Voice Mail Server

User's Guide

Installation and Configuration

Version 1.0
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Purpose This manual explains the installation and initial configuration of the **Voice Mail Server** with software release 5.2.1 Beta 2.

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How to reach BinTec

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1   Welcome!

The Windows application **Voice Mail Server** from BinTec Communications AG is an intelligent answering machine for all extensions of **XCENTRIC**. The application is based on the BinTec interfaces of the Activity Monitor and Remote CAPI and runs on **XCENTRIC** Release 5.2.1 Beta 1 or later. The **Voice Mail Server** is installed on a Windows PC in your network – Windows 95/98, Windows 2000 or Windows NT – and is available for all users in the **XCENTRIC** network.

Your Local Area Network

192.168.1.1

192.168.1.2

PSTN

Your XCENTRIC
192.168.1.254

Voice-Mail-Server
192.168.1.3
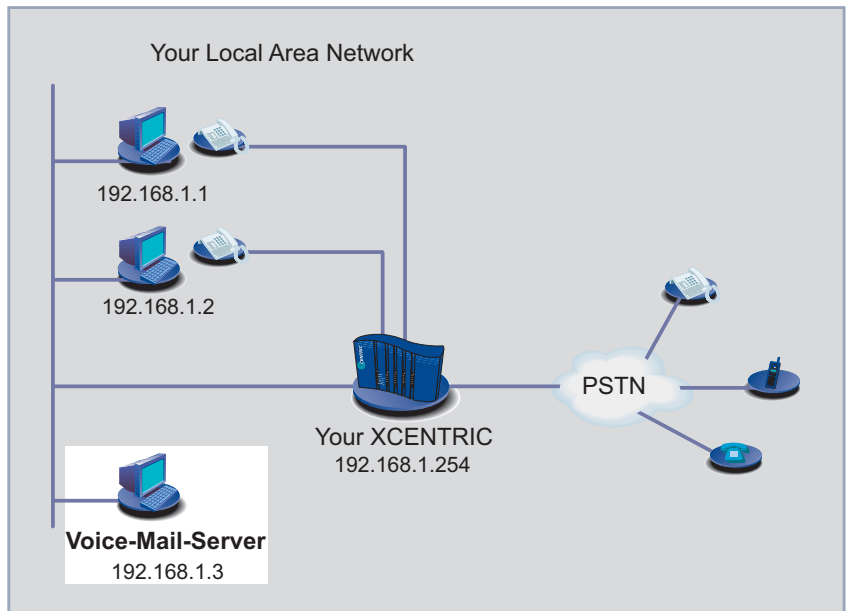
Figure 1-1:   **Voice Mail Server** in the LAN

■ The **Voice Mail Server** has a multi-user capability. An individual Voice Mail Box – an answering machine for each extension – is provided over the **Voice Mail Server** for each **XCENTRIC** subscriber.

■ All subscribers can hear, save and delete their messages from any telephone using a personal PIN code.

■ Different greetings for during and outside working time can be set up on each Voice Mail Box.

■ Each Voice Mail Box can be conveniently activated from any telephone.

■ The **Voice Mail Server** offers you a facility for sending recorded calls as a wave file to a configured e-mail address.

■ If you install and operate BinTec's Power Phone Windows application on a workstation, you also receive short messages to inform you that messages have been received.

1.1   Symbols

To help you locate and interpret information easily, this manual uses the following visual aids:

Symbol	Meaning
	Points out useful and relevant tips and tricks.
	Brings your attention to general and important points.
	Brings your attention to important safety precautions. Levels of danger are in accordance with ANSI: ■ Caution (indicates possible danger that, if unheeded, could cause material damage) ■ Warning (indicates possible danger that, if unheeded, could cause bodily harm) ■ Danger (indicates danger that, if unheeded, could lead to serious bodily harm or death)

Table 1-1:   List of visual aids

1.2 Typographical Elements

To help you find and interpret the information in this manual, the following typographical elements are used:

Typographical element	Meaning
➤	Here you are requested to do something.
■ –	Lists including two levels.
MENU ▶ _SUBMENU_	Indicates menus and submenus in the Setup Tool.
Non-proportional (Courier), e.g. ping 192.168.1.254	■ Indicates commands (e.g. in the SNMP shell) that you must enter as shown. ■ Used to display the Setup Tool.
<IP address>	Indicates inputs in which you enter a value for the term shown in the brackets. Do not enter the pointed brackets.
bold, italics, e.g. ***BigBoss***	Indicates example terms.
bold, e.g. **biboAdmLoginTable,** **Windows Start menu**	■ Indicates fields in the Setup Tool and MIB tables and variables. ■ Indicates keys, key combinations and Windows terms.
italics, e.g. *none*	Indicates values that can be entered or set in the Setup Tool or MIB variables.
Online: blue	Indicates links.

Table 1-2:   Typographical elements

2 Preliminary Configuration of the Voice Mail Server

The installation and configuration of the **Voice Mail Server** includes configuration of your **XCENTRIC** (see) and the Windows PC in the same network (see), on which you would like to install the **Voice Mail Server**.

