

DiVitas Client

User Guide for Nokia E and N Series

Version 2.7

Part Number: DOC-CLIENT-UG-207



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About This Book

This book is for users of the DiVitas Client on certain Nokia E Series and N Series handset models. Although this book contains some general E Series usage information, the book's focus is on the DiVitas Client itself. The book is not intended to be an exhaustive guide on all E Series and N Series features.

For information about non-DiVitas features on your Nokia handset, see the *Nokia User Guide* for your handset model. The Nokia web site is also a worthy source of information about your handset.

DiVitas Product Documentation

Table 1 lists the user documents for the DiVitas Server and the DiVitas Client.

Table 1. DiVitas User Documentation

Solution Component	Title and Description
DiVitas Server	<i>DiVitas Server Administration Guide</i> Describes how to install and configure the DiVitas Server and how to manage user accounts and features.
DiVitas Client	<i>DiVitas Client User Guide for Nokia E and N Series</i> (this document) Describes the DiVitas Client for E Series and N Series handsets and how to configure and use the client.
	<i>DiVitas Client Quick User Guide</i> Shoret guide that provides basic information about the DiVitas Client.

Typographical Conventions

Table 2 lists the conventions used in this guide to highlight information.

Table 2. Typographical Conventions

Text Appearance	Meaning
Blue	Blue text indicates a command. To use a command, use the left or right selection key to select it. For example, to place an active call on hold, press the left selection key and select Hold . Some commands, such as Options , display a list of subcommands. The text indicates this with a bracket, as follows: To end a call, select Options > End .
<i>Italics</i>	Italics are used to indicate a value you must supply. Bold is used to indicate text that must be entered exactly as shown. Italics also are occasionally used to indicate emphasis, such as when a new term is being introduced or when special attention should be given to a specific word or phrase. Italics also are used to highlight the titles of other documents referred to in this document.
Bold	Generally, bold is used to show characters you must enter exactly as they are shown in the text. Bold is also used sparingly to highlight important text.
Blue underline	Blue, underlined text indicates a URL link. You can click on the link to access the web page.
	CAUTION! This icon and the bold text next to it call attention to the potential for data loss or service interruption.
	Note. This icon and the text next to it call attention to important supplementary details.

Terminology

This guide uses the term *cellular* to refer to mobile voice service. Generally, the term is synonymous with *GSM*. Similarly, this guide uses the term *CellData*, which is synonymous with *packet data*.

Technical Support

Should you have any questions concerning this product, or if you desire to contact DiVitas Networks for any reason, please contact DiVitas Service and Support at: (650) 625-1900 or support@divitas.com.

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Getting Started

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The DiVitas Client extends your corporate PBX to your handset and reduces cellular costs. The DiVitas Client provides continuous connectivity by automatically detecting and selecting the optimal network (WiFi or cellular) over which to route calls.

Figure 1. DiVitas Client Home Screen



Most screen examples in this guide show the Nokia E61i. On some other supported Nokia E Series handset models, the DiVitas Client dialer and other DiVitas Client screens appear narrower. On any model, the background color or skin might be different. However, the DiVitas Client features work as described in this guide.

Installing the DiVitas Client – Overview

Generally, your system administrator will install and configure the DiVitas Client for you. You can verify whether the DiVitas Client has been installed by trying to launch the client.

- If the DiVitas Home screen, privacy and billable events notices, or the Enter password dialog appears when you launch the DiVitas Client, this means your account is already set up, and you can proceed to [“Changing Your DiVitas Client Password” on page 13](#).
- If the Nokia disclaimer appears or a screen of DiVitas Client configuration settings appears (extension number, password, server IP, and mobile number), this means the application has been installed, but you will need to enter values for these settings before you can sign in. (See [“Entering DiVitas Client Configuration Settings” on page 73](#) for more information.)
- If neither of the above scenarios applies, you may need to install the application on your handset. The section below offers the simplest method for installing the DiVitas application. An alternative method appears later in this document.

Installing the DiVitas Client onto the Handset



For a list of supported handset models, please refer to the following URL: <http://www.divitas.com/Product-sup-devices.html>



Before installing the DiVitas Client, make sure the Nokia device is running the correct firmware version. (See [“Verifying Proper Firmware Prior to Installing Client” on page 69](#) for more information.)



Download of a DiVitas Client image during installation or upgrade over a CellData (packet data) connection can take a long time. If possible, use a WiFi connection instead. If you do use CellData, leave the handset stationary if possible. Moving the handset during the download can cause the download to fail, in which case you will need to start the installation or upgrade process again.

To install and set up the DiVitas Client:

- 1 On the handset, open the email or SMS message sent by the DiVitas Server. Contact your system administrator if you do not receive this message.
- 2 Two links appear within the SMS message – one link connects to the *internal* IP address (or FQDN) of the file server, while the other link connects to the *external* IP address (or FQDN) of this same server.
 - If you are inside the firewall, click on the *internal* link.

- If you are outside the firewall (CellData), click on the *external* link.

Talk to your system administrator if you are not certain which of the two links you should select.

- 3 Follow the instructions on the screen.

Details:

- If the above installation method is unsuccessful, please refer to [“Alternative Client Installation Method” on page 70](#).
- If the handset does not already have “access points” configured (connections for CellData and WiFi), they will need to be added before you can fully use the DiVitas Client. See the Nokia guide that came with your handset or refer to the Nokia web site for information on adding “access points.”

Logging Into the DiVitas Client

By default, after it is installed, the DiVitas Client automatically starts when you power on or reboot your handset.

If you or the server administrator have already configured your client settings and left the Save password option enabled, you do not need to enter any information to log in. You are automatically logged into the server after the client starts.

If the Enter password prompt appears:

- 1 Type your DiVitas password.
- 2 Press the left selection key to select [Login](#).

Figure 2. DiVitas Sign-in



If some notices appear before the Enter password prompt appears, select [OK](#) after reading each notice. If prompted to select whether to re-display a notice the next time you start the client, select [Yes](#) or [No](#). (Press the selection key directly under an option to select that option.)

Starting the DiVitas Client if it Does Not Automatically Start

If the DiVitas Client does not start automatically:

- 1 Press the Menu key.
- 2 Scroll to the Office folder. (For some phone models, the DiVitas Client may be installed in a second Office folder installed.)
- 3 Press the Navi™ scroll key to open the folder.

(You also can press the left selection key to select [Options](#), then select [Open](#).)

- 4 Scroll to the DiVitas icon: 
- 5 Press the Navi scroll key or select **Options** > **Open** to start the DiVitas Client.

The DiVitas Client contacts the DiVitas Server to verify your device and user account information.



If the Nokia disclaimer or a screen of fields for DiVitas Client settings (extension number, password, server IP address, and mobile number) appears instead of the Enter password dialog, you will need to enter these settings before you can log in. See [“Entering DiVitas Client Configuration Settings” on page 73](#).

Changing Your DiVitas Client Password

Your DiVitas Server administrator assigns your DiVitas password when configuring your DiVitas account. You can change this password.



If you change the password during an active call, the call will be dropped.

To change your DiVitas password:

- 1 While on the DiVitas Home screen, press the left selection key to select **Options**, then select **Change password**.

A screen with blank password fields appears.

- 2 In the Current Password field, enter your current password.
- 3 In the New Password and Confirm New Password fields, enter your new password.
The password can be an alphanumeric string (4 - 8 characters), with no blanks.
- 4 Press the left selection key to select **Change**.

A message informs you that your password was changed successfully. Then, the Enter password dialog appears, prompting you to log in with the new password.

- 5 Enter your new password and press the left selection key to select **Login**.

DiVitas Home Screen

The DiVitas Client's Home Screen is displayed after you log into the DiVitas Server.

Refer to Figure 1 on page 9 for the locations of the following areas on the Home screen.

GSM / Battery Status

The top row of the DiVitas Home Screen shows the following information:

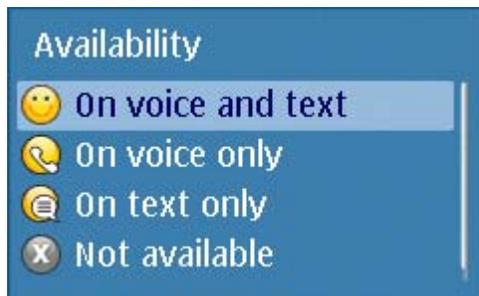
- GSM signal availability
- Connection status
- Battery power level

Presence Status

The presence status section of the DiVitas Home screen shows the following information:

- Your presence (voice and text availability) – The following icons indicate your selected reachability by voice or text messaging:

Figure 3. Presence Options



The presence icon appears next to your name, both on your handset and on the handsets of other DiVitas users. For example, if you are unavailable for voice but available for text, the following icon appears next to your name: 

- Your extension number and name – This is the DiVitas extension with which you logged in, and the user name that is associated with your extension on the DiVitas Server.
- Your status message – The same message appears under your name both on your handset and on the handsets of other DiVitas users.

For more information about your DiVitas presence and status messages, see [“Presence” on page 21](#).

Call Medium

The call medium icon indicates the medium (WiFi or cell) available for new calls.

Table 1. Call Medium

Indicator	Description
	New calls you place through the DiVitas dialer will go over WiFi.
	New calls you place through the DiVitas dialer will go over cellular voice (GSM).

Locking Calls to a Specific Network

A key benefit of the DiVitas Client is that it will automatically locate the strongest network (i.e. WiFi or cellular) and route calls over that network. However, in some environments, (such as an area that has spotty WiFi and poor cellular coverage), users may want to lock calls to one network or the other. Simply select **Options > Lock calls to**, and then select either **WiFi** or **Cell**. (Note that the default setting is **Auto**.)

When this feature is enabled, it will prevent calls from roaming to the stronger network. Instead of roaming to cellular when the user walks out of WiFi range during an active call, the user will hear RTP-loss music, and if the user has not returned to an area with adequate WiFi coverage within two minutes, the call will be dropped. If, however, the user locks calls to cell and comes within range of WiFi, calls will stay connected on cell.

Feature Access Icons

Table 2 lists the feature access icons. By selecting the icon from the DiVitas home screen, a tool tip appears.

