

Alcatel-Lucent Enterprise OmniPCX Enterprise Purple Communication Server Alcatel-Lucent 4645 VMS - User Manual



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1.1 General

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

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

1.2 Guide contents

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

- Accessing the mailbox, see [Accessing your voice mailbox](#) on page 13,
- Reviewing messages, see [Reviewing messages](#) on page 16,
- Sending messages, see [Sending messages](#) on page 19,
- Personalizing options, see [Personal options](#) on page 24.

2.1 Main icons







The icons representing the operations performed on the set appear in the center column of the table.

The soft keys to be used, if any exist, appear in the left column of the table.


Note:

*An example of a soft key **New message** appears in the table below.*

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

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

2.2 Warning icon

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

Note:

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

There are two ways a caller can access your voice mailbox:

- When calling you, the call is forwarded to voice mail: for a description of how you can activate such a forward, see: [Forwarding calls to your voice mailbox](#) on page 9
- By direct connection to your voice mailbox: see [Direct connection to a voice mailbox](#) on page 9

3.1 Forwarding calls to your voice mailbox

There are two ways to connect: via forwarding or via overflow to an associated set.

3.1.1 Programming forward to your mail box

Select one of the following forward prefixes:

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

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



If you activate forwarding to another set when you are already forwarding to your voice mailbox, forwarding to your voice mailbox is deactivated.

An exception to this is when the overflow to an associated set feature is activated.

3.1.2 Programming forward to voice mail via overflow to the associated set feature

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

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









3.1.3 Canceling forwarding or overflow



Cancel code

3.2 Direct connection to a voice mailbox

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

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

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

4.1 Passwords

Your mailbox is protected by a personal password (4 to 8 characters). To protect your messages against unauthorized access and to protect the telephony system against misuse from people outside your company, the OmniPCX Enterprise uses and is protected by several security methods.

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

- Use the longest available PIN codes (8 characters instead of 4 characters)

Do **NOT** use:

- Passwords that are the same as the mailbox number or the telephone number
- Passwords that are the same as the mailbox number in reverse order
- Passwords composed of a logical series of figures, for example, 87654321, 97531 or 2468
- Passwords based on repetition of the same figure, for example: 00000, 1111, 7777777
- A new password that is identical to the old password

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

Depending on the security level of your enterprise, the option: [Bypassing entry of the personal secret code](#) on page 13 may not be recommended.

4.2 Other choices offered

The announcements offering a choice do not include more than five proposals. To obtain the other proposals, which are less often used, dial the **0**.


4.3 Canceling an action or exiting

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

4.4 Confirming an action

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

4.5 Moving to the next message





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

4.6 Saving messages





You cannot recover a deleted message.

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

5.1 Sets with a key dedicated to the voice mailbox

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

5.2 Set without a key dedicated to the voice mailbox

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

5.3 Bypassing entry of the personal secret code

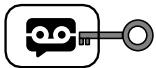












Only the administrator can grant you this right. After this right has been granted to you, you will no longer need to enter your secret personal code, as long as your mailbox access call is performed from your own set.

5.4 Representation of voice mailbox access

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



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

		Open the voice mailbox by entering the secret code provided by the administrator.
		Prompts you to change the secret access code
		Enter a number (3 to 8 digits). This is your secret access code
Accept		End of code entry
		Plays back the secret code entered
Change		To change the code previously entered
Confirm		Confirm the secret code entered
		Prompts you to record your name
		Recording
End		End recording
Replay		To listen again
Restart rcrd		To record again
Confirm		Confirm the recording



Message played to verify acceptance of the recording.
To return to the voice mailbox menu

6.1 Overview

This option allows you to:


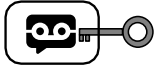





- Listen to new or saved messages.
- Send a copy of a message to another individual.

