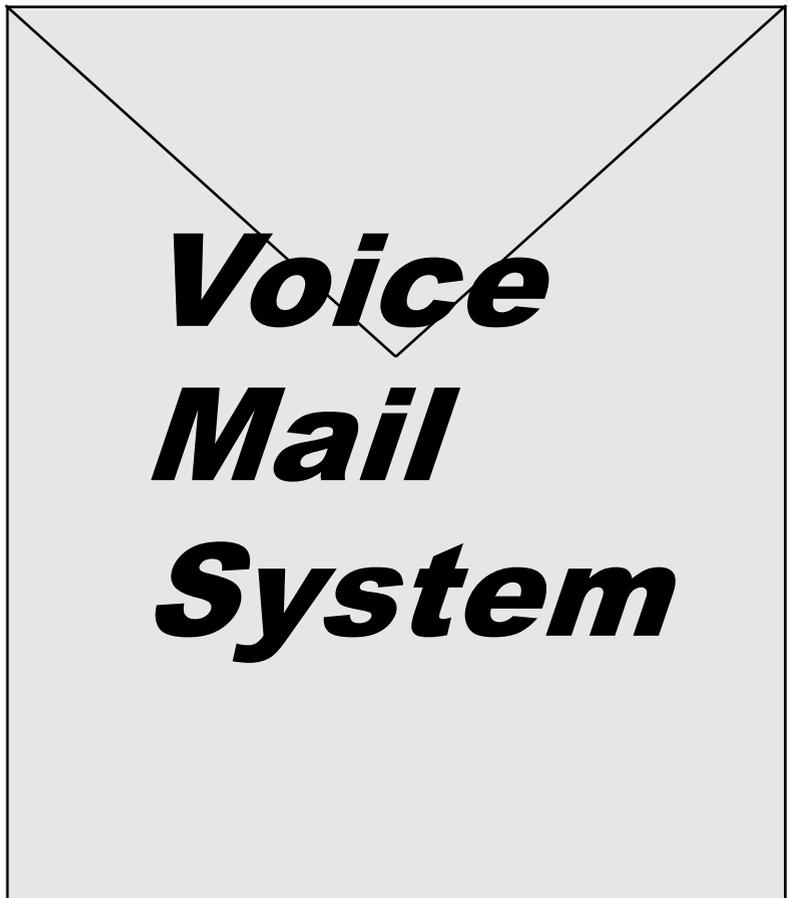


SIEMENS

Hicom 300

Operating Instructions



Hicom 300 Voice Mail System

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GENERAL INFORMATION

User notes

Spoken user prompts in the Hicom 300 Voice Mail System (VMS) will guide you step by step through the various operations and menu's

Each time you hear a single "bleep" tone you can proceed to the next input - the spoken announcement will be stopped.

A triple bleep tone means you have made an incorrect entry or the function is not possible.

A PIN (personal identification number) will be supplied to you by the System Administrator to allow access to various features.

As an additional safeguard a personal password may be entered by yourself.

When you are uncertain of your position in any one of the menu's then return to the main starting menu by keying 0 *

Although access codes have been detailed throughout these instructions they may not be required where certain features have been preprogrammed on the T24/25 Digital telephones for easy operation.

Terminology

Infobox number = Address = Mailbox number = Extension number.

ID number = PIN (personal identification number).

QUICK HELP REFERENCE

#	Delete
*	Save / End / Scan
1	Record
3	Listen / Pause
4	Go back 10 seconds to listen
6	Go forward 10 seconds to listen
7	Reply to Message (connect to sender's mailbox)
07	Connect to caller (connect to sender's extension)
8	Redirect message (transfer message to other mailbox/es with comments)
02	Connect to an extension
0*	Return to main menu

MAIN MENU

1	To send to a distribution group (record and send distribution messages)
2	To send a message (send a message to a mailbox within the Voice Mail System)
5	Distribution groups (create and change distribution groups)
7	Personal announcements (select a prerecorded announcement)
8	Special functions (personalise your mailbox with prerecorded announcements and passwords)
02	To transfer to a user (break out of Voice Mail System to an extension)

PERSONALISING YOUR MAILBOX

The first step in personalising your mailbox is to replace your extension number with your own name.