Table 2. Feature Access Icons

Icon	Description
	<p>Provides access to the DiVitas Call Log screens. Separate screens are provided for missed calls, outgoing calls, and incoming (or received) calls.</p> <p>The number displayed at the upper right corner of the icon indicates the number of new missed calls. If the number of missed calls exceeds 10, the number will be replaced with a "+" sign. If no number is displayed, you do not have any new missed calls.</p> <p>(For more information, see "Using the Call Log" on page 49.)</p>

Table 2. Feature Access Icons (continued)

Icon	Description
	<p>Provides access to the DiVitas Messaging screen.</p> <p>From the Messaging screen, you can have text conversations with other DiVitas users. The number displayed at the upper right corner of the icon indicates new text messages. If the number of new text messages exceeds 10, the number will be replaced with a “+” sign. If no number is displayed, you do not have any new text messages.</p> <p>(For more information, see “Instant Messaging” on page 53.)</p>
	<p>Provides access to your DiVitas voicemail box.</p> <p>From the Voicemail screen, you can download and play voicemails, as well as return calls.</p> <p>The number displayed at the upper right corner of the icon indicates new voicemails. If the number of new voicemails exceeds 10, the number will be replaced with a “+” sign. If no number is displayed, you do not have any new voicemails.</p> <p>(For more information, see “Accessing Voicemail” on page 59.)</p>
	<p>Provides access to the DiVitas Client view of your Contacts list.</p> <p>From the DiVitas Contacts screen, you can view presence availability for other DiVitas users. You can also send text messages to other DiVitas users and place calls to DiVitas users and non-DiVitas contacts.</p> <p>(For more information, see “Contacts” on page 43.)</p>

To navigate to a feature:

- 1 Scroll to the feature icon to select it.
- 2 Do one of the following:
 - Press the Navi scroll key.
 - With the feature access icon selected (highlighted), select the menu option to display the screen:
 - ◆ [Options > Missed call log](#)
 - ◆ [Options > Message list](#)
 - ◆ [Options > Voice mail list](#)
 - ◆ [Options > Contacts](#)

Recent Calls

This section of the DiVitas Home screen lists the most recent call activity. All call types (dialed, received, and missed) are included.

The caller ID and the time of the most recent call also are shown, and for call log entries from other DiVitas users, the caller’s voice and text availability is shown.

For multiple calls to or from the same number, only the most recent call is shown. To see the individual calls, navigate to the Call Log Screens. (See [“Using the Call Log” on page 49.](#))

Icons appear next to the call entry to indicate whether the most recent call was received, sent, or missed. These icons are shown in Table 3 below.

Table 3. Call Log Icons

Indicator	Description
	Indicates a received call. The call was answered in the DiVitas Client on the handset.
	Indicates an outgoing call. The call was initiated from your DiVitas Client extension on the handset.
	Indicates a missed call. The call either was not answered or was answered by your voicemail.

You can return a call by selecting the call log entry, then either pressing the Call key or selecting [Options](#) > [Call](#).

If the caller is another DiVitas user, you also can send a text message by selecting the call log entry, then selecting [Options](#) > [Send message](#).

Accessing Help or Version Information

The DiVitas Client has online help, which you can access when the client is active. To access the help:

- 1 From almost any of the DiVitas screens, press the left selection key to display the Options menu.
- 2 Select [Help](#).

To display information about the DiVitas Client version that is running on the handset:

- 1 From the DiVitas Home screen, press the left selection key to display the Options menu.
- 2 Select [About](#).

Locking the Keypad When the DiVitas Client Is Active

If you need to lock the handset's keypad but you want the DiVitas Client to be able to receive calls while the keypad is locked, you can do so from within the client.

You can answer calls even when the keypad is locked. In this case, the keypad is automatically re-locked after the call is ended.

Non-slider Models

To lock the keypad on Nokia models that do not have a sliding face (e.g. E71, E90) while the DiVitas Client is active by doing the following:

- 1 From almost any DiVitas screen except the Contact screen and the Settings screen, select [Options](#) > [Lock keypad](#).

To unlock the keypad:

- 1 Press the left selection key ([Unlock](#)).
- 2 Press the function key.

Slider Models

Some models have a sliding face (e.g. E66, N95). These models do not have a [Lock keypad](#) menu option. Instead, to lock the keypad, simply close the slider and select the [Yes](#) soft key to confirm¹.



If you are on a call when you close the keypad, the call is ended. This is true for calls on the DiVitas Client dialer and for calls on the handset's native dialer.

To unlock the keypad, open the slider and then select the [OK](#) soft key to confirm.

Minimizing the DiVitas Client

To minimize the DiVitas Client, press the End key **when you are not on a call**.



Caution! When you are on a call, the function of the End key is to hang up the call.

1. This confirmation message does not appear on the E66 handset.

To re-display the DiVitas Client again:

- 1 Press and hold the Menu key to display the list of applications that are running on the handset.
- 2 Select the DiVitas icon¹.
- 3 Press the Navi scroll key.

Exiting the DiVitas Client

To exit the DiVitas Client:

- 1 From the DiVitas Home screen, select [Options](#) > [Exit](#).
A confirmation message is displayed.
- 2 Confirm or cancel the exit:
 - To exit, press the left selection key to select [Yes](#).
 - To cancel the exit, press the right selection key to select [No](#).

It might take a few seconds for the exit to be completed. You will still be able to place calls through the mobile number, but you will no longer be able to place or receive calls through the DiVitas Client without re-launching the application.

1. If you need to minimize the DiVitas Client during an active call, follow this same procedure but select the Standby icon.

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Your availability to be contacted through the DiVitas Client is managed by your *presence*. Every DiVitas user has the following types of presence:

- Voice availability – Controls whether calls to your extension ring your handset or go directly to voicemail
- Text availability – Controls whether new instant messages (IMs) appear briefly in a popup window in the client when they are sent

The first time you sign in to the DiVitas Server, both types of presence are enabled by default. You can individually disable or re-enable each type of presence.

Presence Indicators

Presence information is indicated in the DiVitas Client with icons and with your status message. Presence information enables DiVitas users to assess the availability of one another, as well as preferred communication mode (i.e. voice or text).

Presence icons are shown below in Table 4. These icons (and status messages) appear on your handset in the status area at the upper left of the DiVitas Client, near your name. They also appear on the handsets of other DiVitas users in the recent call list, contacts list, and next to conversations in the Messaging screen.

Table 4. DiVitas Client Availability Icons

Presence Icon	Description
	Available for voice calls and text messages.
	Available for voice calls only. New text messages will not appear in pop-up windows but will instead be queued and accessible from the Messaging screen.

Table 4. DiVitas Client Availability Icons (continued)

Presence Icon	Description
	Available for text messages only. New text messages will briefly appear in a pop-up windows along with an auditory notification. Calls to your extension will be forwarded to your DiVitas voicemail box. Note that the Missed call icon does not get updated when calls are missed.
	On a call.
	Not available for voice calls or text messages. This icon appears when you are not logged into the DiVitas Server. Calls to your extension will be sent to voicemail and text messages will not appear in pop-up windows.
	Operation request is still pending at the server.

Changing Your Presence

By default, the first time you sign into the DiVitas Server, you are available for both voice and text.

To change your presence:

- 1 Display the Home screen, if not already displayed. (From most other screens, you can select [Home](#).)
- 2 Display the presence options by doing either of the following:
 - Scroll to the status area. This is the area that shows your extension and user name. Press the Navi scroll key.
 - Scroll to the status area and select [Options](#) > [Change presence](#).

The following menu is displayed.

Figure 4. Presence Menu

- 3 Select an option.
- 4 Press the Navi scroll key or select **OK**.

Changing Status Messages

Your status message (personal message) is displayed on your handset in the status area of the Home screen, and under your user name on other DiVitas users' handsets.

The DiVitas Client comes with the following status messages by default:

- In the office
- In a meeting
- Out of the office
- On vacation

The "In the office" message is displayed by default.

See "[Changing the Text of a Status Message](#)" on page 24 for details on creating your own customized status message.

Selecting Another Status Message

To select a different message:

- 1 On the DiVitas Home screen, scroll to the user status area. (See Figure 1 on page 9.)
- 2 Select **Options** > **Personal message** > **Select message**.

The status messages are displayed.

- 3 Scroll to the message you want to display and select **OK**.

Changing the Text of a Status Message

You can change the text of the currently-selected status message to create your own customized message. However, the DiVitas Client supports only four messages, so in order to create a customized message, you must overwrite an existing one. To do so:

- 1 On the DiVitas Home screen, scroll to the user status area. (See Figure 1 on page 9.)
- 2 Select **Options** > **Personal message** > **Edit message**.

An edit window appears, with the message highlighted for editing.

- 3 Edit the desired message text.
- 4 Select **OK** to save the changes or **Cancel** to cancel them.

The status message is changed.

Using the DiVitas Dialer

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The DiVitas dialer enables you to make and answer calls. You can make and receive calls to and from DiVitas extensions and non-DiVitas numbers.

Accessing the DiVitas Dialer Screen

The DiVitas Dialer screen is displayed automatically when you dial or answer a call. You also can access the DiVitas Dialer screen from other feature screens (except the Home screen) by scrolling to the following tab:



Making a Call

You can place a call from almost any screen that displays DiVitas contacts: Contacts screen, Messaging screen, Voicemail screen, Call Log screen, or Recent Call List.

The call medium icon indicates the medium, or connection type, that the DiVitas Client will use for the call (see Table 5 on page 26).

When a call is active, a call connection icon indicates the type of connection being used for the call:

Table 5. Call Connection

Indicator	Description
	The call is on WiFi and is being managed by the DiVitas Server.
	The call is on cellular and is being managed by the DiVitas Server.
	The call is on cellular but is not being managed by the DiVitas Server.

In the following example, a call is on WiFi and is being managed by the DiVitas Server.

Figure 5. DiVitas Dialer screen with an Active Call on WiFi



Dial by Typing the Phone Number

- 1 Go to the DiVitas Home screen or DiVitas Dialer screen.
- 2 Use the keypad to type the number.
- 3 Press the green Call key.

Alternatively, you press the left selection key to select **Options** > **Call**:

- **From business number** – This option places the call through the DiVitas Server.
- **From mobile number** – This option bypasses the server and places the call directly through your mobile carrier.



If you use the **Call** > **From mobile number** option to dial another DiVitas user, you must enter the complete phone number. Entering only the extension will not work because you are dialing outside of the PBX.



If you are already on a call when you dial the phone number for a new call, the person with whom you are already on a call will hear the tones as you dial. To avoid this, place the first call on hold before dialing the number for the second call.

Dial by Selecting a Contact

- 1 Access the DiVitas Contacts list. (See [“Displaying the DiVitas Contacts List” on page 43.](#))
- 2 Select the contact.
- 3 Select **Options** > **Call** > **From business number** OR **From mobile number**.
 - If the contact has only one phone number, the DiVitas Client dials the number.
 - If the contact has more than one number, the numbers are listed so that you can choose one. Scroll to the number you want to call, then press the left selection key to select **OK**.