This chapter tells you how to carry out the following actions:

On your XCENTRIC
- Configuring the **Voice Mail Server** as a client of the Activity Monitor (see)

- Configuring the **Voice Mail Server** as a new CAPI user on **XCENTRIC** (see)

On a Windows PC in your LAN
- Installing the **Voice Mail Server** and Remote CAPI (see)

- Configuring the Remote CAPI (see)

2.1 Configuring XCENTRIC

Before you install the **Voice Mail Server** on a Windows PC in your network, make the following configurations on your **XCENTRIC**:

Detailed descriptions for logging in to **XCENTRIC** and using the Setup Tool can be found in the **XCENTRIC** manual in the chapter on Software Configuration Requirements.

➤ Log in to **XCENTRIC** serially or over Telnet.

You are now in the SNMP shell of **XCENTRIC**.

➤ Type setup and press **Return**.

The Setup Tool is started.

2.1.1 Configuring the Voice Mail Server as a Client of the Activity Monitor

Entering the IP address of the Voice Mail Server

Proceed as follows to configure the **Voice Mail Server** as a client of the Activity Monitor:

➤ Go to *SYSTEM* ➧ *EXTERNAL ACTIVITY MONITOR*.

The following menu opens:

```
XCENTRIC Setup Tool                        BinTec Communications AG
[SYSTEM][ACTIVMON]:External Activity Monitor                MyXcentric




          Client IP Address                192.168.1.3
          Client UDP Port                  2107
          Type                             physical_virt
          Update Interval (sec)            2




                    SAVE                          CANCEL

Enter IP address (a.b.c.d. or resolvable host name)
```

➤ Enter the IP address of the Windows PC on which you want to install the **Voice Mail Server** under **Client IP Address**, e.g. *192.168.1.3*.

If BinTec applications (e.g. **Voice Mail Server** and Power Phone) that need information from the Activity Monitor are installed on several PCs in your network, enter the LAN broadcast address here (e.g. *255.255.255.255*).

➤ Leave **Client UDP Port** set to the default value *2107*.

➤ Leave **Type** set to the default value *physical_virt*.

➤ Set the **Update Interval** to a suitable value for your purposes.
A small value, e.g. *1* second, corresponds to high accuracy, but also causes a higher network load on the Ethernet.

➤ Press **SAVE**.
The settings you have made are saved in **XCENTRIC**.

2.1.2 Configuring the Voice Mail Server as a CAPI User

This chapter tells you how to enter the number of the **Voice Mail Server** in the *DIAL PLAN* of **XCENTRIC** and configure a new CAPI user for the **Voice Mail Server**.

Entering the number for the Voice Mail Server

Proceed as follows:

➤ Go to *PABX* ➧ *DIAL PLAN* ➧ *ADD*.

The following menu opens:

```
XCENTRIC Setup Tool                        BinTec Communications AG
[PABX][ADD]: Configure Dial Plan                        MyXcentric

            Extension      33
            Type           all
            Destination    application

            EAZ


            Terminal Name  CAPI
            Profile        <none>
            Select User    <none>
            New User >



            Advanced Settings    >

                          SAVE                    CANCEL

Enter string, max. length = 1 chars
```

➤ Enter the number of the **Voice Mail Server** under **Extension**, e.g. *33*.

➤ Leave **Type** set to the value *all*.

➤ Select *application* under **Destination**.

➤ Leave **EAZ** set to the default value (no entry).

➤ Leave **Terminal Name** set to the default value *CAPI*.

➤ Leave **Profile** set to the default value *none*.

➤ Leave **Select User** set to the value *none*.

Configuring the CAPI user

➤ Tag the **New User** field using the cursor keys.

➤ Press **Return**.

The following menu opens:

```
XCENTRIC Setup Tool                        BinTec Communications AG
[PABX][ADD][New USER]:Configure Dial Plan               MyXcentric


         Name                      voicemail
         PIN                       ****
         Password                  ****

         TAPI Monitoring           enabled
         TAPI Controlling          enabled
         CAPI                      enabled

         Assigned Extensions       0



               SAVE                          CANCEL

Enter string, max. length = 15 chars
```

➤ Enter the user name for the **Voice Mail Server** under **Name**, e.g. *voicemail*.

➤ Keep the settings under **PIN**. This value is not yet used for the **Voice Mail Server**.

➤ Enter the password for the user *voicemail* under **Password**.

➤ Leave **TAPI Monitoring** set to the default value *enabled*.

➤ Leave **TAPI Controlling** set to the default value *enabled*.

➤ Leave **CAPI** set to the default value *enabled*.

➤ Leave **Assigned Extensions** set to the default value *0*.

➤ Press **SAVE**.
You have returned to the menu *PABX* ▶ *DIAL PLAN* ▶ *ADD*. The value *voicemail* is automatically selected under **Select User**.

➤ Press **SAVE**.

➤ Leave the main menu via **Exit** and save the configuration you have created with **Save as boot configuration and exit**.

You have now configured the new CAPI user *voicemail* with the number *33* for the **Voice Mail Server** on **XCENTRIC**.

2.2   On a Windows PC

Under Windows NT the **Voice Mail Server** is installed as a service. This service must be started once before you open the **Voice Mail Server** for the first time. The actual Windows application runs as a client program of the **Voice Mail Server**. Under Windows 98 the **Voice Mail Server** is installed and started like any other Windows program.

This chapter describes the following:

■ Installing the **Voice Mail Server** on a Windows PC (see chapter 2.2.1, page 15)

■ Configuring the Remote CAPI (see chapter 2.2.2, page 17)

The NT Voice Mail Client does not have to run on the same PC as the **Voice Mail Server**. If you copy the ntclient.exe file to another LAN PC, the NT Voice Mail Client can also be started from this PC. This means you can administrate the **Voice Mail Server** from any desired Windows PC in your network.