6.2 Reviewing voice messages

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

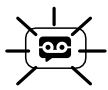




6.2.1 Reviewing new messages

6.2.1.1 Standard manual review

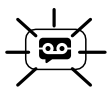







	New message(s) waiting
	Open the voice mailbox
	Informs you of the number of messages in your mailbox and presents the main menu
New message 	Review new messages
	Urgent messages are played first and, while you are listening to a message, the listen again (replay) features are accessible.
<i>Note:</i>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

6.2.1.2 Automatic review

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

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

6.2.2 Reviewing all messages

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

6.2.3 Listen again (replay) features

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

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



6.2.4 Options available after a message has played

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



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

7.1 Sending















You can send a message to the mailbox of one or more other users from your mailbox.




















Replay features that are available when you record the message are :  allows you to stop recording and play the recorded message.  allows you to record the message again.

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


Press  to send or  for “Send” options.

7.1.1 Sending a message by dialing a directory number

		Open the voice mailbox
		Informs you of the number of messages in your mailbox and presents the main menu
Send	 	Selects the “Send” menu
		Prompts you to record a message
		Record
		While recording, the following actions are available:
End	 	Cancel the recording in progress and restart
Pause	 	Pause during recording
Resume rcrd	 	To resume
End	 	End recording










		Prompts you to enter the number and name of the called party Before entering the destination number or selecting "Call (Dial) by name" (see Sending a message by entering a name on page 20) you can type:
Replay	 	To play again
Restart rcrd	 	To record again
	 	Enter the number of the called party
		Informs you of mailbox number or name
End	 	To modify the destination
Urgent	 	To define the message as urgent
Send	 	Confirm the destination
		Confirms the transmission and requests the next destination
	 	Dial the number of the called party or call (dial) by name
End	 	If there is/are no additional destination(s)

7.1.2 Sending a message by entering a name








After pressing  to access call (dial) by name, use the keypad to spell the name. For example, to spell BEA, you press key 2 (for B), key 3 (for E) and key 2 (for A).

You must continue to spell the name until the internal algorithm automatically suggests the name or allows selection from a list with a maximum of four names.









Entering the name






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

First instance: only one name matches the name entered:

			Informs you of the mailbox number or name
Exit		 	Press to modify the destination
Urgent		 	Press to define the message as urgent
Send	 		Confirm the destination













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

			Announces a selection
	 		Continue to enter the name or
Exit		 	cancel by pressing:
			The list (four names maximum) is played
	 		Select one of the names
			Press 1, 2, 3 or 4

		The selected name is announced, followed by the "Send" menu
Send	 	Press to send
Exit		or cancel by pressing  

7.2 Acknowledgement control of transmitted messages

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

		Open the voice mailbox
		Informs you of the number of messages in your mailbox and presents the main menu
Check receipt	 	Access to transmitted message acknowledgement control option
	 	Enter the number of the mailbox to control for opening your messages
		or
Spell name		Make a call (dial) by name to the same user by pressing  
		The name or number of the voice mailbox is announced, then:
		<ul style="list-style-type: none"> • If there are unopened message(s): they will be played individually
		<i>Note:</i>
		<i>While a message is being played, you can interrupt it and skip to the</i>
Skip		<i>next one by pressing</i>  
		<ul style="list-style-type: none"> • If there are no unopened message(s): an announcement is made
		Return to main menu







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

8.1 Access to personal options procedure










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

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

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

8.2 Modifying the secret code

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

Password	 	Press to access the change secret code (password) menu
		Prompts you to enter the secret code (4 to 8 digits)
	 	Enter your new secret code
Change	 	If there is an error on entering, press to cancel and reenter the new code
Apply	 	End entry



The new secret code is announced

8.3 Personal greeting messages

8.3.1 Default greeting messages

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

8.3.2 Personal greeting messages

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

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

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

Note:

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

- A "greeting on busy" message that will be played if you are already on a call.
- An "extended absence" message if you are away from your office for a long period (traveling, on vacation...)

