the name recording, you need to perform the same steps as described in Section 1.3.1.1, “Initial Logon to the System”, on page 9 for this purpose.

1.3.2 Explanation of the Symbols

Lift up the handset.

Speak.

Replace the handset.

Enter a digit sequence.

Enter a name using a sequence of digits

Push star, 7 and 6 in succession.
This also applies for all other keys.

Push the illuminated function key.

Follow the user prompts!
Push the "Yes" dialog key. If required, follow further user prompts!

Follow the user prompts!
Push the “Next” or “Back” dialog keys.

1.3.3 Message Output

Via the *Web Assistant* you can set which message type (all or a combination of e-mails, fax messages, voice messages) are played to you via *VMS* on your telephone after you have invoked the **play/edit messages** menu.

The e-mail category also comprises status reports, which are generated with message transmission and delivered to your mailbox as e-mails. Status reports are failed-delivery messages as well as read and send confirmations. The information contained therein is summarized in the message header. If such messages are contained in your mailbox, they are put out by default even if you have deactivated the e-mail playback.

NOTE: The system administrator can change the above behavior by system setting. If he/she does so, no status reports will be put out with deactivated e-mail playback. In case of doubt please contact your system administrator.

1.3.4 Distribution Lists

You normally enter the recipient's telephone number when you are sending messages. You can also enter the number or name of a distribution list (name dialing). The distribution list can be one defined by yourself or a public distribution list created by the system administration. A distribution list may either contain users or additional distribution lists. You can administer your distribution lists via telephone and also via the Web-based configuration interface (see the *OpenScape Xpressions Web Assistant* manual) and assign a distribution list number to them. Otherwise, the system administrator will set up distribution lists for you.

1.3.5 Referral extension

You can define a referral extension. Callers who are forwarded to your mailbox can connect to this *VMS* referral extension, or can be automatically re-directed to this referral extension. This depends on how you have set the answering options in your mailbox. If the Web-based configuration interface is installed, you can administer your referral extension yourself (see the *OpenScape Xpressions Web Assistant* manual). This feature only applies to the voice service.

1.3.6 Default Printer

Your system administrator can configure any network printer for use in *OpenScape Xpressions*. You can define one of the printers in the list of printers available in *OpenScape Xpressions* as the default printer. You can access this printer through the telephone. You can perform this assignment yourself via the Web-based configuration interface (see the *OpenScape Xpressions Web Assistant* manual) or have it done by your system administration.

1.3.7 Default Fax Device

You can define any fax address as your default fax device. This will make it easier to output e-mail and faxes when you access your mailbox through the telephone. You can perform this definition yourself via the Web-based configuration interface (see the *OpenScape Xpressions Web Assistant* manual) or have it done by your system administration.

1.3.8 Memory Restrictions

If the memory in use is being monitored, you will be informed when accessing your mailbox if the limit has been reached. If the memory used by your mailbox has exceeded 100% of the value set by the system administrator, it is no longer possible to send (forward or answer) messages in your own mailbox. If you are registered with the PBX, this also applies to other voice mail service access options.

In this situation, you should delete messages that are no longer needed or contact the system administrator. Regardless of the storage required by your mailbox, other callers can always leave messages for you.

1.3.9 Name Dialing

Instead of call numbers you can also enter names by selecting the letters assigned to the number keys on the telephone. This is similar to entering short messages using the keypad on your cell phone. To use this feature, push the star key before entering the recipient number so that the system knows that you want to use name dialing. In this way you can address single users as well as distribution lists.

While you make your entries, the system constantly checks the database for users or distribution lists that match the character combination keyed in. If matches are found, the system puts out nine addressing suggestions. The suggestions are announced and shown on the telephone display. If your desired recipient is among the matches, you can directly select him/her by pushing the keys 1 to 9.

1.3.10 Additional Features in *VMS*

1.3.10.1 Direct Callback Connection with the Originator of a Message

If the caller number was transmitted with a message delivery, you can select 07 to initiate an immediate return call. In case of internal callers the caller number is always transmitted if the phone number display is not deactivated. In case of external callers the transmission depends on the terminal device configuration. You can recognize the transmission of the caller number by the message header. If the originator’s telephone number was transferred, the message header will contain this number and it will also be announced. You must have the relevant privilege to initiate callbacks to external users.

1.3.10.2 Broadcast Call / Broadcast Message

The Broadcast Call and Broadcast Message features allow you to send voice messages to a particular recipient group. Messages can be sent to a significantly larger group of recipients than with the "Send to distribution list" feature. In a broadcast call, the recipients are called directly and do not receive a message in their mailbox. In a broadcast message, all recipients receive a message in their mailbox. The subscribers to be reached using these features are grouped into broadcast call and broadcast message distribution lists, which can also be selected using distribution list numbers. Initiating a broadcast call or broadcast message requires special privileges (for the administrator: `Send Broadcast Privilege`).

Broadcast call and broadcast message distribution lists are provided by the system administrator.

1.3.10.3 Private and Public Distribution Lists

You normally enter the recipient's telephone number when you are sending messages. Alternatively you can enter a distribution list number. Every distribution list contains a particular group of recipients who are combined to form an address list. A message can, therefore, be sent very quickly to this group. Every distribution list (address list) contains users or more distribution lists. You can create distribution lists of this kind yourself or you can access public distribution lists, which have been set up by the system administrator. When defining private distribution lists, please make sure that the associated code number is not part of the DID number range of your organization. This will prevent the system from displaying an error message informing you that this number has already been assigned to a user. Otherwise the code number is freely definable. In the event that the code number that you have assigned for your private distribution list already exists as a code number for a public distribution list, the system will automatically select your private distribution list when you enter this code number. It is possible to link distribution lists by entering a number of distribution list numbers in succession. The message will then be sent to a number of distribution lists. Distribution lists can also be combined with single numbers.

How to edit private distribution lists is described in the *OpenScape Xpressions WebAssistant* manual.

1.3.11 User Prompts

The prompts in the mailbox are issued in the form of greetings. The greetings name the features you can trigger in the current menu branch. In this way you are enabled to navigate through the menu without using the manual all the time. If you use a telephone from the *optiset* series with an alphanumeric display in conjunction with a PBX of type *Hicom 300* or *HiPath 4000*, the user prompts will also be issued visually via this display.

As an alternative to entering telephone numbers, the system generally allows you to enter names by selecting the letters that are assigned to the number keys on the telephone. This is similar to entering short messages using the keypad on your cell phone.

These announcements prompt you, for example, to enter certain digit keys to select a feature or to enter a number or a password.

All inputs for mailbox utilization can be performed using the dialing keypad, in other words, with digit keys **0** to **9**, the *****(star) key and the **#**(pound) key

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NOTE: When you access your own mailbox, only the most important menu features are announced. This enables fast working with *VMS*.

1.3.11.1 Repeating System Greetings

The announcement is repeated after a few seconds if you do not push any key when prompted to do so. To hear a prompt again, simply wait until it is repeated. This is useful, for example, if you did not hear the announcement properly.

If you fail to push any key after the announcement has been played for the second time and the prompt has been repeated, the system will cancel the function after five seconds.

1.3.11.2 Incorrect Entries

The system plays the relevant announcement if you enter an invalid digit, for example, when you are selecting a menu item. You are subsequently prompted to repeat the entry. The call is disconnected after a certain number of incorrect entries. The number of incorrect entries allowed before the call is disconnected depends on the system settings and can be changed by the system administrator.

1.3.11.3 Terminating the Connection

You can terminate the connection to the mailbox at any time:

Replace the handset.

or

0 ? # Go to the main menu and push the 0 key and the pound key in succession.

If you have recorded a new message and this was the last action prior to terminating the connection, this message will be sent when the connection is terminated.

1.3.11.4 Returning to the Main Menu

You have opened a submenu and want to quit this menu and return to the main menu:

0 ? * **To finish and return to main menu:**
Push 0 and star in succession.
Note: You may need to complete a previously started setting with the star key first.

You can use this key combination (0 ? *) also as escape feature in the event that you ”get lost” in the system. In other words, if you find yourself in the awkward situation of no longer knowing where you are in the menu, you can use the Escape feature to return to a defined state from where you can continue your operations.

2 Operating your Mailbox with *VMS*

The entire range of features is described below. The range of features has been restricted on your system if you are unable to access all services.

You find a description of the icons used in Section 1.3.2, “Explanation of the Symbols”, on page 11. Please also read the introductory Section 1.3, “General”, on page 9 for information about the basic features of your voicemail system.

2.1 Access Options

OpenScape Xpressions users have the following access options:

- You can dial your own mailbox (**Direct Access, "Own mailbox" code**).

  Dial the service access number for Direct Access and log on to the server by entering your PIN and a password, if one is required. You now have access to all messages stored in your mailbox and to your mailbox settings. You can record messages for other users and subsequently send these messages.

  You find details about the Direct Access mode under Section 2.2, “Using your own Mailbox (Direct Access, "Own Mailbox Code")”

- You can dial an external mailbox (**Guest Access and Universal Access, "External mailbox" code**).

  Dial the service access number of the mailbox for Guest Access or Universal Access and dial the extension number of the required user. You can leave a message in the user’s mailbox or be transferred to a referral extension. This depends on how the user has set his/her answering options.

  You find details about the Guest Access or Universal Access mode under Section 2.3, “Dialing an External Mailbox (Guest Access, Universal Access, "External Mailbox" Code)”.

- You can re-direct calls received at your extension to your mailbox (**CF, forward access**).

  Calls received at your extension are then forwarded to your mailbox. Callers can leave a message for you in your mailbox. In this way you can use the mailbox as an answering machine.

  Please refer to Section 2.4, “Call Forwarding (CF, Forward Access)” for more details about forward access mode.

- You can check your mailbox for new messages using the mailbox key on the telephone (**callback access**). The same features that are provided with the Direct Access option are available here.

- You can also use a notification feature (**User outcall**).

  This allows the server to notify you of a new message via any telephones of your choice in addition to illuminating the mailbox LED. See Section 2.2.11.5, “Configure notification feature”.

