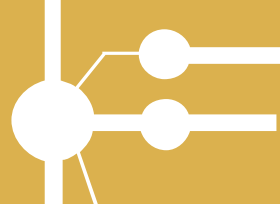
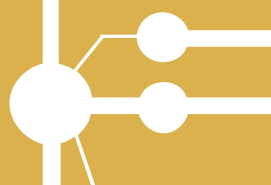


USER MANUAL VoiceMail

Version 1.0

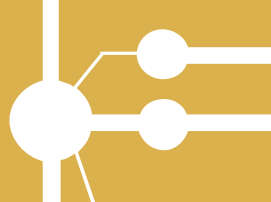


*Dear customer,
let us congratulate you on having purchased the **2N[®] OMEGA Lite** system with the **VoiceMail** application. This new product has been developed and produced in order to provide the maximum utility value, quality and reliability to the user. We hope you will be fully satisfied with the application for a long time.*



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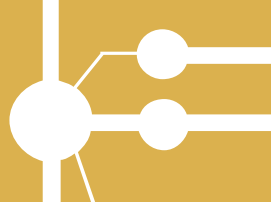
1. Introduction

The VoiceMail application integrated in the VoIP module provides a high comfort to the 2N[®] OMEGA Lite system users.

Having missed a call, you can retrieve a voice message stored in the integrated VoIP module. You are notified of the message in variable ways. You either find the count of new voice messages on your key phone display, or hear a voice notification upon picking up the handset or HandsFree, or get a text SMS if your PBX is equipped with a GSM module.

The maximum total length of one voice message is 1 minute. You can access your voice messages from any internal (subscriber) telephone line. To use a line other than your own for listening to a voice message, enter the user password to get into your VoiceMail box. The Mobility Extension users may retrieve voice messages outside the PBX too.

Read this manual carefully to set up and use the VoiceMail service correctly. For VoIP module settings refer to the detailed manual.



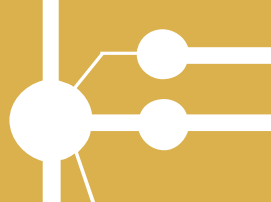
2. How to Use VoiceMail

Having been assigned the right to use the VoIP module VoiceMail box, you can select the VoiceMail forwarding options.

2.1. Call Forwarding to VoIP VoiceMail

You can use all forwarding options available in your PBX (Immediate, At absence, If busy) to forward your calls to the VoiceMail box. However, remember to forward your calls as if forwarding to an external (CO) line, i.e. with the FLASH button confirmation on your telephone set.

	Pick up the handset and wait for the internal dial tone (————).
 nnPmm	1. To forward <u>all of your calls</u> to the VoiceMail box, dial '#11nnPmm', where nn is '86' for access to the VoIP trunk, P is '5' as the VoIP VoiceMail prefix and mm is your internal line number to be forwarded to the VoiceMail box;
or	2. Or, to forward your calls to a colleague outside the company only in case <u>your line is busy</u> , dial '#12 nnPmm', where nn is '86' for access to the VoIP trunk, P is '5' as the VoIP VoiceMail prefix and mm is your internal line number to be forwarded to the VoiceMail box;
 nnPmm	3. Or, to forward your calls to a colleague or your mobile phone only in case you <u>fail to answer the call on your telephone</u> within a time limit, dial '#13 nnPmm', where nn is '86' for access to the VoIP trunk, P is '5' as the VoIP VoiceMail prefix and mm is your internal line number to be forwarded to the VoiceMail box;
or	4. Or, to forward your calls according to items 2 and 3 at the same time, dial '#14 nnPmm', where nn is '86' for access to the VoIP trunk, P is '5' as the VoIP VoiceMail prefix and mm is your internal line number to be forwarded to the VoiceMail box.
 nnPmm	
	Push FLASH or R.
	Listen to the service-executing message.



Hang up.

C You may forward your calls only if you have been allowed so in the configuration and have been assigned the relevant private call right.

To cancel all call forwarding settings:



Pick up the handset.



Listen to the call-forwarding message if you have selected the permanent forwarding option.



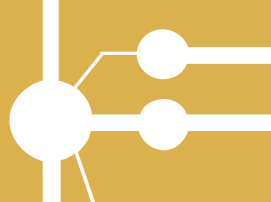
Dial '#10'.



Listen to the service-executing message.

Example: Suppose that you want to assign internal line 11 immediate call forwarding to VoiceMail box and the VoIP module and PBX default settings have not been changed, then push:





#11 86 5 11 FLASH.







2.2. Selecting VoIP VoiceMail Box

You are notified of a VoiceMail message in variable ways. You either find the count of new voice messages on your key phone display, or hear a voice notification upon picking up the handset or HandsFree, or get a text SMS if your PBX is equipped with a GSM.

2.2.1. From Your Internal Line

	Pick up the handset and wait for the internal dial tone (—————).
  Pmm	Dial '86' for access to the VoIP trunk, P = '5' as the VoIP VoiceMail prefix and mm as your internal line number.
	Wait until VoiceMail seizes the line and follow the voice menu instructions.
	Hang up.