Recording your name

- *75 Access to Voice Mail System
- ID No. PIN number to access own mailbox
- *
- 8 Special functions
- 7 Personal announcements
- 0 Location 0 for recording your name **only**
- 1 Record name **only** followed **immediately** by
- * Name stored

Recording your personal announcements (greetings)

(max. of 9 separate announcements depending on system configuration)

- *75 Access to Voice Mail System
- ID No. PIN number to access own mailbox
- *
- 8 Special functions
- 7 Personal announcements
- 1 (or any other location from 2-9)
- 1 Record announcement followed **immediately** by
- * Announcement stored

Selecting a prerecorded personal announcement

- *75 Access to Voice Mail System
- ID No. PIN number to access own mailbox
- *
- 7 Personal announcements
- 1 (or any other location from 2-9)
- * Selected announcement stored

PERSONALISING YOUR MAILBOX - Cont'd

Selecting separate personal announcements for external and internal calls

- *75 Access to Voice Mail System
- ID No. PIN number to access own mailbox
- *
- 8 Special functions
- 8 Personal announcements
- 9 External callers
- 111 Announcement No 1 (or any other location from 112-119)
- 7 Internal callers
- 112 Announcement No 2 (or any other location from 113-119)
- * Selected announcements stored

Deleting a personal announcement

- *75 Access to Voice Mail System
- ID No. PIN number to access own mailbox
- *
- 8 Special functions
- 7 Personal announcements
- 1 (or any other location from 2-9)
- #Announcement erased

Selected announcements not activated

Should you find that after recording and selecting an announcement it is not heard when calls are forwarded to your mailbox it may be necessary to reset your announcement options.

- *75 Access to Voice Mail System
- ID No. PIN number to access own mailbox
- 8881* Calls will now be forwarded to selected announcements

SENDING A MESSAGE

Direct access to other mailbox

- *79 Access internal Voice Mail System
- XXXX Enter required extension number
- * Connect to selected mailbox
- 1 Record message
- * Store message

Calling an extension first

You have called an extension which is busy or received no reply

- *79 Access internal Voice Mail System
- 1 Record message
- * Store message

Routing directly to other mailbox

You have called an extension which has been forwarded to the Voice Mail System

- 1 Record message
- * Store message

Routing to another extension

You have listened to a message and now wish to contact another extension.

- 02 Connect to extension
- XXXX Enter required extension number
- * Listen for music on hold or message

TRANSFERRING CALL TO MAILBOX

An external caller wishes to leave a message in another mailbox.

- R Press Transfer key
 - XXXX Dial required mailbox / extension number
 - *79 Access internal Voice Mail System
- Replace handset

Caller will be prompted to record a message.

RETRIEVING MESSAGES - Cont'd

Listen to message currently on screen

- Press MESSAGE RETRIEVE key

- Listen to message
- #**Delete message
- or
- * Save message / Scroll
- 3 Listen to next message
- or
- 7 Reply to message (connect to sender's mailbox)
- 07 Connect to caller (connect to sender's extension)
- 8 Redirect message (transfer message to other mailbox with comments)
- 02 Connect to an extension
- 0* Return to main menu

Saved messages, which are no longer required, should be deleted at periodic intervals to avoid congestion of the Voice Mail System.

DISTRIBUTION GROUPS

Messages may be sent to a predetermined group of extensions.
This feature must be allocated in your class of service.

