iPECS

IP telephony solution for **SMB**

Operation Guide Add On Packet for

VSF Voice Mail

Presence Management

Contents

Voice Mail

Unified Messaging (Voice Mail to Email)

1. Each mailbox can be configured to push each new message to the email address of the mailbox user.

2. The voice mail server attempts to send these emails immediately upon receiving the new message.

3. The voicemail to email feature requires that the iPECS PBX be connected to a data network from which it can access the correct email server.

Accessing your voice mailbox

1. Press [MSG], [Callback] or [Voice Mail] to access your mailbox.

2. When prompted, enter your mailbox password.

   (a) Your initial password is your station number followed by [0000].

Accessing your voice mailbox remotely

1. Dial into the voice mail automated attendant using: _____419-473-8444_____

   (a) Please check with your installation technician or support for this phone number.

2. Once the auto-attendant announcement begins playing press [#].

3. When prompted, enter your station number followed by your password.

4. Once authenticated your mailbox will generally behave as if you had accessed it from your station.

Changing your mailbox greetings and password

1. Access your mailbox.

  (a) Press [8] to enter the greeting & password menu.

    i. Press [1] to edit your greeting.

      A. Press [7] to record a new greeting.

        • Press [1], [2], [3], or [4] to select a greeting number.

        • Press [#] when finished.

    ii. Press [2] to edit your password.

      A. Enter your new password

      B. Press [#] when completed.

      C. Enter your new password a second time.

      A. Press [#] when completed.

Managing the active greeting

To activate a different mailbox greeting dial the following from idle (not while logged into your mailbox).

1. Press [Transfer] [56]

2. Select the greeting type by dialing [1], [2], [3], [4], or [0].

  (a) "U" stands for calls that unconditionally forward to voice mail. This is an uncommon scenario.

  (b) "B" stands for calls received while you are busy on another call.

  (c) "DND" stands for calls received while your do not disturb (DND) feature is active.

  (d) "NA" stands for calls that ring and are simply not answered.

  (e) "A" stands for all calls and overrides other scenarios.

3. Press the greeting number you wish to activate.

4. Press [Hold/Save].

While listening to a message

Press [0] to hear the time stamp from when the message was left.

Press [*] to rewind 4 seconds or [#] to fast forward 4 seconds.

Press [1] to replay the message from the beginning.

Press [2] to listen to the next message, leaving this message as "saved".

Press [3] to delete the message.

Press [4] to forward the message to another mailbox.

Press [5] to call the extension or number that left the message. This requires a valid caller ID to call back.

Press [6] to skip to the next message, leaving the current message as "new".

Press [7] to add a preamble memo to the message. The recording you create will be added to the beginning of the current message.

Recording your name for the company directory

The company directory search is a function of the automated attendant menu system. It returns search results by playing a recording of your name. Here is how to create that recording, without it you will not appear in directory search results.

1. At idle (not logged into your mailbox) press [*563], you will be presented with two options.

2. Press [1] to enter record mode. Option [2] will delete your current recording (if any).

3. In record mode press [#] and listen for the tone to begin recording.

4. State your name.

5. Press [Hold/Save].

Programming a button for another mailbox

It is possible to monitor and directly access another mailbox for messages.

If a group of users needs an additional mailbox or ring group created, please contact support.

Mailbox buttons will blink when there is a message and pressing it prompts you for the mailbox password.

1. Press [Trans/PGM]

2. Press the flexible button you wish to program.

   (a) A tone will sound and the programming of the selected button will be displayed on the screen.

3. Enter [*440] followed by the mailbox number.

   (a) The mailbox number will not display on the screen while you type it, continue anyway.

4. Press [Hold/Save]

5. Press [Speaker] to exit programming.

System ring mode management

The system attendant station controls the system ring mode. The selected mode governs how inbound calls will route. Use the following directions to change the system ring mode.

Keep in mind that only *auto ring mode* changes automatically.

Refer to information provided by your installation technician for ring mode details specific to your iPECS installation. This information can also be obtained by contacting support.

1. At the system attendant station, press DND.

   (a) You will know you are at the correct station when the screen displays *Select Ring Mode(1-5)*.

2. Select one of the following options by pressing its associated number.

   (a) Number 1: Day ring mode. This mode is typically used for office hours.

   (b) Number 2: Night ring mode. This mode is typically used for after office hours.

   (c) Number 3: Timed ring mode. This ring mode is typically used for holidays but can also be used for other regularly scheduled periods such as office lunch breaks.

