Alcatel 4610 IV
Release 3.0

User's reference manual

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WHEN YOU NEED HELP

If you contact our Technical Support hotline, please have the following information: The name and version number of the product about which you are calling: i.e. Alcatel 4610 IV, Release 3.0

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1 Introduction

By covering voice processing requirements, the Alcatel 4610 IV helps the customers of small and medium enterprises to get out more of their business – especially with regard to the areas "Greeting", and "Mobility". These specific solutions are called applications. The following generic applications are available:

- Voice mail / Voice Messaging
- Automated Attendant
- Infobox / Audiotex

The Alcatel 4610 IV provides in Alcatel Office PBXs for hotel applications an integrated voice messaging solution for guests and staff of hotels and related markets.

The intended audience of this manual are people in charge of the administration of the Alcatel 4610 IV.

This manual describes the procedures and commands to customise your specific configuration to the needs of your organisation and to keep the 'voice image' of your company always up to date.

As more technical details might be interesting for the administrator than for the mailbox user, this manual contains additional information in relation to voice mail and voice messaging as well as 'technical details' about functions (see clause 1.2 "The presentation principle").

1.1 How to Use the Manual

It is presumed that the Alcatel 4610 IV is installed and the basic configuration is done by authorised maintenance staff.

All chapters which refer to the handling and configuration of the Alcatel 4610 IV are structured according to the tasks to be done either by the user or the system administrator such as creation or modification of a mailbox, the Automated Attendant or an Infobox.

By using the table of contents you can quickly locate any feature or configuration parameter you want. For more complex parameters you can find a practical example.

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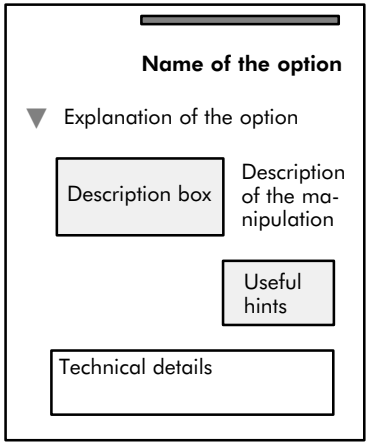
1.2 The Presentation Principle

The following presentation principle is used in this guide.



Icons in the description box on the left-hand side are representing the required manipulations or system actions.

Press or dial	Record	Call
Listen	Message waiting	Hang up
Password	Open the mailbox	Enter administration menu

Keys to be pressed are represented by e.g. <1>.

Names of menus to be selected are represented by e.g. 'New messages'.

This icon will draw your attention to warnings.

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1.3 The System Administrator

To be system administrator is a very responsible task. A high percentage of good acceptance of the system by the customer as well as by your own organisation lies in your hands. Here are some hints to give you a good start:

Voice Mail and Voice Messaging:

- When the system was set into operation the first time:

  Standard Mailbox

  – Make sure that all users have their user guide available.

  – Organise a common user training. Users feel more comfortable in using their mailboxes during their daily business, when they understand the principles.
  Point out the benefits how voice messaging can ease communication.

  – Demonstrate the functionality and how to access the mailbox from intern your company and from outside.

  – Explain how they can form their greeting. Give them examples, some are listed in the box below.

  Examples:
  'Hello! This is the mailbox of .... (name). I am out of my office until ..... o'clock, inspecting our construction sites. Please leave me a personal message. I'll return your call within 4 hours. If you need assistance, press 0 now.'

  'Hello, you have reached the personal mailbox of .... (name). Today you can reach me again in the office at ... o'clock. In urgent cases you can reach me at .... (telephone number). Also my colleague .... (name) at extension ..... (extension number) will be happy to help you. If you prefer to leave me a message, please do so now'.

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Technical details:
Plug and Phone functionnality, available in Alcatel Office release 320A, creates automaticaly standard mailbox for each installed subscriber set. Therefore, the mailbox owner has just to enter a password and to record his name to setup his mailbox . See clause 3.5 (page 69) and page 104.