Only one NT Voice Mail Client can be started in the LAN at any one time.

Under Windows 2000 and NT you must possess administration rights on the Windows PC on which you would like to install and start the **Voice Mail Server**.

2.2.1   Installing the Voice Mail Server

The Windows application **Voice Mail Server** can be found on the BinTec Companion CD for **XCENTRIC** and in the Download section of our WWW server at www.bintec.de.

Starting setup from the BinTec Companion CD

Proceed as follows to start the setup program from the CD:

➤ Close all Windows programs on your PC.

➤ Insert the BinTec Companion CD in the CD-ROM drive of the Windows PC on which you want to install the **Voice Mail Server**. The Start window

opens after a short time. If the Start window does not open automatically, click your CD-ROM drive in Windows Explorer and double-click **setup.exe**.

➤ Click **BRICKware**.

The setup program starts.

Starting setup from the WWW server

Proceed as follows to load and start the setup program from the WWW server:

➤ Load the current version of **BRICKware** from the Download section of the BinTec home page www.bintec.de and save this on your Windows PC.

➤ Double click the file **BW521.exe** in your directory.

The setup program starts.

Carrying out the installation

Proceed as follows to install the **Voice Mail Server**:

> Under Windows NT the **Voice Mail Server** is installed as a service. The actual Windows application runs as a client program of the **Voice Mail Server**. Under Windows 98 the **Voice Mail Server** is installed and started like any other Windows program.

➤ Select a language. Click **OK**.

➤ Click **Next**.

➤ Enter the directory in which **Voice Mail Server** should be installed. Click **Next**.

➤ Select **XCENTRIC**. Click **Next**.

➤ Click **Voice Mail Server**. The Remote CAPI is selected automatically.

➤ Switch off the control boxes of any BRICKware components that are not needed.

➤ Confirm your selection with **Next**.
The setup program installs the Remote CAPI and the **Voice Mail Server** in the specified directory on your Windows PC.

2.2.2   Configuring the Remote CAPI

Proceed as follows to configure the Remote CAPI:

➤ Click **Start** ► **Program** ► **BRICKware** ► **CAPI and TAPI Configuration**.
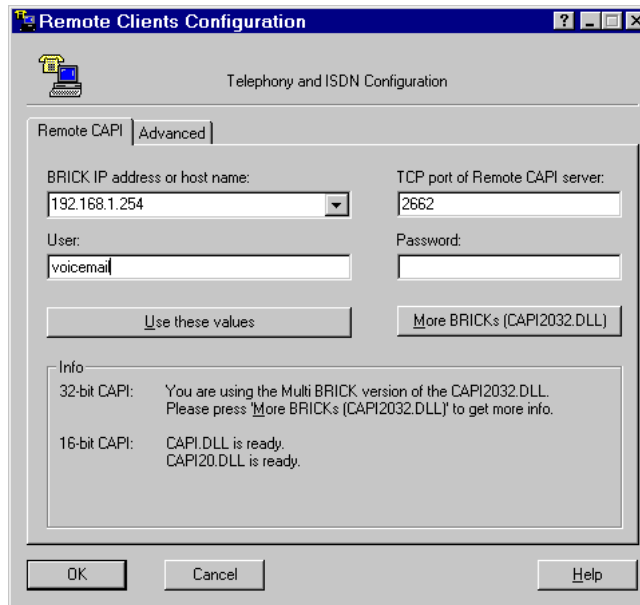
The following menu opens:

Figure 2-1:   Configuring the Remote CAPI

If you have several BinTec devices in your network, you must make settings via the **More BRICKs (CAPI2032.DLL)** button. See the chapter "Remote Multi CAPI Client" in **BRICKware for Windows**.

Entering the IP address of XCENTRIC

➤ Enter **XCENTRIC**'s IP address under **BRICK IP address or host name**, e.g. *192.168.1.254*.

User name of Voice Mail Server

➤ Under **User** enter the CAPI user for the **Voice Mail Server** you configured in **XCENTRIC** in chapter 2.1.2, page 12, e.g. *voicemail*.

➤ Under **Password** enter the password you configured in **XCENTRIC** in chapter 2.1.2, page 12.

➤ Leave **TCP port of Remote CAPI server** set to the default value *2662*.

➤ Click the **Use these valuees** button.

➤ Confirm with **OK**.

You have now configured the Remote CAPI for the **Voice Mail Server** on your Windows PC.

3   Configuration of the Voice Mail Server

Once you have finished the necessary preparations on **XCENTRIC** and the Windows PC, you can start the configuration of the **Voice Mail Server**.

The global and user settings for the **Voice Mail Server** are made by the system administrator of your network. The operation of the actual individual Voice Mail Boxes is via your network telephones (see chapter 4, page 35).

This chapter describes the following:

■ How to start the **Voice Mail Server** (see chapter 3.1, page 20)

■ How to make global settings for the **Voice Mail Server** (see chapter 3.2, page 25)

■ How to make user settings for the **Voice Mail Server** (see chapter 3.3, page 29)

3.1   Starting the Voice Mail Server

Under Windows NT the **Voice Mail Server** is installed as a service. This service must be started once before you open the **Voice Mail Server** for the first time. To start the **Voice Mail Server** under NT, restart your Windows PC or proceed as described in chapter 3.1.2, page 21. The actual Windows application runs as a client program of the **Voice Mail Server**.

