

Voice mail

01/08

Dear User!

Thanks for purchasing Intelbras voice mail. This product was developed to assist you in your day to day message service using all the latest feature of a messaging service.

For proper installation and configuration, we recommend that you carefully read all the instructions contained in this manual.

We also value your comments to assist us in improving the content of this guide. Please feel free to contact us with your suggestions. e-mail: document@intelbras.com.br or Fax: + 55 48 3281 9505.

Introduction

Intelbras Voice Mail allows the PABX to divert unanswered calls to a system that records and store the message, therefore replacing the answering machine.

- Personalised greeting messages ;
- New messages prompt ;
- External access to messages;
- Access with password.

Installation

Install your voice mail as close as possible to your PABX, avoiding the followings :



Place without ventillation, or with heat source or vibrations.



Walls with intense light, behind doors or below windows etc.

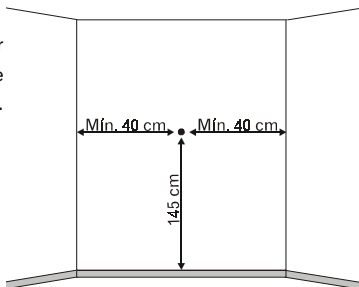


Next to electrical and electronic equipments with source of interference.

Wall Mounting

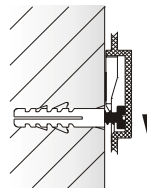
1

Select the point to drill (1,45mtr above floor, and min 40 cm to the sides).



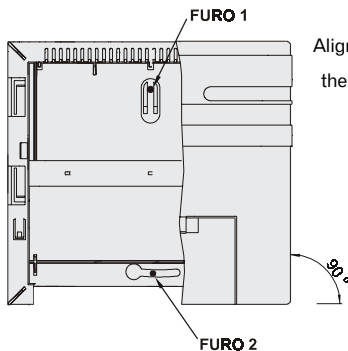
2

Drill the hole, inset bushing and screw. Finally insert the voice mail into the screw head and push downwards.



3

Align voice mail and mark the point for the second screw (hole2).



4

Remove voice mail and drill second hole.

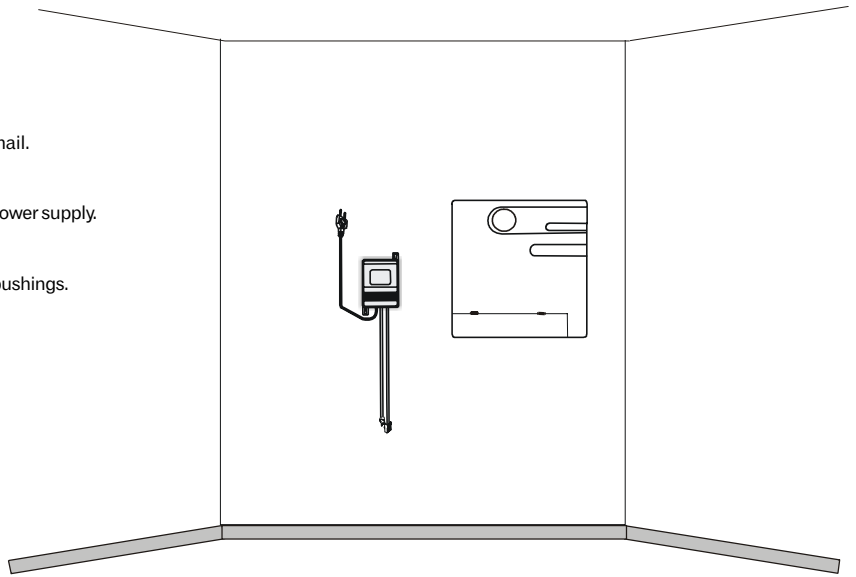
Finally, insert the box into the upper screw, align it and then put the second screw and fasten.