Dial from the Messaging Screen

If you have a text conversation on the Messaging screen with the person you want to call:

- 1 With the DiVitas Messaging screen displayed, select the conversation. (See [“Instant Messaging” on page 53.](#))
- 2 Select **Options** > **Call**.

Dial by Selecting a DiVitas Call Log Entry

- 1 Select the call entry on the Home screen or on a Call Log screen. (See [“Using the Call Log” on page 49.](#))
- 2 Press the Call key, or press the Navi scroll key and select **Call**. (You also can select **Options** > **Call**.)

Redial the Last Number Dialed

To redial the extension or phone number that was most recently dialed:

- 1 Access the DiVitas Dialer screen.
- 2 Select **Options** > **Redial**.

Answering a Call

When you are available for voice, the DiVitas Client indicates an incoming call by ringing the handset and by displaying an “Incoming call” message:

- *Incoming call: **caller ID*** – If the caller ID is known, it is displayed in the message.
- *Incoming call: **caller number*** – If the caller ID is unknown, the caller’s phone number is displayed.

To answer a call:

- Press the green **Call** key.
- Press the **Answer** soft key.
- On models with a sliding face, open the slider to answer the call.

Selecting Ring Tones

In addition to the default DiVitas Client ring tone, you can also select one of the native Nokia ring tones (models: E51, E63, E66, E71, E90, N73, N80, N81, N82, N85, N95, N95-8GB, N96), and the Nokia ring tone will play for calls to the DiVitas Client. This feature makes it easier for a group of users sitting close to one another to differentiate the sound of their phones.

This feature works best when the ring tone is in AAC file format. If other file formats are used (e.g. MP3), the tones will only play when the device is in cell. If the device is in WiFi, then the standard default DiVitas ringer will be played.

Converting Ring Tones to Supported Formats

You can convert an unsupported audio file (e.g. MP3 or WAV) to the AAC format using the Nokia Multimedia Player (a utility found within PC Suite). To do so, simply open the audio file and then click the 'Convert and Save' button .

Enter the location where you would like to save the file and click the 'Save as Type' drop-down menu and select 'AAC Audio Files'. When the file has been converted, use a USB cable to transfer the ring tone file to your device.

For more information, please search the PC Suite online help for "Nokia Multimedia Player", or contact your system administrator.

Enabling and Disabling Call Waiting

If you are already on a call when you receive a new call, the new call information is briefly displayed on the screen and a call waiting tone plays on the speaker. If you answer the new call, the DiVitas Client automatically places the first call on hold.

If desired, you can disable call waiting by pressing ***71**, followed by the green Talk key. Any subsequent incoming calls are automatically sent to voicemail.

You can enable the feature by pressing ***70**, followed by the green Talk key.

Ending a Call

To end a call:

- 1** If you have two active calls and the call you want to end is the one at the top of the dialer screen, swap the calls by selecting [Options](#) > [Swap](#).
- 2** Do one of the following:
 - Press the red **End** key.¹
 - Select [Options](#) > [End](#).
 - On models with a sliding face, close the slider to end the call.

1. On models with a sliding face, close the slider.



To end the call by pressing the End key, press the key only briefly. If you press and hold the key, the DiVitas Client will be minimized after the call is ended.

Placing a Call on Hold

To place a call on hold, select [Options](#) > [Hold](#) or press the green Call key.

To resume the call (take the call back off hold), press the right selection key ([Resume](#)) or select [Options](#) > [Resume](#), or press the green Call key.

Transferring a Call

The DiVitas Client supports the following transfer methods:

- **Attended transfer** – An *attended transfer* allows you to speak with the person to whom you plan to transfer a call, before actually transferring the call.
- **Blind transfer** – A *blind transfer* allows you to transfer the call immediately, without first speaking to the person to whom you transfer the call.

The procedures for each type of transfer are the same. The transfer is attended if you let the party to which you are transferring the call answer the phone after you select [Transfer](#). The transfer is blind if you select [Transfer](#) when the other party's phone is still ringing and they have not answered yet.

You can transfer a call to a contact or a number. If you have another call on hold, you also can transfer the call to the caller on hold.

Transferring a Call by Selecting a Contact

- 1 Select [Transfer](#) > [To contact](#).

The Contacts lists is displayed.

- 2 Select the contact.

- 3 Select [Dial](#).

- 4 When you hear the ringer for the party to which you are transferring, do one of the following:

- To speak with the other party before completing the transfer, wait for them to answer the call. When you both are ready, select [Transfer](#).
- To transfer immediately, you can select [Transfer](#) as soon as you hear the ringer for the other party.

Transferring a Call by Typing the Number

- 1 Select [Transfer](#) > [To number](#).

A dialog for entering the number is displayed.

- 2 Type the number into the dialog.
- 3 Press the left selection key to select [OK](#).
- 4 When you hear the ringer for the party to which you are transferring, do one of the following:
 - To speak with the other party before completing the transfer, wait for them to answer the call. When you both are ready, select [Transfer](#).
 - To transfer immediately, you can select [Transfer](#) as soon as you hear the ringer for the other party.

Enabling the Loudspeaker



Warning! Do not enable or use the loudspeaker while your ear is next to the speaker. The volume is very loud.

By default, the loudspeaker is disabled. During an active call, you can enable the loudspeaker. The loudspeaker remains on only until the end of the call. You also can turn it off during the call.

To enable the loudspeaker during a call:

- 1 Move the speaker away from your ear.
- 2 Press the right selection key to select [Loudspeaker](#).

To disable the loudspeaker during a call, press the right selection key to select [Handset](#).

Muting the Microphone

You can mute the microphone during an active call. When the microphone is muted, you are still able to hear the party at the other end of the call but they cannot hear you.

To mute the microphone, select [Options](#) > [Mute](#), or press the Navi scroll key.

Muting the Microphone

Using the DiVitas Dialer

To unmute, select [Options](#) > [Unmute](#), or press the Navi scroll key.

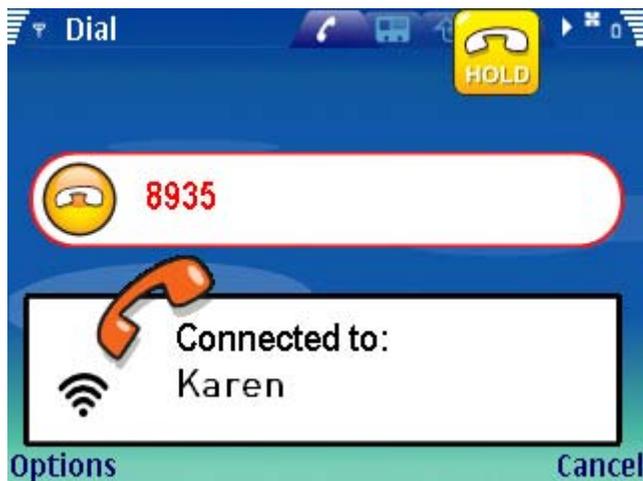


Handset model E65 also has a Mute button (hard key).

Managing Multiple Calls

The DiVitas Client supports up to two active calls at a time. An *active call* is any voice call that currently is being managed by the DiVitas Server. Figure 6 shows an example of the DiVitas dialer screen with two active calls.

Figure 6. DiVitas Dialer Screen with Two Active Calls



In this example, the call on hold is from a DiVitas extension.

Placing a Second Call

To place a second call when you already have a call active:

- 1 Select [Options](#) > [New call](#).
- 2 Select one of the following:
 - [to number](#) – This option places the current call on hold and displays a blank dial window. Type the number to dial and press the Call key or select [Options](#) > [Call](#) > [From business number](#).
 - [to contact](#) – This option places the current call on hold and displays the Contacts list. Select the contact, then select [Dial](#).

Managing Multiple Calls

Using the DiVitas Dialer



Pressing the Call key routes the call through the DiVitas Server. To dial the call directly, select [Options](#) > [Call](#) > [From mobile number](#). The DiVitas Client places the call as a voice call over GSM.



It is also possible to place a second call simply by dialing while the first call is active (as opposed to placing the call on hold before dialing). However, the DTMF tones will be audible on the active call. You will be dialing into someone's ear.



In GPRS or non-3G modes, support to make or receive a second call is not supported.



For information about setting up a 3-way conference call or joining a scheduled conference call, see [“Conferencing” on page 37](#).

Call Audio

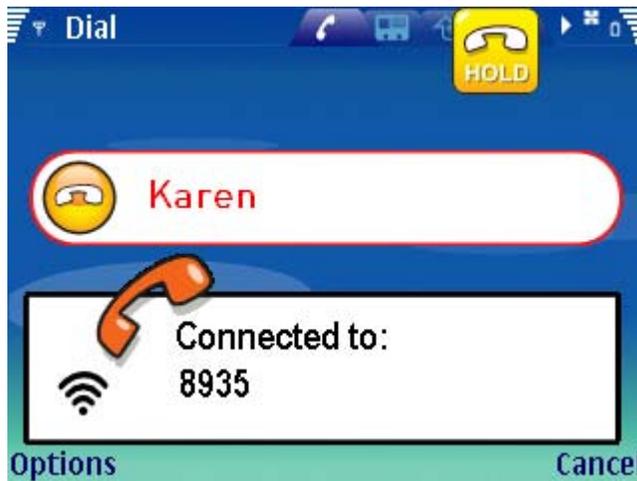
Only one call can have audio at any given time. The other call must be on hold. If you are on a call and you answer a new call, the new call has audio and the other call is placed on hold. For example, in Figure 6, when the call from DiVitas contact “Karen” is answered, the caller on extension “8935” is automatically placed on hold.

Swapping Calls

To place the call that has audio on hold and resume audio with the other call, you can swap the calls.

To swap between two active calls, select [Options](#) > [Swap](#). The first call is placed on hold while the audio on the second call becomes active. For example, Figure 7 shows “Karen” being placed on hold when his called is swapped for the caller at extension “8935”.

Figure 7. Swapped Calls



It is possible to talk with more than one other caller at a time, if you are on a conference. See [“Conferencing” on page 37](#).

Toggling a Call Between the Handset and an IP Desk Phone

If you are signed onto multiple devices with the same DiVitas Client extension, you can toggle active calls between the two devices.¹

To toggle a call:

- 1 Display the DiVitas Dialer screen, if not already displayed.
- 2 Select [Options](#) > [Toggle call](#).
 - If the call is on the handset when you select the option, the call is moved to the desk phone.
 - If the call is on the desk phone when you select the option, the call is moved to the handset.