Under Windows 98 the **Voice Mail Server** is installed like any other Windows program. Starting the **Voice Mail Server** under Windows 98 is described in chapter 3.1.1, page 20.

On starting the **Voice Mail Server**, it loads all the names and telephone numbers of **XCENTRIC**'s internal subscribers.

The NT Voice Mail Client does not have to run on the same PC as the **Voice Mail Server**. If you copy the ntclient.exe file to another LAN PC, the NT Voice Mail Client can also be started from this PC. This means you can administrate the **Voice Mail Server** from any desired Windows PC in your network.

Only one NT Voice Mail Client can be started in the LAN at any one time.

3.1.1   Starting Under Windows 98

Starting under Windows 95/98

How to start the **Voice Mail Server** under Windows 95/98:

➤ Click **Start** ▶ **Program** ▶ **BRICKware** ▶ **Voice Mail Server**.

The **Voice Mail Server** starts.

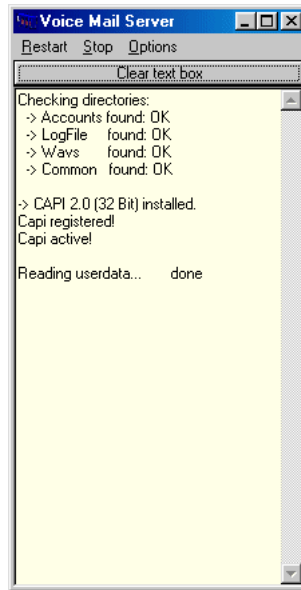**Voice Mail Server**
Windows 98

The following window opens:

Figure 3-1: **Voice Mail Server** under Windows 98

➤ Continue with chapter 3.2, page 25.

3.1.2 Starting Under Windows NT

It is only necessary to start the **Voice Mail Server** service before you start the **Voice Mail Server** the first time you start the application. After this, the Windows application can be opened via **Start ▶ Program ▶ BRICKware ▶ Voice Mail Server** – as described in "IP address of the Windows PC", page 22 ff.

Starting the Voice Mail
Server service

Proceed as follows to start the **Voice Mail Server** service under Windows NT for the first time:

You can also start the **Voice Mail Server** by restarting your Windows PC. After this, continue as described in "IP address of the Windows PC", page 22 ff.

➤ Click **Start** ◆ **Settings** ◆ **Control Panel**.

➤ Double click **Services**.
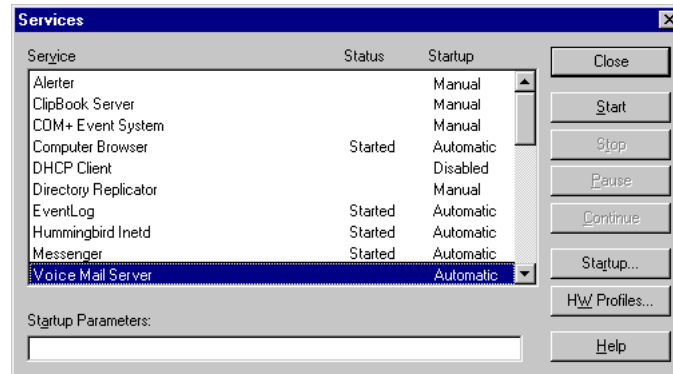
The following window opens:

Figure 3-2:   The Services window under Windows NT

➤ Select the **Voice Mail Server** in the list field.

➤ Click **Start**.

   The **Voice Mail Server** service is started.

End the **Voice Mail Server** service by selecting the **Voice Mail Server** service in the window shown in Figure 3-2, page 22 and clicking **Finish**.

IP address of the Windows PC   Once you have started the **Voice Mail Server** service, proceed as follows to activate the NT Voice Mail Client:

➤ Click **Start** ◆ **Program** ◆ **BRICKware** ◆ **Voice Mail Server**.
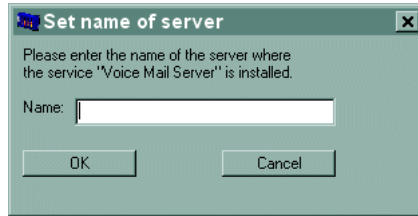
The following window opens:

Figure 3-3: Windows NT command prompt for server name

➤ Enter the name or IP address of the Windows PC on which the **Voice Mail Server** is installed.

➤ Click **OK**.

Password of Voice Mail Server

The following window opens:
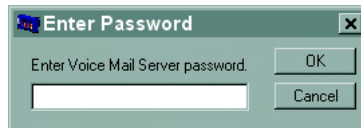
Figure 3-4: Windows NT command prompt for **Voice Mail Server** password

➤ Enter the password for the **Voice Mail Server** Windows application. The default is **bintec**.

➤ Click **OK**.

The NT Voice Mail Client is started.

You can change the password under **Options ▶ Set admin password**.

Voice Mail Server as Windows NT client

The following window opens:

Figure 3-5:   NT Voice Mail Client

The text field of this window is used for recording calls to the **Voice Mail Server** and error messages.

➤ Continue with .

