

# MIVOICE OFFICE 400 VOICE MAIL SYSTEM

USER GUIDE



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### Voice Mail System

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# About this document

**This user guide describes the integrated voice mail system of the MiVoice Office 400 communication servers.**

## Scope

This user guide applies to the integrated voice mail system of the MiVoice Office 400 communication server. It applies to both the basic voice mail system and the Enterprise voice mail system.

This document release is valid as from a specific software version (see "Document designation", page 5). Other document releases can be found on the MiVoice Office 400 DocFinder in the corresponding user documentation sets.

- Notes:**
- Not all listed functions are available by default. Contact your system administrator to learn more about the available features and services in the MiVoice Office 400 communication system. For a summary of the configuration possibilities for the system administrator concerning the voice mail system, see chapter "Configuration possibilities", page 7.
  - This user guide is not written for a specific phone type. On system phones you can operate voice mail functions using the Foxkey/Softkey where on other phones or from external phones you operate with function codes using the digit keys.

## User information

MiVoice Office 400 products are supplied with the necessary safety/legal information and user documents. All user documents such as user guides and system manuals are available for download from the MiVoice Office 400 document portal as individual documents or as documentation sets. Some user documents are accessible only via a partner login.

It is your responsibility as a specialist retailer to keep up to date with the scope of functions, the proper use and the operation of the MiVoice Office 400 communication solution and to inform and instruct your customers about all the user-related aspects of the installed system:

- Make sure you have all the user documents required to operate your product efficiently and correctly.
- Make sure that the versions of the user documents comply with the software level of the MiVoice Office 400 products used and that you have the latest editions.
- Always read the user documents first before you put your product into operation.
- Store the user information within easy reach and refer to it whenever uncertainties arise in connection with the use of the product.
- When handing over your product to others, make sure you enclose the relevant user information.

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Download the MiVoice Office 400 documents from the internet:

<http://www.mitel.com/docfinder> or from <http://edocs.mitel.com>

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## Document designation

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## Introduction

Although the MiVoice Office 400 voice mail systems offer far more than just the functions of an answering machine, the descriptions below are limited to the systems basic functions. The caller hears either a general greeting or your own personal greeting. Depending on your greetings the caller either only obtains information or has the possibility of leaving a voice message after the greeting.

**Note:** If the caller does not want to listen right through to the end of the greeting, he can skip it using the # key.

## Personal greetings

Each mailbox owner can have up to three personal greetings, which he can record himself over a phone and assign a name. This way the appropriate greeting can always be selected to suit the absence situation. This selection is made either manually or automatically by selecting a presence profile. For each greeting you can select whether the caller is allowed to leave a voice message after the greeting or not.

**Note:** Greeting messages are recorded using the handset microphone or the hands-free microphone. The handset microphone is preferable as it provides a superior recording quality.

## Global greetings

If you did not record a personal greeting or activate any of the recorded greetings, a global system greeting is activated automatically where available. Depending on your configuration callers may or may not have the possibility of leaving voice messages after the global greeting. The global system greeting is identical for all mailbox owners and is recorded by the system administrator. If no global system greeting has been recorded, the system texts are played back by the audio guide.

Once the total capacity of the voice mail system or the maximum recording time configurable for your mailbox is reached, all subsequent callers forwarded to the voice mail system obtain an overflow greeting after the personal or global greeting. Voice messages cannot be left after a global overflow greeting. The overflow greeting remains activated until memory space

has once again been created by deleting voice messages or greetings. The global overflow greeting is identical for all mailbox owners and is recorded by the system administrator.

## Audio guide

The MiVoice Office 400 voice mail systems are equipped with an audio guide to indicate the date, time and call number of voice messages received and to explain the procedure for navigating the voice mail menu. For more on navigating the voice mail menu please refer to "[Quick User Guide](#)", page 19. Additional audio guides are available for hospitality environments (see "[Wake-up audio guide](#)", page 16 and "[Audio guide for reception desk mailbox](#)", page 17).

## Auto Attendant

The MiVoice Office 400 voice mail systems may comprise an Auto Attendant to offer the caller the possibility of triggering preconfigured actions during the greeting using the digit keys (DTMF). Such actions may include transferring to a different call number or to a different mailbox. Preconfigured function codes can also be executed. The functions of the Auto Attendant are defined by the system administrator and may differ from one mailbox to another and from one activated greeting to another.

## Automatic call forwarding

For each user the system administrator can configure automatic call forwarding to the voice mail system (separately for internal and external calls) if the call is not answered and/or if the called party is busy and/or if the call is rejected. This means that incoming calls can be routed to the voice mail system even if you yourself have not activated call forwarding.