  System announcements guide the user through the selection options (menus) when the user opens his or her own mailbox or an external mailbox. The announcements prompt you to make the relevant entries. Please see Section 1.3.11, “User Prompts”, on page 15 for the user prompt principle.

You find an overview of all menu features in Section , “A quick Reference Guide to the Menus and Key Sequences”.

2.2 Using your own Mailbox (Direct Access, "Own Mailbox Code")

2.2.1 Overview

You will need a service access number, your PIN and a password, if one is required, to access your mailbox. If you are using your mailbox for the first time and a password entry prompt is configured, you will either enter the default password that you have been assigned or you will be prompted to define a new password if this option has been configured in the system. To protect your data, you should immediately change the default password that you have been assigned. See Section 2.2.11.4, “Define and change the password”. The system may also be configured to prompt you to record a personal name greeting when you access the mailbox for the first time if a name greeting has not already been recorded. To do this, please use the standard editing options (see Section 2.2.3, “Default Edit Options”) and follow the recorded voice prompts.

Once you have entered the service access number, your PIN and a password, if one is required, you have unlimited access to your mailbox:

- edit new or old messages:
  - play back messages,
  - forward messages with/without comment,
  - delete messages,
  - set up a direct connection to the originator of a message,
  - reply to messages.
- send messages
- change your personal settings, which includes:
  - your personal password for telephone access,
  - the personal greetings (nine greetings in total),
  - the language setting,
  - the name greeting,
  - the referral extension,
  - the mailbox deputy,
  - the info service number (assignment of greetings to answering mode),
  - the answering mode (accept messages mode or info greeting only),

  - set the notification feature,
  - set the playback options,
- edit your private distribution lists
- create a broadcast call or broadcast message
- record dictations
- set up a connection to another user or to the switch

2.2.2 Dialing your own Mailbox

You can dial your own mailbox from your own telephone and from any other internal or external telephone of your choice. If you are dialing your mailbox via the public telephone network, dial the CO number of your organization first followed by your service access number.

Key	Function
	Enter the service access number for Direct Access. **Note**: You receive this service access number from your administrator. Depending on the system configuration you will then hear the greeting: "*This is the voice mail system. Please enter your ID number* " or "*Please enter your password*" (see note 2).
*	Enter ID (Hicom PIN) and confirm with the star key. **Note 1**: You receive the Hicom PIN from your administrator. **Note 2**: The administrator may have configured the system in a way that the Hicom PIN query is omitted when you access VMS from your own telephone. You hear the greeting: "*Please enter your password*".
	If you have entered the wrong ID (Hicom PIN):
#	Delete entire entry with the pound key and repeat ID (Hicom PIN) entry.
subsequently	
*	Enter private password (PIN) for the initial login. Confirm with the star key. **Note**: You have defined the PIN for yourself at the initial login.
	If you have entered the wrong password,
#	Delete entire entry with the pound key and repeat password entry.

2.2.3 Default Edit Options

The following default entries are available for operating the mailbox. However, you can only select those default entries that are of logical relevance to the menu in question:

Key	Function
1	Start/stop recording.
3	Start/stop playback.
0 ? 4	**Reverse currently set output sequence**: Key 0, then push key 4. The system defaults the following basic setting for the message output: • The new messages of the various message groups are played back first, starting with the first message group and the newest message. • Previously heard messages of the various message groups will then be played back, starting with the first message group and the newest message. Following this entry, previously heard messages of the various message groups will be played back, starting with the last message group and the oldest message. The new messages of the various message groups will then be played back, starting with the last message group and the oldest message.
0 ? 6	Restores the basic setting (see above) of the playback order: Push 0 and then push 6.
4	Rewind the recording by 10 seconds (voice message). Rewind the text by three sentences (e-mail message).
4 ? 4	Rewind to the start of the recording (voice message). Rewind to the start of the text (e-mail message).
6	Fast forward the recording by 10 seconds (voice message). Fast forward the text by three sentences (e-mail message).
6 ? 6	Fast forward to the end of the recording (voice message). Fast forward to the end of the text (e-mail message).
*	Scroll messages or confirm entries or terminate function, depending on the menu.
#	Delete the entry or recording and make a new entry or recording as required, depending on the menu.
0 ? *	Cancel the process and return to the main menu: Push 0 and then push the star key.

2.2.4 Options in the Main Menu (Direct Access)

The main menu is selected when you dial your own mailbox. You can call the following features in the main menu:

Key	Function
3	Play back and edit incoming messages (Inbox). See Section 2.2.5, “Inbox”, on page 22.
1	Record and send new message and edit sent messages (Outbox / Sent Objects). See Section 2.2.6, “Recording and sending new Messages”, on page 31.
2	Record dictation. See Section 2.2.7, “Recording a Dictation”, on page 35.
8	Special features (administrative features). See Section 2.2.11, “Special Functions”, on page 43.
5	Invoke, newly create and edit address directories (distribution lists). See Section 2.2.8, “Editing Distribution Lists”, on page 37.
7	Answering machine features (shortcut). See Section 2.2.9, “Answering Machine Functions (Shortcut)”, on page 41.
0 ? 2	Set up a telephone connection from the main menu. See Section 2.2.10, “Setting up a Telephone Connection”, on page 42.
0 ? *	Repeat output of main-menu-feature greetings

2.2.5 Inbox

You can access this submenu by pushing 3 in the main menu or by selecting the callback access option.

First you will hear a greeting informing you of the number of new and old messages in the various message groups stored in your mailbox. With this applies:

- New messages are messages that you have not yet played back from start to finish.
- Old messages are messages that you have already played back from start to finish but not deleted yet.

The following options are available while the system is informing you of the number of new and old messages stored in your mailbox:

Key	Function
*	**Play back first message header:** Push the star key.
0 ? *	**Quit current playback and return to the main menu:** Push 0 and then push the star key.
1	**Record a new message and send it to one or more recipients (multi-address distribution):** Push 1.
0 ? 3	**Automatic playback of incoming messages:** This function allows the incoming messages to be automatically played back in sequence with the associated send information (message header). Push 0 and then push 3.
0 ? 4	**Reverse currently set output sequence**: Push 0 and then push 4. The system defaults the following basic setting for the message output: • The new messages of the various message groups are played back first, starting with the first message group and the newest message. • Previously heard messages of the various message groups will then be played back, starting with the first message group and the newest message. Following this entry, previously heard messages of the various message groups will be played back, starting with the last message group and the oldest message. The new messages of the various message groups will then be played back, starting with the last message group and the oldest message.
0 ? 6	Restores the basic setting (see above) of the playback order: Push 0 and then push 6.

The message header is played back following notification by the system of the number of old and new messages. This comprises the date and time the message was received and the type of message that was sent. The caller's number is also played back. If the received message is an internal message and a *OpenScape Xpressions* mailbox has been configured for this user, the name will be played as well. For external calls, the call number is played back if it was transferred with the message.

2.2.5.1 Selection options in the Inbox

Key	Function
1	**Record a new message and send it to one or more recipients (multi-address distribution):** Push 1.
3	**Listen to message:** Push 3.
3 ?	Pause playback and resume playback: Push 3.
5	**Repeat message header:** Push 5.
*	**Skip message and play back next message header:** Push the star key.
0 ? 4	**Reverse currently set output sequence**: Push 0 and then push 4. The system defaults the following basic setting for the message output: • The new messages of the various message groups are played back first, starting with the first message group and the newest message. • Previously heard messages of the various message groups will then be played back, starting with the first message group and the newest message. Following this entry, previously heard messages of the various message groups will be played back, starting with the last message group and the oldest message. The new messages of the various message groups will then be played back, starting with the last message group and the oldest message.
2	**Jump to the previous message type:** Push 0, push 4 and push then 2.
3	**Jump to the previous message group:** Push 0, push 4 and push then 3.
0 ? 6	Restores the basic setting (see above) of the playback order: Push 0 and then push 6.
2	**Jump to the next message type:** Push 0, push 6 and push then 2.
3	**Jump to the next message group:** Push 0, push 6 and push then 3.
0 ? 3	**Automatic playback of incoming messages:** Push 0 and then push 3.
0 ? 1	**Enable or disable automatic playback of subject of an e-mail message:** This disables the playback of the subject of an e-mail message in the message header. Calling this function a second time re-enables the automatic playback of the subject of an e-mail message. Push 0 and then push 1.
7	**Reply to message:** Push 7.
8	**Forward the message:** Push 8.

Key	Function
0 ? 7	**Connect to the originator:** Push 0 and then push 7.
0 ? 2	**Connect to a user:** Push 0 and then push 2.
2	**Mark message as unread (only possible if the message has been played back from start to finish)**: Push 2.
#	**Delete message (only possible if the message has been played back from start to finish):** Push the pound key.
9 ? 1	**Listen to all recipients (AN and CC fields) of an e-mail message:** Push 9 and then push 1.
9 ? 2	**Listen to the attachments of an e-mail message:** Push 9 and then push 2.
9 ? 3	**Print fax or e-mail message:** Push 9 and then push 3.
9 ? 5	**Play back information about the attachments of an e-mail message:** Push 9 and then push 5.
0 ? *	**To finish and return to main menu:** Push 0 and then push the star key.