3.2   Global Settings for Voice Mail Server

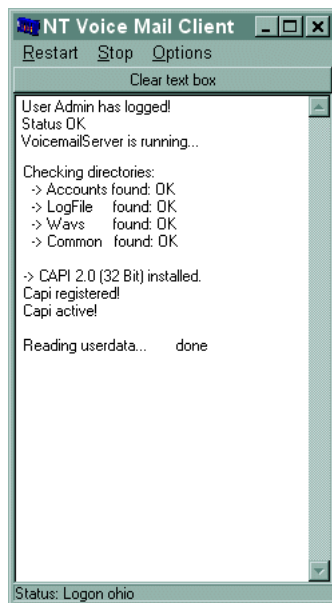You started the **Voice Mail Server** in chapter 3.1, page 20. This chapter describes how to make global settings for the **Voice Mail Server**. The following settings are covered:

■ Entering the number of the **Voice Mail Server**

■ Selecting the language for the **Voice Mail Server** greetings

■ Defining the times for the **Voice Mail Server** greetings on a company-wide basis (during and outside working time)

■ Activating message forwarding as e-mails

The following settings are identical for Windows NT and Windows 98 systems.

Global settings under Windows NT and 98

Proceed as follows to open the window for global settings:

➤ Start the **Voice Mail Server** as described in chapter 3.1, page 20.

➤ Click   **Options** ▶ **Settings** in the NT Voice Mail Client window (see Figure 3-5, page 24).
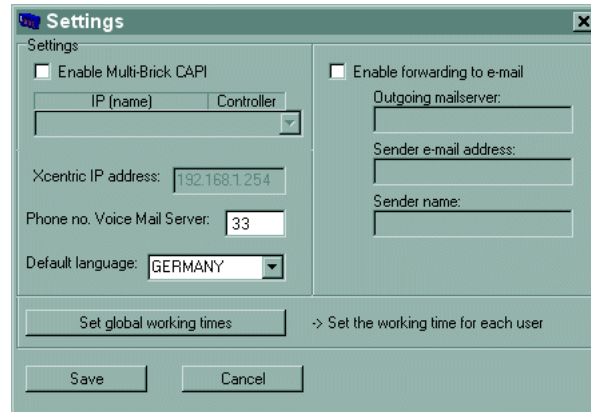
The following window opens:

Figure 3-6:   Global settings for **Voice Mail Server**

In the **Xcentric IP Address** text field, you can see the IP address you entered for **XCENTRIC** in chapter 2.2.2, page 17.

If you have several BinTec devices in your network:

➤ Activate the **Enable Multi-Brick CAPI** control box.

➤ In the list field below, select the **XCENTRIC** whose users are to be administrated with the **Voice Mail Server**.

See the chapter "Remote Multi CAPI Client" in **BRICKware for Windows**.

Entering the Voice Mail Server number

Proceed as follows to make the global settings for the **Voice Mail Server**:

Caution!

If no extension is entered in the **Phone no. Voice Mail Server** text field, all incoming calls at the Remote CAPI will be accepted by the **Voice Mail Server**.

➤ Enter the number of the **Voice Mail Server**.

➤ Enter the number of your **Voice Mail Server** in the **Phone no. Voice Mail Server** text field, e.g. *33*. You configured this number in **XCENTRIC** in chapter 2.1.2, page 12.

Selecting the language   Proceed as follows to select the language for the **Voice Mail Server** greetings:

➤ Select a language from the **Default language** list field.
The **Voice Mail Server** greetings will be made in this language.

Working time   The **Voice Mail Server** provides greetings for during and outside working time.

You can use your own company greetings for this purpose, which are stored as a wave file. Proceed as follows:

➤ Save your greetings as wave files in 16-bit format, signed, sample rate 8000 Hz.

➤ Call your greeting for during working time **Greeting1.wav** and your greeting for outside working time **Greeting2.wav**.

➤ Copy the wave files into the **common** subdirectory of the **Voice Mail Server** directory.

Defining the global working time overwrites the working time of the individual users of the **Voice Mail Server** that were individually defined in chapter 3.3, page 29.

Proceed as follows to set the global working time in the **Voice Mail Server**:

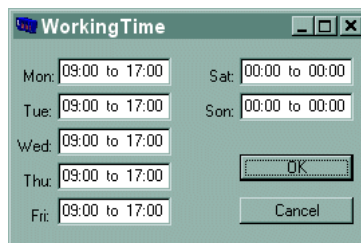➤ Click **Set global working times**.

The following window opens:

Figure 3-7:   Setting the global working time

➤ Enter the global working time in the text fields for the individual days of the week, e.g. weekday *09:00 to 17:00*, e.g. Saturday and Sunday *00:00 to 00:00*, i.e. closed.

➤ Click **OK**.

Activating e-mail forwarding   Proceed as follows to enable the facility for forwarding recorded calls:

➤ Click the **Enable forwarding to e-mail** control box.

➤ Enter the name of the mail server in your network in the **Outgoing mailserver** text field.

➤ Enter the e-mail address of the **Voice Mail Server** in the **Sender email address** text field. You must have already configured this account on the mail server of your network.

This e-mail address appears as sender in the e-mails with the recorded messages.

➤ Enter the name of the sender, e.g. *voicemailserver* in the **Sender name** text field.

Saving your settings   Proceed as follows to save your settings:

➤ Click **Save**.

The settings are saved.

➤ Continue with .

3.3 User Settings

This chapter describes how to make user settings for each user. The following settings are covered:

■ Entering the PIN codes

■ Setting the working time

■ Setting the language

■ Defining the period of time for saving old messages

■ Activating the forwarding of received messages as e-mails

The following settings are identical for Windows NT and Windows 98 systems.

Opening the Administration window

Proceed as follows:

➤ Start the **Voice Mail Server** as described in chapter 3.1, page 20.

