



# VOICEMAIL

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Tips for using the OfficeMaster Suite voicemail solution in combination with Microsoft Exchange/Outlook

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User manual 2017/04/06 | Ferrari electronic AG

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This user manual contains information on using the Ferrari electronic Voicemail solution and is addressed to end users.

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## Revision History

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1. Issue

# 1. Voicemail

Configure the OfficeMaster voicemail service using one of the following:

▶ **Via telephone interface**

The telephone interface allows for not only playing back recorded messages but also configuring and managing personal recordings and changing the PIN.

▶ **Via web interface**

The web interface provides you with additional configuration settings such as adjusting the time-controlled behaviour of personal recordings.

## 1.1. Instant greeting priority

Your OfficeMaster voicemail box incorporates multiple usage scenarios into a single solution. This opens up a vast field of possible configuration settings you can choose from.

Once you have fully configured your voicemail solution, the voicebox checks the following configuration steps one after another for every incoming call. Depending on whether an element fits or not, the voicemail system either jumps to the next element or the respective message will be played.

1. You have activated instant greeting.
2. Your user account is connected to the Exchange calendar evaluation and, at time of an incoming call, your status is at "**occupied**" or at any higher status.
3. You have configured personal greetings in the web interface and one of them applies to the situation. Find additional information in the [web user interface](#) paragraph on page 9 .
4. Using the web interface, you have either named a personal greeting "**greeting**" or, using the telephone interface, you have activated „**record greeting**".
5. Using the web interface, you have either named a personal greeting "**Name**" or, using the telephone interface, you have activated "**Record name**".

The default recording will be played if none of these elements fits to the situation.

## 1.2. Using the telephone interface

In this chapter, we will elucidate the voice tree method. The voice tree enables you to swiftly manage and configure your voicebox including all recordings.

### ► Main menu

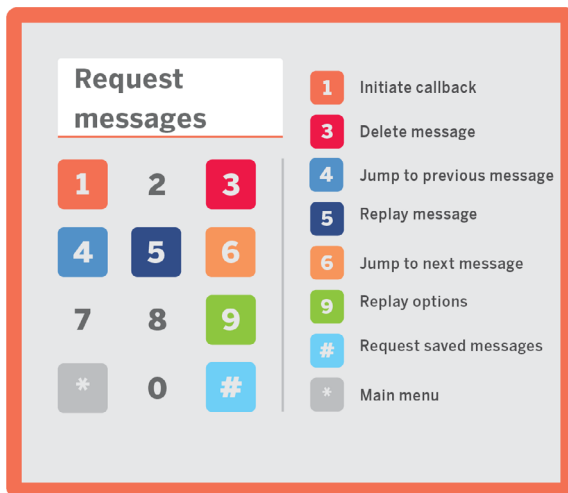


The voice tree commences with the main menu. Here you have four options to choose from:

- (3) Open the configuration menu
- (5) Manage instant greetings
- (9) Replay options
- (\*) Listen to recordings / Request messages

### ► Listen to recordings/ Request messages

Use this menu to listen to your new voice messages as well as your saved voice messages. All messages that have been recorded will be deposited to your Outlook mailbox in an E-Mail format.



New messages in your voicebox equal unread voice messages in your mailbox whereas saved messages in your mailbox equal read voice messages.

Hence, you can also manage voice recordings in your mailbox.

**Note!** If you relocate your messages (e.g. move them into a sub-folder) within your mailbox, the voicebox won't incorporate them into the request mode, thus you will not be able to access them. Deleting your voice messages within your mailbox will also delete them from your mailbox.

