VoiceMail Box VM and Fax Service "Fax-to-Email"

Introduzione
Here the VoiceMail Box VM and Fax service "Fax-to-Email" for the telephone number of the user is configured:

◊ Activate the VoiceMail Box
◊ Define that an access without PIN shall be possible
◊ Display if the VoiceMail Box is blocked and deblocking
◊ Display if the VoiceMail Box is full
◊ Define, if an email with attached message shall be send
◊ Define of the "Fax-to-Email" is activated
◊ Create an own personal greeting

Contents

The VoiceMail Box

Features of the VoiceMail Box

The personal VoiceMail Box answers incoming calls, which were not by the called answered. The messages are recorded and can be listened to at any time.

Your personal VoiceMail Box offers the following features:

◊ Activation of the personal answering machine based on call forwardings for:
- All incoming calls
- Incoming calls when no one is answering
- Incoming calls on busy
- All incoming calls if the telephone connection does not work

◊ A standard greeting without announcement of the called number
◊ A personal greeting
◊ Change the PIN (password)
◊ Recall by push key
◊ The reception of a new message is displayed on the telephone (WMI protocol)
◊ Send new messages by email
◊ The message can be deleted automatically if it was transmitted by email.
◊ Send a notification by email, even if the caller has not left a message.
◊ A fax can be received as a PDF file and sent with email to the user.

Behavior of the VoiceMail Box:

◊ The VoiceMail Box waits for 4 seconds after a user prompting.
◊ If the user is not prompting, the current menu is repeated endlessly.
◊ If an unspecified digit is pressed, the current menu is repeated endlessly.
◊ If an incorrect PIN (password) is entered, a new prompt is issued to enter the password. After four incorrect passwords, the VoiceMail Box is blocked for five minutes.

Basic Data of the VoiceMail Box

The following basic data apply to the VoiceMail Box:

◊ There is no limit of the number of stored messages
◊ The maximum length of a message is 5 minutes
◊ The maximum recording time of the VoiceMail Box is 5 minutes
◊ Message storage times:
- ♦ New unread messages: 15 days
- ♦ Listened messages: 3 days
- ♦ Saved messages: 24 days

Nota	These values may differ on this telephone system. Check with your provider for the exact values.

Using the VoiceMail Box

That a caller can leave a message the following conditions are required:

1. The VoiceMail Box must be set up (see below).
2. The VoiceMail Box must be a destination of a "Forwarding" or "Distribution" .

If the conditions are met then an inbound call will be redirected to the VoiceMail Box. After the greeting the caller can leave a message. The subscriber can in different ways listen to the messages .

How Messages can be Listened to

The user can listen to messages in the following ways:

◊ Via the AdminCenter page "Messages on the VoiceMail Box"

◊ A new message is sent via email as audio file to the subscriber

◊ Dial *86 from the user?s telephone

◊ From any telephone from in the public telephone network PSTN proceed as:
- In national telephone systems with a special prefix for the answering machine routing:

    ◊ For Switzerland: 086 + own public phone number, e.g.: 0860123456789
    ◊ Apply the dialing process of the national telephone system

- From any telephone call the "VoiceMail Portal" and follow the instructions to be connected with the VoiceMail Box.

Nota	Check with your provider or vPBX administrator how to access a VoiceMail Box from the public telephone network.

Unlock the VoiceMail Box

After several incorrect entries of the PIN the VoiceMail Box access will be blocked for safety reasons. Messages left by callers are, however, still recorded.

The subscriber, vPBX administrator or provider administrator / operator can unlock the answering machine:

◊ Uncheck the parameter "Blocked"

Configuration

Where to Configure this Feature

As vPBX administrator:

→ Tab "Subscriber xx"

→ Tab "Seetings"

→ Tab "VoiceMail"

As subscriber:

→ Tab "Settings"

→ Tab "VoiceMail"

Activate the VoiceMail Box and Configure the PIN

In order to use the VoiceMail Box it must be activated:

◊ Activated the VoiceMail Box at parameter "Active"

The PIN (Personal Identification Number PIN) must be configured for accessing the VoiceMail Box via telephone for listen to the messages or make configurations:

◊ Configure the "PIN"
◊ Determine in parameter "Login without PIN" if it is allowed to access the VoiceMail Box without PIN from the own telephone

Creating a Greeting Announcement

The VoiceMail Box standard greeting can be replaced with an own greeting.