Installing the power supply

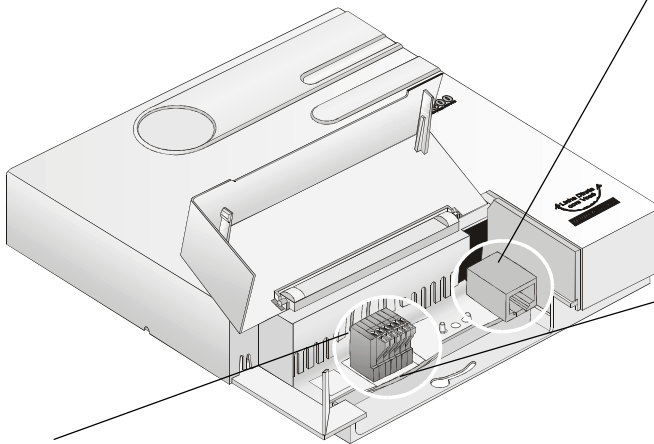


Check voltage selector before using the power supply (110/127 ou 220 Volts) as per your local electrical network.

- 1** Install the power supply next to your voice mail.
- 2** Drill the holes as per their positions in the power supply.
- 3** Install the power supply using screws and bushings.

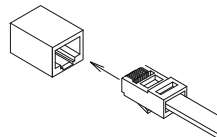


The Wiring

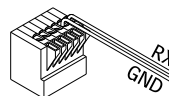


Power supply

Connect power supply wire to CN12 (CN1 for version 2.0) of Voice Mail, and then connect the power supply to electrical network (110/127 or 220 Volts).



Voice communication/PABX



In the Voice Mail, connect the input wires to RX e GND of connector CN10 (CN2 for version 2.0).

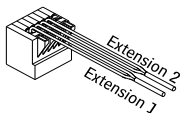
Extensions



Voice mail channels must be connected to analog extensions!

Connect channels 1 and 2 respectively to 1st and 2nd physical position of PABX.

Example: if you set the physical position of PABX to 51+18+87 and 51+19+87, channel 1 and 2 of voice mail should be connected to position 18 and 19.

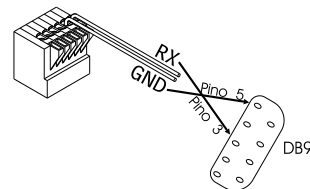


Push the pin of CN10 (CN2 for version 2.0) downwards, insert wires and release.

PABX 141 and 95 Digital connect the wires to output TXDB and GNDa of PABX (connector CN5).

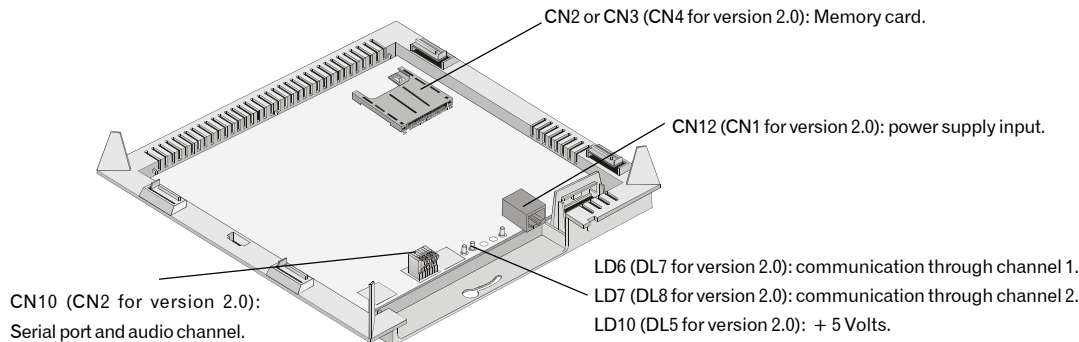
PABX 6000, 8000, Corp 16000 connect wires to output TXDB and GNDa of PABX (connector CN28). On the central Corp 6000, connect the cables to TXDB and GNDa outlets of central (connector CN13) and Corp 8000 (connector CN16).

PABX 141 Digital you must setup a wire to make the connection:



After setting up the wire (DB9), connect it to CN 4 of PABX.

Internal components



Technical specifications

Capacity	2 channels and 2 hours of messages - using Smartmedia card for version 2.0, using internal memory.
Electrical protection	Built in power supply.
AC power supply	110/127 or 220 Volts, 50 or 60 Hz.
Maximum power	24 W.
Dimension	200 x 185 x 45 mm..
Weight	1,2 Kg.
Voice mail power	1,4W
Monthly power KWh	1 KWh
Operational temp	0° to 55°C

Starting the Voice Mail

- 1** Connect PABX and keep Voice Mail disconnected - leds 6 and 7 (leds 7 and 8 for version 2.0) remains ON;
- 2** Configure in PABX the physical position of the voice mail channels (see "numbering plan");
- 3** Set the extensions to use the Voice Mail service, see "Access categoria to Voice Mail";
- 4** Configure the users extensions to divert calls to voice mail, see "Types of call diversions to voice mail";
- 5** Connect voice mail; after few seconds leds 6 and 7 (leds 7 and 8 for version 2.0) turns OFF and led 10 (led 5 for version 2.0) remains ON, indicating that the equipment is working properly.