2.2.2. From Another Internal Line

	Pick up the handset and wait for the internal dial tone (—————).
  P	Dial '86' for access to the VoIP trunk and P = '5' as the VoIP VoiceMail prefix:
	Wait until VoiceMail seizes the line and follow the voice menu instructions.
	Hang up.



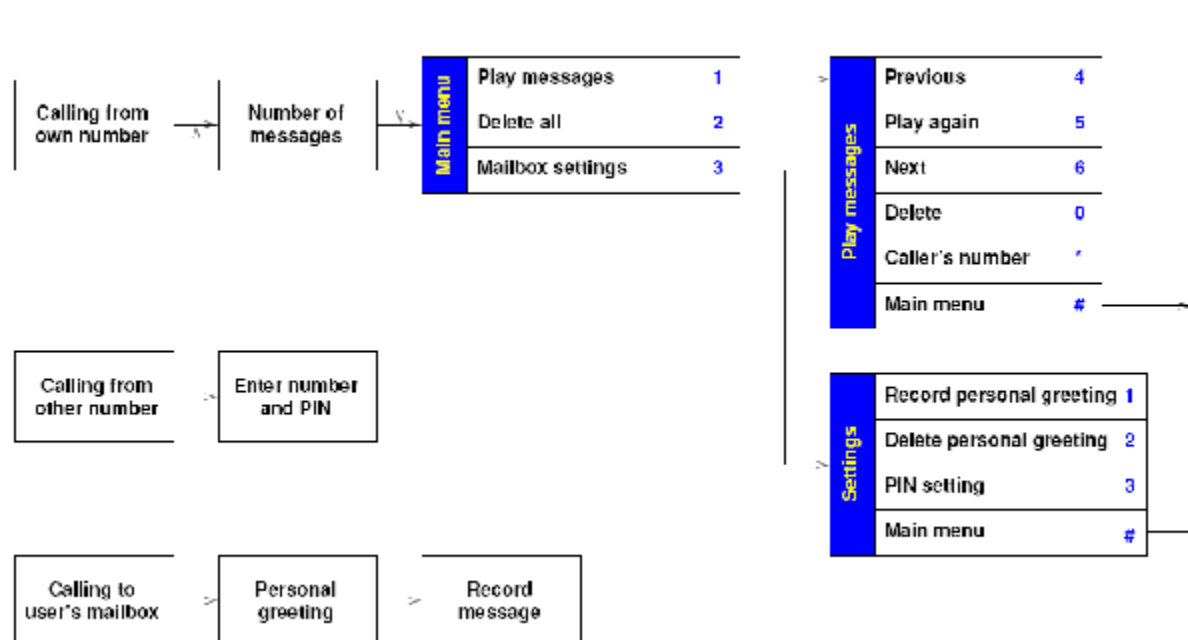
2.3. Passing VoiceMail Box to Another Line

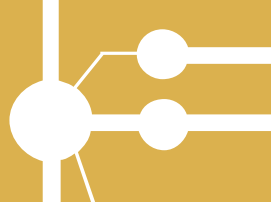
The VoiceMail system enables you to pass a mailbox to another internal line by calling directly to its VoiceMail box (if the line has been assigned one).

	Pick up the handset and wait for the internal dial tone (————).
8 6 Pmm	Dial '86' for access to the VoIP trunk, P = '5' as the VoIP VoiceMail prefix and mm as the internal line number to which you want to pass your mailbox.
	Wait until VoiceMail seizes the line and follow the voice menu instructions.
	Hang up.

2.4. VoiceMail Box Menu

For how to scroll through the VoiceMail menu refer to the diagram below. To initiate an action, push the appropriate DTMF button on your telephone.





3. Settings

To operate the VoiceMail service on an integrated VoIP module, select the relevant settings and assignments both for the VoIP module and the 2N[®] OMEGA Lite PBX. Most VoIP module settings are default values and therefore need not be changed unless for a serious reason.

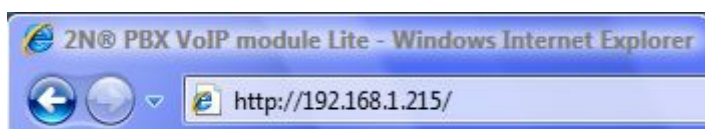
3.1. VoIP VoiceMail User Settings

This manual assumes that the VoIP module has been configured properly for your internal IP network traffic and thus considers the PBX system including the VoIP module fully operational.