Note:

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

8.3.2.1 Recording personal greeting messages or changing the name

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

Record



Press to record personal greeting messages



Informs you of the different types of personal greeting messages

Note:

Personal greeting messages 2 and 3 are presented only if rights the additional option has been granted

Select the type of message to record

Pers greet 1






























Personal greeting message 1

Pers greet 2



Personal greeting message 2

Pers greet 3	 	Personal greeting message 3
Abs greeting	 	"Extended absence" greeting message
Busy	 	"On busy" greeting message 1
My name	 	Change name
Exit	 	Exit
	 	Enter your selection
		Prompts you to record
		Record the selected greeting message or the new name
End	 	End recording
		Play the following options:
Replay	 	Listen again
Restart rcrd	 	Record again
Erase	 	Delete
Confirm	 	Confirm
	 	Select one of the options



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















8.3.2.2 Selecting the personal greeting message to be used


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

Note:

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

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

Greeting msg	 	Press to access the menu related to the current message in operation
		Plays the current greeting message and offers a choice between the other recorded personal greeting messages
Pers greet 1	 	Personal greeting message 1
Pers greet 2	 	Personal greeting message 2
Pers greet 3	 	Personal greeting message 3
Abs greeting	 	"Extended absence" message
		Play the selected message
Exit	 	Confirm your choice



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

8.4 Notification service

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

To do this:

1. Program the directory number of the set or pager to which notification is to be sent.
2. Program the time period for which the notification service is to operate.
3. Enable the notification service.



















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

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













8.4.1.1 Programming set directory number

Access personal options and proceed as follows:

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


























8.4.1.2 Programming pager directory number







Access personal options and proceed as follows:

Notify		Access the notification programming menu
		Selection prompt
Pager		Select notification call number entry
Pager 1		Select pager 1 service
Pager 2		Select pager 2 service
		Prompts you to enter the number of the pager to which notification will be sent
		Enter the number
Apply		End entry
		Replay the number entered
Cancel		Cancel and enter again
Apply		Confirm pager number entered
		Selection prompt

8.4.2 Managing notification period (call schedule)






Access personal options and proceed as follows:

Notify	 	Access the notification programming menu
		Selection prompt
Notif schedule	 	Schedule notification time periods for standard messages
Urg schedule	 	Schedule notification time periods for urgent messages
	 	Enter your selection
		Plays the current time periods for the week and the weekend and offers selections
Modif week	 	Change time periods for the week
Delete week	 	Cancel notification during the week
Modif weekend	 	Change time periods for the week-end
Del week-end	 	Cancel notification during the week-end
Modif week	 	Enter your selection
		For example, change the notification during the week by pressing 1
		Prompts you to enter notification start time
Resume		
	 	Press # if you do not want to modify start time to go to end time
	 	Enter notification start time in hours (2 digits) and minutes (2 digits)

		Prompts you to enter notification end time
		Enter notification end time in hours (2 digits) and minutes (2 digits)
		Replay the new week and weekend notification time periods
Exit		Press to cancel and return to the notification options selection menu
Apply		Confirm
		Selection prompt

8.4.3 Activating the notification service

Access personal options and proceed as follows:

Notify		Access the notification programming menu
		According to current notification configuration, the system will offer:
		A selection prompt with notification deactivated
Activate		As notification is deactivated, you can press  to execute this command
		A selection prompt with notification activated
Deactivate		As notification is activated, press  to deactivate it

8.5 Notification during an absence








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

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










- Notification only, you must call back to listen to the message,
- Notification and access to your voice mailbox, you will be able to listen to this message while on a call.

8.5.1 Notification only

8.5.1.1 Notification

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

8.5.1.2 Calling back the voice mailbox

 	Dial the number of the voice mail service.
 	
	Dial * followed by #
 	
	Prompts you to dial the voice mailbox number
 	Enter the voice mailbox number



Informs you of the number or name of the voice mailbox and requests the secret code



Dial your secret code



Informs you of the number of messages in your mailbox and presents the main menu

8.5.2 Notification and automatic access to your voice mailbox



Answer the call on the set in notification forwarding



Plays the notification message followed by the announcement of the arrival of a new message



or



Press to confirm notification. You are then requested to enter your secret code



Enter your secret code



Informs you of the number of messages in your mailbox and presents of the main menu

9.1 Directory

Voice mail service phone number: _____

Voice mailbox number : _____

9.2 Additional voice mailbox numbers

Name	Number	Name	Number
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

9.3 Operating diagram

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