## Configuration possibilities

The system administrator has the possibility of adapting the voice mail system to suit the circumstances of your particular environment. So depending on the configuration, your voice mail system may respond a little differently

from the descriptions in this user guide. The list below shows the configuration possibilities available for the voice mail system which can be carried out only by the system administrator.

Configurations valid for the voice mail system as a whole:

- The system administrator can load a global system greeting on to the system. This greeting is played back whenever a personal greeting is either not available or not activated.
- The system administrator can load a global overflow greeting on to the system. This greeting is played whenever the configurable minimum voice memory capacity of the personal mailbox or of the entire voice mail system is used up.
- The minimum duration a voice message must have so it can be stored.
- The maximum amount of time a voice message is kept for, separately for new messages and for messages which have already been listened to.

The following are individually configurable for each mailbox:

- The maximum recording capacity of the mailbox as a whole, per greeting and per voice message.
- The number of personal greetings (0...3).
- With the global system greeting, the possibility for the caller to leave voice messages or not.
- To play always the global greeting before a personal greeting or the standard greeting is played.
- The number of rings before the call is answered by the voice mail system.
- Voice quality/memory usage for greetings and voice messages.
- Text message/message LED signalling new voice messages.
- Additional notification to a different internal user in the case of new voice messages.
- Additional notification to one or several e-mail addresses (with or without voice message as attachment) in case of a new voice message.
- The language for the audio guide.
- The indication of date, time and call number of the voice messages.
- Setting up Auto Attendant.
- Password protection: If activated, the user PIN must be entered to access the mailbox.
- There is a additional audio guide available, if the mailbox is marked as a reception desk mailbox.

Please contact your system administrator if you have any questions or requests for changes.



# Operation of the voice mail functions

As a mailbox owner you are notified of any voice messages received, which you can then listen to, delete and/or deflect; alternatively you can call the caller back directly. It is also possible to listen to your voice messages from another internal or external phone.

Depending on the phone, voice mail functions are operated using either the Foxkey, the softkeys or the digit keys via certain function codes.

## Menu-guided operation

**The most convenient way of managing your greetings, activating your mailbox and listening to, deflecting or deleting your voice messages is to use the Foxkeys/Softkeys via your phone's menu.**

### Management of recorded greetings

The menu (*Menu – Voice Mail – Greetings*) allows you to record, monitor, activate and deactivate up to 3 personal greetings on your phone. The personal greeting currently activated is indicated accordingly. If no personal greeting is activated or available, the global system greeting is automatically activated, provided it has been recorded. If not, the system texts are played back by the audio guide.

You can assign a name to each personal greeting and, for each greeting, decide whether the caller is able to leave a message or not. The current setting is indicated on the display by a tape symbol (with or without strike-through).

### Activating a mailbox

A mailbox is activated whenever you forward calls to the voice mail system. The menu (*Menu – Forwarding*) offers you the following options: *CFU*, *CFB* or *CFNR* to *Voice Mail*.

You also have the possibility of deflecting a call during the ringing phase. To do so you need to know the number of the voice mail system. This number is the same for all the mailbox owners (usually 899). However, it can be changed by the system administrator.

Forwarding can also be triggered automatically by selecting a presence profile. A more detailed description can be found in your phone's user guide.

Any unanswered call is also forwarded automatically, if this has been set by the system administrator (see "[Automatic call forwarding](#)", page 7).

After an incoming call has been forwarded to the voice mail system in any of the above-mentioned ways, it is answered by the voice mail system after the number of rings configured by the system administrator.

## Signalling new voice messages

If a caller is forwarded to the voice mail system but does not leave a voice message (or the mailbox is configured that callers cannot leave messages) this call generates an ordinary entry in the unanswered call list ([Menu – Call lists – Unanswered](#)). If the caller leaves a voice message, his call is entered in both the call list and the list of incoming voice messages, now referred to as the voice mail incoming list, and complemented with a full tape symbol ([Menu – Voice Mail – Inbox](#)).

If the mailbox is accordingly configured by your system administrator, a new voice message is also signalled by means of a text message on the display of the phone, and/or the message LED lights up. The signalling of new voice messages remains on the display until all the voice messages have been retrieved.

The system administrator can set up the mailbox in such a way that an additional notification is sent to another internal user whenever new voice messages are received.

Additionally he can specify that you are notified by e-mail (with or without attached voice message) when you receive a new voice message. Contact your system administrator for more information.