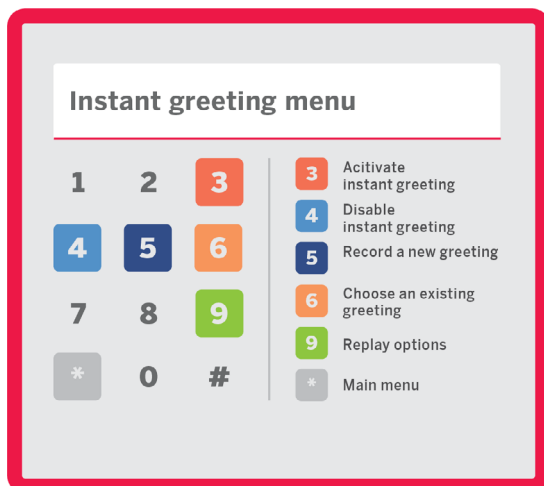
- (1) Initiate a callback: Pressing 1 will initiate a callback to the respective number. Note that this option is not possible if the caller had called with a hidden number.
- (3) Delete message: Use this key to delete a message from the voicemail system as well as from the user mailbox.
- (4) Jump to previous message: If the current message is not the first in line, you can use this key to jump to the previous message and replay it.
- (5) Replay message: Choose this option to replay the current message.

- (6) Jump to next message: If you don't want to listen until the end of the current message, press 6 to play the next.
- (9) Replay options: Use this key to replay possible selections that you have for this menu.
- (#) Request saved messages: All messages that have been saved or marked as read can be accessed and replayed with this key.
- (\*) Main menu: Return to the main menu using this key.

You can also apply these options to previously saved messages, but note that now both, the asterisk (\*) and hash (#), will return you to the main menu.

### ► Instant greeting menu

The instant greeting menu allows you to manage up to 10 personal greeting recordings. Apart from simply requesting the caller to leave a message, you can also decide whether a message can be left at all. Hence, you may want to choose not to allow a recording of messages if you are absent (e.g. on holiday) and simply play an absent note instead.



The instant greeting menu will not demand any surplus information, which would essentially complicate the setup process.

In order to manage your personal greetings, choose from these options:

- (3) Activate instant greeting
- (4) Disable instant greeting
- (5) Record a new greeting
- (6) Choose an existing greeting
- (9) Replay options
- (\*) Main menu

### ► Exception: Recording an instant greeting for the first time

If you haven't recorded any instant greetings before, you will only be able to select "(3) *Activate Instant greeting*".

A guide will lead you through the setup process where you will find the opportunity to record your personal instant greeting.

Press any key or simply hang up and instant greeting will immediately become active, allowing any caller to leave a message to your voice box. If you have made a recording but don't want to activate an instant greeting just yet, press (4) instead of hanging up.

### (3) Activate instant greeting

This option will only be available to you if you have previously deactivated instant greeting.

#### (4) Disable instant greeting

As soon as you have successfully recorded and activated at least one instant greeting, you can choose to disable the instant greeting functionality by pressing (4).

Once deactivated, the voicebox resorts to alternative settings (check [Instant greeting priority](#) on page 3 for further details).

Note that all greetings remain on the system and will not be deleted. You can still manage and listen to your instant greetings using the Web interface. When renaming, please use *dtmf0* to *dtmf9* only.

#### (5) Record a new greeting

If you have less than 10 greetings saved to your voicebox, simply press (5) to initiate a new instant greeting recording. Again, either hang up or press any key to stop the recording and save it to the system. After that, decide whether to enable or disable voice recordings.

#### (9) Choose an existing greeting

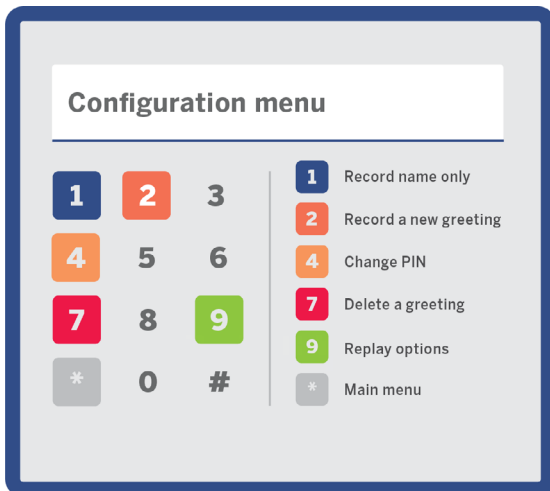
Use the 0-9 keys to select and play an instant greeting. You may set the selected recording as default instant greeting and again enable or disable voice recordings.