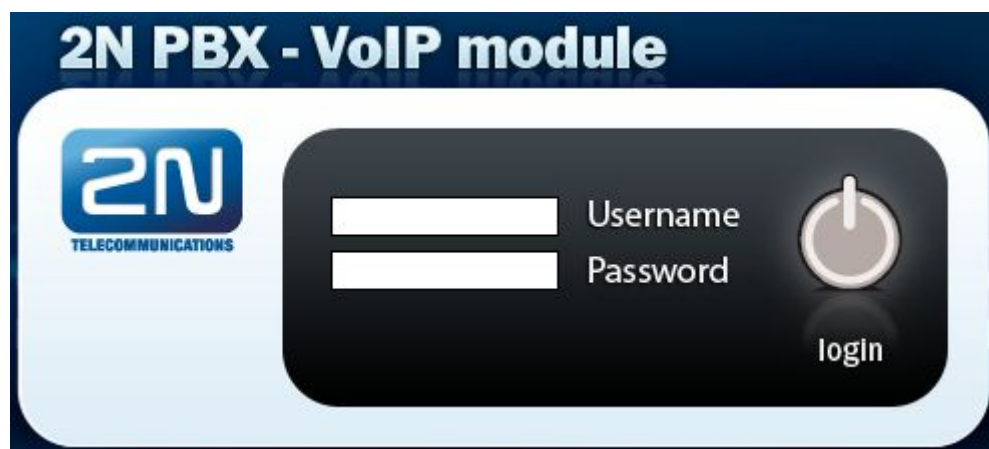
The user may enable or disable the VoiceMail system after a due login to the VoIP module.

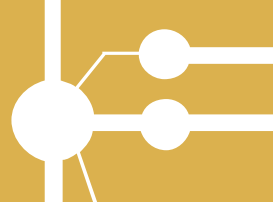
3.1.1. Configuration Login

For configuration use a web browser such as the Internet Explorer. Enter the VoIP module IP address provided by the system administrator as the login page address.



The login dialogue gets displayed.

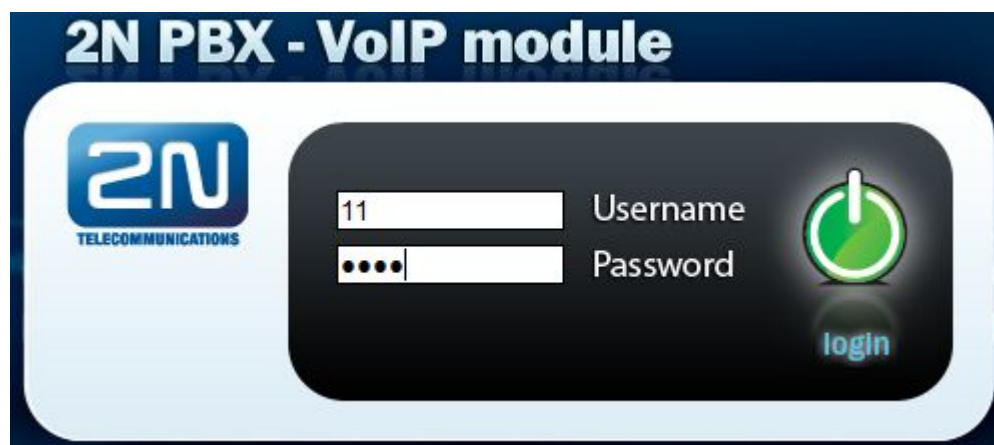




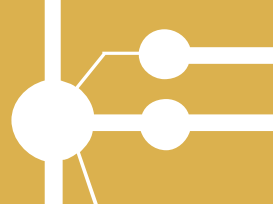
Enter:

Username - your line number.

Password - login password (default = 1111).