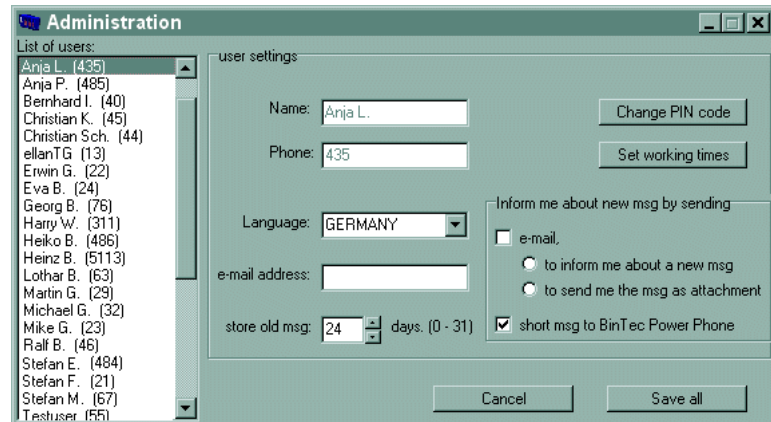➤ Click **Options** ▶ **User Administration**.

The following window opens:

Figure 3-8:   User Settings

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You can see all users – i.e. the internal subscribers of **XCENTRIC** – in the left list field. If you tag a user, you will see the data already entered for this user in the relevant fields.

Entering the PIN code   Proceed as follows to enter the user PIN code:

➤ Select a user from the **List of users** on the left.

➤ Click **Change PIN code**.

The following window opens:
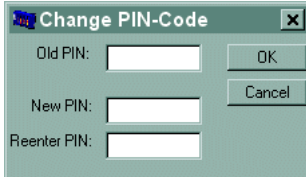
Figure 3-9:   Window for entering the user PIN code

The PIN code may contain maximum eight characters. Use only numbers from 0 to 9. The default PIN code is 1111.

This PIN code is necessary for requesting the individual Voice Mail Boxes.

➤ Enter the valid PIN code in the **Old PIN** text field, e.g. *1111* (default).

➤ Enter the PIN code for the selected user in the **New PIN** text field, e.g. *12345678*.

➤ Repeat your entry in the **Reenter PIN** text field.

➤ Click **OK**.

➤ Tell the user the PIN code entered for him.

Working time   Proceed as follows to set the user working time:

Defining the user working time overwrites the global working time defined for the **Voice Mail Server** in .

➤ Click **Set working time**.

The following window opens:

Figure 3-10:   Setting the user working time

➤ Enter the user working time in the text fields of the individual weekdays, e.g. as shown in Figure 3-10, page 31. The entry *00:00 to 00:00* means: closed.

➤ Click **OK**.

Selecting the language
➤ Select the user language in the **Language** list field.
The Voice Mail Box announcements of the tagged user are made in the selected language.

Setting message forwarding
➤ Enter the e-mail address of the tagged user in the **e-mail** text field.

➤ Click the **e-mail** control box. Select one of the two option buttons.

➤ Click the option button **to inform me about a new msg**.

The user receives an e-mail to say that a message has been received.

➤ Click the option button **to send me the msg as attachment**.

The user receives incoming messages as a wave file in an e-mail attachment.

➤ If you click the **short msg to BinTec Power Phone** control box, a short message tells the user that a message has been received - if the Power Phone is installed.

Storage duration for old messages
➤ Enter the number of days in the **store old msg** list field to determine how long old messages should be stored in the Voice Mail Box of this user. Old messages are messages that have been played back but not stored.

A message is deleted automatically once the defined storage period is exceeded.

Settings for all users ➤ Repeat the settings in chapter 3.3: "User Settings" for all users who wish to use the **Voice Mail Server**.

Saving your settings ➤ Click **Save all**.

Your settings are saved.

3.4   Other Functions

Remote Computer   The menu item **Options** ▶ **Remote Computer** is only activated if the **Voice Mail Server** is installed under Windows NT . If you have installed the **Voice Mail Server** several times in your network, you can administrate all the **Voice Mail Server**s with a single NT Voice Mail Client. By cascading **XCENTRIC** devices, you can provide a **Voice Mail Server** for each subscriber on all **XCENTRIC** devices. Just enter here the name of the Windows PC on which each of the **Voice Mail Server**s to be administrated is installed.

Proceed as follows:

➤   Click **Options** ▶ **Remote Computer**.

The following window opens:
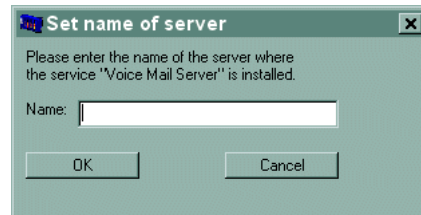
Figure 3-11:   Windows NT command prompt for server name

➤   Enter the name or IP address of the Windows PC on which the desired **Voice Mail Server** is installed.

➤   Click **OK**.

You are now logged in to the Windows PC with the desired **Voice Mail Server**.

View Logfile   The menu item **Options** ▶ **View Logfile** is available under Windows NT and Windows 98. You can use this menu item to view the logfile of the **Voice Mail Server** you are logged in to. Proceed as follows:

➤   Click **Options** ▶ **View Logfile**.

A window opens with a text field in which you can view the entries saved in the logfile since the **Voice Mail Server** was last started.