You can make the following entries while you are listening to a message:

Key	Function
4	**Rewind the recording by 10 seconds (voice message):** **Rewind the text by three sentences (e-mail message):** Push 4.
4 ? 4	**Rewind to the start of the recording (voice message):** Rewind to the start of the text (e-mail message): Push 4 twice in quick succession. **Note:** If you take too much time pushing key 4 in succession, the message will be rewound by only 10 seconds.
4 ? #	**Rewind the recording by x minutes (voice message):** **Rewind the text by x sentences (e-mail message):** Push 4 and enter the number of minutes or sentences. Permissible number values for x: 1 to 3 and 5 to 9. Annotation: **The entry format of the skip position is single-digit .** Example: Entering a 3 rewinds a voice message by three minutes. Example: Entering a 5 rewinds an e-mail message by five sentences. **Note:** If you take too much time pushing key 4 in succession, the message will be rewound by only 10 seconds.
6	**Fast forward the recording by 10 seconds (voice message):** **Fast forward the text by three sentences (e-mail message):** Push 6.
6 ? 6	**Fast forward to the end of the recording (voice message):** **Fast forward to the end of the text (e-mail message):** Push 6 twice in quick succession. **Note:** If you take too much time pushing key 6 in succession, the message will be fast-forwarded by only 10 seconds.
6 ? #	**Fast forward the recording by x minutes (voice message):** **Fast forward the text by x sentences (e-mail message):** Push 6 and enter the number of minutes or sentences. Permissible number values for x: 1 to 5 and 7 to 9. Annotation: **The entry format of the skip position is single-digit .** Example: Entering a 1 fast forwards a voice message by one minute. Example: Entering a 2 rewinds an e-mail message by two sentences. **Note:** If you take too much time pushing key 6 in succession, the message will be fast-forwarded by only 10 seconds.
0 ? 5 ? #	**Jump to position of your choice in the message:** Push 0 and 5 in succession, enter the position.
*	Confirm your entry by pushing the star key.

The input format for defining the position permits the following inputs:

Key	Function	
Input formats (voice message)		
[*mmss*]	four-digit input	Example: "1130" jump to position 11 minutes and 30 seconds Example: "325" jump to position 3 minutes and 25 seconds
[*mss*]	three-digit input	Example: "45" jump to position 45 seconds Example: "9" jump to position 9 seconds
[*ss*]	two-digit input	
[*s*]	single-digit input	**Delete entry and make new selection: Push the pound key.**
#		
Input formats (e-mail message)		
[*S-S...*]	multi-digit input	Example: "22" jump to sentence 22
#		**Delete entry and make new selection: Push the pound key.**
0 ? 9	**Enable or disable user prompts:** This function disables the spoken announcements. Calling this function a second time re-enables the spoken announcements. Push 0 and 9 in succession.	

Sending new messages from the inbox:

Key	Function	
1	**Record a new message and send it to one or more recipients (multi-address distribution):** Push 1.	
? *		**Select a distribution list (see** Section 2.2.8, “Editing Distribution Lists”): Enter the code number for the distribution list and push the star key to conclude the entry. Repeat this step if you want to send the message to additional distribution lists.
? #		**If the entry was incorrect: delete the distribution list number:** After the incorrect entry select the pound key. You can resume the process of selecting a distribution list immediately afterwards.
or		
? *		**Select a recipient:** Enter the call number and push the star key to conclude the entry. Repeat this step if you want to send the message to additional recipients.
? #		**If the entry was incorrect: delete the calling number:** After the incorrect entry select the pound key. You can resume the process of entering a call number immediately afterwards. You can repeat this step if required.

Key	Function
	Subsequent functions
*	**Conclude and confirm entry of the distribution list(s) or call number(s):** Push the star key.
or	
#	**If the entry was incorrect: delete entry of the distribution list(s) or calling numbers(s):** Subsequently you can immediately continue with entering a new distribution list number or calling number. Push the pound key.
	The standard operating steps are now available for recording and editing your message (see Section 2.2.3, “Default Edit Options”).
1	**Start/stop recording of new message:** Push 1.
5	**Special delivery options:** See Section 2.2.6, “Special Send Options”. Push 5.
*	**To start the delivery:** Push the star key.
or	
0 ? *	**Cancel the entire process and return to the main menu:** Push 0 and then push the star key.

You can immediately send a reply if you have received a message from a user to whom you can immediately reply to. How to do this:

Key	Function
7	**Record and send a reply to messages that allow an immediate reply:** Push 7. The standard operating steps are now available for recording and editing your message (see Section 2.2.3, “Default Edit Options”).
1	**Start/stop recording of new message:** Push 1.
5	**Special delivery options:** See Section 2.2.6, “Special Send Options”. Push 5.
*	**End recording and initiate delivery:** Push the star key.
or	
0 ? *	**Cancel the entire process and return to the main menu:** Push 0 and then push the star key.

The following options are available if you want to add comments to a message and subsequently send this message to one or more recipients:

Key	Function
8	**Forward message with or without comments to one or more recipients:** Push 8. The procedures for selecting a recipient or a distribution list are the same as those described in Section 2.2.5.1, “Sending new messages from the inbox:”. Once you have entered the distribution list(s) or recipient number(s), the standard operating steps for recording and editing your message are available (see Section 2.2.3, “Default Edit Options”).
*	**Forwarding message directly without annotation:** Push the star key.
1	**Start/stop recording comments:** Push 1.
5	**Special delivery options:** See Section 2.2.6, “Special Send Options”. Push 5.
*	**End recording of comments and start delivery:** Push the star key.
or	
#	**Delete comments (for example, to record new comments)**: Push the pound key.

Key	Function
or	
0 ? *	**Cancel the entire process and return to the main menu:** Push 0 and then push the star key.

Direct callback connection to the originator of a message

Note: Direct callback is only possible if the originator phone number was transmitted.

Key	Function
0 ? 7	**Direct callback to originator:** Push 0 and 7 in succession.

Connection to a recipient of your choice

The following options are available for setting up a connection to a recipient of your choice:

Key	Function
0 ? 2	**Set up connection to recipient of your choice:** Push 0 and then push 2.
? *	**Select a recipient:** Enter the recipient's phone number and push the star key to conclude the entry.
? #	**If the entry was incorrect: delete entry of the recipient number:** After the incorrect entry select the pound key. You can resume the process of entering a recipient call number immediately afterwards.
or	
0 ? *	**Cancel the entire process and return to the main menu**: Push 0 and then push the star key.

Print the fax or e-mail message

The following options are available if you want to print the fax or e-mail message

Key	Function
? 1	**Output on default fax device (provided this has been defined):** Push 1.
? 2	**Output on default printer (provided this has been defined):** Push 2.
3	**Enter the number of a fax device:** Push 3.
? *	**Select the fax device:** Enter the fax number and push the star key to conclude the entry.

Key	Function
	If the entry was incorrect: delete entry of the fax number: After the incorrect entry select the pound key. You can resume the process of entering a fax number immediately afterwards. You can repeat this step if required.
*	**Cancel this function** Push the star key.
? 0 ? *	**Cancel the entire process and return to the main menu**: Push 0 and then push the star key.

2.2.6 Recording and sending new Messages

You can access this submenu by selecting 1 in the main menu (see Section 2.2.4, “Options in the Main Menu (Direct Access)”, on page 21).

You can record voice messages and send them to other users via individual call numbers, distribution lists, broadcast calls and/or broadcast messages.

This submenu provides the following functions:

Key	Function
1	**Rerecord a message and send it to one or several recipients:** Push 1 and proceed as described under (a) in Section 2.2.6, “(a) Record a new message and send it to one or more recipients”, on page 31.
2	**Rerecord a message and send it using the broadcast message feature:** Push 2 and proceed as described under (b) in Section 2.2.6, “(b) Sending messages using the broadcast message feature”, on page 33.
4	**Rerecord a new message and send it using the broadcast call feature:** Push 4 and proceed as described under (c) in Section 2.2.6, “(b) Sending messages using the broadcast message feature”, on page 33.
*	**Scroll previously sent messages:** Push the star key and proceed as described under (d) in Section 2.2.6, “(d) Scrolling previously sent messages”, on page 34.
0 ? 4	**Reverse the currently set playback order** (see Section 2.2.3, “Default Edit Options”, on page 20 for more information): Push 0 and then push 4.
0 ? 6	**Reverse the playback order again** (see Section 2.2.3, “Default Edit Options”, on page 20 for more information): Push 0 and then push 6.
0 ? *	**Cancel the entire process and return to the main menu:** Push 0 and then push the star key.

(a) Record a new message and send it to one or more recipients

Key	Function
1	**Recording a new message and sending it to one or more recipients:** Push 1. The procedures for selecting a recipient or a distribution list are the same as those described under “Sending a new message” in Section 2.2.5.1, “Sending new messages from the inbox:”, on page 26. Once you have entered the distribution list(s) or call number(s), the standard operating steps for recording and editing your message are now available (see Section 2.2.3, “Default Edit Options”, on page 20).
1	**Start/stop recording of new message:** Push 1.

Key	Function
5	**Special delivery options:** Push 5.
*	**Quit message recording and start delivery:** Push the star key.
0 ? *	**Cancel the entire process and return to the main menu:** Push 0 and then push the star key.

Special Send Options

Key	Function
1	**Request read receipt:** Push 1. **Note:** Even if the recipient has deactivated sending a confirmation (via the *Web Assistant* or the *Communications* client), this feature is automatically activated with logging in at *VMS*.
2	**Mark message as "Private":** Push 2.
3	**Mark message as "Urgent":** Push 3.
4	**Request future delivery:** Push 4.
? *	**Enter the required time of delivery:** Enter the delivery time and push the star key to conclude the entry.
? #	**If the entry was incorrect: delete the delivery time:** After the incorrect entry select the pound key. You can resume the process of entering the time of delivery immediately afterwards. You can repeat this step if required.
5	**Send the message again:** Push 5.
1	**Send the message again in one week:** Push 1.
2	**Send the message again in one month:** Push 2.
*	**Confirm and return to the previous menu:** Push the star key.
#	**Delete and return to the previous menu:** Push the pound key.
*	**Confirm and return to the previous menu:** Push the star key.
#	**Delete and return to the previous menu:** Push the pound key.

Key	Function
0 ? *	**Cancel the entire process and return to the main menu:** Push 0 and then push the star key.

(b) Sending messages using the broadcast message feature

See also Section 1.3.10.2, “Broadcast Call / Broadcast Message”, on page 14.

The following options are provided. Annotation: You require special privileges to send messages using the broadcast message feature.