In either case, the call is moved by selecting the [Toggle call](#) option from the DiVitas Client on the mobile handset. If you have two active calls, both calls are moved.

1. Note that this feature is not available when the user is on a cellular network.



If you are moving calls from a desk phone to the handset, and the calls are part of a 3-way conference, the conference is broken but the two calls are still moved to the handset.

You cannot move calls that are part of a 3-way conference from a handset to a desk phone.

Canceling a Toggle Request

To cancel a toggle request, select [Options](#) > [Cancel toggle](#).



The [Cancel toggle](#) option is available only while the call is being moved between devices. After the toggle is complete, you can move the call by selecting the [Toggle call](#) option again.

Star Codes for Common Features

The following codes can be pressed from the DiVitas Client or from any desktop phone that supports Asterisk open source telephony software.

Table 6. Asterisk feature shortcut star codes

Code	Description
*70	Enable Call Waiting
*71	Disable Call Waiting
*72	Enable Call Forwarding
*73	Disable Call Forwarding
*77	IVR Recording
*78	Enable Do-Not-Disturb
*79	Disable Do-Not-Disturb
*90	Enable Call Forwarding on Busy Tone
*91	Disable Call Forwarding on Busy Tone

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The DiVitas solution supports the following types of conference calls:

- 3-way – A 3-way (“ad-hoc”) conference call can be initiated at any time by a DiVitas user, with up to three callers (the DiVitas user and two other parties). The user who initiates the conference is the moderator.
- Scheduled – A scheduled conference can be set up by the system administrator and can have up to twenty participants, including one moderator.

Setting Up a 3-Way Conference Call

You can set up a 3-way (“ad-hoc”) conference call with two other parties. You must establish calls with both parties prior to beginning the conference.

During the conference, the following options are available to the conference moderator:

- **Mute / Unmute** – Allows you to mute audio for all participants.
- **Break to** – Allows you to speak confidentially with one participant without the other participant being able to hear either of you.
- **Leave** – Allows you to end your participation in the conference without breaking the connection between the other two participants. The DiVitas Server directly connects the other parties on a new call.
- **End conference** – Ends the call for all three participants.



Caution! Make sure you understand the difference between **Mute** and **Break to** before using either option. Moreover, when using the **Break to** option, make sure you double-check that you are breaking to the correct party. With either option, it can be quite embarrassing to accidentally say something to the wrong party that was meant to be confidential.

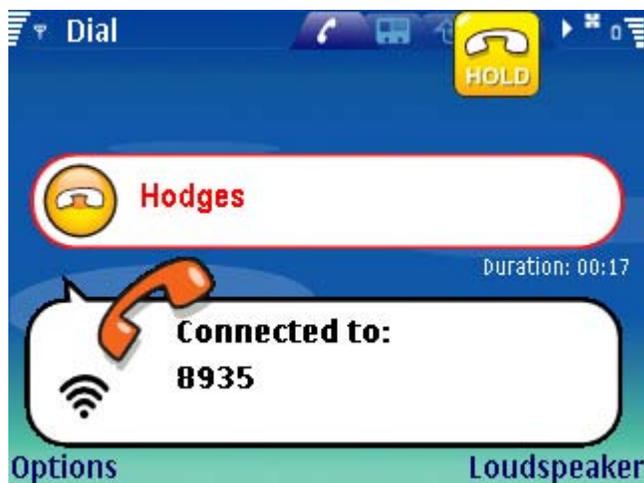
Starting the Conference

To start a 3-way conference call:

- 1 Call the other parties, if you do not already have active calls with them.
 - If you already have a call with one of the parties, place the call on hold, then call the other party.
 - If you do not have a call with either party, call one of them and place the call on hold, then call the other party.

When you have one call on hold and a second active call, you are ready to start the conference. Here is an example of one held call and a second active call.

Figure 8. Parties Ready To Conference



In this example, one of the other parties is on a non-DiVitas phone. From the DiVitas Client, you can set up a conference with other DiVitas users, non-DiVitas users, or a combination as in this example.

- 2 From the dialer screen, select [Options](#) > [Conference](#).

On your dialer screen, the held and active calls are replaced with a single call named "Conference".

Figure 9. Live Conference



On the dialer screens of the other participants, the conference appears as a single active call from you.

Muting a Conference

To mute a 3-way conference, select [Options](#) > [Mute](#) from the dialer screen, or simply press the Navi scroll key.

The icon shown in the following example appears.

Figure 10. Muted Conference



To resume the conference, select [Options](#) > [Unmute](#) from the dialer screen, or press the Navi scroll key.



The [Mute](#) option is different from the [Break to](#) option. The [Mute](#) option mutes audio from the initiator, whereas the [Break to](#) option places one participant on hold, while allowing you to speak confidentially with the other participant.

Breaking To a Single Conference Participant

To speak confidentially with one of the conference participants, you can “break to” that participant. When you break to a conference participant, the other participant is placed on hold and can no longer hear either of you.

This option breaks the conference. When you are ready, you can re-establish the conference by selecting [Options](#) > [Conference](#).

Breaking to a Conference Participant

To break to an individual conference participant:

- 1 Select [Options](#) > [Break to](#) from the dialer screen.
A menu appears, listing both the other participants.
- 2 Select the participant with whom you want to speak confidentially.



Caution! Double-check that you are breaking to the correct party. It can be quite embarrassing to accidentally say something that was meant to be confidential to the wrong party.

The call status changes from “Conference” to again list the two separate calls. The party you broke to is the active call. The other call is on hold.

Resuming the Conference

To resume the conference, select [Options](#) > [Conference](#).

Leaving the Conference (without ending it)

To leave the conference without ending the call between the other two parties, select [Options](#) > [Leave](#).

The conference ends, and both the other parties are connected directly together on a new call.



If you are the initiator of the conference, after you leave the conference, you will be unable to redial either of the other participants as long as they remain on the call.

Ending the Conference

To end the conference, select **Options** > **End conference**, or press the red End key.

The call ends for all three participants.

Participating In a Scheduled Conference Call

This section describes how to join and leave a scheduled conference call and lists the options available during the conference.

Participants do not need to wait for the moderator to join the conference. As soon as the first two callers join the conference, they can talk.

Joining a Conference

- 1 Dial the conference number.

The DiVitas Server plays the following message: “Please enter the conference pin number”.

- 2 If you are the moderator, enter the admin PIN. If you are not the moderator, enter the user PIN.

The DiVitas Server plays one of the following messages:

- “You are currently the only person on the conference”. – This message is played if there are no other callers on the conference. After playing this message, the DiVitas Server plays the on-hold music until another caller joins the conference.
- “There is currently one other person in the conference”. – This message is played if you are the second caller.
- “There are currently *number* people in the conference”. – This message is played if there is more than one person already in the conference. After this message is played, you can hear the other participants and they can hear you.
- “The conference is full”. – The conference already has the maximum number of callers. You will not be able to join the conference unless another caller leaves. To join in this case, hang up, then redial the conference number after the other caller leaves.

Leaving a Conference

To leave a conference, hang up the call.

If you are the last caller on the conference, the DiVitas Server plays the on-hold music until you hang up.

Conference Options

Table 7 lists the options that are available to conference users and the conference moderator.

Table 7. Conference Options

Option	Description	Available To...
*1	Mute/Unmute.	Users and Moderator
*4 or *7	Decrease the speaker volume.	Users and Moderator
*6 or *9	Increase the speaker volume.	Users and Moderator
*2	Lock/Unlock the conference. When the conference is locked, no new users can join.	Moderator only

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The DiVitas Client integrates with the native contacts list on your handset. In addition to displaying native contacts, the DiVitas Contacts list allows you to add DiVitas users and view their presence information.

From within the DiVitas Client, you can:

- View the voice and text availability of other DiVitas users.
- Call any contact, whether or not the contact is another DiVitas user.
- Send text messages to other DiVitas users.



If you add DiVitas users to your DiVitas Contacts list, the DiVitas Client automatically adds them to the handset's native contacts list as well. Likewise, if you change or delete a contact from the handset's native contacts list, the change or deletion propagated to the DiVitas Contacts list.

Displaying the DiVitas Contacts List

To display the DiVitas Contacts list, do one of the following:

- From the native Home screen, scroll to the Contacts icon 
Press down on the Navi scroll key or select [Options](#) > [Contacts](#).
- From other DiVitas Client screens, scroll to the following icon: 

Searching the DiVitas Directory and Adding DiVitas Contacts

You can search the DiVitas directory on the server for other DiVitas users, and add them to your Contacts list.

To search the directory on the server for other DiVitas users:

- 1 From the Contacts screen, select **Options** > **Search directory**.
- 2 Select the **By name** or **By extension**.
- 3 Enter all or part of a name or extension number.
- 4 Press the Navi scroll key or select **OK**.

The DiVitas Client searches the server directory and displays all matching users in the contacts list.

To add a DiVitas user to your Contacts list:

- 1 Select the contact.
- 2 Select **Options** > **Add this contact**.

The client adds the contact and sends a request to the server for the contact's presence status. If the user is not logged into the server, "Request pending" appears beneath the contact name. As soon as the contact logs into the server, the "Request pending" message is removed and the user's presence and personal status message is shown.



You can add a phone number to an existing contact by selecting an entry from a recent call list, a call log, or an instant message and then selecting **Options** > **Add to contact** > **Update existing**.

Adding an IVR Number to the Contacts List

If desired, users can enter an interactive voice response (IVR) number in their contact list. By entering the phone number for the IVR system, along with the pass code, and one or more P's in the dial string, users do not have to punch in the pass code every time they dial into the IVR system.

For example, when a user dials into a conference bridge number 8881234567 with a pass code of 9876, he can enter the dial string as '8881234567pp9876'. Each "p" in the dial string would translates to a specific amount of delay (typically 2-seconds) such that when the call is picked up at the remote end, a pause is introduced in between the sets of

numbers. After the short delay, the digits following “p” are sent. In this example, the conference bridge number 8881234567 will be dialed first, and then after the call is picked up at the remote end, the pass code 9876 will be dialed after 4 seconds (2 seconds delay for each “p” in the dial string).

Note that one or more upper or lowercase P’s must be entered to create a pause that matches the length of time it takes for the IVR system to say, “Please enter PIN.” This may requiring some fine tuning by the user to make it work properly.

