



# OpenTouch™ Message Center R2.x User Manual

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# 1 Introduction

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Voice messaging can be accessed via different ways :

- **The Telephone User Interface**  
accessible from any phone, whether internal or external to the system. This interface allows the control of your voice mail via user options, as well as recording of your greeting messages, consultation and management of your received and sent messages.
- **The Graphical User Interface**  
Available on the most Alcatel-Lucent phones with graphical screen , if your administrator has granted you the rights to use this interface. The Graphical User Interface provides control over most important voice message handling operations in a quick and visual way, from configuring, consulting to replying and deleting messages.
- **The Web Interface**  
providing consultation of voice messages and configuration of options of your voice mail box via a web browser.

## 2 Messaging Services Telephone User Interface

The Messaging Services telephone interface guides you through the consultation and management of your voice mail, from any telephone set, be it internal or external to the system.

Typically, it offers:

- Consultation of all of voice messages,
- Callback of people having left messages, or sending them a voice message,
- Sending voice messages,
- Changing your greeting announcement.

### 2.1 Accessing the Telephone User Interface

#### Connecting from an internal set.

This way of connecting to the voicemail is subject to configuration by the administrator. If not configured use the method described in the “**Connecting from an external or internal set**” section.



1. Press the “messaging” softkey, then select **Voice Mail**.

2. On the phone screen, press on the soft key associated to the voice messages feature.
3. Enter your password (required if configured by the administrator) and press “#” to validate.

The system tells you the number of new messages received and the number of messages saved in your mailbox.

#### Connecting from an external or internal set

Use this method in case you are not on site or if you are using another phone inside your company.

1. Enter the external or internal telephone number to reach your mailbox (this number is supplied by your administrator).
2. Press 1.
3. Enter your personal voice mail box number.
4. Enter your password.

#### Connecting for the first time.

1. Press the **MAIL** key, then select **Voice Mail**.
2. On the phone screen, press on the soft key associated to voice messages feature.
3. You have to enter your password (default one given by administrator).
4. Press ‘#’ to validate.
5. You are invited to record your name.
6. Record your name OR press ‘\*’ to skip this part.
7. Press ‘#’ to validate.
8. You are invited to enter a new password.
9. Enter a new password.
10. Press ‘#’ to validate.
11. The system confirms which password has been recorded.  
You are now connected.

#### Tips

When your voicemail is initialized (first connection), you can use the keys:

- “#” to validate
- “\*” to cancel, go back or exit.

## 2.2 Listening to new messages

To consult new messages, access your voice mail box and enter your password.

If your new voice messages are not played automatically, press 1 to play them. Access to old messages by pressing 3.

### While listening to your messages

To pause/resume your consultation	Press <b>2</b> .
To delete a voice mail	Press <b>7</b> (then <b>7</b> again if confirmation is required).
To listen to the next message	Press <b>#</b> .
To reply to your voice message	Press <b>8</b> , when you have finished recording your reply press <b>#</b> .
To send a copy of your voice message to someone else	Press <b>6</b> , when you have finished recording your introduction press <b>#</b> .

### At the end of your messages

To listen again to your message	Enter <b>11</b> .
To delete your message	Press <b>7</b> (then <b>7</b> again if confirmation is required).
To listen to the next message	Press <b>#</b>
To reply to your voice message	Press <b>8</b> , when you have finished recording your reply press <b>#</b> .
To send a copy of your voice message to someone else	Press <b>6</b> , when you have finished recording your introduction press <b>#</b> .

## 2.3 Managing your welcome greeting message

Welcome greetings are played to callers forwarded to your mail box.

Different types of welcome greetings are available:

- The standard greeting.**

The standard greeting is a standard text followed either by your name (if you have recorded it via the personal options menu) or by your voice mail number.
- The personal greeting.**

The personal greeting is an announcement recorded by you and activated via the Greetings Management Menu or the Web Interface. It replaces the standard greeting and is played to internal and external callers.