When programming your voice mail, three types of beeps can be emitted indicating three different situations :



(Continuous tone with short intervals)

Ready for programming.



(Slow tone with medium intervals)

Correct programming tone.



(Fast tones with short intervals)

Incorrect programming tone.

Numbering plan

You can associate the channels number with their physical position in the PABX.

A programação das posições de Voice Mail é consecutiva, ou seja, o primeiro número de posição programado será sempre o canal 1 e o segundo número será o canal 2, independentemente do número escolhido.



EXTENSION

Lift the main extension's handset;



enter in main programming mode;



press 5 + 1;

physical position

set voice mail physical position;



press 8 + 7;



Wait for correct programming prompt;



Hang up.



A posição física 00 não pode receber Voice Mail.

Recomendamos também que a posição física 01 não seja configurada como posição de Voice Mail.

Posição física:

00 a 95 (ramal 200 a 295) para a 126 Digital

00 a 47 (ramal 200 a 247) para a 80 Digital

00 a 15 (extension 200 to 223) for Corp 6
000

00 a 23 (extension 200 to 223) for Corp 8000

00 a 39 (ramal 200 a 239) para a 10040

00 a 63 (ramal 200 a 263) para a 16064 and Corp
16000

Cancelling physical position



Lift the main extension's handset;



enter in main programming mode;



press 5 + 1;

physical position

enter position to be cancelled;

extension n°

enter extension number to use physical position;



Wait for correct programming prompt;



Hang up.

► Example: you connect voice mail channels to physical positions 18 and 19, in programming mode, press **51 + 18 + 87** e **51 + 19 + 87**. To cancel, press **51 + 18 or 19 + extension number** to use the position.

Access category to Voice Mail

Define the extensions to use the voice mail service.



Lift the main extension's handset;

1 **2** +

main password

enter in main programming mode;

3 **7** **9**

press 3 + 7 + 9;

category

select category;

extension n°

enter extension number to use the voice mail;



Wait for correct programming prompt;



Hang up.

4 Extension cannot program call diversion to voice mail .

5 Extension can program call divert to voice mail .



Aterring the extension category
will delete all greetings
messages and password.

Types of call divert

At least two types of call divert must be programmed : Divert if nusy and/or Divert if no answer.

Extension busy



Lift the main extension's handset;



press 1 + 4 + 4;



press 8 + 7;



Wait for correct programming prompt;



Hang up.

to cancel



Extension not answering



Lift the main extension's handset;



press 1 + 4 + 5;

n^o of rings
(3 to 7)

define number of rings before diverting call;



press 8 + 7;



Wait for correct programming prompt;



Hang up.

to cancel



Call Divert Situations

Extension status

Situations : PABX “diverts” a call to Voice Mail

Busy extension

- * Echained intercom to busy extension;
- * Intercom to busy extension;
- * Incoming call attended automatically and diverted to busy extension;
- * Incoming call transfer to busy extension.

Free extension

- * Incoming call attended automatically and diverted to free extension;
- * Call transferred to free extension;
- * Intercom to free extension.

Extension status

Situations : PABX “does not divert” a call to Voice Mail

Busy Extension




- * Emergency call;
- * Busy extension is operator;
- * Divert if not answer from from extension to busy extension;
- * Overflow call from queue to busy extension;
- * Busy extension in boss-secretary group;
- * Follow-me from extension set as boss-secretary;
- * Intercom to busy group;
- * Call transferred to group with all extensions busy;
- * Intercom inquiry to busy extension.

Free extension

- * Call transfer to free group;
- * Call overflow from queue to free extension;
- * Free extension is doorphone attendant;
- * Emergency call to free extension;

Password for Voice Mail

You can set or alter the access password to your voice mail, meaning that you can either use a private password or the default factory password. ► **Senha padrão de fábrica: 1234**

 Characters  and  cannot be used to make a password.