Locating a Contact via Quick Search

You can easily locate an entry in the DiVitas Contacts list by using the quick search field at the bottom of the screen (i.e. the field with the magnifying glass). If your Contacts list has many contacts, using the quick search field can make it much faster and easier to locate a contact.

To locate a contact using the quick search field at the bottom of the screen:

- 1 Type one or more characters of the contact name into the search field.
The DiVitas Client displays only the contacts that match the search string you entered.
- 2 To narrow the search, enter more characters so that fewer contacts match the search string.
- 3 Continue entering characters to reduce the number of matching results. If only one contact appears, it will be highlighted by default. If multiple contacts are displayed, you can select the desired contact by scrolling to it and then using the Options menu to perform the desired action (e.g. call, send message, etc.).

Filtering the Contacts List

By default, the DiVitas Contacts screen lists both DiVitas and non-DiVitas contacts. You can filter this list so that it only shows DiVitas users and/or contacts for whom presence information is available.

To filter the DiVitas Contacts list:

- 1 From the Contacts screen, select [Options](#) > [Filter](#).
- 2 Select one of the following:
 - [Show all](#) – Displays all contacts, including non-DiVitas contacts.
 - [My network contacts](#) – Display only other DiVitas users, regardless of presence.

- [Show presence only](#) – Displays only the other DiVitas users for whom the presence indicator is enabled in the DiVitas Contacts list. (See [“Disabling the Presence Indicator for a Contact” on page 47.](#))

Notes:

- While prior releases would only allow users to search the DiVitas contacts list based on the currently-selected filter, the latest release decouples the quick search function from filtering, so you can search for a contact even if the currently-selected filter is causing the contact’s name to be hidden.
- You also can select to hide or display the status messages (personal messages) of other DiVitas users. The status messages are displayed by default. To hide them, select [Options](#) > [Hide personal messages](#).

Calling or Sending a Message to a Contact

You can call any DiVitas user or non-DiVitas contact. You can send a text message to any DiVitas user whose handset supports text messaging.

To call a contact:

- 1 From the DiVitas Contacts screen, scroll to the name of the contact to highlight it and then do one of the following:
 - Press the green Call key.
 - Select [Options](#) > [Call](#) > [From business number](#)¹ OR [From mobile number](#) and then press the left [Select](#) key to initiate the call or press the Navi scroll key.

If the contact has only one phone number, the DiVitas Client dials the number.

If the contact has more than one number, the numbers are listed so that you can choose one. In this case, scroll to the number you want to call, then press the left selection key to select [OK](#).



If desired, you can display the multiple phone numbers associated with a contact prior to dialing by selecting [Options](#) > [View details](#).

1. Selecting “From business number” will send the call through the DiVitas Server. Selecting “From mobile number” sends it from your cellular number, bypassing the DiVitas Server.

To send a text message to another DiVitas user:

- 1 From the DiVitas Contacts screen, scroll to the name of the contact to highlight it.
- 2 Select [Options](#) > [Send message](#).
- 3 In the chat screen that appears, begin typing your message in the field at the bottom.
- 4 Press the left [Send](#) soft key to transmit the message.



The [Send message](#) option is available only if the presence icon for a DiVitas user indicates that he or she is available to receive text messages. (See Table 4 on page 21 for a list of presence icons and their definitions.)

Disabling the Presence Indicator for a Contact

By default, a presence indicator is displayed next to each of the DiVitas users in the DiVitas Contacts list, in the call log on the Home screen, and on the Messaging screen next to any text conversations. If desired, you can disable display of the presence icon on an individual contact basis.

To disable display of the presence indicator for a contact:

- 1 Select the contact.
- 2 Select [Options](#) > [Presence](#) > [Don't watch](#).

The presence icon next to the contact name disappears. This change also applies to the other areas of the client where the user's presence can be shown.



When display of the presence icon for a contact is disabled, the contact will not be listed if you use the [Filter](#) > [Show presence only](#) option and the 'Send Message' option will disappear for this user.

To re-enable display of the presence indicator for a contact:

- 1 Select the contact.
- 2 Select [Presence](#) > [Watch presence](#).

Disabling the Presence Indicator for a Contact

Contacts

Using the Call Log

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The DiVitas Client Call Log screens list the calls that were missed, dialed, or answered using the DiVitas Client. Figure 11 shows an example of the Call Log screen that shows missed calls.

Figure 11. Call Log—Answered Calls Screen



Calls to or from numbers in your Contacts list appear in the DiVitas Call Log by contact name. Calls to or from people who are not in your contacts list will appear in the DiVitas Call Log as phone number.

Accessing the Call Log Screens

To access the Call Log screens, press the Navi scroll key to the right to scroll to one of the following tabs:



– Displays missed calls. These are calls that either were not answered or were answered by your voicemail.



– Displays outgoing calls. These are calls that you initiated from your DiVitas Client extension on the handset.



– Displays incoming calls. These are calls that you answered.

Dialing a Logged Number

To call the other party in a logged call, see [“Dial by Selecting a DiVitas Call Log Entry” on page 28.](#)

Deleting a Call from the Call Log

To delete a call from the Call Log:

- 1 When the Call Log containing the call log entry is displayed, press the Navi scroll key down or up to scroll through the list and select the call log entry.
- 2 Press the left selection key to select **Options**.
- 3 Select **Delete**.
A prompt appears, asking you to confirm whether to delete the call.
- 4 Select **Yes** to delete the call or **No** to cancel the request.



Deleting a call log in the missed, incoming, or outgoing call log screens will not clear the entry from the recent call list displayed on the Home screen.

Where Calls Are Logged

The DiVitas Client Call Log is separate from the call log for the handset's native dialer. Calls are logged in one or both logs, depending on the call direction, the medium (WiFi or GSM), and whether the number on the handset is the DiVitas Client extension or the handset's mobile number. Table 8 lists where calls are logged.

Table 8. Where Calls Are Logged

Call Direction		Native Dialer's Call Log	DiVitas Client Call Log
Incoming	To DiVitas Client extension on GSM	Logged as Incoming or Missed call, depending on whether the call was answered	Logged as Incoming or Missed call
	To DiVitas Client extension on WiFi	Not logged	Logged as Incoming or Missed call
	To mobile number on GSM	Logged as Incoming or Missed call, depending on whether the call was answered	Not logged
Outgoing	From DiVitas Client extension on GSM	Logged as Incoming Missed call	Logged as Outgoing call
	From DiVitas Client extension on WiFi	Not logged	Logged as Outgoing call
	From mobile number on GSM	Logged as Outgoing call	Not logged
Handoff	Handoff of DiVitas Client call from WiFi to GSM	Logged as Incoming call	Not logged
	Handoff of DiVitas Client call from GSM to WiFi	Not logged	Not logged

Where Calls Are Logged

Using the Call Log

Instant Messaging

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Instant Messaging (IM) enables you to have text conversations with other DiVitas users.



The Messaging window supports a maximum of 20 conversations. If the window contains 20 conversations and a new one begins, the oldest one is automatically deleted.

Adding a Network Contact

A network contact is any DiVitas user that you have explicitly added to your contact list. Once this user has been added, you can monitor their presence status and send them an instant message.

You can add a network contact in one of the following ways:

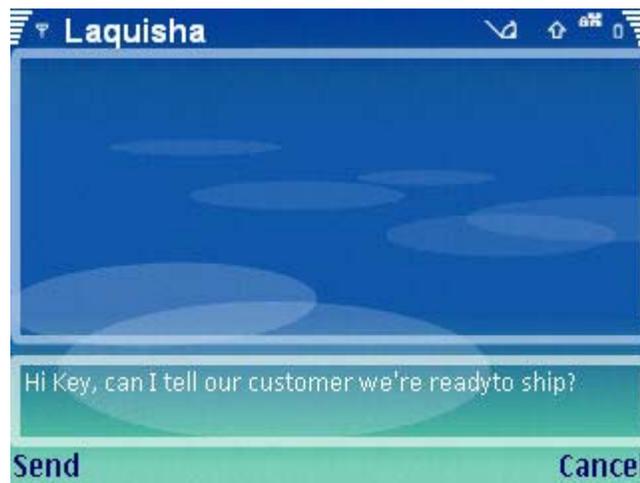
- If a user is already a native contact, his or her information is automatically carried over to the DiVitas Contacts list and 'Watch Presence' will be enabled. Otherwise, select the user from the Contacts list and then select [Options](#) > [Presence](#) > [Watch presence](#) for this user.
- Find the contact by searching the DiVitas server. Simply select [Options](#) > [Search Directory](#) > [By name/extension](#) and then add the contact by selecting [Options](#) > [Add this contact](#). By default, 'Watch presence' will be enabled for this user, thus allowing exchange of IMs.

Sending a Message to a Network Contact

To send an IM to a network contact:

- 1 Select the user in the Recent Call List (from the Home screen) or in the DiVitas Contacts list (from the Contacts screen).
- 2 Select **Options** > **Send message**.
- 3 A chat screen appears, as shown below:

Figure 12. Chat Window – Sending a New Message



- 4 Type your message in the field at the bottom.
- 5 Press the Navi scroll key or Select **Send**. The message is delivered as follows:

Notes:

- If you receive an incoming IM while your presence setting is 'On Voice and Text' or 'On Text Only', a pop-up window appears for four seconds, providing you with the option to select the View or Ignore soft keys. (See Figure 13 on page 55.)
The IM icon on the DiVitas Home screen is updated to indicate that a new message has arrived, with the red circle indicating the number of new messages: 
- If the presence setting is 'On Voice Only' or 'Not Voice or Text', the pop-up window does not appear, but the IM icon is still updated with the count of new messages.
- If you are logged out while an incoming message arrives, the message is queued by the server until you log in, at which time the message is delivered.
- An IM can be sent or received when you are on an active call, but it cannot be sent when there is no data connection (e.g. Cellular Voice Channel mode).

- If a loss of connectivity occurs while you are sending an IM, messages that have not been successfully transmitted will appear in red italics until connectivity is restored and the IM's are automatically sent out by the client.
- Unread messages are preserved on your phone until they have been read. For example, if the battery runs out, thus causing the device to shut down before the user has had a chance to read a message, the message will be available upon re-starting the application and connecting with server.

Viewing and Replying to a Message

When you receive a new message, the IM icon is updated: 

The number in the red circle indicates the number of new messages that have been received. If a plus "+" sign appears next to the number, that means the number exceeds 9 new messages.

If your presence setting is 'On Voice and Text' or 'On Text Only', the message also briefly appears in a pop-up window that is displayed on the DiVitas Client.