You may record an additional personal internal greeting. This personal greeting shall be played to internal callers, while the first personal greeting is played to external callers only.
- Alternative greetings.**

The system can provide up to two alternative greetings. These are only available when your system administrator has granted you the right to use them. They are alternative personal greetings, recorded for specific business situations (for instance a greeting when you are in a meeting), activated by you, according to your needs.

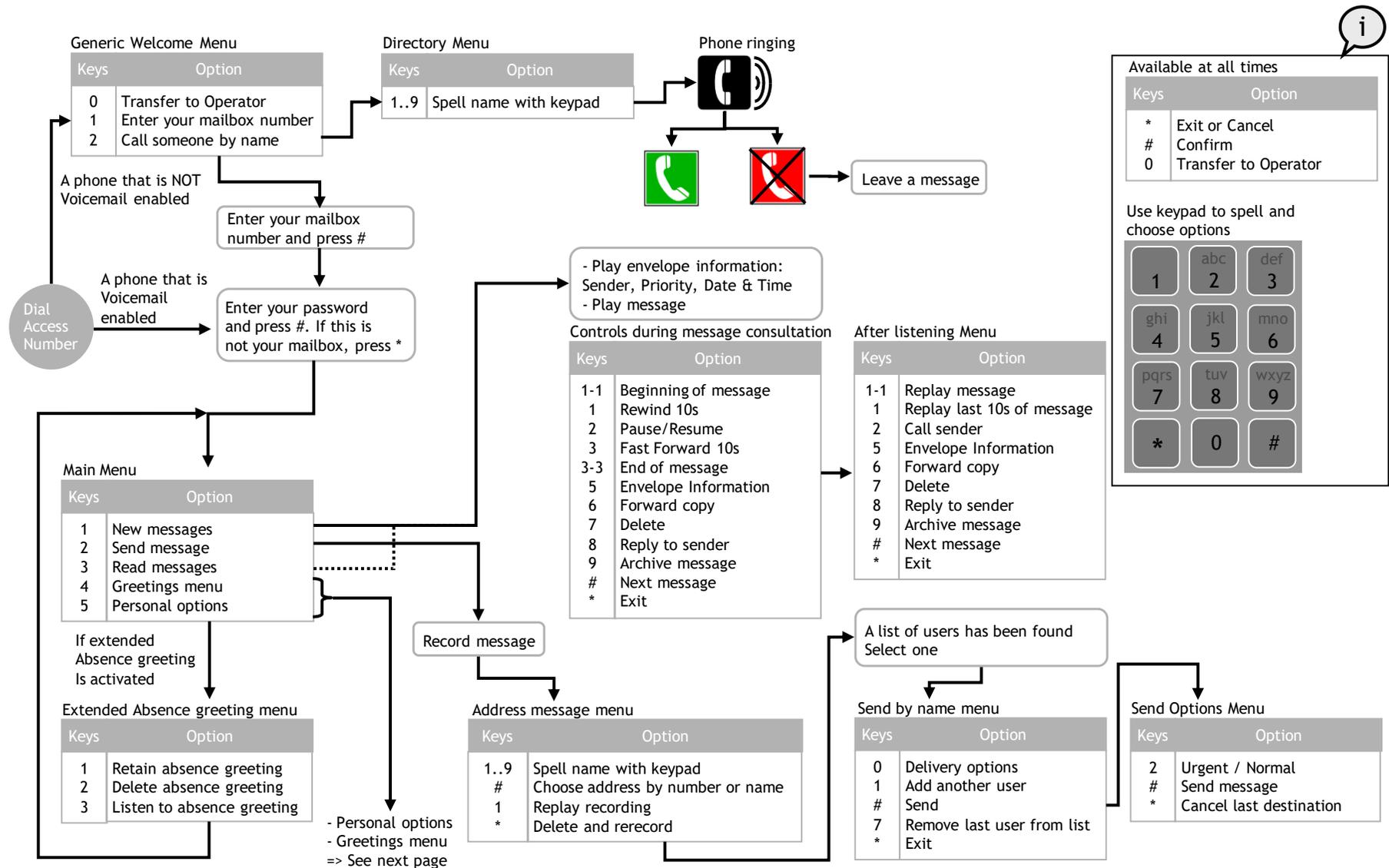
Once you have returned to normal business operation, you may switch back to your personal greeting or to the standard greeting message. Alternative greetings are played to internal and external callers.
- Extended absence greeting.**