**Note!** In order to delete an instant greeting, please navigate to the configuration menu and select *Delete a greeting*.

#### ► Configuration menu

The configuration menu offers extensive settings, allowing you to configure your voicebox to fit your demands.



Choose from any of the following options:

- (1) Record name only
- (2) Record a new greeting
- (4) Change PIN
- (7) Delete a greeting
- (9) Replay options
- (\*) Main menu

*Main menu* and *Replay options* correspond to the behaviour described above. All other options are characterised below.

**(1) Record name only**

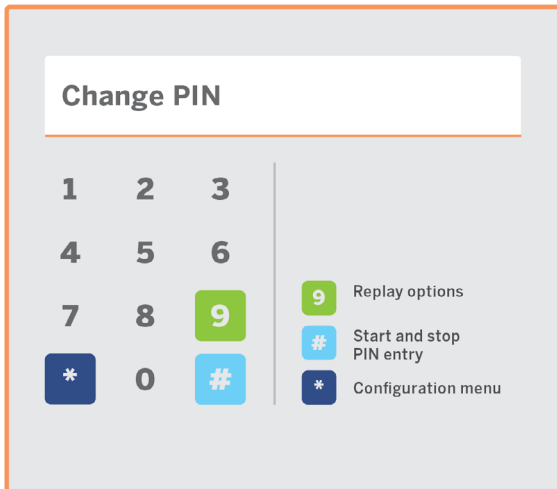
Press (1) to limit the instant greeting recording to your name only. The system places a default recording before and after your name, hence the caller receives a full recording.

You will be asked to say your name after a beep. Pressing any key before the beep will return you to the configuration menu. Pressing any key after the beep will end the recording.

**(2) Record a new greeting**

Choose this option to record a whole instant greeting instead of just bits. The voicebox will ask you to start talking after the beep. Again, press any key before the beep to return to the configuration menu or after the beep to conclude the recording.

**(4) Change PIN**



Use this sub menu to change your PIN. This PIN will grant you or others full access to the voicebox.

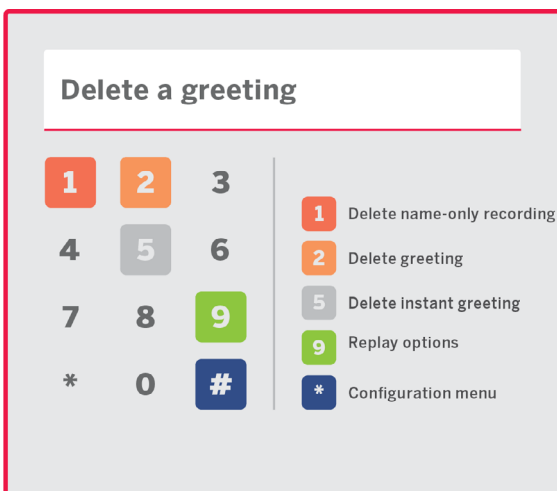
While the system reads out the options available in this menu, you can use the following keys at any time:

- (9) Replay options
- (#) Start/Stop the PIN entry
- (\*) Return to the configuration menu.

Once you have entered your desired PIN, use (#) to return to the configuration menu. If you want to abort the PIN entry, either hang up or press (\*).

**(7) Delete a greeting**

This option will only be available if you have previously saved an instant greeting to your voicebox.