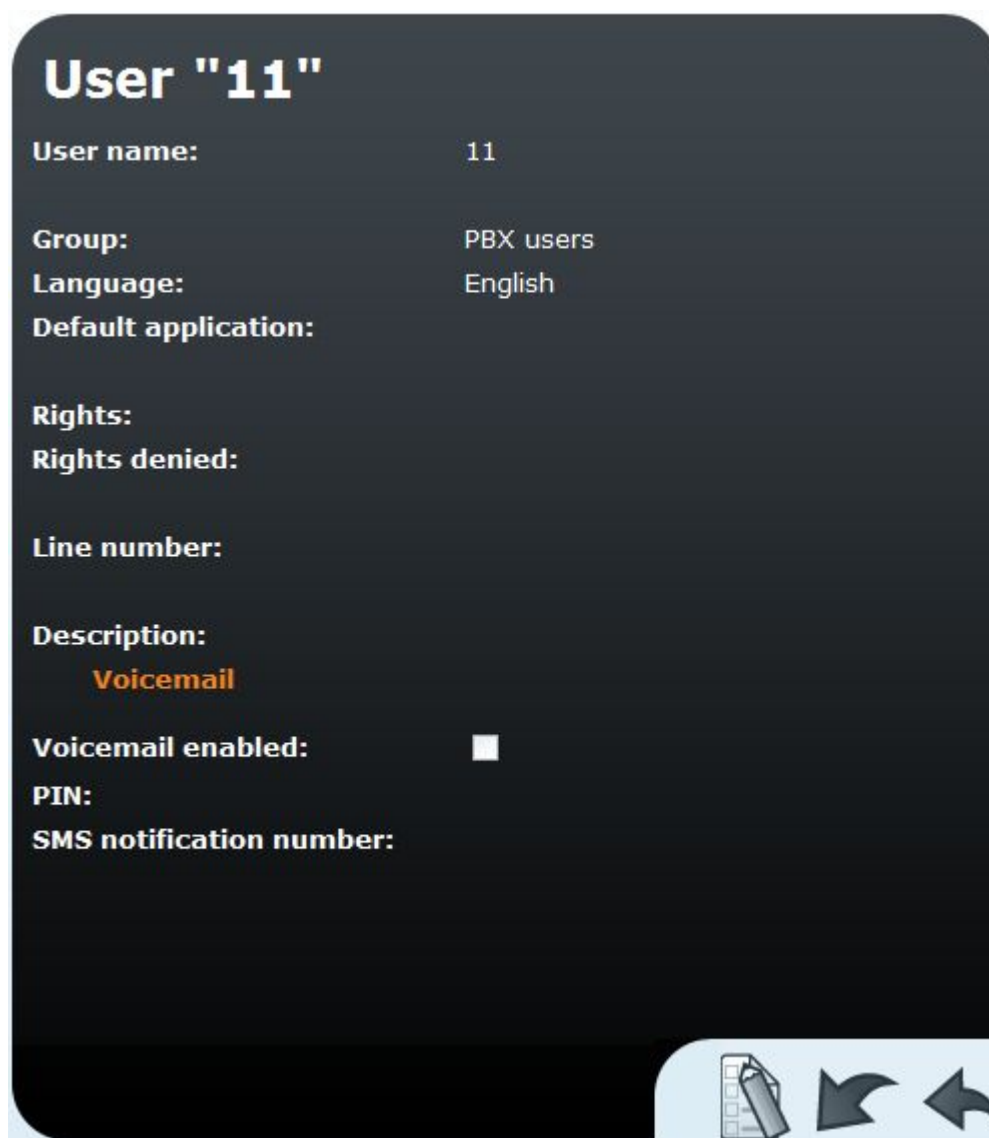
Push **login** for confirmation.

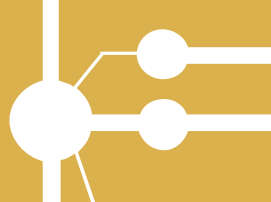


3.1.2. User Parameters

Upon login, an introductory screen is displayed showing the options of the VoIP module connected.

Select the user settings in the **User management, Password** section.






To change a setting push  .

Modify user "11"

New password:	<input type="password" value="...."/>
Confirm new password:	<input type="password" value="...."/>
Language:	English ▾
Default application:	User management ▾
Line number:	<input type="text"/>
Description:	<input type="text"/>
Voicemail	
Voicemail enabled:	<input checked="" type="checkbox"/>
PIN:	<input type="text" value="1111"/>
SMS notification number:	<input type="text" value="123456789"/>



Here enter:

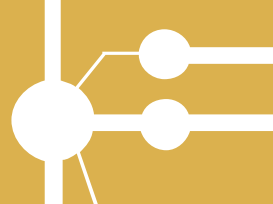
New password – a new configuration login password.

Confirm new password – re-enter the new configuration login password.

Language – select the configuration language (CZ, EN, SK).


VoiceMail enabled – enabled/disabled.

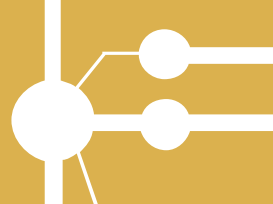
PIN - 1111 (default value that can be changed by the user in the voice menu any time later) – used for entering the VoiceMail box from a line other than the user's line.



SMS notification number – a GSM number for sending SMS messages notifying that a voice message has been received if the PBX is equipped with a GSM module with a valid SIM card.



Push  to confirm the settings.



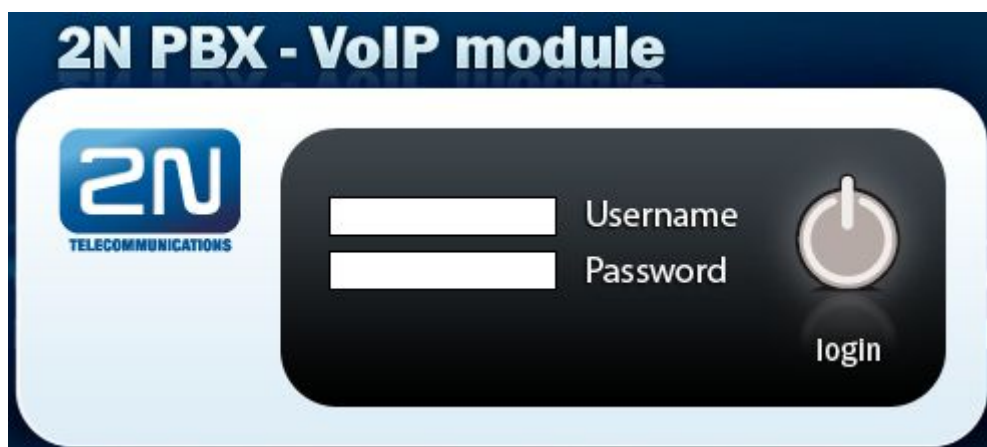
3.2. VoIP VoiceMail Administrator Settings

3.2.1. Configuration Login

For configuration use a web browser such as the Internet Explorer. Enter the VoIP module IP address as the login page address.