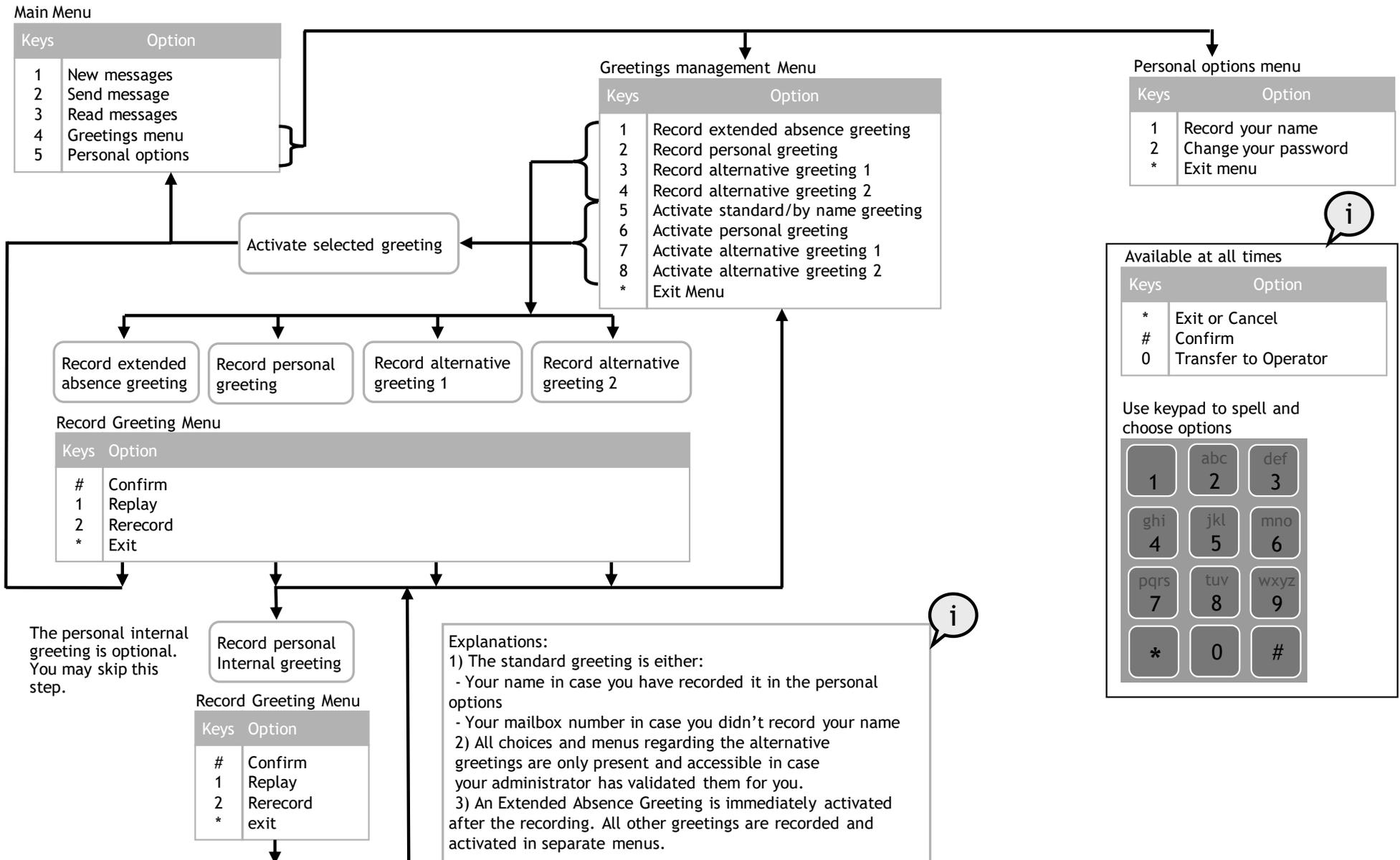
The extended absence greeting is dedicated to situations where you are out of the office for a planned period of time, with no or limited access to your voice messages. The aim of this message is to inform internal and external callers of your absence (e.g. when you are on holidays). When an extended absence greeting is activated, callers are explicitly made aware that you may not be able to listen to your voice messages soon. They have to press a key to be able to leave you a message.