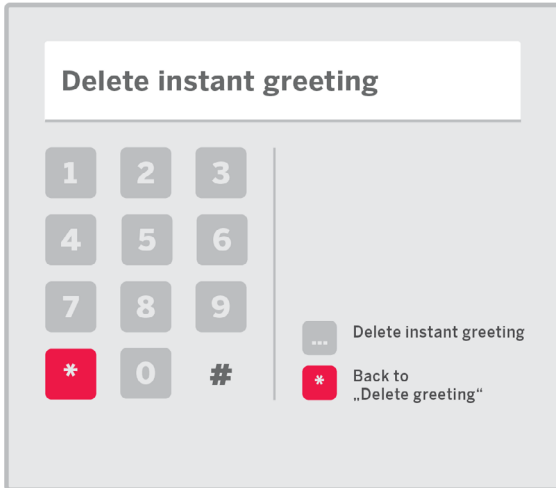
The system recognises available or non-available settings and reads them out accordingly. Thus, you may be offered different options, depending on the current scenario.

- (1) Delete name-only recording
- (2) Delete greeting
- (5) Delete instant greeting
- (9) Replay options
- (\*) Configuration menu

► Delete name-only recording/Delete greeting

Choosing one of both options will immediately delete the respective recording.

► Delete instant greeting



Once selected, the voicebox will prompt you to enter the number of the instant greeting you want to delete (0-9). It will subsequently replay the desired recording and ask for confirmation.

Press the asterisk key (\*) to return to the “*Delete a greeting*” menu.



# 1.3. Using the web interface

Access the web interface at ..... (please enter designated address)

Log in using your domain username and password.

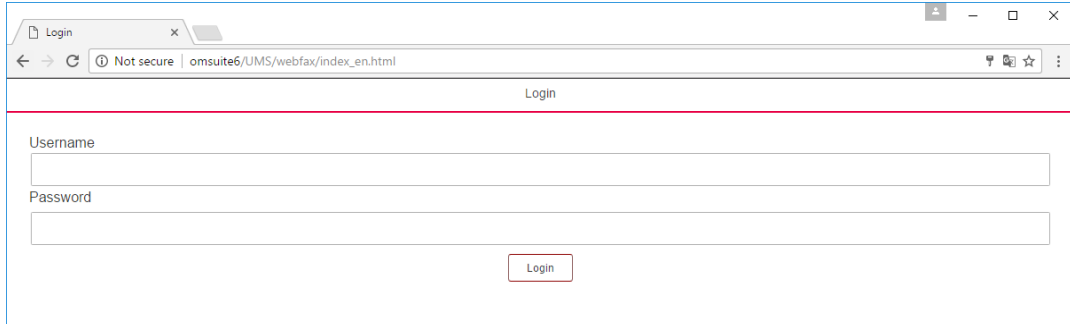


Image 1.1: Accessing the web interface

## 1.3.1. Configure a user profile

After the initial log in, you won't find any personalised user profile that would be available for configuration. The voicemail system autonomously creates an initial user profile, which you can confirm by clicking on **Save settings**. Once confirmed, you can start personalising.