Key	Function
2	**Re-record message and send it using broadcast message feature**: Push 2.
? *	**Select** a broadcast distribution list: Enter the code numbers of the broadcast distribution list and push the star key to conclude the entry.
? #	**If the entry was incorrect: delete code numbers of a broadcast distribution list:** After the incorrect entry select the pound key. You can resume the process of entering the code numbers of the broadcast distribution lists immediately afterwards. Once you have entered the distribution list(s), the standard operating steps for recording and editing your message are now available (see Section 2.2.3, “Default Edit Options”).
1	**Start/stop recording of broadcast message**: Push 1.
*	**Activate/broadcast the message**: Push the star key.
0 ? *	**Cancel the entire process and return to the main menu**: Push 0 and then push the star key.

(c) Sending messages using the broadcast call feature

See also Section 1.3.10.2, “Broadcast Call / Broadcast Message”, on page 14.

The following options are provided. Annotation: You require special privileges to send messages using the broadcast call feature.

Key	Function
4	**Re-record a message and send it using the broadcast call feature**: Push 4.
? *	**Select a broadcast call list**: Enter the code numbers for the broadcast call list and push the star key to conclude the entry.
? #	**If the entry was incorrect: delete code numbers of a broadcast call list:** After the incorrect entry select the pound key. You can resume the entry of the code numbers for a broadcast call list immediately afterwards. Once you have entered the distribution list(s), the standard operating steps for recording and editing your message are now available (see Section 2.2.3, “Default Edit Options”).

Key	Function
1	**Start/stop recording the broadcast call**: Push 1.
*	**Activate/broadcast the broadcast call**: Push the star key.
0 ? *	**Cancel the entire process and return to the main menu**: Push 0 and then push the star key.

(d) Scrolling previously sent messages

The following options are available when you are scrolling the outbound journal:

Key	Function
3	**Listen to message:** Push 3.
3	**Pause playback.** Push 3.
3	**Continue playback:** Subsequently you can use the entry options as with listening to a message again. Push 3.
*	**Next message:** Subsequently you can use the selection options under "scrolling the outbound journal". Push the star key.
4 4	**Jump to message start:** Subsequently you can use the selection options under "scrolling the outbound journal". Push 4 twice in quick succession.
5	**Status query (play back message header)**: Push 5.
8	**Extend the request:** Push 8.
#	**Delete message:** Push the pound key.
1	**Send new message:** Push 1.

2.2.7 Recording a Dictation

You can record dictations using the *VMS* system and send each dictation to a different user.

NOTE: Special privileges are required for recording and receiving dictations. These privileges are assigned by the system administrator.

Select key 2 in the main menu to record a dictation (see Section 2.2.4, “Options in the Main Menu (Direct Access)”):

Selection options for recording and sending a dictation

The following options are available for recording dictations:

Key	Function
? *	**Enter the mailbox number**: Enter the mailbox number and conclude the entry by pushing the star key.
? #	**If the entry was incorrect: delete the calling number**: After the incorrect entry select the pound key. You can resume the process of entering the recipient call number immediately afterwards.

The following additional functions are provided in addition to the default edit options (see Section 2.2.3, “Default Edit Options”):

Key	Function
2	**Overwrite the recording from the current dictation position**: Push 2.
4 ?	**Rewind the dictation by x minutes**: Push 4 and enter the minutes. Permissible number values for x: 1 to 3 and 5 to 9. Remark: • The input format for the number of minutes to be rewound is a single-digit figure. Example: Entering a "3" rewinds the dictation by three minutes. • Entering "44" is not possible since this combination is used for rewinding to the start of the message.
5	**Play back (announce) status report (position in the dictation)**: Push 5.
6 ?	**Fast forward the dictation by x minutes:** Push 6 and enter the minutes. Permissible number values for x: 1 to 5 and 7 to 9. **Remark:** • The input format for the number of minutes to be rewound is a single-digit figure. Example: Entering a "1" fast forwards the dictation by one minute. • Entering "66" is not possible since this combination is used for fast forwarding to the end of the message.
0 ? 5 ?	**Jump to any position in the dictation:** Push 0 and 5 in succession, enter the position.

Key	Function
*	Confirm your entry by pushing the star key.

The input format for defining the position permits the following inputs:

Key	Function	
Input formats		
[*mmss*]	four-digit input	Example: "1130" jump to position 11 minutes and 30 seconds Example: "325" jump to position 3 minutes and 25 seconds
[*mss*]	three-digit input	Example: "45" jump to position 45 seconds Example: "9" jump to position 9 seconds
[*ss*]	two-digit input	
[*s*]	single-digit input	**Delete entry and make new selection: Push the pound key.**
#		
0 ? 9	**Disable or re-enable user prompts**: Push 0 and 9 in succession.	
*	**Quit dictation recording and start delivery**: Push the star key.	
#	**Delete dictation**: Push the pound key.	
0 ? *	**Cancel the entire process and return to the main menu**: Push 0 and then push the star key.	

2.2.8 Editing Distribution Lists

You can select two different types of distribution lists in the *VMS* system. The first list includes your private distribution lists, which you manage yourself, and the second list includes the public distribution lists, which can be accessed by every user in the system and can only be edited by the system administrator. These distribution lists simplify the task of distributing messages since they provide a simple means of creating different user groups, which can then be addressed by entering the distribution list code number. You can access the set up menu for the distribution lists as follows.

Select 5 in the main menu to edit a distribution list (Section 2.2.3, “Default Edit Options”):

To select the distribution list type select 7 or 9. See also Section 1.3.10.3, “Private and Public Distribution Lists”, on page 14.

Key	Function
7	**Select private distribution lists:** Push 7.
9	**Select public distribution lists:** Push 9. **Annotation:** You can only view public distribution lists. Only the system administrator is authorized to make changes.
0 ? *	**Cancel the entire process and return to the main menu:** Push 0 and then push the star key.

The following user inputs are permitted once you have selected the distribution list type:

Key	Function
1	**Create new distribution list**: Push 1.
*	**Scroll the available distribution lists**: Push the star key.
0 ? 4	**Reverse the default playback direction** (last distribution list first)**:** Push 0 and then push 4.
0 ? 6	**Restore default playback direction:** (first distribution list first)**:** Push 0 and then push 6.
or	
0 ? *	**Cancel the entire process and return to the main menu**: Push 0 and then push the star key.

If you want to create a new distribution list (option 1):

Key	Function
? *	**Enter a code number for the new distribution list**: Enter the code number for the new distribution list and push the star key to conclude the entry.
? #	**If the entry was incorrect: delete distribution list code number**: After the incorrect entry select the pound key. You can resume the process of entering a new distribution list code number immediately afterwards.
? *	**Enter the first user number into the new distribution list:** Enter the new number into the new distribution list and push the star key to conclude the entry. **Annotation:** You can enter all of the required numbers into the distribution list by repeating this procedure.
? #	**If the entry was incorrect: delete the new number**: After the incorrect entry select the pound key. You can resume the process of entering a new number immediately afterwards.
*	**Close the distribution list:** Push the star key.
or	
0 ? *	**Cancel the entire process and return to the main menu:** Push 0 and then push the star key.

If you want to play back the entries in a distribution list:

Key	Function
*	**Scroll the available distribution lists:** Push the star key.
0 ? 4	**Reverse the default playback direction** (backward)**:** Push 0 and then push 4.
0 ? 6	**Restore the default playback direction** (forward)**:** Push 0 and then push 6.
0 ? *	**Cancel the entire process and return to the main menu:** Push 0 and then push the star key.
3	**Play back the selected distribution list:** Push 3.
*	**Play back users:** Push the star key. **Annotation:** Repeatedly pushing the star key plays back all of the users in the selected distribution list in succession.
0 ? 4	**Reversing the default playback direction** (last subscriber first)**:** push 0 and then push 4.
0 ? 6	**Restoring the default playback direction** (first subscriber first)**:** push 0 and then push 6.

Key	Function
0 ? *	**Cancel the entire process and return to the main menu:** Push 0 and then push the star key.
3	**Quit playback process:** Push 3.

Add entries to a selected distribution list:

Key	Function
*	**Scroll the available distribution lists**: Push the star key.
4	**Edit distribution list**: Push 4.
1	**Add number**: Push 1.
? *	**Enter the new user number into the distribution list**: Enter the new number into the distribution list and push the star key to conclude the entry.
? #	**If the entry was incorrect: delete the new number:** After the incorrect entry select the pound key. You can resume the process of entering a new number immediately afterwards.
*	**Close the distribution lists:** Push the star key.
4	**Save entries and quit process:** Push 4. **Annotation:** Once you have completed this entry, a mode that allows you to select additional distribution lists for playback or editing with the star key is reactivated.
or	
0 ? *	**Cancel the entire process and return to the main menu:** Push 0 and then push the star key.

Delete entries from a selected private distribution list:

Key	Function
*	**Scroll the available distribution lists:** Push the star key.
4	**Edit distribution list:** Push 4.
*	**Scroll address list:** Push the star key.
#	**Delete selected number:** Push the pound key.

Key	Function
4	**Quit process:** Push 4. **Annotation:** Once you have completed this entry, a mode that allows you to select additional distribution lists for playback or editing with the star key is reactivated.
or	
0 ? *	**Cancel the entire process and return to the main menu:** Push 0 and then push the star key.

To delete whole distribution lists:

Key	Function
*	**Scroll the available distribution lists:** Push the star key.
#	**Delete the selected distribution lists:** Push the pound key.
or	
0 ? *	**Cancel the entire process and return to the main menu:** Push 0 and then push the star key.

2.2.9 Answering Machine Functions (Shortcut)

You can use this function to specify how the server should respond to calls. You can set one of your personal greetings here or you can record a new greeting.

Note: You can only use this menu to configure the answering machine functions. The settings defined here apply to all callers ("Alternative greeting"). You must set all other answering machine options in the “Special Functions” menu (see Section 2.2.11, “Special Functions”).

You can access the menu for configuring the answering machine functions by pushing 7 in the main menu (see Section 2.2.4, “Options in the Main Menu (Direct Access)”).