Please also consider:

- Calls with or without a voice message from the same user leave only one entry in the call list.
- Calls with a voice message from the same user leave one entry per call in the voice mail incoming list.
- If you call a user back directly from the call list, his call list entry will only disappear if you deleted the voice message beforehand.

## Listening to voice messages

You can listen to voice messages using the *Listen* key for information text messages, directly from the call list or from the voice mail incoming list.

- While accessing messages via the information text message, new voice messages are played back chronologically, starting from the last incoming message. The connection to the voice mail system is then cut.
- If you listen to your messages directly from the call list, only the voice messages of that particular caller are played back in chronological order, starting with the message received last. Once the last voice message has been played back you obtain a fast tone sequence and the connection to the voice mail system is disconnected.
- When listening to messages directly from the voice mail incoming list, only the voice message selected will be played back. The connection to the voice mail system is then cut.

Please also consider:

- If your mailbox is password protected you have to enter your PIN first.
- When a voice message is played back you can jump back to the beginning of the message using the *Repeat* key.
- Press the *Repeat* key twice in quick succession to listen to the playback of the previous message. In the same way you can jump to the next message or to the after next message using the *Next* key. (Does not apply when listening to messages directly from the voice mail incoming list.)
- As soon as all voice messages have been retrieved, the entry gets the status "Heard" and the tape symbol becomes empty.

**Notes:** You can also access voice messages by calling the voice mail system. With a call, you can access the voice mail menu (see "[Quick User Guide](#)", page 19) and then press 1 to start playing back all voice messages. The audio guide indicates whether and how many new voice messages are available in your mailbox. All the voice messages are then played back in chronological order, starting with the message received last. Before each message the audio guide tells you the date, time and call number of the call. You can skip the information from the audio guide using the # key. Once the last voice message has been played back or if there are no voice messages at all, you obtain a fast tone sequence and the connection to the voice mail system is disconnected.

## Deleting voice messages

When deleting voice messages the following cases are differentiated:

- A voice message can be deleted from the voice mail incoming list. However the entry will remain in the call list.
- The tape symbol disappears once all the voice messages from a particular caller have been deleted. However the entry will remain in the call list.
- Once an entry for a voice message is deleted from the call list, the voice message is also deleted.

## Deflecting voice messages

You have the possibility of deflecting any voice messages you have received from the voice mail incoming list or during playback. Possible destinations include internal users with their own mailbox.

When deflecting, you can select whether or not to keep a copy of the voice message in your mailbox.

Deflected voice messages are marked with an arrow in the voice mail incoming list at the destination.

**Notes:** Deflecting voice messages will be rejected in the following cases:

- The destination user does not have a mailbox.
- The voice memory of the destination user's mailbox is full.
- With networked systems: The destination user's mailbox is on a different system. Contact your system administrator for more information.

## Operation with Function code

**The function codes and the digit keys are used to operate the voice mail functions on system phones without a display or phones without a Foxkey/Softkey.**

## Management of recorded greetings

You can record, monitor, activate and deactivate up to three personal greetings on your phone. If no personal greeting is activated or available, the global system greeting is automatically activated, provided it has been recorded. If not, the system texts are played back by the audio guide.

Function	Function code	
Record greetings	*913 x #	x = 1, 2, 3
Monitor greetings	*#913 x #	x = 1, 2, 3, 7, 8
Activate greetings	*933 x	x = 1, 2, 3
Deactivate greetings	#933 x	x = 1, 2, 3
Delete greetings	#913 x #	x = 1, 2, 3

x = 1, 2, 3: Personal greeting 1, 2, 3  
x = 7: Global system greeting  
x = 8: Global overflow greeting

**Note:** Recording and deleting global greetings requires a special authorization and in general it can only be done by the system administrator.

## Activating a mailbox

A mailbox is activated whenever you forward calls to the number of the voice mail system. You can choose between a CFU (\*21), a CFB (\*67) or a CFNR (\*61).

You also have the possibility of deflecting a call during the ringing phase. To do so you need to know the number of the voice mail system. This number is the same for all the mailbox owners (usually 899). However, it can be changed by the system administrator.

Forwarding can also be triggered automatically by selecting a presence profile. A more detailed description can be found in your phone's user guide.

Any unanswered call is also forwarded automatically, if this has been set by the system administrator (see "[Automatic call forwarding](#)", page 7).

After an incoming call has been forwarded to the voice mail system in any of the above-mentioned ways, it is answered by the voice mail system after the number of rings configured by the system administrator.