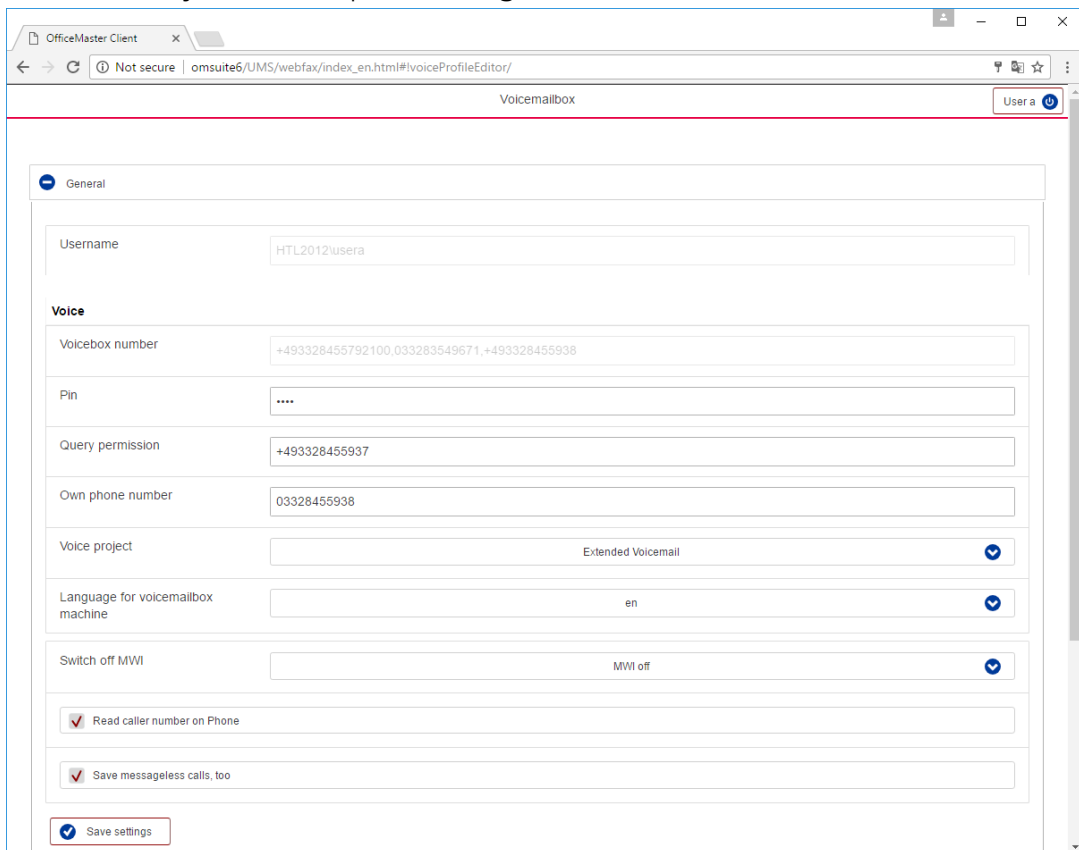


Image 1.2: Adding a new profile to the voicemail system

The upper part of the UI contains information gathered from the company's directory. Information that can't be edited for the respective user are greyed out.

▶ PIN

Change your PIN for a remote request here. This PIN will be requested by the telephone interface. However, it has no role for the web UI.

▶ Query permission

If you resort to advanced security precautions, you may deposit up to three telephone numbers that are permitted to remotely access the voicebox.

▶ Own phone number

In order to record greetings via the web UI or play voice recordings with the optional Outlook Plugin, deposit your own phone number here.

### 1.3.2. Manage greetings

You can add greetings directly on the web UI via file upload or your phone. If you choose **Record greeting through phone**, a window will pop up prompting you to label the recording. The number that has been entered into **Own phone number** will then be called and the voicebox subsequently prompting you to record your personal greeting. Simply hang up to end the recording and label your file afterwards.