When an extended absence greeting is activated, the system informs you each time you log into your mail box. At this stage, you can either retain or delete your extended absence greeting. If you decide to delete it, the system activates the greeting that was played before your extended absence message was activated. Unlike all other greetings, the extended absence greeting is automatically activated after it is recorded.

## 2.4 All options of the Telephone User Interface

A full description of all available options of the Telephone User Interface is presented on the diagrams below:





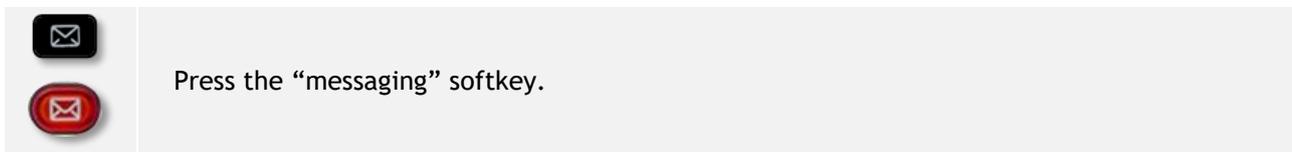
# 3 Messaging Services Graphical User Interface

Most Alcatel-Lucent deskphones with graphical screen provide access to the main voice messaging features via a Graphical User Interface.

Typically, you can:

- Consult/manage your list of voice messages.
- Listen to a voice message.
- Reply with a voice message.
- Call back the sender of a voice message.
- Display the header of a voice message.
- Manage and configure the greetings.
- Manage passwords.

## 3.1 Accessing the Graphical User Interface



## 3.2 Listening to your voice messages

1. Select Voice mail.
2. Enter the password (required if configured by the administrator) and press "Apply".

The list of voice messages is displayed:

-  : indicates a message is a priority message.
-  : indicates a message is not a priority message.

Unread messages are displayed in bold characters.

3. Select the message with the navigator keys then press the OK key to display a popup menu and select "Play". Your set rings. Pick up the phone and listen to the message.

4. While listening to a message you can:

<u>Select:</u> <b>Begin</b>	<u>To:</u> Listen again from the beginning
<b>Stop</b>	Stop listening to a message
<b>Rewind</b>	While listening to a message you can rewind the listening (10s steps)
<b>Advance</b>	While listening to a message you can jump forward to the listening (10s steps)
<b>Pause</b>	Pause a message
<b>Play</b>	Start listening again after a pause
<b>Delete</b>	Delete a message

5. At the end of a message you can:

<u>Select:</u> <b>Begin</b>	<u>To:</u> Listen again from the beginning
<b>Delete</b>	Delete a message
<b>Back Key</b> (  ,  )	Go back to the list of voice messages

### 3.3 Replying to a voice message

Replying to a voice message with a voice message is only possible when the sender of message have an account on the same voice mailbox and if your administrator has granted you the rights to use this feature.

1. Select Voice mail.
2. Enter the password.
3. In the list of messages, select the message you want to reply to with the navigator keys then press the OK key to display a popup menu and select "Reply to sender".
4. Select **Record** to start recording. Your set rings. Pick up the phone and start recording your message after the beep. While recording your message you can:

<u>Select:</u>	<u>To:</u>
<b>Record</b>	Restart recording from the beginning
<b>Stop</b>	Stop recording
<b>Play</b>	Stop recording and listen to your message
<b>Send</b>	Stop recording and send the message

5. After having stopped the recording you can:

<u>Select:</u>	<u>To:</u>
<b>Record</b>	Restart recording from the beginning
<b>Stop</b>	This key is inactive in this context
<b>Play</b>	Listen to your message
<b>Send</b>	Send the message



While recording a message or after you have stopped recording, press the "back key" at any time to go back to the list of voice messages.