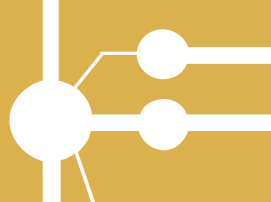
The login dialogue gets displayed.



Enter:

Username – Administrator login name.

Password – Administrator login password.

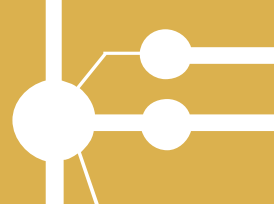


Push **login** for confirmation.

3.2.2. VoiceMail Licence

The VoiceMail licence has to be added to the VoIP module for a correct function of the VoiceMail service. After login to the VoIP module on the introductory page, use the web browser link to the VoIP module IP address to find the VoiceMail licence in the list of available licences. The number of clients authorised to use the VoiceMail service (VoiceMail users) is displayed here.

If no VoiceMail users are displayed, then obtain the licence from the supplier and add it to the VoIP module. To do this, use the **Administration, Add licence** section of the configuration tool.



2N PBX - VoIP module Admin

SK CZ EN

2N TELECOMMUNICATIONS

Main configuration
Filtering
Port mapping
DHCP server
DNS proxy
VRRP
Dynamic DNS
Data connection

Network User management Telephony services Administration Status & Logs

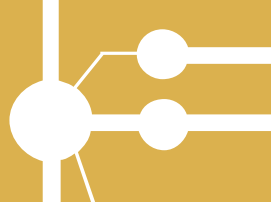
License

Name	2N TELEKOMUNIKACE a.s
Company	2N TELEKOMUNIKACE a.s.
E-mail	support@2n.cz
Proxy server users	10
VoIP audio channels	2
Voicemail users	2
SNMP	Enabled
SMS users	UNLIMITED
Data connection	Enabled
SIP	Enabled
H.323	Enabled
Softswitch	Enabled
Softswitch calls	UNLIMITED
Expires (hours)	799

System information

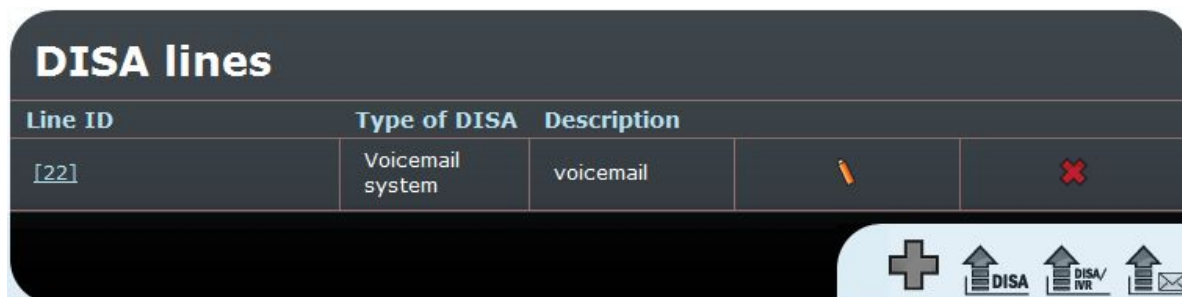
Manufacturer	2N TELEKOMUNIKACE a.s.
Version	2.2.9
Serial number	07-1179-0002
System uptime	11:01
Process uptime	10:03

Logout ⓘ



3.2.3. VoiceMail Line

A dedicated VoiceMail line is needed for a correct function of the VoiceMail service. Therefore, check the **Telephony services, Devices, DISA lines** section for such line.