Figure 13. New Message Displayed in Pop-up Window



If you already have a chat window open for the conversation, the message appears in the chat window. (See Figure 15 on page 57.)

To view an IM, do one of the following:

- Click on the left **View** soft key.
- Select the IM icon from the Home screen, and press the Navi scroll key, or select [Options](#) > [Message list](#).

Alternatively, you can press the right **Ignore** soft key to close the IM pop-up window.

The Messaging screen can manage multiple conversations. The latest message in each conversation is displayed. In this example, there is only one conversation.

Figure 14. Messaging Screen



To reply to an IM:

- 1 On the message screen, select the conversation and press the Navi scroll key or select **Options** > **Send message**.

A chat window opens, with a text entry field located at the bottom.

- 2 Type your message and send. (See [“Sending a Message to a Network Contact” on page 54.](#))

Figure 15. New Message Displayed in Chat Window



Managing Multiple Conversations

The Messaging screen can have multiple conversations, one for each of the DiVitas users with whom you are chatting. For each separate conversation, the most recent message is displayed.

A conversation remains on the Messaging screen until you delete it, or until you already have 20 conversations and a new one begins. In this case, the oldest conversation is automatically deleted.

Deleting a Conversation

To delete a conversation:

- 1 Select the conversation on the Messaging screen.
- 2 Select [Options](#) > [Delete conversation](#).

To clear all messages from a conversation without deleting the conversation itself, open the conversation and select [Options](#) > [Clear conversation](#).

Deleting a Conversation

Instant Messaging

Accessing Voicemail

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This chapter describes how to access voicemail and manage your DiVitas Server voicemail account.

The DiVitas Client supports the following types of voicemail access:

- Visual voicemail – You can scroll through your voicemails and listen to them in any order. (Visual voicemail is described in this chapter.)
- Voice-only voicemail – You can access voicemail by dialing the DiVitas Server. (Voice-only voicemail is not described in this chapter. Instead, see [“Voice-Only Voicemail Access” on page 81.](#))

If your handset uses CellData (packet data) services or WiFi, you have visual voicemail. Otherwise, you can use voice-only voicemail.



This chapter applies only to voicemail hosted on the DiVitas Server. If your enterprise uses another voicemail system instead, this chapter is not applicable. Contact your DiVitas Server administrator for information.

Voicemail Indicator

On the DiVitas Home screen, if the voicemail icon has a number in the upper right corner, you have new voicemail.

The number indicates the number of new voicemails you have. If your handset supports Message Waiting Indicator (MWI), the indicator light flashes to indicate new voicemail.

Playing Voicemail Messages

You can use the DiVitas Client to play new and saved voicemails.

To play a voicemail message:

1 Access the voicemail page using one of the following methods:

- On the DiVitas Home screen, scroll to the voicemail icon: 
Press the Navi scroll key or select [Options](#) > [Voice mail list](#).
- From other DiVitas screens, scroll to the voicemail tab: 

2 Scroll to the voicemail.

3 Press the Navi scroll key, or select [Options](#) > [Download and play](#).

If you are replaying a message you've listened to previously, select [Options](#) > [Play](#).

Figure 16. Voicemail Screen



Voicemail Message Options

The following voicemail management options area available when a voicemail message is selected:

- [Options](#) > [Download and play](#)
- [Options](#) > [Play](#) (this will appear if the message has already been downloaded)
- [Options](#) > [Call](#)
- [Options](#) > [Delete](#)
- [Options](#) > [Delete All](#)

- [Options > Call voice mail](#)
- [Options > Add to contact](#)
- [Options > Settings](#)
- [Options > Help](#)

Playback Options

The following playback option is available during playback of a message:

- [Options > Pause / Resume](#)

Notes:

- If you are playing back a voicemail message and an incoming call is received, the voicemail stops playing and you will have to play it from the beginning.
- If you are playing back a voicemail message and highlight a different message in the visual voicemail screen, the audio is paused. You can resume playback by re-highlighting the original voicemail message and pressing the Navi scroll key.

Saving a Message

Voicemails are automatically saved until you delete them. All your saved voicemails go into the same folder on the server. To replay a voicemail, just highlight and select [Options > Play](#).

Saving a Message

Accessing Voicemail

Settings Options

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Network Settings	65

The Settings menu allows you to configure DiVitas Client options and display information about the network. This chapter describes the Settings options.

Phone Settings

The Phone settings menu has the following options.

Force calls via DiVitas

The [Force calls via DiVitas](#) option makes the DiVitas Client the default dialer, placing all outbound calls through the DiVitas Server instead of through the handset's native dialer. Calls initiated by typing a number, selecting a contact, call log, or web link will use the DiVitas Client dialer instead of the native dialer.¹

This option is enabled by default.

To disable the option, select [Options](#) > [Settings](#) > [Phone settings](#) > [Force calls via DiVitas](#). The state changes from Enabled to Disabled. To re-enable it, use the same procedure to change the state to Enabled.



To use this option, you must leave the DiVitas Client running. If you exit the DiVitas Client, the handset's native dialer will be used to place outbound calls.

Auto-start DiVitas Client

The [Auto-start DiVitas Client](#) option configures the DiVitas Client to start automatically each time the handset is powered on or rebooted.

This option is enabled by default.

1. When enabled, the caller ID for all outbound calls will be the caller ID that is associated with your DiVitas Client extension. Likewise, all outbound calls will appear in the DiVitas Client call log.

To disable the option, select [Options](#) > [Settings](#) > [Phone settings](#) > [Auto-start DiVitas Client](#). The state changes from Enabled to Disabled. To re-enable it, use the same procedure to change the state to Enabled.

Privacy statement

This option enables or disables re-display of the privacy statement each time the DiVitas Client is started.

When the privacy notice is displayed as the DiVitas Client is starting up, the client displays a prompt asking whether you want to display it again in the future. If you select the option to prohibit future display of the message, this change is applied to the Phone settings menu. The state of this option is changed to Disabled.

Billable events notice

This option enables or disables re-display of the billable events notice each time the DiVitas Client is started.

When the billable events notice is displayed as the DiVitas Client is starting up, the client displays a prompt asking whether you want to display it again in the future. If you select the option to prohibit future display of the message, this change is applied to the Phone settings menu. The state of this option is changed to Disabled.

Save password

This option enables or disables memory of your password by the client. When this option is enabled, you do not need to enter your password the next time you log into the client. Your password is automatically sent to the server.

This option is enabled by default.

To disable the option, select [Options](#) > [Settings](#) > [Phone settings](#) > [Save password](#). The state changes from Enabled to Disabled. To re-enable it, use the same procedure to change the state to Enabled.

Network Settings

The Network settings menu has the following options.

Global data roaming

By default, the DiVitas Client avoids international data roaming charges for both CellData (packet data) and voice. If the client detects that the handset is attempting to roam onto the network of a country other than the home country (i.e. the country associated with the SIM card), the client automatically disables CellData usage to prevent the client from incurring roaming charges. Note that if a call is active when an international roam is attempted, the active call will be ended.

Global data roaming is disabled by default.

To enable global data roaming, select [Options](#) > [Settings](#) > [Network Settings](#) > [Global data roaming](#). The state changes from Disabled to Enabled.



The [Global data roaming](#) option does not affect roaming from one carrier network to another within the same home country, nor does it affect roaming onto WiFi.

Presence data

The [Presence data](#) option specifies the network conditions under which the messaging and presence features are enabled in your client. You can select one of the following:

- [Always On](#) – Text messaging and presence data are enabled on WiFi and CellData.
- [Only on WiFi](#) – Text messaging and presence data are enabled only on WiFi. If you leave WiFi coverage, the features are temporarily disabled until you are back on WiFi.
- [Disable while Roaming](#) – Text messaging and presence data are enabled on WiFi and CellData, **except** when the client detects that the handset is attempting to roam onto the network of a country other than the home country of the handset's SIM. In this case, to save roaming costs, the client disables text messaging and presence data until the handset roams back into the SIM's home country.
- [Disable Presence](#) – Text messaging and presence data are disabled under all network conditions.

The default is [Always On](#). To change the setting, select one of the other options listed above.

Connection status

This option displays a screen of information about the status of the currently active connection in use by the DiVitas Client.

The connection status screen shows the following information:

- Handset IP Address – IP address of your handset.
- Server Internal Address – Internal IP address or FQDN of the DiVitas Server. This is the address where the server can be reached on the private network, from inside the firewall.
- Server External Address – External IP address or FQDN of the DiVitas Server. This is the address where the server can be reached from the Internet.
- Interface – Type of IP connection:
 - WiFi – Wireless LAN (WLAN) network.
 - Cell – Packet cell data services through a cellular carrier (GPRS, UMTS, and so on).
- SSID – Network name of the WLAN network. If the active wireless IP connection is a CellData connection instead of a WLAN connection, this field displays “No WiFi.”
- RSSI Value – Received Signal Strength Indicator. This is the strength of the WiFi signal, in -dBm. A higher number represents a weaker signal than a lower number:
 - 0 dBm is the best theoretically possible RSSI value. The WiFi signal is very strong.
 - If the connection is a CellData connection rather than a WiFi connection, the RSSI value is shown as -200.
- RSSI Threshold – The minimum RSSI allowed for calls over WiFi. If the RSSI falls below this threshold for more than a short while, the DiVitas Client hands off the call to cellular.

Access point preferences

This option allows you to prohibit the DiVitas Client from using specific access points (APs).



The DiVitas Client follows the Nokia convention of using the term “AP” to refer to a Wireless LAN (WLAN) connection or a CellData (packet data) connection.

By default, when the handset has an active WLAN connection, the DiVitas Client will try to use the connection to reach the DiVitas Server. If the DiVitas Server cannot be reached on the active WLAN connection, the DiVitas Client then uses the active packet data connection.

You might want to prevent the DiVitas Client from using certain connections. For example, if you have a packet data connection that is only for multimedia messaging, the DiVitas Client might not work properly over the connection. Multimedia messaging connections also can be more expensive than packet data connections used for web browsing.

Likewise, if you have WLAN connections that cannot reach the DiVitas Server, you might want to prevent the DiVitas Client from attempting to use those connections.

To prohibit the DiVitas Client from trying to use a specific connection:

- 1 Select [Options](#) > [Settings](#) > [Network settings](#) > [Access point preferences](#).
- 2 Select the desired connection to disable.
- 3 Select [Options](#) > [Disable access point](#), or press the Navi scroll key.

The icon next to the disabled connection changes to an “x” in a gray circle.