- Explain how the diversion to the mailbox can be activated/ deactivated. Ask users not to 'hide' behind their mailbox, when they are in their office the diversion has to be deactivated and calls answered personally.
- Tell them to consult their mailbox, immediately when the 'message waiting' indication becomes switched on and to answer the messages. People will appreciate their fast response.
  If you are out of the office: Use notification respectively check for voice message twice a day.
- Remember users to delete unused and archived messages after a while.
- Offer general information using the broadcast option.
- Give support in creating distribution lists.
- Let your customers know about your voice mail system.
- Explain how a secretary can transfer a call in someone else's mailbox.
- When a 'common' mailbox is assigned make sure that a responsible person consults this mailbox frequently.
- Disable call diversion to a mailbox for services that must be reached (operator, medical care, security services, fire brigade ...).

Guest Mailbox

- Explain how to enter the personal password and that it is only necessary for external consultation of the guest mailbox.
- If the guest mailbox is used in a hotel environment make sure that the receptionist informs the guest that he has a personal voice mailbox allocated to his room telephone.

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- If the Alcatel 4610 IV is integrated in an Alcatel Office PBX release 320A for hotel applications the mailbox password and the language of the voice guidance is allocated during check-in procedure. If the language is not persistant the 'Primary Language' is taken as default.
  The mailbox number is identical to his room telephone-number. A password is necessary for direct outward dialling as well as for consultation of his mailbox from outside his room.
  If the guest is checked-out his mailbox is deleted immediately except messages are still in his mailbox. In this case the mailbox stays available for consultation at least one hour after check-out.

- When you install a mailbox for a new user
  - Make sure that the user manual is available.
  - Make a short user training covering the same points as in section 'When the system was set into operation the first time'.
- Monitoring the application
  - Check statistics regularly to control the acceptance by the customers and propose improvements to your management.
  - Check statistics regularly to detect problems (e.g. users who do not listen to messages or who do not delete old messages).

Automated Attendant and Infoboxes/Audiotex:

- Designing the application
  - Make sure people can always reach a person (operator) and never will get the impression of being trapped in the system.
  - Consider callers with rotary phones, not being able to send DTMF–digits. After a short time–out within the main menu the Alcatel 4610 IV should transfer the call to the operator or a free agent. A voice prompt informs the caller of the transfer in progress.
  - Keep the structure of your Automated Attendant as simple as possible. A menu should not exceed more than 4 options.

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– Record the menus of your application with a friendly and welcoming voice. In order to ensure best results of voice quality never use hands–free during recording of voice prompts.
People will remind the menu option better, when it starts with the service first and the appropriated key at the end of the option.
Example: '...for the order department, press <2>.'

– Promote also internal information services like: training department, medical service, pension fund, etc.

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2 Helpful Terms

Broadcast a You can use the number 000 to send ('broadcast') message to all subscribers of the application. All installed and initialised mailboxes are included automatically.

Consultation You can open your mailbox to listen to new and/or archived messages.

Control functions

Play back control:
You can replay, rewind 10 seconds, forward 10 seconds, pause, go to the beginning or to the end of the recording whenever listening to a recording (voice mail or infobox).

Recording control:
You can cancel the recording and re−record, pause and finish recording, whenever you are recording a text (voice mailbox, infobox, greetings, name or menu prompts).

Dial by name You can send a message to another mailbox by dialling the name instead of dialling the mailbox number, using the letters on the key pad of your telephone set. Dial by name is also applicable in Automated Attendant (AA). Press <#>, followed by the digits corresponding to the letters of the name.

Distribution list You can use a distribution list to send a message to a group of persons using one destination number only.

Delete You can delete a message when you are listening to it.

Greetings You can record three different greetings. You can select the greeting which applies best.

Infobox An infobox contains any kind of voice info (audiotex functionality). No messages can be left.

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Language

An external caller and the mailbox owner can select their preferred operation language of the voice menus, depending on the installation.

Mailbox

Standard Mailbox

A mailbox is dedicated to an owner. It bears the owner's recorded name and welcomes the caller with a personal recorded greeting. Messages can be left in the mailbox. Only the owner can consult the mailbox and act on his messages.

Answer Only Mailbox

If the 'Answer only mode' of a mailbox is enabled the caller can listen to the greeting but can't leave a message.