### 3.4 Calling back the sender of a voice message

1. In the list of messages, select the message of your choice with the navigator keys then press the OK key to display a popup menu and select "**Sender callback**".
2. Your set rings. Pick up the phone and wait for the destination set to respond to your call.

### 3.5 Displaying the header of a voice message

1. In the list of messages, select the message of your choice with the navigator keys then press the OK key to display a popup menu and select "**Message header**".
2. The following information is displayed:
  - a. Calling number
  - b. Date and time of the message
  - c. Length of the message

3. You can:

<u>Select:</u>	<u>To:</u>
Play	Listen to your message
Delete	Delete a message
Back Key	Go back to the list of voice messages
	

### 3.6 Deleting a voice message

In the list of messages, select the message of your choice with the navigator keys then press the OK key to display a popup menu and select "Delete". This automatically goes back to the list of remaining messages.

### 3.7 Manage and configure the greetings

Once you accessed the visual voicemail you can choose to press the Greetings softkey. This feature will help you to manage and configure the greetings.



- The active greeting is highlighted with a ">". In this example, "Personal" is the active greeting,
- "Alternative 1" and "Alternative 2" are only available when activated by the administrator for the user,
- "Name" greeting is the default greeting,
- "Delete all greetings", option to delete all recorded greetings..

#### Activate, record or play a greeting



Using the up and down navigator to select the type of greeting you want to activate, play or record. The selected greeting is highlighted.



Press the "OK" key to access the "Activate", "Record" or "Play" feature. The "Play" feature is displayed only if a greeting was previously recorded.

### Playing a greeting

Select the greeting you want to play, press **“OK”** then select **“Play”** and press **“OK”** again. You can then **“Start”** or **“Stop”** the listening to the greeting by pressing on the associated softkey.

### Recording a greeting

Select the greeting you want to play, press **“OK”** then select **“Record”** and press **“OK”** again. You can **“Start”** the recording or **“Exit”** the greeting recording. While recording, the duration is displayed on the screen. You can stop the recording by pressing on the associated softkey.

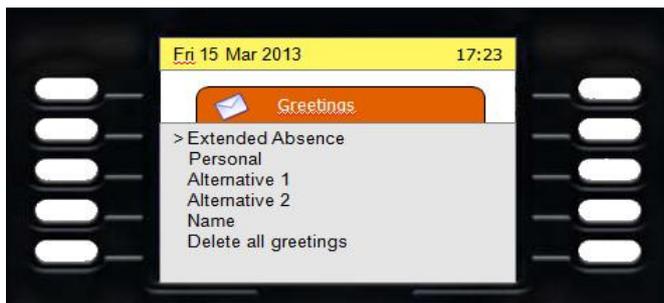
Once the recording is stopped, you can press on :

- **“Accept”** to validate the recording,
- **“Exit”** to go back to the greeting menu without validating the recording,
- **“Play”** to listen the recorded greeting,
- **“Re-record”** to record again the greeting message.

Pressing on **“Accept”** validates the recording but does not activate it.