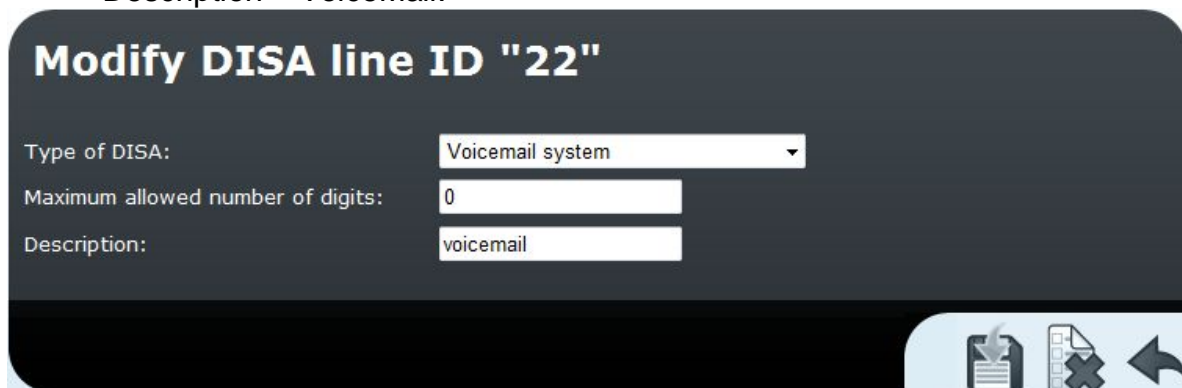


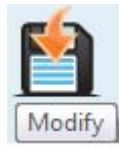
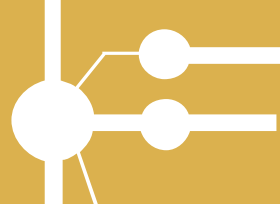
If non-existent, create the line by pushing the DISA service line adding button.



Enter:

Type of DISA – VoiceMail system.
Maximum allowed number of digits - 0.
Description – VoiceMail.

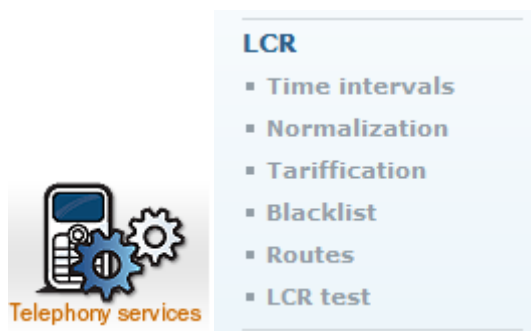




Push **Modify** for confirmation.

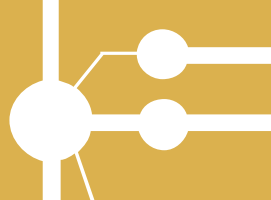
3.2.4. *Least Cost Routing - Routes*

A route has to be created for a correct function of the Least Coast Routing (LCR) service. Check the **Telephony services, Least Cost Routing (LCR), Routes** section for such route.



Routes

Route name	Path lines	Time intervals	Description			
VMS	DISA - voicemail	weekdays weekend workdays				



If non-existent, create the route by pushing the adding button

Modify route "VMS"

Route name:

Lines of route:

<input type="checkbox"/> DISA - voicemail	<input type="button" value="Add SIP line"/>
<input type="checkbox"/> H.323 - Moje H.323 linka	<input type="button" value="Add H.323 line"/>
<input type="checkbox"/> SIP - Moje SIP linka	<input type="button" value="Add SIP card"/>
<input type="checkbox"/> SIP - 24	

Time intervals:

<input type="checkbox"/> weekdays	<input type="button" value="Add day group"/>
<input type="checkbox"/> weekend	<input type="button" value="Add time range"/>
<input type="checkbox"/> workdays	

CLIP/CLIR: [CLIP routing](#)

Description:

Enter:

Route name - VMS (whichever name).

Lines of route - DISA – VoiceMail.

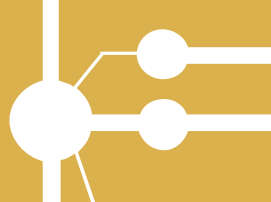
Time intervals – a time interval during which VoiceMail should be applied.

CLIP/CLIR – Calling Line Identification Presentation/Restriction.

Description - VoiceMail (for information only, has no effect on the VoiceMail service).



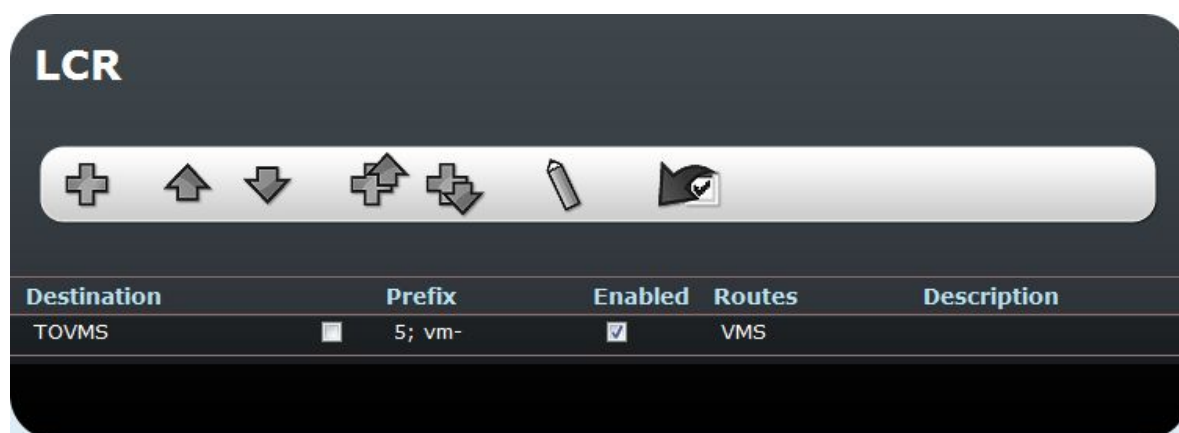
Push  for confirmation.