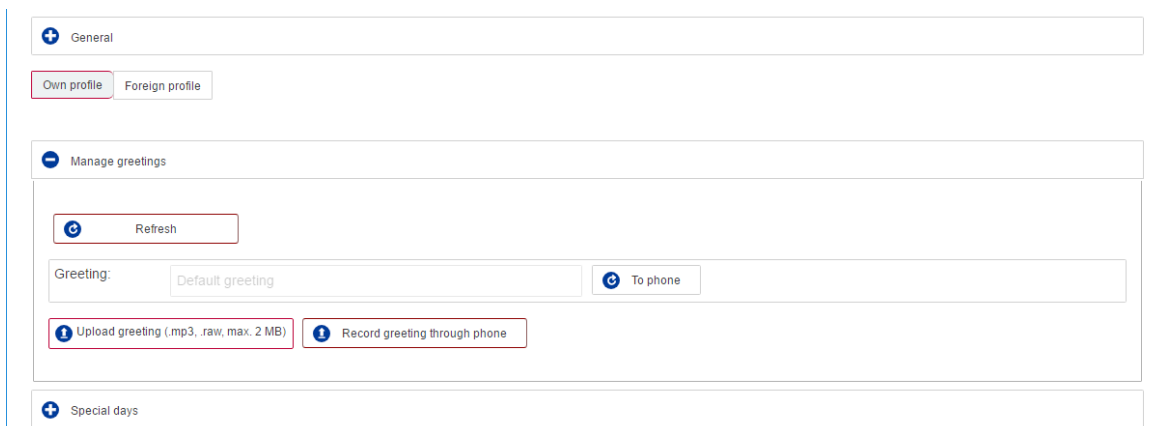


Image 1.3: Add or manage greetings

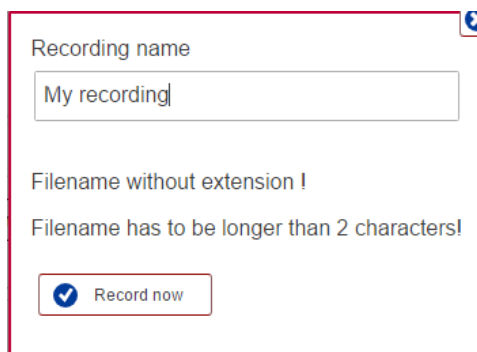


Image 1.4: Pop up window prompting you to label the recording

The recording is now at your disposal and can be played back at any time, simply by clicking on **To phone**.

### 1.3.3. Create a profile

These values need to be considered when creating a new profile:

- „From highest span to lowest“
- Weekday overwrites weekdays
- Time period (Start & End point) overwrites weekdays
- Date overwrites time period

The screenshot displays a configuration interface for voicemail profiles. At the top, there is a 'General' section with a plus icon. Below it, two tabs are visible: 'Own profile' (selected) and 'Foreign profile'. The main configuration area is divided into three sections: 'Manage greetings' (plus icon), 'Special days' (plus icon), and 'Weekdays' (minus icon). The 'Weekdays' section is expanded, showing a list of predefined days with edit icons (blue arrows) to the right of each entry:

Mo-Fr	➔
Sa-So	➔
Montags	➔
Dienstags	➔
Mittwochs	➔
Donnerstags	➔
Freitags	➔
Samstags	➔
Sonntags	➔

Image 1.5: Predefined days

The configuration dialogue for editing both, intervals and individual weekdays, are identical. Here, you have the choice to configure the voicemail behaviour according to your needs. If you haven't entered any information before, the voicebox will use the default settings, meaning that it takes a call, plays a default greeting and eventually asks the caller to leave a message.