A greeting can be created in two ways:

◊ Recording a greeting via telephone:
1. Initiate from any telephone a connection to the VoiceMail Box. This is done equal to listening the messages via telephone.
2. While the greeting announcement plays, press the * key. Either the main menu will now be auditioned immediately or the PIN with a concluding # (* <PIN> #) has to be entered first.
3. By pressing the * key the VoiceMail Box changes into its main menu where the greeting can be recorded, reviewed or deleted.

◊ Download an audio file via AdminCenter:
1. The greeting must be recorded with an external device and stored in an audio file. The audio file must be created in WAV (PCM encoded) or MP3!
2. Select the audio file at "Greeting" via the Pulsante [Create] and Pulsante [+ Select File ...] and upload it.
   Note:
   The audio file must be stored so that it is accessible from the used web browser.

Configure that a new Message will be sent via Email

If newly recorded messages shall be sent via email, the following settings are required:

◊ In parameter "Email" the destination email address must be configured.
◊ The "Format" of the audio file can be selected.

The email will contain information about the time of receipt, sender, and annexed the message as an audio file. The messages on the answering machine remain preserved and can still be listened to via telephone or AdminCenter.

The VoiceMail Box is Full

The VoiceMail Box shows "Full" when the available memory is full. When the memory is full no further messages will be recorded. Old or long messages can be deleted on page "Messages" .

The VoiceMail Box Without Recording Limitation

By the activiation of "Delete message after E-Mail sent" an VoiceMail Box without recording limitation can be created. A new message is automatically send to the defined email address and then automatically deleted in the VoiceMail Box. The sent message will not be listed in "Messages" !

Notification if no Message has been Left

With the activation of "Send E-Mail without message left" it can be configured that a notification is sent to the defined email address , if the caller has not left a message.

Receiving Fax with Fax Service "Fax-to-Email"

The fax service "Fax-to-Email" is attached to the VoiceMail Box. When "Fax-to-Email" is activated the VoiceMail Box is able to detect if an incoming media stream is a voice message or a Fax transmission. If an incoming call is detected as a fax, the transmitted data is converted into a PDF file and sent by email to the email address of the answering machine.

The Fax service can receive fax coded as "inband G.711" or "outband T.38".

In order that the Fax service can be used it must be activated and configured:

◊ Activate the VoiceMail Box at parameter "Active"
◊ Configure the parameter "Fax support" with:
• Fax only:
Only fax connections will be processed (Voice messages are ignored).
or
◊ Automatic:
The "Fax-to-Email" service automatically detects whether a fax or voice message is received and processes the connection accordingly.
◊ In parameter "Email" the destination email address must be configured.
◊ The VoiceMail Box must be a destination of a "Forwarding" or "Distribution" .

Parameter Configuration

Parametro: Active

Descrizione:	Defines that the VoiceMail Box is activated or not.
Configurazione:	Pulsante di scelta: ☑ Attivato - ☐ Non attivato
Predefinito:	Activated
Versione:	AdminCenter V5.7

Parametro: Login without PIN

Descrizione:	Defines that no PIN must be entered when calling and connected from the associated telephone.
Configurazione:	Pulsante di scelta: ☑ Attivato - ☐ Non attivato
Predefinito:	Activated
Versione:	AdminCenter V5.7

Parametro: Blocked

Descrizione:	Unlock the VoiceMail Box Locking happens, for example, after repeated incorrect entry of the PIN.
Configurazione:	Pulsante di scelta: ☑ Attivato - ☐ Non attivato
Predefinito:	Not activated
Versione:	AdminCenter V5.7

Parametro: Full

Descrizione:	Indicates if the memory capacity of the VoiceMail Box is used up. The selection box is selected when the VoiceMail Box is full.
Configurazione:	-
Predefinito:	-
Versione:	AdminCenter V6.5

Parametro: PIN

Descrizione:	Defines the PIN (Personal Identification Number PIN, password) of the VoiceMail Box.
	Nota • Use only digits: 0 ? 9

	(Letters or symbols cannot be typed on a telephone keypad.) • Define enough digits
Configurazione:	Stringa di configurazione: ◊ Random string of numbers
Predefinito:	Random numbers
Versione:	AdminCenter V5.7

Parametro: Email

Descrizione:	Defines the email address to which new messages are sent by the VoiceMail Box. The message may be attached as audio file to the email.
Configurazione:	Regular Email-Address
Predefinito:	
Versione:	AdminCenter V5.7

Parametro: Format

Descrizione:	Specifies the recording format of the audio file of a message. This audio file can be attached to the email. Selectable formats of the audio file: • WAV: Audio file WAV formatted (PCM coding) • MP3: Audio file MP3 formatted
Configurazione:	Menu di scelta: wav mp3
Predefinito:	wav
Versione:	AdminCenter V5.7