Setup a distribution group

- *75 Access to Voice Mail System
- ID No. PIN number to access own mailbox
- *
- 5 Distribution groups
- 7 Personal distribution group
- 1 New group
- 800 (or 801-809)
- *
- XXXX's Required extension numbers followed by * (max 50)
- * Group entered

Scan for existing distribution groups

- *75 Access to Voice Mail System
- ID No. PIN number to access own mailbox
- *
- 5 Distribution groups
- 7 Personal distribution group
- * Scan group
- 3 Listen to extension numbers in group
- * Next extension
- 3 End output

DISTRIBUTION GROUPS - Cont'd

Send a message to a distribution group

*75 Access to Voice Mail System
ID No. PIN number to access own mailbox
*
1 Distribution groups
1 Distribute messages
800* Enter group number/s (or 801-809)
* End
1 Record message
* End message

Send a message to a temporary group

*75 Access to Voice Mail System
ID No. PIN number to access own mailbox
*
1 Distribution groups
1 Distribute messages
XXXX's Required extension numbers separated by * (max 50)
*
1 Record message
* End message

Message status

*75 Access to Voice Mail System
ID No. PIN number to access own mailbox
*
1 Distribution groups
* Scan messages
5 Status of messages received or retrieved

DISTRIBUTION GROUPS - Cont'd

Scan existing distribution message lists

*75 Access to Voice Mail System
ID No. PIN number to access own mailbox
*
1 Distribution groups
* Scan messages
3 Listen to message
#Delete message

Delete messages

From time to time it is essential to delete messages, which you have sent, from the Voice Mail System. This will not delete the messages delivered to the extensions.

*75 Access to Voice Mail System
ID No. PIN number to access own mailbox
*
1 Distribution groups
* Scan messages
5 Status of messages received or retrieved
#Delete selected message

NOTIFICATION

The Voice Mail System is able to notify you immediately, or at a predetermined time daily, of messages awaiting delivery to you at a selected destination. This feature must be allocated in your class of service.

Access Notification

- *75 Access to Voice Mail System
- ID No. PIN number to access own mailbox
- *
- 8 Special functions
- 5 Notification

Setup destination

- 2 Change or view required destination number
- XXXX Internal or external number (preceded by "0" for external no's)
- * Destination recorded

Setup date and time

Option 1 - Immediate (24 hours)

- 4 Enter *
- 6 Enter *

Notification on 24 hour basis as and when messages received.

If a previous entry already exists i.e. restricted date and time or predetermined time, then it must first be deleted.

Delete entry

- 4 Enter #
- 6 Enter #

NOTIFICATION - Cont'd

Option 2 - Immediate (restricted date and time)

- 4 Enter start date and time e.g. 31081200
- 6 Enter end date and time e.g. 15091800

Notification between 1200 and 1800 from 31 Aug. - 15 Sept. as and when messages received.

Option 3 - Predetermined time (daily)

- 4 Enter start time e.g. 2000
- 6 Enter end time e.g. 2015

Notification on a daily basis between the selected start and end times.

The Voice Mail System will attempt notification every 5 minutes if busy or no reply received.

Activate / Deactivate Notification

- * Notification on
- #Notification off

If activated you will be advised that Notification is on when accessing the Voice Mail System

PASSWORD

Securing your mailbox (with optional password)

*75 Access to Voice Mail System

ID No. PIN number

*

8 Special functions

4 Password

#Delete existing password

or

XXXX Enter a 1-6 digit password of your choice

* Password entered

ACCESS FROM OUTSIDE YOUR COMPANY

The Voice Mail System may be accessed from outside the company to allow you to send and retrieve messages and change various features on your mailbox.

This feature is only available when you are using a DTMF (Dual Tone Multi-Frequency) telephone instrument.

The access numbers for the Voice Mail System for your company should be obtained from your Operator or System Administrator.

Note There are 2 Company access numbers. One for Own Mailbox and one for Other Mailboxes

Access Voice Mail System - Own Mailbox

Retrieve your messages or make changes

XXX- XXXX Dial your company access number
ID No. PIN number to access own mailbox
*

Listen to voice prompts for further actions

Access Voice Mail System - Other Mailbox

Send messages to other mailboxes (extensions)

XXX- YYYY Dial your company access number
NNNN Enter required mailbox or extension number
*

Listen to voice prompts for further actions

CALL FORWARDING TO VOICE MAIL SYSTEM - ANALOGUE TELEPHONES -

Incoming calls may be directed to your mailbox by using CALL FORWARD PRESET or CALL FORWARD VARIABLE.