To re-enable a connection, select it, then select [Options](#) > [Enable access point](#), or press the Navi scroll key. The icon next to the re-enabled connection changes back to green.



Disabling or re-enabling a connection applies only to DiVitas Client use of the connection, and does not affect the connection's status outside the client. For example, if a connection is enabled on the handset, and you disable the connection in the client, then select [Menu](#) > [Tools](#) > [Settings](#) > [Connection](#) > [Access points](#), you can observe that the connection is still enabled.

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Verifying Proper Firmware Prior to Installing Client

Prior to installing the DiVitas Client software on the Nokia handset, you must first verify that the handset is running the correct firmware version, and must take corrective action if it is not. DiVitas recommends running the following versions of Nokia firmware:

- E51 - run version 100.34 or higher
- E61i – run version 2.06x or higher
- E63 – run version 100.21.110 or higher
- E65 – run version 2.06x or higher
- E66 – run version 100.07.78 or higher
- E71 – run version 100.07 or higher
- E71x – run version 3.27 or higher
- E90 – run version 07.40.x
- N73 – run version 3.0705.1.0.31
- N80 – run version 5.0719.0.2
- N81 – run version 11.0.045
- N82 – run version 30.0.019
- N85 – run version 11.047
- N95 – run version 20.0 or higher
- N96 – run version 12.043 or higher

To determine which version is running on a handset, dial ***#0000#** from the native dialer, (not from the DiVitas Client dialer.) If necessary, upgrade the firmware using the Nokia Software Updater (at nokia.com/softwareupdate) and PC Suite.

Note: A factory reset is done during firmware upgrade, which will remove all your data. **Before upgrading the firmware, make sure to save all your contacts and other data onto a PC or flash card.** Also, make sure your phone battery is fully charged.

Alternative Client Installation Method

If the handset is not provisioned to receive email or SMS messages, you can use the following steps instead. You will need to know the IP address or FQDN of the server. If you are outside the network firewall, the firewall also might need to be configured to allow your handset to reach the server. Ask your DiVitas Server administrator for the DiVitas Server IP address or FQDN to use.

- 1 On the handset, open a web browser.
- 2 Navigate to the following URL:

`https://<server-ipaddr-or-FQDN>/hs_img`

where *server-ipaddr-or-FQDN* is an IP address or fully qualified domain name provided by the system administrator.
- 3 If the browser is configured to prompt you to select a connection, select one to continue.



The DiVitas Server must be reachable on the connection you select.

A message appears, stating that the DiVitas Server has a certificate that is not trusted by the handset.

- 4 Press the left selection key to select **Options**, then select **Continue**.

The User name dialog appears.

Figure 17. User Name Dialog



- 5 Enter your DiVitas Client extension number. Press the left selection key to select **OK**.
The Password dialog appears.
- 6 Enter your DiVitas Client user password. Press the left selection key to select **OK**.
A message appears, stating that authentication information will be sent as plain text.
- 7 Press the left selection key to select **OK**.
A list of DiVitas Client image files appears.
- 8 Use the Navi scroll key to move the pointer over the image file until it is highlighted, then press the Navi scroll key.
Information about the image file is displayed.
- 9 Press the left selection key to select **OK**.
- 10 The image is downloaded. If a prompt appears, asking whether you want to open the downloaded image, press the left selection key to select **Open**.
The *Install DiVitasPhone?* message appears.

Figure 18. Install DiVitasPhone? Message

- 11** Press the left selection key to select **Yes**.

Details about the application file are displayed.

- 12** Press the left selection key to select **Continue**.

A security warning is displayed and asks whether you want to continue the installation.

- 13** Press the left selection key to select **Yes**.

If you are upgrading by installing over a previous DiVitas Client image, a message asks you whether you want to replace the older version. Press the left selection key to select **OK**.

- 14** You may be prompted to select the installation location (phone memory or flash memory). Select phone memory and press the left **Selection** key to continue.

Details about the Nokia APS Server application are displayed.

- 15** Press the left selection key to select **Continue**.

A message about the save location for log files appears.

- 16** Read the message, then press the left selection key to select **OK**.

The Nokia disclaimer appears.

- 17** Read the disclaimer, then press the left selection key to select **OK**.

The handset installs the application. When installation is complete, a blank browser page is displayed.

- 18** Press the left selection key to select **Options**, then select **Exit** to close the browser.

- 19 If a prompt appears asking you whether to clear the cache, press the left selection key to select **Yes** or the right selection key to select **No**, depending on your preference.
- 20 If this is a new installation of the DiVitas Client, you will need to enter the DiVitas Client configuration settings. Go to “Entering DiVitas Client Configuration Settings”. If you are upgrading, you do not need to reconfigure the settings.

Entering DiVitas Client Configuration Settings

Before you can sign in to the DiVitas Server for the first time, you must configure user settings. You will need to enter the following information. Ask your DiVitas Server administrator for the values to enter. You also can ask your GSM service provider for your mobile number.

- User Extension – Your DiVitas Client extension.
- User Password – Your DiVitas Client password.
- Server Address – IP address or FQDN of the DiVitas Server.
- Phone number – Mobile (cellular) number of the handset.



It is invalid to specify a DiVitas Client extension as the mobile number.

To enter the user settings:

- 1 Start the DiVitas Client, if not already started.
- 2 Access the user settings screen:

If you are starting the DiVitas Client for the first time, the DiVitas Client configuration settings screen is displayed automatically after you finish with the disclaimer and notifications.

Otherwise, when the Enter password dialog is displayed, press the right selection key to select **Details**.

Figure 19. DiVitas Client Configuration Settings Page



3 Enter the following information into the fields on the screen:

- User Extension
- User Password
- Server Address
- Phone number (Enter the number that will be required by the DiVitas Server's dial plan. For example, if the DiVitas Server is not configured to add the prefix, then you must include it here. Ask your system administrator for more information.)



On models that do not have a QWERTY keyboard (e.g. E65 or E66), dots in the IP address can be entered by pressing # or *.

4 Press the left selection key to select [Login](#).

The DiVitas Client dialer appears and the DiVitas Client signs you into the DiVitas Server.



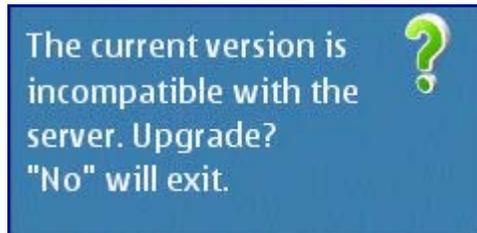
If the DiVitas Client does not respond, make sure all the fields are filled in. The DiVitas Client will not respond to the [Login](#) option unless all the DiVitas Client configuration fields are filled in.

The next time you start the DiVitas Client application, you only need to enter your password. The DiVitas Client remembers the other values.

Upgrading the DiVitas Client

When a new version of the DiVitas Client software is available on the DiVitas Server, a message such as the one shown in Figure 20 automatically appears when you start the DiVitas Client.

Figure 20. DiVitas Client upgrade prompt



Select **Yes** to begin the upgrade.



If the you select **No** to refuse the upgrade, the DiVitas Client terminates. You must complete the upgrade in order to continue to use the DiVitas Client.

From this point, the upgrade procedure is the same as the installation procedure, beginning with step 10 on page 71.

Adding a Shortcut to the DiVitas Client

You can add a shortcut to the DiVitas Client from the Active-Standby screen, by replacing one of the feature icons already on the screen. On handset models that have an Own key, you also can program this key to start the DiVitas Client.

Adding a Shortcut to the Active-Standby Screen

- 1 Select **Menu > Tools > Settings > Phone > Standby mode > Active standby apps**.
- 2 Scroll to the shortcut you want to replace. Shortcut 1 programs the first icon on the left of the icon row on the Active-Standby screen, Shortcut 2 programs the second icon from the left, and so on.
- 3 Press the Navi scroll key to display a list of applications. (See Figure 21.)
- 4 Scroll to “DiVitas” and select it, or select **OK**.
- 5 Select **Back > Back > Back > Exit**.
- 6 Verify that the DiVitas Client icon is present on the Active-Standby screen. (See the example in Figure 22.)

Figure 21. Active-Standby Shortcut Selection



Figure 22. Active-Standby Screen



Programming the Own Key

Some devices have an 'Own key', which is a button with the following icon  that can be programmed to launch an application of your choosing. If your device has an 'Own key' you can configure it by doing the following:

- 1 Press and hold the Own key, or select **Menu > Tools > Own key**. The Own key screen appears, where you can program the key. (See Figure 23.)
- 2 Press the Navi scroll key to display a list of applications.
- 3 Scroll to "DiVitas" and press the Navi scroll key to select it, or select **OK**.
- 4 Select **Exit**.

Figure 23. Menu > Tools > Own key



Troubleshooting the DiVitas Client

The DiVitas Client offers several tools to assist the system administrator in troubleshooting the software. If the user notices any unusual behavior, the upload log utility allows the client to upload logs from the client to the server. Similarly, the archive log utility allows the user to save log files on the client for later analysis, so log files can be saved even during a loss of connectivity.

Uploading Logs from the DiVitas Client

The Upload Log feature allows users to upload a dynamic set of log files to the DiVitas Server for later review by a system administrator. To upload the client log files to the DiVitas Server, simply select [Options](#) > [Upload Log](#) from the home screen.

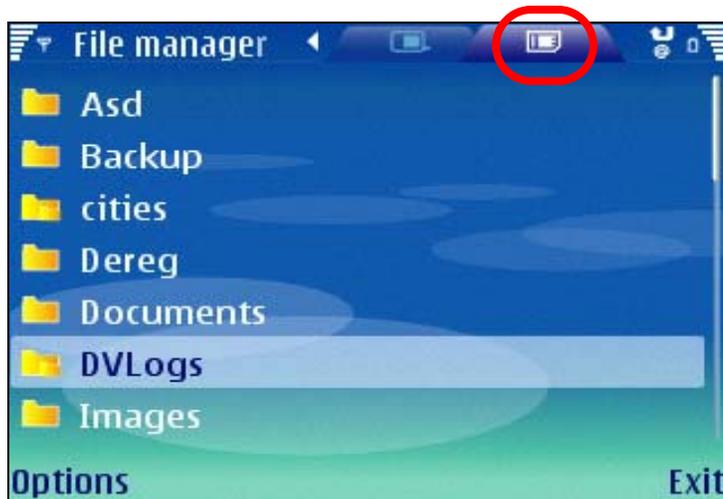
Up to 300 logs can be stored on the phone, uploaded to the server, and accessed through the DiVitas Server GUI. Once this 300-log threshold has been reached, successive log files (on the phone) will overwrite the oldest log files. In other words, the 301st log will overwrite the 1st log file.