### Activating the greeting

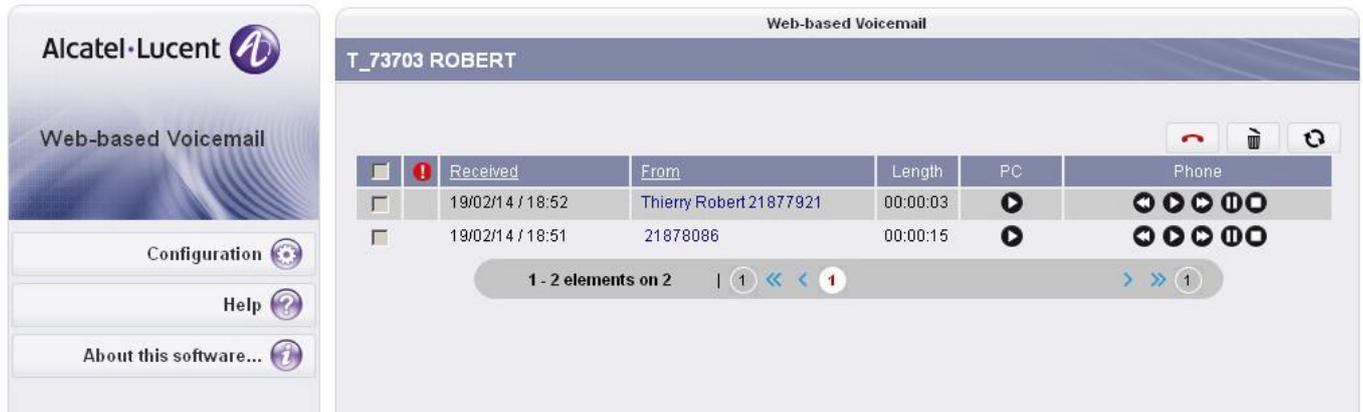
Select the greeting you want to activate, press **“OK”** then select **“Activate”** and press **“OK”** again. The greeting is activated. The activated greeting is highlighted by an **“>”** sign.



# 4 The Web Interface

## 4.1 Accessing the Web Interface

The Web interface allows to listen to your voice messages and to access to the configuration of all options available for your mailbox. Connect via an Internet browser to the URL provided by your administrator.



### Standard Connection

- Enter your Login.
- Enter your password.

### Connecting for the first time

- Enter your Login (as provided by your administrator).
- Enter the default password provided by your administrator.
- Go to the "Passwords" area and change your password.

**Note:** The login and password for the graphical user interface are usually different from the login and password for the Telephone User Interface (TUI).

### Listening to messages on PC

The web based voicemail allows you to listen to your messages. You can choose to listen to them on your computer by clicking on the "Play" icon of the PC column.

A popup window will open and ask you whether you want to download the message or listen to it. If you choose "Listen", the default multimedia player of your computer will open and you can listen to the message.

### Listening to messages on your phone

The web based voicemail allows you to listen to your messages. You can choose to listen to them on your phone by clicking on the "Play" icon of the Phone column.

The rewind, advance, pause, stop or play options are accessible from the web based voicemail in the Phone column.

### Hang up

At any time you can hang up the listening of a voice message by clicking on the Hang up icon .

### Delete messages

To delete messages, select them via the checkbox in the first column and then click on the delete icon .

## 4.2 Configuration

The Web Configuration is divided in several areas, accessible from the top of the window. Passing your mouse over one of the icons highlights it. Click an icon to access the corresponding area.



In all these areas, several command buttons are available to the left of the window:

- |   |   |
|---|---|
| <u>Select:</u>  | <u>To:</u>  |
|  | Save changes. Click this icon to apply your configuration modifications |
|  | Cancel the modification you have made                                   |
|  | Access the online help  |
|  | Sign out  |

### Options available in the "General" area



- Select the language of your choice:
  - For the Telephone User Interface (TUI)
  - For the Web Interface (Display language)
- Select your present Time zone

This guarantees that the system announces the message-receiving-time corresponding to your time zone

### Options available in the "Phone numbers" area



This area is divided in 2 sections:

- Professional numbers: Most professional numbers cannot be configured by end users. Your administrator has configured them for you.
  - "Directory number" corresponds to your office phone.
  - "Professional Voice Mail" corresponds to your voice mail number.
- Personal numbers (optional).
  - "Personal Mobile" corresponds to your personal GSM set.
  - "Personal Home" corresponds to your number at home.

If your personal numbers (mobile or home) are defined in this area, the voice mailbox recognises your personal phone numbers and you just have to enter your password (if DTMF code are available by your provider and if the secret identity is not activated).