## Signalling new voice messages

New voice messages are signalled on your phone using the message LED and/or a text message. The signalling of new voice messages remains on the display until all the voice messages have been retrieved.

Most SIP phones from third-party manufacturers also support the signalling of new voice messages.

The system administrator can set up the mailbox in such a way that an additional notification is sent to another internal user whenever new voice messages are received.

Additionally he can specify that you are notified by e-mail (with or without attached voice message) when you receive a new voice message. Contact your system administrator for more information.

## Listening to voice messages

You have the following possibilities for listening to any voice messages you have received:

Function	Function code
Listen to voice messages with audio guide	Call to the number of the voice mail system. Then press 1 to retrieve the voice messages (see " <a href="#">Quick User Guide</a> ", page 19).
Listen to voice messages with audio guide	*#94
Listen to voice messages without audio guide	*#916 #

Once you are connected with the voice mail system, the audio guide indicates whether there are any new voice messages in your mailbox and if so, how many. All the voice messages are then played back in chronological order, starting with the message received last. Before each message the audio guide tells you the date, time and call number of the call. You can skip the information from the audio guide using the # key. Once the last voice message has been played back or if there are no voice messages at all, you obtain a fast tone sequence and the connection to the voice mail system is disconnected.

Please also consider:

- If your mailbox is password protected you have to enter your PIN first.
- When a voice message is played back you can jump back to the beginning of the message using the digit key 2.
- Press digit key 2 twice in quick succession to listen to the playback of the previous message. In the same way you can jump to the next message or to the after next message using the digit key 1.
- SIP phones do not support control using digit keys during playback. Softkeys are available however for the Mitel SIP phones.

## Deleting voice messages

When deleting voice messages the following two cases are differentiated:

- Voice messages already listened to:  
A voice message that has already been listened to can be deleted before, during or after the repeated playback using digit key 8. You obtain a confirmation tone and the next message is then played back.
- Voice messages that have not yet been listened to:  
A voice message that has not yet been listened to can be deleted during or after the repeated playback using digit key 8. You obtain a confirmation tone and the next message is then played back.

## Deflecting voice messages

During playback you can deflect any voice messages you have received. Possible destinations include internal users with their own mailbox.

Deflecting a voice message and retaining a copy in your own mailbox:

1. Press digit key 3 while playing back the voice message.
  - The playback is stopped.
2. Key in the user number and end with the #-key.
  - The voice message is deflected; the next voice message is then played back.

Deflecting a voice message and deleting it in your own mailbox:

1. Press digit key 4 while playing back the voice message.
  - The playback is stopped.
2. Key in the user number and end with the #-key.
  - The voice message is deflected; the next voice message is then played back.

**Notes:** Deflecting voice messages will be rejected in the following cases:

- The destination user does not have a mailbox.
- The voice memory of the destination user's mailbox is full.
- With networked systems: The destination user is connected to a different system. Contact your system administrator for more information.

## Hospitality voice mail features

The internal voice mail system has some specialities, if voice mailboxes are assigned to rooms. Additionally there is a special audio guide for the wake-up service and for the reception desk mailbox.

### Room mailbox

A mailbox assigned to a room differs to a mailbox assigned to a user in the following points:

- If the room is free, the caller is never routed to voice mail but to the reception desk. This behaviour is communicated with an audio text.
- If the room is occupied and the caller is routed to voice mail, he will hear the system text of the audio guide if no personal greeting is activated at the mailbox. Dependant on the system configuration, the room number is played or not, before the caller is asked to leave a message or to call later.
- When you are calling the voice mail system, you are not asked to record/manage greetings.
- If you have listen to a message, you are not asked to forward this message to another user.

### Wake-up audio guide

A wake-up audio guide assist you by setting up a wake-up call. You can set a new wake-up time or to clear an activated wake-up call.

To start the wake-up audio guide, dial the following function code on your phone and follow the audio guide.

Function	Function code
Start wake-up audio guide	*9601

Procedure:

1. Dial \*9601 (or press a preconfigured function key)
2. If there is already a wake-up call activated, you are informed about the actual wake-up time and can choose to clear or confirm this wake-up time.
3. If there is no wake-up call activated or if you cleared the wake-up time, you are asked to enter a wake-up time.
4. The wake-up time is confirmed by the audio guide and you have again the choice to clear or confirm the wake-up time.



**Note:** Using the wake-up audio guide, only one time wake-up calls can be set up. With the Hospitality Manager, a reception phone or with the function code \*56, a daily wake-up call can be set up. Contact your system administrator for more information.