4 Operation of Voice Mail Boxes

Your system administrator has configured an individual Voice Mail Box on the **Voice Mail Server** for each **XCENTRIC** user (see chapter 3.3, page 29). The maximum duration for recording a message is three minutes.

You can operate your Voice Mail Box via the number buttons of any telephone. After dialing in to your Voice Mail Box, announcements guide you through the various menus. The chapters below explain the following actions:

■ How to dial in to your Voice Mail Box (see chapter 4.1, page 36)

■ How to configure your greetings (see chapter 4.2, page 37)

■ How to activate your Voice Mail Box (see chapter 4.3, page 39)

■ How to administrate your messages (see chapter 4.4, page 40)

The **Voice Mail Server** is controlled by Dual Tone Multifrequency (DTMF) dialing.

If the Voice Mail Box is in the idle state, i.e. waiting for an input, you can get general help information by pressing 0 .

4.1 Dialing In to Your Voice Mail Box

You access your Voice Mail Box by dialing in.

Dialing in from your own phone

Proceed as follows to dial in to your Voice Mail Box from your telephone:

➤ Enter the extension of the **Voice Mail Server** on your workplace telephone, e.g. *33*.

➤ Enter the personal PIN code you received from your system administrator.

You are now connected to your Voice Mail Box. If any new messages have been saved for you, they are now played back.

You can interrupt message playback at any time by pressing #. For listening to messages, see also chapter 4.4.1, page 40.

If there are no new messages, you will hear a corresponding announcement.

Dialing in from any phone

You can dial in to your Voice Mail Box from any desired telephone. Proceed as follows:

➤ Enter the number of the **Voice Mail Server**, e.g. *33*.

➤ Press #.

➤ Enter your extension.

➤ Enter the personal PIN code you received from your system administrator.

You are now connected to your Voice Mail Box. If any new messages have been saved for you, they are now played back.

You can interrupt message playback at any time by pressing #. For listening to messages, see also chapter 4.4.1, page 40.

If there are no new messages, you will hear a corresponding announcement.

4.2   Configuring Greetings

Proceed as follows to dial in to the greetings menu:

You can interrupt the functions at any time by pressing `#` . The Voice Mail Box then returns to the idle state and waits for your input.

If the Voice Mail Box is in the idle state, i.e. waiting for an input, you can get general help information by pressing `0` .

➤ Dial in to your Voice Mail Box as described in .

Listening to greetings   ➤ Press `#` , `9` and `1` in succession.

If you have not yet recorded any personal greetings, you will hear the standard greetings for outside and during working time in succession.

Recording greetings   Proceed as follows to record greetings:

➤ Press `#` , `9` and `2` in succession.

You are now in the submenu for recording a greeting.

➤ Press `1` .
Speak the greeting message to be heard outside working time.

➤ Press `2` .
An announcement tells you if the recording was successful or not.

➤ Press `2` .
Speak the greeting message to be heard during working time.

➤ Press `2` .
An announcement tells you if the recording was successful or not.

Deleting greetings   Proceed as follows to delete greetings:

➤ Press `#` , `9` and `3` in succession.
You are now in the submenu for deleting a greeting.

Proceed as follows to delete the greeting to be heard outside working time:

➤ Press ⌐1⌐ .
The greeting for outside working time is deleted.

➤ You hear the announcement "greeting deleted".

Proceed as follows to delete the greeting to be heard during working time:

➤ Press ⌐2⌐ .
The greeting for during working time is deleted.

➤ You hear the announcement "greeting deleted".

4.3   Switching On the Voice Mail Box

Your personal Voice Mail Box is switched on by activating call forwarding from your telephone to the **Voice Mail Server**'s number. **XCENTRIC** then forwards your incoming calls to the **Voice Mail Server**, where the messages are saved in your personal Voice Mail Box. Call forwarding can be activated in three ways:

■ You can activate call forwarding directly via your telephone.
   If you are using ISDN or system telephones, refer to the user's guide for your telephone. System telephones can be configured so that you can activate call forwarding with a function button.
   If you are using analog telephones, refer to the user's guide for the telephone and the **XCENTRIC** manual.

■ You can also configure call forwarding using **XCENTRIC**'s Setup Tool.
   You should also refer to the chapter "Configuration of PABX" in the **XCENTRIC** manual.

If the BinTec Windows application Power Phone is installed on your PC, you can also configure call forwarding via the BinTec Power Phone.

4.4 Message Administration

This chapter tells you how to carry out the following tasks:

■ Listening to messages (see chapter 4.4.1, page 40)

■ Forwarding messages (see chapter 4.4.2, page 41)

■ Editing messages in your Voice Mail Box (see chapter 4.4.3, page 42)

4.4.1 Listening to Messages

You can interrupt the functions at any time by pressing #. The Voice Mail Box then returns to the idle state and waits for your input.

If the Voice Mail Box is in the idle state, i.e. waiting for an input, you can get general help information by pressing 0.

Listening to new messages

Proceed as follows to listen to new messages:

➤ Dial in to your Voice Mail Box as described in chapter 4.1, page 36.

The new messages are played back.

If you have already dialed in and your Voice Mail Box is in the idle state:

➤ Press 7.

The new messages are played back.

Once a new message has been played back, it is saved automatically as an "old message". Old messages are deleted after the time entered in chapter 3.3, page 29.

Listening to old messages

Proceed as follows to listen to old messages:

➤ Dial in to your Voice Mail Box as described in chapter 4.1, page 36.