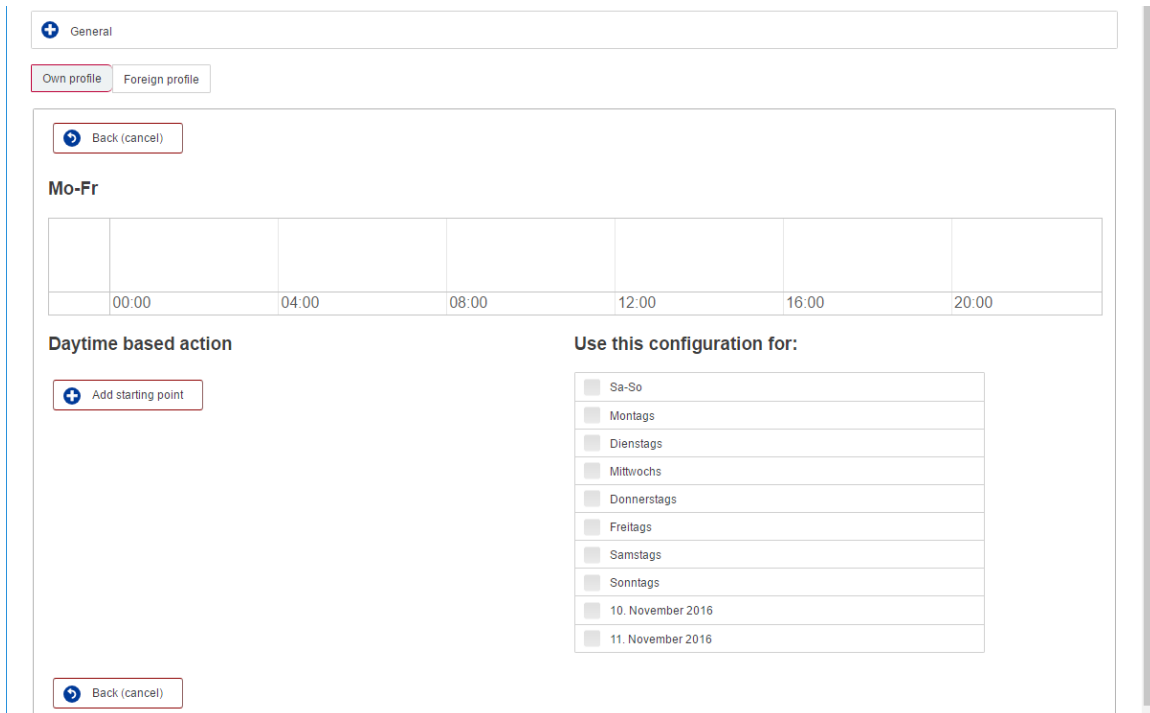


Image 1.6: Profile view without any entries

Use **Add starting point** to add a starting point to your configuration. Note that by doing this you won't change any settings, thus the voicebox behaviour won't change either.

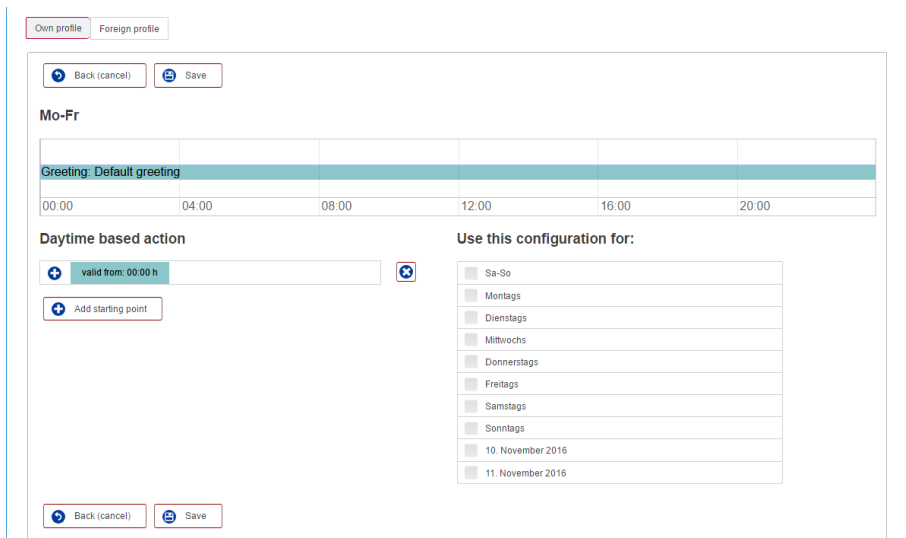


Image 1.7: Starting point with default greeting

The second starting point has to be configured divergently. Set the starting point to 09:00 and click on (+) to adjust additional details.