This menu provides the following setting options:

Key	Function
	Select a personal greeting: Enter the code number for the required personal greeting (1 to 9)
subsequently	
1	**Start/stop recording of new greeting:** Push 1.
3	**Start/stop greeting playback:** Push 3.
4	**Rewind the greeting by 10 seconds:** Push 4.
4 ? 4	**Rewind to the start of the greeting:** Push 4 twice in quick succession.
6	**Fast forward the greeting by 10 seconds:** Push 6.
6 ? 6	**Fast forward to the end of the greeting:** Push 6 twice in quick succession.
*	**Save the greeting and activate the setting:** Push the star key.
#	**Delete greeting:** Push the pound key.
or	
0 ? *	**To finish and return to main menu:** Push 0 and then push the star key.

2.2.10 Setting up a Telephone Connection

You can dial a user of your choice directly if you are in the Direct Access main menu. Please note that special privileges are required for setting up external connections.

Push 0 and then push 2 to set up a telephone connection from the main menu (see Section 2.2.4, “Options in the Main Menu (Direct Access)”).

This menu allows you to perform the following operations:

Key	Function
? *	**Enter the call number:** Enter the call number and push the star key to conclude the entry.
? #	**If the entry was incorrect: delete the calling number:** Push the pound key. You can resume the process of entering the recipient call number immediately afterwards.
or	
0 ? *	**Cancel the entire process and return to the main menu:** Push 0 and then push the star key.

2.2.11 Special Functions

You can use the special functions to make different settings in the *VMS* system:

- change the language of the user prompts (system language/alternative language),
- define deputy (mailbox deputy, referral extension),
- change password,
- define notification features (user outcall, SMS),
- change playback options,
- set or cancel call forwarding,
- set mailbox options (set a greeting for call forwarding, CF),
- define or change greetings.

Push 8 in the main menu (see Section 2.2.4, “Options in the Main Menu (Direct Access)”) to perform settings using the “Special Functions” menu.

The following functions can be selected in the "Special Functions" menu:

Key	Function
1	Change language of the user prompts (system language/alternative language). See Section 2.2.11.1, “Change Language of the User Prompts (System Language/alternative Language)”, on page 44.
2	Change mailbox deputy. See Section 2.2.11.2, “Change mailbox deputy”, on page 44.
3	Change referral extension. See Section 2.2.11.3, “Change referral extension”, on page 45.
4	Define or change password. See Section 2.2.11.4, “Define and change the password”, on page 46.
5	Configure notification feature. See Section 2.2.11.5, “Configure notification feature”, on page 46.
6	Changing the playback options. See Section 2.2.11.6, “Changing the playback options”, on page 50.
0 ? 8	Enable or disable call forwarding. See Section 2.2.11.7, “Enable or disable call forwarding”, on page 50.
8	Set a greeting for call forwarding (CF). See Section 2.2.11.8, “Setting a Greeting for Call Forwarding (CF):”, on page 51.
7	Record personal greetings. See Section 2.2.11.8, “Record personal greetings”, on page 54.
9	Edit general greetings. See Section 2.2.11.8, “Editing generic greetings”, on page 55.

2.2.11.1 Change Language of the User Prompts (System Language/alternative Language)

Key	Function
8	**Select special functions in main menu:** Push 8.
1	**Change user prompt language:** Push 1.
	Select user prompt language: Enter the code number for the required language.
or	
*	**Keep original language setting and return to "Special Functions" menu:** Push the star key.
or	
0 ? *	**Cancel the entire process and return to the main menu:** Push 0 and then push the star key.

2.2.11.2 Change mailbox deputy

Your messages are placed directly into the deputy's mailbox. A copy is kept, however, in your mailbox.

Key	Function
8	**Select special functions in main menu:** Push 8.
2	**Change mailbox deputy:** Push 2.
1	**Define call number of the mailbox deputy:** Push 1.
? *	**Enter call number:** Enter the relevant number and push the star key to conclude the entry.
? #	**If the entry was incorrect: delete the number:** After the incorrect entry select the pound key. You can resume the process of entering the call number of the mailbox deputy immediately afterwards.
0 ? *	**Cancel the entire process and return to the main menu:** Push 0 and then push the star key.
then	
*	**Activate mailbox deputy and return to the "Special Functions" menu:** Push the star key.

Key	Function
	or
#	**Deactivate mailbox deputy and return to the "Special Functions" menu:** Push the pound key.
	or
0 ? *	**Cancel the entire process and return to the main menu:** Push 0 and then push the star key.

2.2.11.3 Change referral extension

The caller can dial the referral extension if call forwarding is enabled.

Key	Function
8	**Select special functions in main menu:** Push 8.
3	**Change referral extension:** Push 3.
1	**Define call number of the referral extension and activate referral extension:** Push 1.
? *	**Enter call number:** Enter the relevant number and push the star key to conclude the entry.
? #	**If the entry was incorrect: delete the number:** After the incorrect entry select the pound key. You can resume the process of entering the call number to be used as the referral extension immediately afterwards.
0 ? *	**Cancel the entire process and return to the main menu:** Push 0 and then push the star key.
	or
2	**Define switch as referral extension:** Push 2.
	or
*	**Quit the function and return to the "Special Functions" menu:** Push the star key.
	or
0 ? *	**Cancel the entire process and return to the main menu:** Push 0 and then push the star key.

2.2.11.4 Define and change the password

Key	Function
8	**Select special functions in main menu:** Push 8.
4	**To define or change the password:** Push 4.
#	**Delete password (may be limited to users with special privileges):** Push the pound key.
? *	**Enter password and confirm entry:** Enter a digit sequence and push the star key to conclude the entry.
? #	**If the entry was incorrect: delete the password:** After the incorrect entry select the pound key. You can resume the process of entering the password immediately afterwards.
0 ? *	**Cancel the entire process and return to the main menu:** Push 0 and then push the star key.

2.2.11.5 Configure notification feature

Key	Function
8	**Select special functions in main menu:** Push 8.
5	**Select notification feature:** Push 5.
1	**Activate notifications globally:** Push 1.
or	
2	**Deactivate notifications globally:** Push 2.
or	
3	**Configure notifications** Push 3.
or	
? 9	**Check/edit notifications**: Push 9.

Key	Function
#	**Quit process** and return to the notification menu: Push the pound key.

Configuring notifications

Please note that a special privilege may be required for external call numbers. The notification feature is only authorized if the user has been assigned this privilege. Please note also that the entered start and end time (validity period) applies to all working days of the week.

Key	Function
8	**Select special functions in main menu:** Push 8.
5	**Select notification feature:** Push 5.
3	**Configure notifications** Push 3.
1	**Select telephone for the notification:** Push 1.
2	**Select cellphone for a SMS notification:** Push 2.
3	**Select text pager:** Push 3.
4	**Select telephone for message waiting indication (MWI):** Push 4.

When you have selected a terminal device for the notification, you are prompted to enter the corresponding destination call number:

? *	**Enter destination number:** Enter the relevant number and push the star key to conclude the entry.
? #	**If the entry was incorrect: delete the number:** After the incorrect entry select the pound key. You can resume the process of entering the destination number immediately afterwards.
0 ? *	**To finish and return to main menu:** Push 0 and then push the star key.

In the next step define the day for which the notification is to be configured. You have the following options:

1	**Select Monday for the notification:** Push 1.
2	**Select Tuesday for the notification:** Push 2.
3	**Select Wednesday for the notification**: Push 3.

Key	Function
4	**Select Thursday for the notification:** Push 4.
5	**Select Friday for the notification:** Push 5.
6	**Select Saturday for the notification:** Push 6.
7	**Select Sunday for the notification:** Push 7.
8	**Select all working days for the notification:** Push 8.
9	**Select all weekends for the notification:** Push 9.
*	**Confirm and save entry:** Push the star key.
#	**Delete entry and enter new day for the notification:** Push the pound key.

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

? *	**Enter time slot start time:** Conclude with the star key.
? *	**Enter time slot end time:** Conclude with the star key.

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

1	Send **notifications for incoming voice mails only:** Push 1.
2	Send **notifications for incoming fax messages only:** Push 2.
3	Send **notifications for incoming e-mails only:** Push 3.
4	Send **notifications only for voice mails flagged as “urgent”:** Push 4.
5	Send **notifications only for fax messages flagged as ”urgent”:** Push 5.
6	Send **notifications only for e-mails flagged as ”urgent”:** Push 6.
7	Send **notifications for all messages:** Push 7.
8	Send **notifications for all messages flagged as ”urgent”:** Push 8.
#	**Delete entry and enter new message type for the notification:** Push the pound key.

Key	Function
*	**Confirm and save entry:** Push the star key. Subsequently you return to the **configure notification** menu branch where you can check your settings.

Checking/editing the notification settings:

Key	Function
8	**Select special functions in main menu:** Push 8.
5	**Select notification feature:** Push 5.
9	**Select check/edit notifications:** Push 9. You now have the following options:
4	**Announce settings for the previous terminal device:** Push 4.
5	**Repeat settings for the currently announced terminal device:** Push 5.
6	**Announce settings for the next terminal device:** Push 6.
1	**Activate currently announced notification setting:** Push 1.
2	**Deactivate currently announced notification setting:** Push 2.
#	**Delete currently announced notification:** Push the pound key.
*	**Cancel** and back to the **configure notification** branch**.** Push the star key.
3	**Edit settings of the currently announced notification:** Push 3. After pushing key 3 you have the following options:
7	**Delete destination number for the currently announced notification:** Push 7. You can then enter a new destination number.
8	**Delete time setting for the currently announced notification:** Push 8. You can then perform a new time setting.
9	**Delete message type for the currently announced notification:** Push 9. You can then specify a new message type.
*	**Cancel** and return to the **Check/edit notification** menu branch**.** Push the star key.