If any new messages have been saved for you, they are now played back.

➤ Press # to interrupt playing back the new messages.

The Voice Mail Box is now in the idle state.

If there are no new messages, you will hear a corresponding announcement.

➤ Wait until the end of the announcement.

The Voice Mail Box is now in the idle state.

➤ Press 8 .

The old messages are played back.

Listening to saved messages

You can find out how to save messages in "Saving a message", page 43. Proceed as follows to listen to saved messages:

➤ Dial in to your Voice Mail Box as described in chapter 4.1, page 36.

If any new messages have been saved for you, they are now played back.

➤ Press # to interrupt playing back the new messages.

The Voice Mail Box is now in the idle state.

If there are no new messages, you will hear a corresponding announcement.

➤ Wait until the end of the announcement.

The Voice Mail Box is now in the idle state.

➤ Press 9 .

The saved messages are played back.

4.4.2 Forwarding Messages

Activating automatic e-mail forwarding

You can forward the received messages as a wave file in an e-mail attachment.

Proceed as follows to activate e-mail forwarding:

➤ Dial in to your Voice Mail Box as described in chapter 4.1, page 36.

If any new messages have been saved for you, they are now played back.

➤ Press ` # ` to interrupt playing back the new messages.

The Voice Mail Box is now in the idle state.

If there are no new messages, you will hear a corresponding announcement.

➤ Wait until the end of the announcement.

The Voice Mail Box is now in the idle state.

➤ Press ` # ` , ` 0 ` and ` 1 ` in succession.

Automatic e-mail forwarding is activated.

If you do not want a wave file in the attachment, but only a message telling you an e-mail message has been received, tell your system administrator. He will make this setting for you as described in chapter 3.3, page 29.

Deactivating automatic e-mail forwarding

Proceed as follows to deactivate automatic e-mail forwarding:

➤ Dial in to your Voice Mail Box as described in chapter 4.1, page 36.

If any new messages have been saved for you, they are now played back.

➤ Press ` # ` to interrupt playing back the new messages.

The Voice Mail Box is now in the idle state.

If there are no new messages, you will hear a corresponding announcement.

➤ Wait until the end of the announcement.

The Voice Mail Box is now in the idle state.

➤ Press ` # ` , ` 0 ` and ` 2 ` in succession.

Automatic e-mail forwarding is deactivated. The settings made by your system administrator in chapter 3.3, page 29 are lost. The next time you activate e-mail forwarding as in "Activating automatic e-mail forwarding", page 41, incoming messages will be automatically forwarded to you as a wave file in the e-mail attachment.

4.4.3   Editing Messages in Your Voice Mail Box

The functions of buttons ` 1 ` to ` 6 ` described in this chapter are available while a message is being played back.

You can edit the messages in your Voice Mail Box from any telephone. The following actions are possible while messages are being played back:

■ Deleting messages

■ Saving messages

■ Repeating messages

■ Skipping a message

■ Forwarding a message as e-mail to your e-mail address

■ Calling back the caller

You can interrupt the functions at any time by pressing #. The Voice Mail Box then returns to the idle state and waits for your input.

If the Voice Mail Box is in the idle state, i.e. waiting for an input, you can get general help information by pressing 0.

Deleting a message Proceed as follows to delete a message:

➤ Dial in to your Voice Mail Box as described in chapter 4.1, page 36.
Your messages are played back.

➤ Press 1 while the message you want to delete is being played back.
The message is deleted.

Saving a message Proceed as follows to save a message:

➤ Dial in to your Voice Mail Box as described in chapter 4.1, page 36.
Your messages are played back.

➤ Press 2 while the message you want to save is being played back.
The message is saved.

Repeating a message   Proceed as follows to repeat a message:

➤ Dial in to your Voice Mail Box as described in chapter 4.1, page 36.

     Your messages are played back.

➤ Press ☐3 while the message you want to repeat is being played back.

     The message is repeated.

Skipping a message   Proceed as follows to skip a message and change to the next message:

➤ Dial in to your Voice Mail Box as described in chapter 4.1, page 36.

     Your messages are played back.

➤ Press ☐4 while the message you want to skip is being played back.

     The message is skipped and the next message is played back.

Forwarding a message as e-mail   Proceed as follows to forward a message to your e-mail address:

➤ Dial in to your Voice Mail Box as described in chapter 4.1, page 36.

     Your messages are played back.

➤ Press ☐5 while the message you want to forward as e-mail is being played back.

     The message is forwarded to the e-mail address entered in the **User Administration** window (chapter 3.3, page 29).

Calling back the caller   Proceed as follows to call back the caller:

➤ Dial in to your Voice Mail Box as described in chapter 4.1, page 36.

     Your messages are played back.

➤ Press ☐6 while the message from the caller you want to call back is being played back.

     The caller's number is dialed.

The table below is a list of the buttons assigned on your telephone after dialing in to the **Voice Mail Server**. You can cut out this list and keep it near your telephone.

Button(s)	Function
1	Delete message
2	Save message
3	Repeat message
4	Next message
5	Forward message as e-mail
6	Call back caller
7	Listen to new messages
8	Listen to old messages
9	Listen to stored messages
# 0 1	Activate automatic e-mail forwarding
# 0 2	Deactivate automatic e-mail forwarding
# 9 1	Listen to greetings
# 9 2	Record new personal greetings
# 9 3	Delete greetings
#	Cancel function
0	Help