   (d) Number 4: Auto ring mode. This ring mode automatically switches between day, night, and timed ring modes based on a programmed schedule.

   (e) Number 5: Scenario mode. This ring mode is typically unused. It exists to provide additional granularity when the simple day, night, and timed options do not meet office needs.

3. Press [Hold/Save] to save your selection.

Recording new automated attendant menus

The automated attendant menu system consists of two parts: audio recordings and programmed menu options. These instructions cover how to replace the existing recordings.

Refer to information provided by your installation technician for automated attendant details specific to your iPECS installation. This information can also be obtained by contacting support.

Keep in mind that this recording tool cannot be accessed while the automated attendant or voice mail system is in use, nor can the automated attendant or voice mail system be accessed while the recording tool is in use.

Do the following at the system attendant station. Hang up at any time to exit.

1. Press [Trans/PGM] [0] [6]

2. The system will prompt you for a system greeting ID number. Dial three digits, for example: 001.

3. Dial [1] at the type selection prompt to indicate English.

4. Listen to the prompt the system plays, any existing recording will begin playing after the system prompt.

5. Select your next action from following list:

   (a) **Press [Hold/Save]:** Return to the greeting ID number prompt (go to step 2).

   (b) **Press [Speed]:** Delete the system greeting you have selected and return to the greeting ID number prompt (go to step 2).

   (c) **Press [#]:** Delete the system greeting you have selected and begin a new recording (continue to step 6).

6. Read your script aloud after the tone.

7. Press [Hold/Save] after you have finished your script to end recording. The system will return to the greeting ID number prompt (go to step 2).

<u>Holiday assignments</u>

The iPECS system can automatically deviate from the standard day & night schedule when the system clock encounters a programmed holiday date.

Holidays that are on the same calendar date every year only need programmed once.

Holidays that can fall on different calendar dates each year must be reprogrammed at least once per year to indicate the proper calendar date of these dynamic holidays over the coming calendar year.

Making these changes easily will require administrative access to the iPECS system. This can be supplied by your installation technician or support provided that the iPECS system is connected to the office data network.
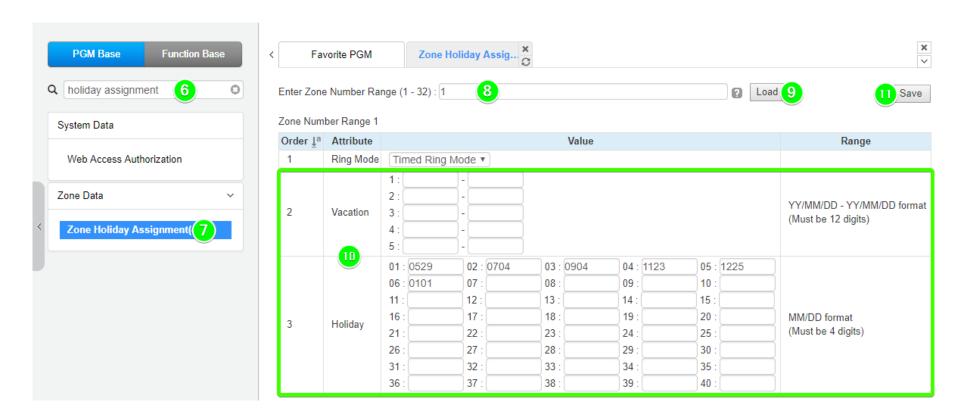
Use the following procedure and subsequent example image to change the programmed holiday dates. Blanks exist for you to fill in information provided by the installation technician.

1. Browse to your iPECS system at   _____

2. Enter your username   _____

3. Enter your password   _____

4. Click Login.

5. Click in the *Attribute Search* box in the left navigation area.

6. Type *Holiday Assignment* into the search box to filter the navigation options.

7. Click on *Zone Holiday Assignment*.

8. Enter *1* in the *Enter Zone Number Range* box.

9. Click *Load*.

10. Make changes to the dates stored in the *Vacation* and *Holiday* rows to reflect the date ranges and/or dates during which the office will be closed in the following year.

   (a) Do not change the value stored in the *Ring Mode* row, even if it is *N/A*. This value references other sections of programming setup by the installation technician/support.

11. Click *Save*.

Example Holiday Programming

The following image shows an example of steps 6 through 11. Please note that the values entered in the *Holiday* row are for example purposes only. Please enter your own office holiday dates.

Basic Diagram of a Mailbox Menu