**Note!** Settings will be discarded unless you click on **Save**.

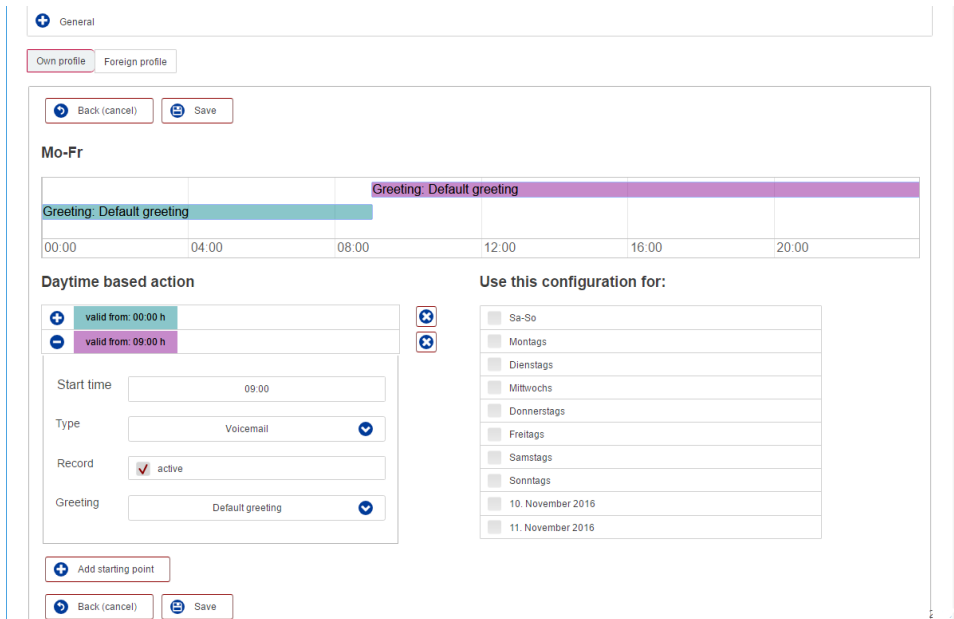


Image 1.8: New starting point with a divergent behaviour

Remove the mark on **Recording** to disable the recording of messages and add your previously recorded greeting.

As the voicemail system only recognises starting points, you have to create a new behaviour for anything past your working hours (e.g. starting point 17:30), for holidays or other occasions.

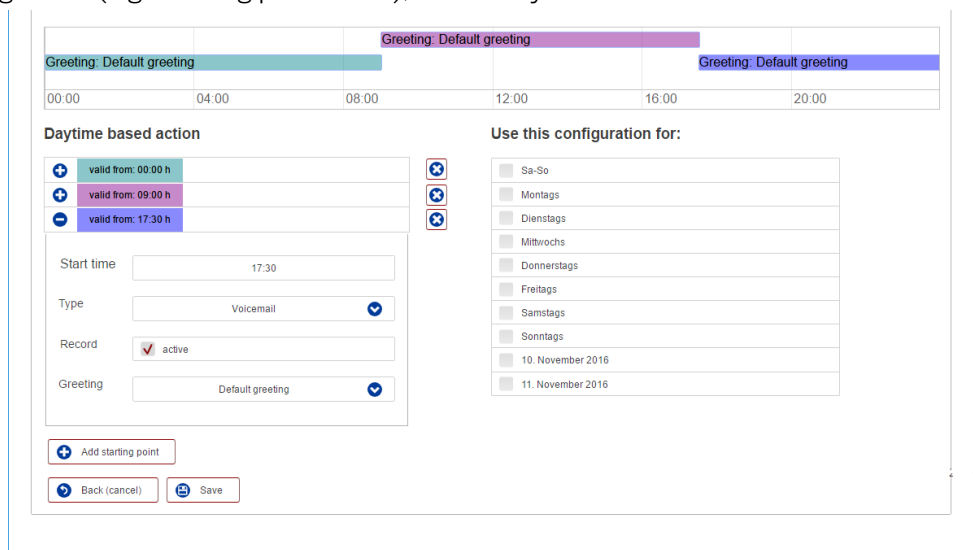


Image 1.9: Setting the third starting point



**Note!** The voicebox behaves according to its default settings if no valid starting point has been defined. Consequently, deleting the first starting point will cause the voicebox to adapt to the second configured starting point (from 09:00h in this case). Any incoming calls prior 09:00h will be treated according to its default settings. Yet this creates the most versatile configuration prospects if used skilfully.