2.2.11.6 Changing the playback options

Key	Function
8	**Select special functions in main menu:** Push 8.
6	**Select playback options:** Push 6.
1	**Change volume:** Push 1.
5	**Reduce volume:** Push 5.
8	**Increase volume:** Push 8.
*	**Keep current volume / save changed volume:** Push the star key.
#	**Cancel volume changes:** Push the pound key.
or	
0 ? *	**Cancel the entire process and return to the main menu:** Push 0 and then push the star key.

2.2.11.7 Enable or disable call forwarding

Key	Function
8	**Select special functions in main menu:** Push 8.
0 ? 8	**Enable or disable call forwarding:** Push 0 and then push 8.
*	**Enter forwarding number and enable call forwarding:** Push the star key.
? *	**Enter the call forwarding number:** Enter the relevant number and push the star key to conclude the entry.
? #	**If the entry was incorrect: delete the number:** After the incorrect entry select the pound key. You can resume the process of entering the call forwarding number immediately afterwards.
#	**Disable call forwarding:** Push the pound key.

Key	Function
or	
0 ? *	**Cancel the entire process and return to the main menu:** Push 0 and then push the star key.

2.2.11.8 Setting a Greeting for Call Forwarding (CF):

Setting a greeting for call forwarding allows you to define what happens to calls that are re-directed to your mailbox. If you have programmed a fixed call forwarding destination (CF), calls will be re-directed to your mailbox if your extension is busy, you do not answer the call or if you enable call forwarding to your mailbox.

- **Answering Machine or Info-Greeting Function**

  You can use this feature to specify whether or not callers who are re-directed to your mailbox can leave a message. Preventing callers from leaving messages is practical, for example, if you are non-contactable for a long period of time. In this situation, you should provide a message to alert callers to this fact.

- **Greetings**:

  Callers who are diverted to your mailbox hear a greeting (a generic greeting is set by default). The following types of greetings can be distinguished:

  – Personal greetings:
    You can record nine different personal greetings, enabling you to select an appropriate greeting for any particular situation from this greeting pool.

  – Generic greetings:
    The system offers up to nine generic greetings for selection. These generic greetings are created by the system administrator.

- **Setting different greetings**:

  You can also specify whether the selected greeting should be played for all calls (alternative case) or whether different greetings should be played for internal calls, external calls, calls made to a busy extension or calls made outside of business hours. You may want to have a more formal greeting for external callers. You can inform internal callers of your current whereabouts, for example. You may also want to inform callers that your extension is busy and that they should try again later.

Setting a greeting for call forwarding (CF):

Key	Function
8	**Select special functions in main menu:** Push 8.
8	**Set the option to set greeting for call forwarding (CF):** Push 8.

Key	Function
5	**Set a greeting for after-hours callers:** Push 5.
or	
6	**Set a greeting for callers who dial a busy extension:** Push 6.
or	
7	**Set a greeting for internal callers during business hours:** Push 7.
or	
8	**Set a generic greeting for all callers (alternative case):** Push 8.
or	
9	**Set a greeting for external callers during business hours:** Push 9.
0	**Only a greeting should be played (prevent callers from leaving messages):** Push 0.
or alternatively	
1	**Configure answering machine function (permit users to leave a message):** Push 1.
3	**Start/stop listening to set greeting:** Push 3.
*	**Quit function and continue in menu:** Push the star key.
#	**Delete info service number and continue in menu:** Push the pound key.
0	**Select a generic greeting:** Push 0.
or alternatively	
1	**Select a personal greeting:** Push 1.
	Select a generic or a personal greeting: Enter the code number for the required greeting (1 to 9).
*	**Quit function and continue in menu:** Push the star key.
#	**Delete info service number and continue in menu:** Push the pound key.

The following functions are available in addition to the default edit options (see Section 2.2.3, “Default Edit Options”) when you are listening to the selected greeting:

Key	Function
3	**Start/stop listening to set greeting:** Push 3.
*	**Quit playback:** Push the star key.
0 ? *	**Cancel the entire process and return to the main menu:** Push 0 and then push the star key.

Record personal greetings

Personal greetings are greetings that you can record yourself. 10 different options are provided for recording personal greetings, but the first option (selection 0) is reserved for recording your name, which is announced to every caller.

Key	Function
8	**Select special functions in main menu:** Push 8.
7	**Select or re-record a personal greeting:** Push 7.
	Select a personal greeting: Enter the code number for the required personal greeting (1 to 9) and push the star key to conclude the entry. **Annotation:**You can re-record your name by selecting code number 0. The function sequence for re-recording a personal greeting is identical to the function sequence for recording a new personal greeting. The default edit options (see Section 2.2.3, “Default Edit Options”, on page 20) are available for re-recording a greeting.
or	
*	**Quit the function and return to the "Special Functions" menu:** Push the star key. The default edit options (see Section 2.2.3, “Default Edit Options”) are available for editing personal greetings.
*	**Save the greeting text:** Push the star key.

Editing generic greetings

Generic greetings are greetings provided by the *VMS* system. A total of nine different greetings can be provided for users. The creation or modification (option 9 in the “Special Functions” menu in Section 2.2.11, “Special Functions”, on page 43) of these greetings is restricted to the system administrator.

Key	Function
8	**Select special functions in main menu:** Push 8.
9	**Edit generic greetings:** Push 9.
#	**Select a generic greeting:** Enter the code number for the required generic greeting (1 to 9) and push the star key to complete the entry.
or	
*	**Quit the function and return to the "Special Functions" menu:** Push the star key. The default edit options (see Section 2.2.3, “Default Edit Options”) are available for editing generic greetings.
*	**Save the greeting text:** Push the star key.

2.3 Dialing an External Mailbox (Guest Access, Universal Access, "External Mailbox" Code)

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

To dial the mailbox of another user:

Key	Function
	Enter the service access number for the Guest Access or Universal Access option: Please consult your system administrator if you do not know the access numbers.
? *	**Enter the extension number of the relevant user:** Enter the relevant number and push the star key to conclude the entry.
? #	**If the entry was incorrect: delete the number:** After the incorrect entry select the pound key. You can resume the process of entering the destination number immediately afterwards.

2.3.1 Leaving a Message for Mailbox Owners

You can leave a message after the beep if the user whose mailbox you have dialed with Guest Access or Universal Access has enabled the option to leave a message. Otherwise the connection is interrupted after the greeting has been played.

The standard control and correction options are available during the recording process (see Section 2.2.3, “Default Edit Options”). During the recording process, you will hear a warning advising you that the available recording time has almost come to an end. The amount of time available for recording a message and the point at which the warning is output depends on how the system settings have been defined. Any pauses at the start or end of the recorded voice message are detected by the system and deleted.

You can just replace the handset after you have recorded the message. The message will always be sent.

When you enter an escape sequence (0 ?*) in the Universal Access, you switch to your own mailbox.

Note: In Guest Access this option is not provided.

Key	Function
0 ? *	**Switch to own mailbox:** Push 0 and then push the star key.

2.3.2 Additional Options in Guest Access or Universal Access Mode

If the delay between dialing the mailbox and making the first entry is long enough for the system to assume that the user does not understand the user prompts, the system prompts the user to change the user prompts language. The following selection options are available in this regard:

Key	Function
*	**Leave language of user prompts unchanged:** Push the star key.
	Enter the code number for the required language: Enter the code number for the required language.

Direct connection to the attendant console (optional, if configured)

After calling a mailbox in Guest Access the caller may directly connect the attendant console during the welcome greeting and also during message recording.

Key	Function
9	**Set up connection to the attendant console:** Push 9.

Set up connection to an internal user/device of your choice

Key	Function
0 ? 2	**Open connection menu:** Push 0 and then push 2.

The following options are available for setting up a connection to an internal user/device of your choice:

Key	Function
? *	**Select a** user/device: Enter the recipient's phone number and push the star key to conclude the entry.
? #	**If the entry was incorrect: delete phone number for the** subscriber/terminal device**:** After the incorrect entry select the pound key. You can resume the process of entering a call number immediately afterwards.
or	
0 ? *	**Cancel the process and return to the main menu:** Push 0 and then push the star key.

2.4 Call Forwarding (CF, Forward Access)

You can set your telephone to re-direct calls to your mailbox. To do this, use the **call forwarding** *feature (in case of the Hicom 300 we differentiate between variable and fixed call forwarding*). The way in which you set up the call forwarding (CF) feature depends on the telephone system and type of telephone that you are using. Please consult the operating instructions of your telephone for more detailed information.

You must use the service access number of the mailbox for forward access as the call forwarding destination number. Callers who dial your extension number will be re-routed to the mailbox. Callers can leave a message in your mailbox or be transferred to your referral extension. This depends on how you have set your answering options (see Section 2.2.11, “Special Functions”). The destination number can be identical to the number for Direct Access in *Hicom/HiPath* PBXs.

You have the same options as those available with guest access or Universal Access if you dial an extension number and the user has configured call forwarding on his/her telephone. If the user allows you to leave messages, you can do so after the beep. The standard control and correction options are available during the recording of the message (see Section 2.2.3, “Default Edit Options”). During the recording process, you will hear a warning advising you that the available recording time has almost come to an end. The amount of time available for recording a message and the point at which the warning is output depends on how the system settings have been defined.

You can also just replace the handset after you have left the message. The message will always be sent.

You can select function 07 to be transferred to a predefined referral extension if the owner of the mailbox that you reached has enabled this option on his/her telephone.

3 A quick Reference Guide to the Menus and Key Sequences

The following lists contain the key sequences that must be pushed to use mailbox functions.