3.2.5. Least Cost Routing - Destinations

The Least Cost Routing (LCR) function has to be set for a successful routing of calls to the VoiceMail box. A prefix to be dialled towards the 2N[®] OMEGA Lite PBX and VoIP VoiceMail boxes has to be defined.

Check the **Telephony services, Least Cost Routing (LCR)** section for the LCR settings.



The following default settings are preferred:

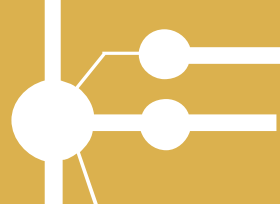
VoiceMail box prefix = 5 (a user-programmable value without any effect on the VoiceMail function). Defines how to access the VoiceMail box.

2N[®] OMEGA Lite PBX prefix = vm- (obligatory format, may not be omitted for the VoiceMail to work properly).

!! While modifying the VoiceMail prefix, remember to change the routing rule for the SIP proxy too !!

To modify the LCR prefix, mark the selected LCR table row and push





Modify LCR table item

Enabled:

Destination name: TOVMS

Prefix 1:

Prefix 2:

Prefix 3: [Add next...](#)


Description:

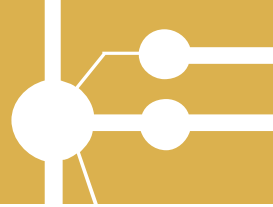
Route name: [Add route](#)


Line selection:

Description:



Modify the prefix as required and push  for confirmation.



If non-existent, create the VoiceMail and PBX prefix. Push  to add a new LCR condition.

Enter:

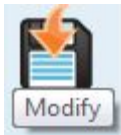
Destination name - TOVMS (whichever name).

Prefix 1 = 5 (default value, can be changed as required).

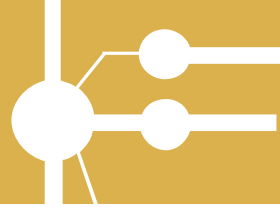
Prefix 2 = vm- (obligatory format !!)

Description - VoiceMail (for information only, has no effect on the VoiceMail function).

Route name - VMS (if non-existent, the VoiceMail route has to be created).




Push  for confirmation.



3.2.6. Least Cost Routing - Normalising


The numbers called within the VoiceMail system have to be normalised. Check the **Telephony services, Least Cost Routing (LCR), Normalisation** section for normalised VoiceMail numbers.



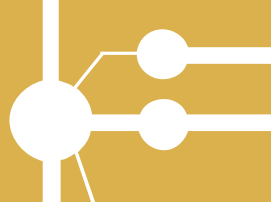
Telephony services

- LCR
 - Time intervals
 - Normalization
 - Tariffication
 - Blacklist
 - Routes
 - LCR test

Normalization



Line	Prefix	Remove count	Add number	Type	Description
<input type="checkbox"/>	5		vm-		Called outgoing



If non-existent, add normalisation by pushing

Modify LCR normalization

Line:	<input type="text" value="Any"/>
Prefix:	<input type="text" value="5"/>
Remove count:	<input type="text" value="0"/>
Add number:	<input type="text" value="vm-"/>
Type:	<input type="text" value="Called outgoing"/>
Regular expression:	<input type="text" value="^5"/>
Rule:	<input type="text" value="vm-<math>\\$R</math>"/>
Description:	<input type="text"/>

Enter:

Line - Any.

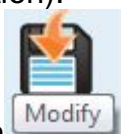
Prefix - 5 (default value, can be changed as required).

Remove count - 0.

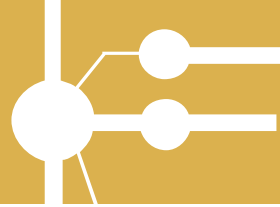
Add number - vm- (obligatory format !!)

Type - Called outgoing.

Description - VoiceMail (for information only, has no effect on the VoiceMail function).



Push  for confirmation.



3.2.7. SIP Proxy

Furthermore, set the routing rule for the SIP proxy for a correct function of the VoiceMail. Check the **Telephony services, SIP proxy** section for the SIP proxy settings.



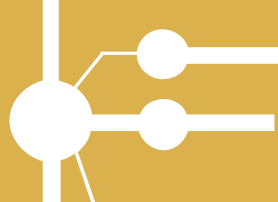
Telephony services

SIP proxy

- Switch SIP Proxy off
- Registrations

SIP proxy routing rules

If prefix	Strip	Add	Do action	With parameter			
sip:1	0		connect to LCR	SIP - Moje SIP linka			<input type="checkbox"/>
sip:5	0		connect to LCR	SIP - Moje SIP linka			<input type="checkbox"/>
else	0		lookup registration				



If non-existent, add the SIP proxy VoiceMail routing rule by pushing .