Lift handset (with the password);

  +
password

Access Voice Mail;



prompt message : "Alter mail box options";



prompt message : "Alter password", followed by "After signal enter new password with 4 digits" (**except # and ***);

message prompt "enter password again";



Wait for correct programming prompt;

Cancelling access password



Lift the main extension's handset;



main password

enter in main programming mode;



press 6 + 8;

extension n°

to which belong the password (the extension will then use the default password: 1234);



Wait for correct programming prompt;



Hang up.

New Messages prompt

There are three forms to prompt for new messages : call an external number; Leds of key system flashing, differentiated dial tone.



Lift handset;

► **Default setting:** from extension.



access Voice Mail;



message prompt : "Alter mail box options";



message prompt : "Alter forms of new messages prompt";

Menu option

select option;

Messages prompt options:

3 through key system.

4 call external number.











Hang up.

► choosing option 4, the voice mail calls an external number everytime a new message is stored.

In the key systems, the key indicating new messages can be used to access the voice mail, (for TI 630i this key must be programmed - see the user manual).

Defining external number

	Lift handset;	
	acesse Voice mail;	<div>Se ainda não foi programada uma senha específica para o ramal, você poderá utilizar a senha original de fábrica: 1234</div>
+ senha acesso		
	message prompt : ("Alter mail box options")	
	message prompt : "Alter forms of new messages prompt"	
	messages prompt: "to access programmed number, press 3, to alter number, 4, to exit menu, 0";	
	press 4, to play "enter phone number to receive message prompt;	
+ external number		
	Wait for correct programming prompt;	
	Hang up.	

Resetting the Voice Mail



Resetting the voice mail deletes all messages and the password returns to default factory.



Lift the main extension's handset;



;

main password



Wait for correct programming prompt;



Hang up.

Using the voice mail

Communication between the user and voice mail service is done through the menus, that allow navigation between various options.



Your extension must have access category to voice mail.

message time must exceed 2 seconds to be recorded. Maximum time for each message is 1 minute.

If no key is pressed after receiving the message. The user is disconnected from the voice mail.

Calling the voice mail



Lift handset;

8 7

or

dedicated key
of KS

password

you password.

choose the options from the menu,

if no password is programmed,
you can use the default
password, 1234; to program the
exclusive password, see
“Programming or altering the
access password to voice mail”.

- The key systems TI 530, TI 3130 Digital, can access the voice mail a dedicated pannel key. The Ti 630 requires programming a key to access voice mail

Playing messages

From your extension



Lift handset;

8 7 +

senha acesso

access your Voice mail ;

4

prompt message: "play messages";

Em seguida será apresentado o conteúdo da primeira mensagem, seguido do menu de opções.

From another extension with access category



Lift handset;

8 7

prompt message : "Welcom to the voice mail. enter password";

press * (to indicate you are accessing from a different extension);

extension nº

enter your extension number;

access password

note your password number.

em seguida serão apresentadas suas mensagens em sequência, além do menu de opções.

From Extension without access category



Lift handset;



extension n^o

your extension number;

senha acesso

your password.

From outside



external n^o

Lift handset and call the number where the voice mail is installed;



After the auto-attendant, press 87, or wait for operator to be transferred to voice mail;

extension n^o

at the prompt "enter mail box number", enter your extension number;

access password

note your password number;



press 4 ("to play messages").

Calling from outside without auto-attendant

The PABX to which the voice mail is connected must have an E1 link with DID service.



Lift handset and call the DID number ;



wait for number of rings to be diverted to voice mail;



after message prompt, press #, to indicate that this is an external call;

password access

enter your password number;

Recording Personal Greetings

► The voice mail comes with a default greeting message



Lift handset;



access password

access the voice;



message prompt : "Alter mail box options";



message prompt : "Record new greeting message". The previous message is deleted;

Record your personal message

after the message prompt "After the beep record your message ending silently", record your message(max 30 seconds);

if the message is short, press the key nute until the beep indicating that the recording time is over or hung up.



after the 30 second time you receive a beep of message end;

The mail box menu is again prompted.

to play recorded message press, press **3**.

Attending an external message prompt

If the voice mail is programmed to forward calls to an external number, you receive a voice mail call, using a secured mode through the password .



When answering the voice mail call, the following message is played
"automatic message service, to access press 0";

0

access password

enter your private password;

4

press 4, to play: "Play messages".

► if no key is pressed after the message, the caller is disconnected from voice mail.

The voice mail will only call again when a new message is recorded.