Preset Call Forwarding to your mailbox

*11 *75 Incoming calls directed to your mailbox immediately
Call forwarding to voice mail is activated

The Voice Mail System access code has now been programmed permanently (until cancelled by #11) and all calls will be forwarded directly to your mailbox.

Deactivate Call Forwarding

#10 Calls as normal to your extension

When Preset Call Forwarding has been deactivated it will serve as Call Forward Busy or Call Forward No-Answer. i.e. If your extension rings for longer than a predetermined time (normally 25 seconds), or is busy, calls will be diverted to your mailbox.

Reactivate Call Forwarding

*10 Incoming calls directed to your mailbox

Variable Call Forwarding to your mailbox

*10 *75 Incoming calls directed to your mailbox

Note - If Preset Call Forwarding has been activated then enter only *10

Cancel Call Forwarding Variable

#10 Calls as normal to your extension

CALL FORWARDING TO VOICE MAIL SYSTEM - DIGITAL TELEPHONES -

Incoming calls may be directed to your mailbox by using CALL FORWARD PRESET or CALL FORWARD VARIABLE.

Preset Call Forwarding to your mailbox

- Press PROGRAMME key
- Press CALL FORWARD key **twice**
- Dial *75
- Press PROGRAMME key
- CALL FORWARD led is on
and / or
- Display shows - FORWARDING TO
 *75 VOICE MAIL

The Voice Mail System access code has now been programmed permanently and all calls will be forwarded directly to your mailbox.

Deactivate Call Forwarding

- CALL FORWARD led is on
and / or
- Display shows - FORWARDING TO
 *75 VOICE MAIL
- Press CALL FORWARD key
- CALL FORWARD led is off
and / or
- Display shows - FORWARDING
 DEACTIVATED

Calls will now ring as normal to your extension.

When Preset Call Forwarding has been deactivated it will serve as Call Forward Busy or Call Forward No-Answer. i.e. If your extension rings for longer than a predetermined time (normally 25 seconds), or is busy, calls will be diverted to your mailbox.

CALL FORWARDING - Cont'd

Reactivate Call Forwarding

- CALL FORWARD led is off
- Press CALL FORWARD key
- CALL FORWARD led is on
and / or
- Display shows - FORWARDING TO
*75 VOICE MAIL

Calls will now be forwarded directly to your mailbox.

Variable Call Forwarding to your mailbox

- Press PROGRAMME key
- Press CALL FORWARD key **once** only
- Dial *75
- Press PROGRAMME key
- CALL FORWARD led is on

All calls will be forwarded directly to your mailbox.

Cancel Variable Call Forwarding

- CALL FORWARD led is on
and / or
- Display shows - FORWARDING TO
*75 VOICE MAIL
- Press CALL FORWARD key
- CALL FORWARD led is off
and / or
- Display shows - FORWARDING
DEACTIVATED

Calls will now ring as normal to your extension

PERSONAL ANNOUNCEMENT SUGGESTIONS

Advise the callers that they have reached the correct destination

You have reached the answering service of.....

Supply the callers with the following information:-

I will be in a meeting from.....to.....
and will return your call after.....o'clock

or

I will be out of town from.....to.....

or

I will be on leave from.....to.....

or

I am busy with a call at the moment and will return your call as soon as possible

Invite the callers to leave a message

After the tone please leave your - Name & Number
and a short message

Provide the callers with an alternate number if immediate assistance is required

If you have a touch tone telephone...dial - **02** followed by **XXXX** & *
to reach.....

or

If you need urgent assistance, I can be reached on **XXX-XXXX**

Thank you

Goodbye