3.1 Main Menu Features

Key sequence	Function
1	Invoke the "Record and send new messages" menu
2	Open "Record Dictation" menu
3	Open "Play Incoming Messages" menu
5	Open "Edit Distribution List" menu
7	Open "Answering Machine (Shortcut)" menu
8	Open "Special Functions" menu
0 2	Open "Set up Telephone Connection" menu
0 *	Repeat main menu options

3.1.1 Listening to and forwarding incoming Messages

Key	Function
3	Open "Play Incoming Messages" menu
3 8 #	Print out message journal on default printer
3 8 1	Put out message journal at default fax device
3 8 2	Put out message journal at any fax device

During announcement of the number of new and old messages in the mailbox:

Key sequence	Function
1	Record a new message
*	Play first message header
0 3	Automatic playback of incoming messages
0 4	Reverse playback order
0 6	Reverse playback order again

During playback of the message header and while or after listening to a new or old message:

Key sequence	Function
1	Record a new message
3	Listen to message
3	Pause and resume playback
5	Repeat message header
*	Skip message and play next message header
0 4	Reverse playback order
0 4 2	Jump to previous message type
0 4 3	Jump to next message group
0 6	Reverse playback order again
0 6 2	Jump to next message type
0 6 3	Jump to next message group
0 3	Automatic message playback
0 1	Disable automatic playback of the subject of an e-mail message
7	Reply to message
8	Forward message
0 7	Connect to the originator
0 2	Connect to a user
2	Mark message as unread
#	Delete message
9 1	Listen to AN and CC fields of an e-mail message
9 2	Listen to the attachments of an e-mail message
9 3	Print the fax or e-mail message
9 6	Play back information about the attachments of an e-mail message
0 *	Cancel the entire process and return to main menu

You can make the following entries while you are listening to a message:

Key sequence	Function
4	Rewind the recording by 10 seconds (voice message) Rewind the text by three sentences (e-mail message)
4 4	Rewind to the start of the recording (voice message) Rewind to the start of the text (e-mail message)
4 #	Rewind the recording by x minutes (voice message) Rewind the text by x sentences (e-mail message)
6	Fast forward the recording by 10 seconds (voice message) Fast forward the text by three sentences (e-mail message)
6 6	Fast forward to the end of the recording (voice message) Fast forward to the end of the text (e-mail message)
6 #	Fast forward the recording by x minutes (voice message) Fast forward the text by x sentences (e-mail message)
0 5 #	Jump to any position in the message
*	Confirm entry
#	Delete entry
0 9	Enable or disable user prompts

Send new message

Key sequence	Function
1	Invoke the "Record and send new messages" menu
▦	Enter the distribution list or recipient
*	Confirm entry
#	Delete entry
*	Terminate selection and confirm
#	Delete selection
0 *	Cancel the entire process and return to the main menu
1	Start/stop recording.
5	Select special send options
1	Request a read receipt
2	Mark message as "Private"
3	Mark message as "Urgent"
4	Deliver message later
▦	Enter delivery time
*	Confirm time
#	Delete time
5	Send message again
1	Send message again one week later
2	Send message again one month later
*	Confirm and return to previous menu
#	Delete and return to previous menu
*	Confirm and return to previous menu
#	Delete and return to previous menu
0 *	Cancel the entire process and return to the main menu
3	Start/stop playback.
4	Rewind the message by 10 seconds
4 4	Rewind to the start of the message
6	Fast forward the message by 10 seconds
6 6	Fast forward to the end of the message
*	Cancel recording and start delivery
#	Delete message
0 *	Cancel the entire process and return to the main menu

Record a reply

Key sequence	Function
7	Open reply menu
1	Start/stop recording.
5	Select special send options
1	Request a read receipt
2	Mark message as "Private"
3	Mark message as "Urgent"
4	Deliver message later
#	Enter delivery time
*	Confirm time
#	Delete time
5	Send message again
1	Send message again one week later
2	Send message again one month later
*	Confirm and return to previous menu
#	Delete and return to previous menu
*	Confirm and return to previous menu
#	Delete and return to previous menu
0 *	Cancel the entire process and return to the main menu
3	Start/stop playback.
4	Rewind the message by 10 seconds
4 4	Rewind to the start of the message
6	Fast forward the message by 10 seconds
6 6	Fast forward to the end of the message
*	End recording of reply and start delivery
#	Delete reply
0 *	Cancel the entire process and return to the main menu

Add comments to a message and forward

Key sequence	Function
8	Open "Forward" menu
▦	Enter the distribution list or recipient
*	Confirm entry
#	Delete entry
*	Terminate selection and confirm
#	Delete selection
0 *	Cancel the entire process and return to the main menu
1	Start/stop annotation recording.
5	Select special send options
1	Request a read receipt
2	Mark message as "Private"
3	Mark message as "Urgent"
4	Deliver message later
▦	Enter delivery time
*	Confirm time
#	Delete time
5	Send message again
1	Send message again one week later
2	Send message again one month later
*	Confirm and return to previous menu
#	Delete and return to previous menu
*	Confirm and return to previous menu
#	Delete and return to previous menu
0 *	Cancel the entire process and return to the main menu
3	Start/stop annotation playback.
4	Rewind comments by 10 seconds
4 4	Rewind to the start of the comments
6	Fast forward the comments by 10 seconds
6 6	Fast forward to the end of the comments
*	End recording of comments and start delivery
#	Delete comments
0 *	Cancel the entire process and return to the main menu

Direct callback connection to the originator of a message

(possible with transmitted originator number only)

Key sequence	Function
0 7	Initiate direct callback

Connection with a recipient of your choice

Key sequence	Function
0 2	Open "Set up Phone Connection" menu
	Enter call number
*	Confirm entry (connection is set up)
#	Delete entry
0 *	Cancel the entire process and return to the main menu

Print the fax or e-mail message

Key sequence	Function
9 3	Print the fax or e-mail message
1	Print on default fax device
2	Print on default printer
3	Enter the number of the fax device
	Enter the number
*	Confirm entry
#	Delete entry
*	Cancel this function
0 *	Cancel the entire process and return to the main menu

3.1.2 Recording and sending new Messages

Key sequence	Function
1	Open "Outbound Journal" menu
1	Re-record a message and send it to one or more recipients
2	Re-record a message and send it using the broadcast message feature
4	Re-record a message and send it using the broadcast call feature
*	Scroll previously sent messages
0 4	Reverse playback order
0 6	Reverse playback order again
0 *	Cancel the entire process and return to the main menu

(a) Record a new message and send it to one or more recipients

Key sequence	Function
1	Record and send new message
	Enter the distribution list or recipient
*	Confirm entry
#	Delete entry
*	Terminate selection and confirm
#	Delete selection
0 *	Cancel the entire process and return to the main menu
1	Start/stop recording.
5	Select special send options
1	Request a read receipt
2	Mark message as "Private"
3	Mark message as "Urgent"
4	Deliver message later
	Enter delivery time
*	Confirm time
#	Delete time
5	Send message again
1	Send message again one week later
2	Send message again one month later
*	Confirm and return to previous menu
#	Delete and return to previous menu

Key sequence	Function
*	Confirm and return to previous menu
#	Delete and return to previous menu
0 *	Cancel the entire process and return to the main menu
3	Start/stop playback.
4	Rewind the message by 10 seconds
4 4	Rewind to the start of the message
6	Fast forward the message by 10 seconds
6 6	Fast forward to the end of the message
*	Cancel recording and start delivery
#	Delete message
0 *	Cancel the entire process and return to the main menu

(b) Send a message using the broadcast message feature

Key sequence	Function
2	Record and send new broadcast message
▦	Enter broadcast message number
*	Confirm entry
5	Specify start and stop time
#	Delete entry
*	Terminate selection and confirm
0 *	Cancel the entire process and return to the main menu
1	Start/stop recording.
3	Start/stop playback.
4	Rewind the message by 10 seconds
4 4	Rewind to the start of the message
6	Fast forward the message by 10 seconds
6 6	Fast forward to the end of the message
*	Activate/broadcast the message
0 *	Cancel the entire process and return to the main menu

(c) Send a message using the broadcast call feature

Key sequence			Function
4			Record and send new broadcast call
	▦		Enter broadcast call number
	*		Confirm entry
		5	Specify start and stop time
	#		Delete entry
*			Terminate selection and confirm
0	*		Cancel the entire process and return to the main menu
	1		Start/stop recording.
	3		Start/stop playback.
	4		Rewind the message by 10 seconds
	4	4	Rewind to the start of the message
	6		Fast forward the message by 10 seconds
	6	6	Fast forward to the end of the message
	*		Activate/broadcast call
	0	*	Cancel the entire process and return to the main menu

(d) Functions available while browsing previously sent messages

Key sequence			Function
3			Listen to message
	3		Pause/resume playback
		8	Forward
	0	7	Connect to originator
	0	2	Connect to a user
		*	Next message
	*		Next message
	4	4	Jump to start of message
	5		Status query (playback of message header)
#			Delete message
1			Distribute messages
5			Status query (playback of message header)

3.1.3 Record and send a dictation

Key sequence	Function
2	Open "Dictations" menu
▦	Enter mailbox number
*	Confirm entry
#	Delete entry
0 *	Cancel the entire process and return to the main menu
1	Start/stop dictation recording.
2	Rewind to the start of the dictation and re-record (overwrite) it
3	Start/stop dictation playback.
4	Rewind the dictation by 10 seconds
4 4	Rewind to the start of the dictation
4 ▦	Rewind the dictation by x minutes
5	Status report (play back position in the dictation)
6	Fast forward the dictation by 10 seconds
6 6	Fast forward to the end of the dictation
6 ▦	Fast forward the dictation by x minutes
0 5	Jump to any position in the dictation
▦	Entry of the mmss position (entry format: minutes, seconds)
*	Confirm entry
#	Delete entry
0 9	Disable user prompts
*	Cancel dictation recording and start delivery
#	Delete dictation
0 *	Cancel the entire process and return to the main menu

3.1.4 Editing distribution lists

Select type of distribution list to be used for distributing messages

Key sequence	Function
5	Open "Distribution Lists" menu
7	Select private distribution lists
9	Select public distribution lists
0 *	Cancel the entire process and return to the main menu

The following user inputs are permitted once you have selected the relevant distribution list

Key sequence	Function
1	Create new distribution list
*	Scroll available distribution lists
0 4	Reverse playback direction (last distribution list first)
0 6	Reverse playback direction again (first distribution list first)
0 *	Cancel the entire process and return to the main menu

Create new distribution list (push 1)