Parametro: Greeting

Descrizione:	A greeting audio file can be downloaded via the button [Create]. The audio file has to be previously created and encoded as WAV (PCM encoded) or MP3. A loaded greeting audio file can be deleted with the [Delete] button. Afterwards the standard greeting of the VoiceMail Box is used.
Configurazione:	Pulsante [Create]

	Pulsante [Delete]
Predefinito:	
Versione:	AdminCenter V5.7

Parametro: Fax support

Descrizione:	Defines if the "Fax-to-Email" service is activated or not.
	When a fax is received, it is sent as PDF-file to the specified email address of the VoiceMail Box.
	Selectable behavior of the VoiceMail Box:
	• No:
	The "Fax-to-Email" service is not activated.
	• Fax only:
	Only fax connections will be processed (Voice messages are ignored).
	• Automatic:
	The "Fax-to-Email" service automatically detects whether a fax or voice message is received and processes the connection accordingly.

Configurazione:	Menu di scelta:
	
	   No
	   Fax only
	   Automatic

Predefinito:	No
Versione:	AdminCenter V5.7

Parametro: Login without PIN

Descrizione:	Defines that no PIN must be entered when calling and connected from the associated telephone.
Configurazione:	Pulsante di scelta: ☑ Attivato - ☐ Non attivato
Predefinito:	Activated
Versione:	AdminCenter V5.7

Parametro: Blocked

Descrizione:	Unlock the VoiceMail Box
	Locking happens, for example, after repeated incorrect entry of the PIN.
Configurazione:	Pulsante di scelta: ☑ Attivato - ☐ Non attivato
Predefinito:	Not activated
Versione:	AdminCenter V5.7

Parametro: Delete message after E-Mail sent

Descrizione:	Defines that a message is automatically deleted after it has been sent to the defined email address.
Configurazione:	Pulsante di scelta: ☑ Attivato - ☐ Non attivato
Predefinito:	Not activated
Versione:	AdminCenter V6.10

Parametro: Send E-Mail without message left

Descrizione:	Defines that a notification is sent to the defined email address if the caller does not leave a message.
Configurazione:	Pulsante di scelta: ☑ Attivato - ☐ Non attivato
Predefinito:	Not activated
Versione:	AdminCenter V6.10

Parametro: Full

Descrizione:	Indicates if the memory capacity of the VoiceMail Box is used up. The selection box is selected when the VoiceMail Box is full.
Configurazione:	-
Predefinito:	-
Versione:	AdminCenter V6.5

Parametro: PIN

Descrizione:		Defines the PIN (Personal Identification Number PIN, password) of the VoiceMail Box.
	Nota	• Use only digits: 0 ? 9 (Letters or symbols cannot be typed on a telephone keypad.) • Define enough digits
Configurazione:		Stringa di configurazione: ◊ Random string of numbers
Predefinito:		Random numbers
Versione:		AdminCenter V5.7

Parametro: Email

Descrizione:	Defines the email address to which new messages are sent by the VoiceMail Box. The message may be attached as audio file to the email.
Configurazione:	Regular Email-Address
Predefinito:	
Versione:	AdminCenter V5.7

Parametro: Format

Descrizione:	Specifies the recording format of the audio file of a message. This audio file can be attached to the email. Selectable formats of the audio file: • WAV: Audio file WAV formatted (PCM coding) • MP3: Audio file MP3 formatted
Configurazione:	Menu di scelta: wav mp3
Predefinito:	wav
Versione:	AdminCenter V5.7

Parametro: Fax support

Descrizione:	Defines if the "Fax-to-Email" service is activated or not. When a fax is received, it is sent as PDF-file to the specified email address of the VoiceMail Box. Selectable behavior of the VoiceMail Box: • No: The "Fax-to-Email" service is not activated. • Fax only: Only fax connections will be processed (Voice messages are ignored). • Automatic: The "Fax-to-Email" service automatically detects whether a fax or voice message is received and processes the connection accordingly.
Configurazione:	Menu di scelta: No

	Fax only Automatic
Predefinito:	No
Versione:	AdminCenter V5.7

Parametro: Greeting

Descrizione:	A greeting audio file can be downloaded via the Pulsante [Create]. The audio file has to be previously created and encoded as WAV (PCM encoded) or MP3. A loaded greeting audio file can be deleted with the Pulsante [Delete]. Afterwards the standard greeting of the VoiceMail Box is used.
Configurazione:	Pulsante [Create] Pulsante [Delete]
Predefinito:	
Versione:	AdminCenter V5.7