Modify rule

If prefix:	<input type="text" value="sip:5"/>
Strip:	<input type="text" value="0"/>
Add:	<input type="text"/>
Do action:	<input type="text" value="connect to LCR"/>
With parameter:	<input type="text" value="SIP - Moje SIP linka"/>

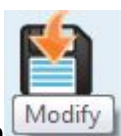
Enter:

If prefix - sip:5 (Default value, can be changed as required).

Strip - 0.

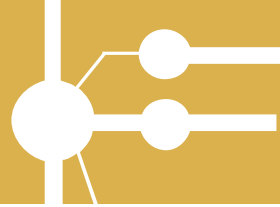
Do action - **C**onnect to LCR (select a list item).

With parameter - SIP – **M**y SIP line (select a list item).



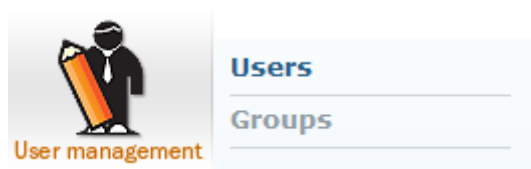
Push  for confirmation.

Now that you have selected all system settings, revise and set all VoiceMail users on the integrated 2N⁰ OMEGA Lite PBX VoIP module.



3.2.8. Users

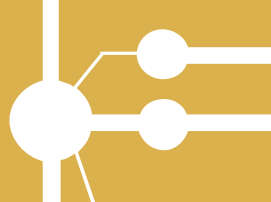
Make sure that all VoiceMail users have been assigned the rights to use the VoiceMail function in the **User management, Users** section.




Users

Name	Group	Language	Line number	Description			
11	PBX users	English					<input type="checkbox"/>
12	PBX users	English					<input type="checkbox"/>
13	PBX users	English					<input type="checkbox"/>
14	PBX users	English					<input type="checkbox"/>
Admin	Administrators	English		Administrator			<input type="checkbox"/>
siphone	Administrators	English					<input type="checkbox"/>

Every PBX reset is followed by loading of all internal PBX lines.



Push the modifying button  for a user to enter the setting environment.

Modify user "11"

User name:

New password:

Confirm new password:

Group:

Language:

Default application:

Rights: USERS+LINES+LCR USERS LINES LCR SMS

Rights denied: USERS+LINES+LCR USERS LINES LCR SMS

Line number:


Description:

Voicemail

Voicemail enabled:

PIN:

SMS notification number:



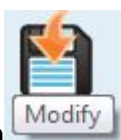
We do not recommend you to change the default parameters. Just assign or deny the VoiceMail rights and set the associated additional parameters in this section.

Enter:

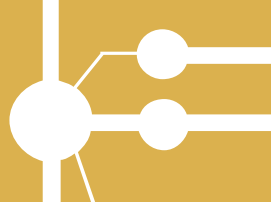
VoiceMail enabled - enabled/disabled.

PIN - 1111 (default value that can be changed by the user in the voice menu any time later) – used for access to VoiceMail from a line other than your private line.

SMS – a GSM number for sending SMS messages notifying receipts of voice messages if the PBX is equipped with a GSM module with a valid SIM card.



Push  for confirmation.



Do not change the following parameter:

User name – the PBX line number serving as the user identification within the PBX. Must comply with the PBX setting for the given user.

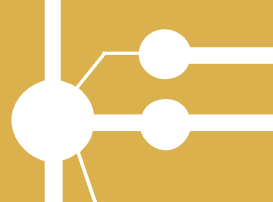
3.2.9. Voice Menu

The VoiceMail system includes a voice menu, which guides the user through the system. As a rule, the voice menu is part of the VoIP module. If you need to modify the voice menu, remember to upload the updated menu into the VoIP module.

To load a voice menu, use the **Telephony services, Devices, DISA Lines** section.



Push **Upload voicemail language pack** to display the page on which you can select the voice menu language package path and then push the **Add** button for confirmation.

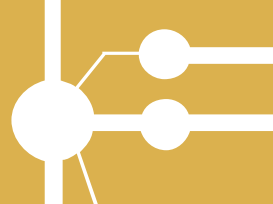


3.3. PBX VoiceMail Settings

A VoIP trunk has to be created in the PBX to support the VoiceMail function. The default value is trunk 6. The service number for direct seizure of this trunk is '86' unless defined otherwise in the setting.

!! The PBX settings are described in the Configuration Tool Manual and are not included herein!

The VoIP VoiceMail box users have to be assigned direct access to the VoIP trunk. The default setting is enabled again.



The manufacturer reserves the right to make such modifications in the documentation that will result in improvement of the product qualities

Use the product in compliance with the Instructions for Use and for the purposes mentioned therein only.

When expired, the product should be disposed of in accordance with the applicable environmental control regulations.