Archiving Logs on the Phone's Memory Card

The DiVitas Client supports the ability to archive a set of log files on the phone's memory card. This feature lets DiVitas users take a snapshot of the current logs and preserve them in the phone's memory card, thus preventing them from being overwritten by newer and continuously-generated log files. This tool can prove invaluable when the Upload Logs feature cannot function – perhaps due to a loss of connectivity. To use the archive log utility, simply select [Options](#) > [Archive log](#).

Archived files are named according to timestamp and should be accessed by the system administrator by pressing the Nokia menu button and navigating to the following folder: [Office](#) > [File Mgr.](#) > select the [Memory Card](#) icon (see below) > scroll down to [DVLogs](#) > [DVLogArchives](#).

Figure 24. Accessing client logs files from the memory card



Notes:

- Up to five sets of logs can be saved on the phone using the Archive Log feature, after which older sets of archived files must be deleted to make room for the new ones.

Uninstalling the DiVitas Client

If you should ever choose to uninstall the DiVitas Client, DiVitas recommends that you use the following procedure:

- 1 Press the Menu key.
- 2 Select the Office folder.
- 3 Select the DiVitas icon.
- 4 Select **Options** > **Remove**.
- 5 Select **Yes** at the prompt.

Voice-Only Voicemail Access

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This chapter describes how to manage your DiVitas Server voicemail account by dialing the DiVitas Server. These procedures are not performed using the Voicemail screen.

Signing In to the DiVitas Server Voicemail System

To sign into your DiVitas Server voicemail account, use one of the following methods.

Signing In from Your Extension

Method 1

- 1 Access the DiVitas Dialer screen. (See [“Accessing the DiVitas Dialer Screen” on page 25.](#))
- 2 Select **Options** > **Call voicemail**.
- 3 When prompted to enter your password, enter your DiVitas voicemail password.

Method 2

- 1 Dial *97.
- 2 When prompted to enter your password, enter your DiVitas voicemail password.

Signing In from Another Device

To sign into your voicemail from another device:

- 1 Dial *98.
- 2 When prompted to enter your user name, enter your DiVitas Client extension number.
- 3 When prompted to enter your password, enter your DiVitas Server voicemail password.

Voicemail Options

After you sign in, the voicemail system will play a menu of options. This is the main menu.

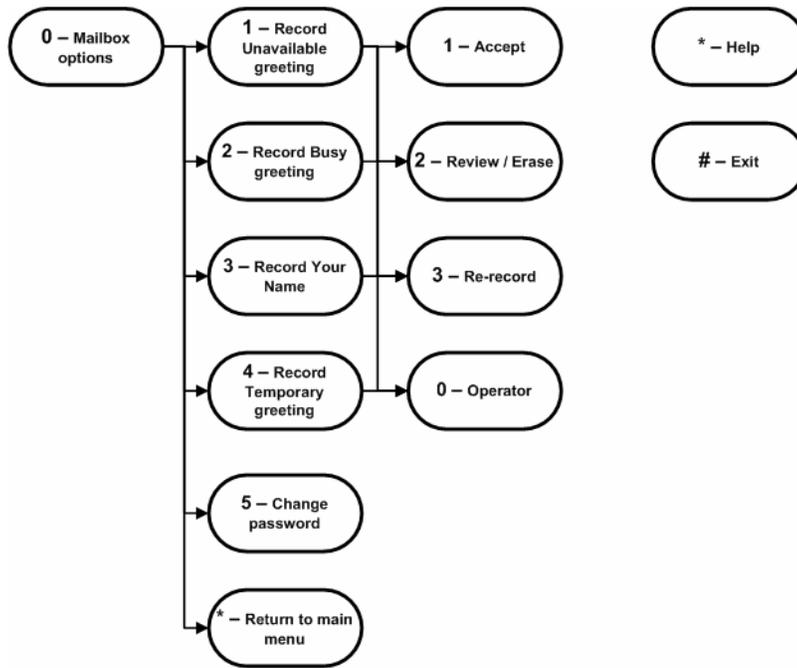
- 1 – Play messages
- 2 – Change folders
- 3 – Advanced options
- 0 – Mailbox options
- * – Help
- # – Exit

Options 1, 2, and 0 lead to further options. Option 3 has an option to return to the main menu but is otherwise not used. Figure 25 on page 83 and Figure 26 on page 84 show the voicemail options available on the DiVitas Server. (Option 3 in the main menu is not shown, since it is not used.)

Figure 25. Voicemail Options



Figure 26. Voicemail Options (cont.)



Setting Up Your Mailbox

If DiVitas Server voicemail service has been enabled for your DiVitas Client extension, the mailbox is already set up with a default password and a default set of greetings. You can customize your mailbox by changing these settings.



Ask your DiVitas Server administrator for your default voicemail password. The DiVitas Server administrator sets the password when adding your DiVitas Client user account to the DiVitas Server.

Table 9 describes the voicemail greetings you can customize.

Table 9. Configurable Voicemail Greetings

Greeting Type	Description	Default Greeting	Customized Greeting
Unavailable	<p>The Unavailable greeting is played in the following cases:</p> <ul style="list-style-type: none"> Someone calls your extension when you are not signed into the DiVitas Server. Someone calls your extension when you are signed into the DiVitas Server but you do not answer the call. Someone calls your extension when you are not available for voice. 	<p>“The person at extension <i>extension-number</i> is unavailable. Please leave a message after the tone. When finished, hang up or press the # key.”</p>	<p>Your new Unavailable greeting replaces the first sentence of the default greeting.</p>
Busy	<p>The Busy greeting is played for callers who call your DiVitas Client extension when you are already on a call.</p>	<p>“The person at extension <i>extension-number</i> is unavailable. Please leave a message after the tone. When finished, hang up or press the # key.”</p>	<p>Your new Busy greeting replaces the first sentence of the default greeting.</p>
Temporary	<p>When configured, the Temporary greeting is played instead of the Unavailable or Busy greeting, in all of the cases where these two greetings normally are played.</p> <p>For example, if you are going on vacation, you can record a Temporary greeting to inform callers of the dates you will be away.</p>	<p>By default, there is no Temporary greeting.</p>	<p>Your Temporary greeting replaces the first sentence of the Unavailable and Busy greetings.</p>

You also can record your name. By default, the greetings listed in Table 9 say “The person at extension *extension-number* is unavailable/busy”. If you record your name, the greetings say your name instead of “The person at extension *extension-number*”.

To return a greeting to its default value, you can erase it.

Changing Your Voicemail Password

- 1 Sign in to the voicemail system. (See [“Signing In to the DiVitas Server Voicemail System” on page 81.](#))
- 2 Press 0 to access voicemail options.
- 3 Press 5.
The voicemail system prompts you to enter your new password.
- 4 Enter the new password.
The voicemail system prompts you to enter your new password again, to ensure you typed the numbers you intended to type.
- 5 Enter the new password again.
- 6 When you are finished, press End.
- 7 Dial into the DiVitas Server voicemail system again and test the new password.

Changing Your Name

- 1 Sign in to the voicemail system. (See [“Signing In to the DiVitas Server Voicemail System” on page 81.](#))
- 2 Press 0 to access voicemail options.
- 3 Press 3.
- 4 After the tone, say your name.
- 5 Press #.
- 6 Press 2 to listen to your recording.
- 7 Press 1 to save the recording or press 3 to rerecord it.
- 8 Hang up, or select another option. (See Figure 26 on page 84.)

Customizing Your Voicemail Greetings

You can customize the greetings described in Table 9 on page 85.

- 1 Sign in to the voicemail system. (See [“Signing In to the DiVitas Server Voicemail System” on page 81.](#))
- 2 Press 0 to access voicemail options.
- 3 Press one of the following numbers:
 - 1 – To record your Unavailable greeting
 - 2 – To record your Busy greeting
 - 4 – To record your Temporary greeting
- 4 After the tone, speak your new greeting.
- 5 Press #.
- 6 Press 2 to listen to your new greeting.
- 7 Press 1 to save the greeting or press 3 to re-record it.
- 8 Hang up or select another option. (See Figure 26 on page 84.)

Checking Your Voicemail

Your voicemail is stored in folders. The DiVitas Server voicemail system provides the following folders:

- New
- Old
- Work
- Family
- Friends

All voicemail messages that you have not listened to are stored in the New folder. After you listen to a voicemail, the message is moved from the New folder to one of the other folders. By default, messages are moved to the Old folder. However, after you listen to a message, the voicemail system allows you to specify the folder in which to save the message. You can save a message into any of the folders.

To access your voicemail:

- 1 Sign in to the voicemail system. (See [“Signing In to the DiVitas Server Voicemail System” on page 81.](#))
- 2 Select a message folder. The prompt from the voicemail system differs depending on whether you have new messages, old messages, or both.
 - If you have new messages, the following options are available:
 - ◆ 1 – Listen to new messages. The voicemail system begins playing the first new message.
 - ◆ 2 – Change folders.
 - If you have saved messages but no new messages, the following options are available:
 - ◆ 1 – Listen to old messages. The voicemail system begins playing the first old message.
 - ◆ 2 – Change folders.
- 3 If you selected 2 to change folders, press a number to select a voicemail folder:
 - 0 – New messages
 - 1 – Old messages
 - 2 – Work messages
 - 3 – Family messages
 - 4 – Friends’ messages

Press 1 to play the messages that are contained in the selected folder.
- 4 When you are finished, hang up or select another option. (See Figure 26 on page 84.)

Rewinding or Fast Forwarding

While you are playing a message, you can rewind or fast forward:

- * – Rewind
- # – Fast forward

Saving a Message

After you listen to a message, the voicemail system allows you to save the message. In fact, the message is saved by default to the Old folder, unless you delete the message or save it to another folder instead.

To save a message in a specific folder:

- 1 After the message is played, press 9.
- 2 Press a number to select the folder:
 - 0 – New messages
 - 1 – Old messages
 - 2 – Work messages
 - 3 – Family messages
 - 4 – Friends' messages

Forwarding a Message

After you listen to a message, one of the options presented by the voicemail system is to forward the message to another extension. You can prepend a message of your own to the forwarded message or forward it as-is, without a prepended message.

To forward a message:

- 1 After the message is played, press 8.
- 2 Press a number to prepend the message or forward as-is:
 - 1 – Prepend a message before forwarding
 - 2 – Forward as-is

These options along with the other message options are shown in Figure 25 on page 83.