## Options available in the "Voice Mail" area



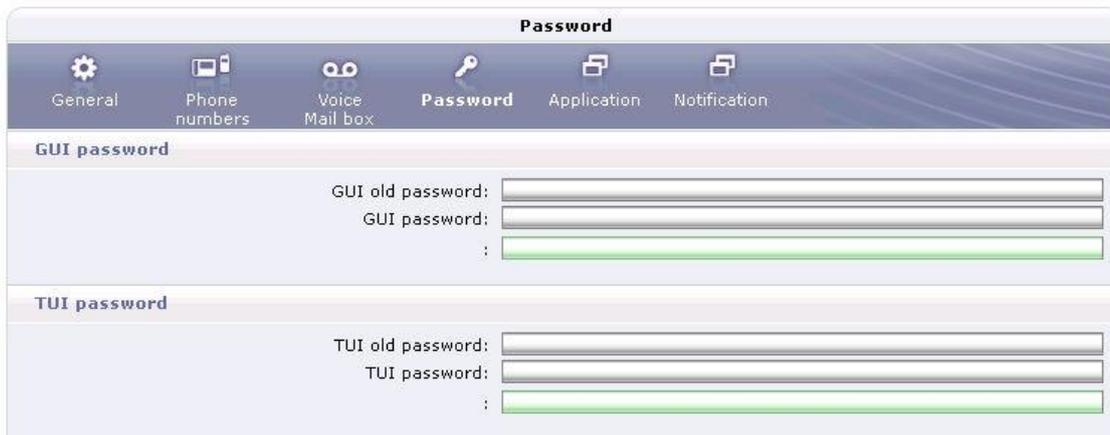
### Greetings section:

- **Manage your greetings**  
Validate the checkbox next to the greeting that you want to activate. To record greetings, see section "Manage and configure the greetings" in "Messaging Services Graphical User Interface" chapter.

### Options section:

- **"Option answer only"**: When this option is activated, callers can hear your greeting message but cannot leave a message.
- **"Option addressing by name"**. When sending a voice message to another person that has a voice mail account, the system can address the message by the destination mail box number or the recipients name. Select the option you prefer.
- When you connect to your voice mail, the system announces the number of present messages. The option **"Option automatic reading"** activates the automatic playing of messages.
- When the option **"Option mail deleting confirmation"** is activated, you are requested to confirm each time you decide to delete a voice message via the TUI.

## Options available in the "Passwords" area



Manage your passwords for the Telephone User Interface and the Graphical User Interface.

### Application section



Click on the link to navigate to the web-based voicemail interface where you can consult your messages.

## Message notification section



Depending on the rights granted by your administrator, you can receive e-mail and/or an SMS notifications each time you receive a new voice message. Notifications contain information on the person who left you a message, as well as the time and directions to consult your voice message. In case of an e-mail notification, the voice message can be attached as a file. Your administrator can provide more information on how this functionality has been adapted to corporate operations and indicate the features that you can use.

- **“Notification mail”**  
This checkbox allows to toggle the e-mail notification on or off. If validated, you receive e-mail notifications. Your administrator may block your right to modify e-mail notification activation/deactivation. When this is the case, this checkbox is grayed and not modifiable.
- **“Mail notification address”**  
This field allows to enter the address to which e-mail notifications must be sent. It is, typically, your professional e-mail address. Your administrator may block your right to modify the e-mail notification address. When this is the case, this field is not modifiable.
- **“Notification SMS”**  
This checkbox allows you to toggle the sms notification on or off. If validated, you receive sms notifications. Your administrator may block your right to to change or activate the sms notification. When this is the case,, this checkbox is not modifiable.
- **“Phone notification number”**  
This picklist allows you to select the mobile phone to which sms notifications are sent. In case your administrator has managed your professional mobile phone number in the “My Numbers” area, you may select it. The same applies to your personal mobile phone. To be notified on any other mobile phone, select “Other mobile phone” and enter the corresponding phone number in the field displayed below the picklist.