Key sequence	Function
▦	Enter a code number for the new distribution list
*	Confirm the entry of the code number
#	Delete the code number entered
▦	Enter the first user number in the new distribution list
*	Confirm the entry of the user number
	Repeat this procedure for additional user numbers
#	Delete the user number entered
*	Close the distribution list or
0 *	Cancel the entire process and return to the main menu

Play back the entries in a distribution list

Key sequence	Function
7	Select private distribution lists
9	Select public distribution lists
*	Scroll available distribution lists
0 4	Reverse playback direction (last distribution list first)
0 6	Reverse playback direction again (first distribution list first)
0 *	Cancel the entire process and return to the main menu
3	Play back selected distribution list
*	Play back user
	Repeatedly pushing the star key plays back all of the users in the selected distribution list in succession.
0 4	Reverse playback direction (last distribution list first)
0 6	Reverse playback direction again (first distribution list first)
0 *	Cancel the entire process and return to the main menu
3	Quit play back of users

Add entries to a selected distribution list

Key sequence	Function
7	Select private distribution lists
	or
9	Select public distribution lists
*	Scroll available distribution lists
4	Edit selected distribution list
1	Add new number
	Enter user number
*	Confirm user number
#	Delete entry
*	Close distribution list
4	Save changes and quit process
0 *	Cancel the entire process and return to the main menu

Delete entries from a selected distribution list

Key sequence	Function
7	Select private distribution lists
	or
9	Select public distribution lists
*	Scroll available distribution lists
4	Edit selected distribution list
*	Scroll address list
#	Delete selected number
4	Quit processing
0 *	Cancel the entire process and return to the main menu

Delete entire distribution lists

Key sequence	Function
7	Select private distribution lists
	or
9	Select public distribution lists
*	Scroll available distribution lists
#	Delete selected distribution list
0 *	Cancel the entire process and return to the main menu

3.1.5 Answering Machine Functions (Shortcut)

Key sequence	Function
7	Open "Call Forwarding" menu
▦	Select code number of the private greeting (1 to 9)
1	Start/stop recording of new greeting
3	Start/stop greeting playback
4	Rewind the greeting by 10 seconds
4 4	Rewind to the start of the greeting
6	Fast forward the greeting by 10 seconds
6 6	Fast forward to the end of the greeting
*	Save greeting and activate setting
#	Delete greeting
0 *	Cancel the entire process and return to the main menu

3.1.6 Setting up a Telephone Connection from the Main Menu

Key sequence	Function
0 2	Open "Set up Telephone Connection" menu
▦	Enter the recipient’s call number
*	Confirm the entry of the recipient’s call number
#	Delete the recipient call number entered
0 *	Cancel the entire process and return to the main menu

3.1.7 Special Functions

You can select the following functions in the **Special Functions** submenu

Key sequence	Function
8	Open "Special Functions" menu
1	Change user prompt language
2	Change mailbox deputy
3	Change referral extension
4	Define or change password
5	Configure notification feature
6	Change the playback options
0 8	Enable or disable call forwarding
8	Set a greeting for call forwarding (CF)
7	Record personal greetings
9	Edit generic greetings

3.1.7.1 Change user prompt language

Key sequence	Function
8	Open "Special Functions" menu
1	Change user prompt language
#	Select the language of the user prompts
*	Keep original language setting and return to "Special Functions" menu
0 *	Cancel the entire process and return to the main menu

3.1.7.2 Change mailbox deputy

Key sequence	Function
8	Open "Special Functions" menu
2	Change mailbox deputy
1	Specify call number of the mailbox deputy
▦	Enter the call number
*	Confirm entry
#	Delete entry
0 *	Cancel the entire process and return to the main menu
*	Activate mailbox deputy and return to the "Special Functions" menu
#	Deactivate mailbox deputy and return to the "Special Functions" menu
0 *	Cancel the entire process and return to the main menu

3.1.7.3 Change referral extension

Key sequence	Function
8	Open "Special Functions" menu
3	Change referral extension
1	Specify the call number of the referral extension
▦	Enter the call number
*	Confirm entry
#	Delete entry
0 *	Cancel the entire process and return to the main menu
2	Define switch as referral extension
*	Cancel the function and return to the "Special Functions" menu
0 *	Cancel the entire process and return to the main menu

3.1.7.4 Define or change password

Key sequence	Function
8	Open "Special Functions" menu
4	Define or change password
#	Delete password (only possible with special privileges)
▦	Enter the password
*	Confirm the entry
#	If the entry was incorrect: delete the password:
0 *	Cancel the entire process and return to the main menu

3.1.7.5 Configure notification feature

Key sequence	Function
8	Open "Special Functions" menu
5	Call notification functions
1	Globally activate notification function
2	Globally deactivate notification function
3	Configure notification feature
9	Check/edit notification function

After selecting notification function configuration (selection 3)

1	Configure notification on telephone
▦ *	Enter destination number
1	Select Monday for the notification
2	Select Tuesday for the notification
3	Select Wednesday for the notification
4	Select Thursday for the notification
5	Select Friday for the notification
6	Select Saturday for the notification
7	Select Sunday for the notification
8	Select all working days for the notification
9	Select weekend for the notification
#	Delete entry, select notification day anew
*	Confirm entry
▦	Enter start time for the notification slot

Key sequence	Function
*	Confirm entry
	Enter end time for the notification slot
*	Confirm entry
1	Select notification for incoming voice mails
2	Select notification for incoming fax messages
3	Select notification for incoming e-mails
4	Select notification for incoming urgent voice mails
5	Select notification for incoming urgent fax messages
6	Select notification for incoming urgent e-mails
7	Select notification for all messages
8	Select notification for all urgent messages
*	Confirm entry and return to the “Notification Function” menu
#	Delete entry, select message type anew
2	Configure notification on cell phone
Further proceeding: see configuring notification on telephone	
3	Configure notification on text pager
Further proceeding: see configuring notification on telephone	
4	Select telephone for message waiting indication (MWI):
Further proceeding: see configuring notification on telephone	
*	Cancel process and return to the “notification function“ menu
After selecting notification function check/editing (selection 9)	
4	Put out previous setting announcement
5	Repeat current setting announcement
6	Put out next setting announcement
1	Activate currently announced setting
2	Deactivate currently announced setting
3	Edit currently announced setting
7	Cancel destination phone number
8	Cancel time settings
9	Cancel message type
*	Cancel process and return to the “notification function“ menu
#	Delete currently announced setting
*	Cancel process and return to the “notification function“ menu

3.1.7.6 Changing the Playback Options

Key sequence	Function
8	Open "Special Functions" menu
6	Select setting to change playback options
1	Change volume
5	Reduce volume
8	Increase volume
*	Keep current volume / save changed volume
#	Cancel volume changes
0 *	Cancel the entire process and return to the main menu

3.1.7.7 Enable or disable call forwarding

Key sequence	Function
8	Open "Special Functions" menu
0 8	Enable or disable call forwarding
*	Enter forwarding number and enable call forwarding
▦	Enter forwarding number
*	Confirm entry
#	Delete entry
0 *	Cancel the entire process and return to the main menu
#	Deactivate call forwarding
0 *	Cancel the entire process and return to the main menu

3.1.7.8 Set a greeting for call forwarding (CF)

Key sequence	Function
8	Open "Special Functions" menu
8	Select option for setting greeting for call forwarding (CF)
	Define purpose of greeting:
5	Set a greeting for after-hours callers
6	Set a greeting for callers when your extension is busy
7	Set a greeting for internal after-hours callers
8	Set a generic greeting for all callers (alternative case)
9	Set a greeting for external callers during business hours
	Select answering mode:
0	Only a greeting should be played
1	Configure answering machine function
3	Start/stop listening to the set greeting
3	Start/stop greeting playback
4	Rewind the greeting by 10 seconds
4 4	Rewind to the start of the greeting
6	Fast forward greeting by 10 seconds
6 6	Fast forward to the end of the greeting
*	Quit playback
0 *	Cancel the entire process and return to the main menu
*	Leave function as is and continue in menu
#	Delete info service number and continue in menu
	Select a greeting:
0	Select a generic greeting
1	Select a personal greeting
	Select generic / personal greeting:
▦	Select a generic or a personal greeting
*	Leave function as is and continue in menu
#	Delete info service number and continue in menu

3.1.7.9 Record personal greetings

Key sequence	Function
8	Open "Special Functions" menu
7	Select option to record personal greetings
▦	Select a personal greeting
1	Start/stop recording of greeting
3	Start/stop listening to greeting
4	Rewind the greeting by 10 seconds
4 4	Rewind to the start of the greeting
6	Fast forward greeting by 10 seconds
6 6	Fast forward to the end of the greeting
#	Delete greeting
*	Save greeting text
*	Cancel the function and return to the "Special Functions" menu

3.1.7.10 Edit generic greetings

Key sequence	Function
8	Open "Special Functions" menu
9	Select option to edit generic greetings
▦	Select a generic greeting
1	Start/stop recording of greeting
3	Start/stop listening to greeting
4	Rewind the greeting by 10 seconds
4 4	Rewind to the start of the greeting
6	Fast forward greeting by 10 seconds
6 6	Fast forward to the end of the greeting
#	Delete greeting
*	Save greeting text
*	Cancel the function and return to the "Special Functions" menu

3.2 Dialing an External Mailbox (Guest Access, Universal Access):

Key sequence	Function
	Enter the service access number for the Guest Access or Universal Access option
	Enter the extension number of the relevant user
*	Confirm entry
#	If the entry was incorrect: delete the number:

Additional options in Universal Access mode:

Key sequence	Function
0 *	Switch to own mailbox

Following an excessive delay with the first entry:

Key sequence	Function
*	Leave language of user prompts unchanged
	Enter the code number for the required language

Direct connection to the attendant console:

Key sequence	Function
9	Set up connection to the attendant console

Connection to a user of your choice:

Key sequence	Function
0 2	Open connection menu
	Enter the call number of a user/device
*	Confirm entry
#	If the entry was incorrect: delete the entry
0 *	Cancel the entire process and return to the main menu

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