## Audio guide for reception desk mailbox

The system administrator can configure one or more standard mailboxes to a reception desk mailbox. A reception desk mailbox offers an additional audio guide menu.

If your mailbox is a reception desk mailbox and you call the voice mail system you have the following possibilities:

- Helping guests accessing their voice mailbox (digit 2)
- Access the own reception desk mailbox (digit 3)
- Access a mailbox of a room (digit 5)

The last 2 options (digit 3 and 5) are straightforward and need no further explanations. Below you find the procedure for the first option (digit 2).

Procedure for helping a guests accessing his voice mailbox:

1. A guest is calling you at the reception desk and want to hear the messages of his voice mailbox.
2. Put the guest on hold and call the voice mail number (or dial \*#94).
  - You hear the information, weather you have new messages on your mailbox, or not.
  - You hear the text of the additional audio guide with the possibilities mentioned above (digit 2, 3 or 5).
3. Press digit 2.
  - You are asked to enter the room number of the guest.
4. Enter the room number of the guest.
  - You are asked to press digit 1 to connect the guest (who is still on hold) with his mailbox.
5. The receptionist presses digit 1.
  - The guest is connected with his mailbox.

## Operation via a third-party internal phone

You can operate your own mailbox or other users' mailbox via a third-party internal phone as follows:

Function	Function code
By calling up the voice mail menu through remote control	*06 <Dest. No.> *#94 <PIN> #
By calling up the voice mail menu via a third-party phone, but with your own settings	#36 <Dest. No.> <PIN> *#94
Through remote retrieval, by calling your own phone on which forwarding to voice mail has been activated.	see next chapter

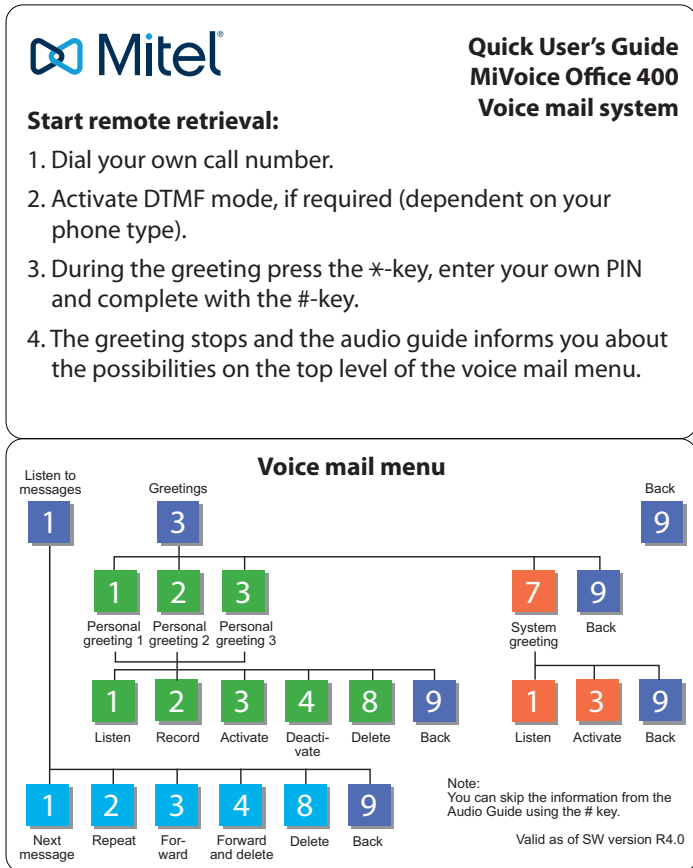
A precondition with all three possibilities is that the user PIN does not match the default value "0000".

## Operation via a third-party external phone

You can operate your mailbox or another user's mailbox with suffix dialling (DTMF) from a third-party external phone (remote retrieval). The condition is that the call was forwarded to the voice mail system and that you know the corresponding PIN, which does not match the default value "0000". The audio guide informs you about the possibilities and guides you through the voice mail menu. You can listen to, forward or delete voice messages; you can also monitor, record, activate, deactivate or erase your personal greetings. The procedure and an overview of all the possibilities are contained in the quick user guide below.

# Quick User Guide

The quick user guide below illustrates the procedure for operating your own mailbox via a third-party internal or external phone. If you want, you can print out this page and then cut out the quick user guide. Fold it up or glue it together to obtain a practical guide in credit card format.



Please contact your system administrator if you have any questions or requests for changes.