Common Mailbox

If for a standard mailbox – which is defined for the functions 'Short Cut', 'Default Function for the Automated Attendant' or 'Function for Non Existing Mailbox' – no personal greeting is recorded the'Common Mailbox Announcement' is played.

Guest Mailbox

This mode of mailbox can be used in a:

Hotel environment (Alcatel Office PBX release 320A)

During check-in of the guest a mailbox is automatically installed. A password and the preferred language is assigned. The mailbox is deleted at check-out procedure.

The guest may record his name. The password must be entered if he consults his mailbox from outside the hotel room.

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Office environment

The mailbox is installed using the administration menu. During first consultation the name must be recorded and a password entered. Name and password can't be changed by the owner. The password must only be used for remote consultation.

Message receipt You can check whether the message, you have sent to a subscriber, has been listened to.

Message reply Subscribers can send the response to a voice message directly into the sender's mailbox.

Name Each subscriber records his name when he is initialising his mailbox.

Notification The Alcatel 4610 IV informs you when messages have arrived in your mailbox by calling you on any phone specified by you.

Password

Personal Password

The personal password ensures privacy by protecting the mailbox against misuse by another person.

Administration Password

The administration password protects the used Alcatel 4610 IV configuration against misuse by another person.

Send Copy You can send a copy of a message to another mailbox, to a distribution list or broadcast it. The system asks you to record an introduction to the message before the copy is sent.

Subscriber The person who owns a standard mailbox.

Telephone system The Alcatel 4610 IV is part of the Alcatel Office telephone system.

Timestamp You can request information on time and date when the message arrived in your mailbox.

Voice Mail The part of the Alcatel 4610 IV which processes voice mails.

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Feature List

Archive messages
Automated Attendant
Broadcast
Change of password
Check receipt of message
Dial by name
Distribution lists
FAX−Switch
Infoboxes/Audiotex
Information service (Internal)
Listen to new messages
Listen to archived messages
Notification
Mailbox (Standard-, Guest- and Answer Only Mode)
Multi−lingual: Mailbox, Automated Attendant, Infoboxes/Audiotex, Information service (Internal)
(not generally available)
Personal greeting
Play back control, recording control
Read SW−Version
Record the name
Remote consultation of the mailbox
Reply to a message

Select personal greeting 1, 2 or 3
Send a message
Send a copy of a message
Statistics
Submenus for Automated Attendant
Timestamp
Switch to 'Answer Only Mode'

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3 Administration

3.1 General Hints

These functions help to administrate easily the Alcatel 4610 IV by voice guided communication.

The communication between the administrator and the administration menu is based on inputs via the keys of a multi frequency telephone key pad and voice announcements of the administration menu.

Every input is confirmed with a voice announcement. Correct inputs will let you continue. When a input can't be accepted of some reasons, the administration menu will ask for a new input.

Specific Key Functions

The following keys have specific functions:

- Press # to perform one of the following actions:
  - confirm your previous input,
  - skip an announcement (example: bypass listening to an announcement),
  - step forward in a list.

- Press * at any time you
  - either want to cancel a previous input or
  - exit from a menu or list.

- Press 3 to delete an individually recorded announcement. If deleted the default announcement is played ('no recording' in case of external Infobox/Audiotex). The following announcements can be deleted: Main menu, Company greeting, Submenu(s), Call release ('Good bye') announcement, Notification announcement, Infoboxes/Audiotex, Personal greeting, Mailbox name.

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Entering the Administration Menu

The administration menu provides a selection of administrative parameters to create and maintain the Alcatel 4610 IV.

Phone number of Alcatel 4610 IV

Dial the phone number of the Alcatel 4610 IV. The number depends on the usage and can be:

a) Either the number of the operator group (if the Alcatel 4610 IV is part of an operator group)

or

b) System number of the Alcatel 4610 IV.

Company greeting

Start consultation

Press <#> during listening the 'Company greeting' (only in case a)).

Administration mailbox number

Press <0> for the administration menu.

Password

Enter the password.
When you are entering this option the first time the **default password is <4444>.**

This basic, recurrent manipulation 'Entering the administration menu' is represented by the following symbol:

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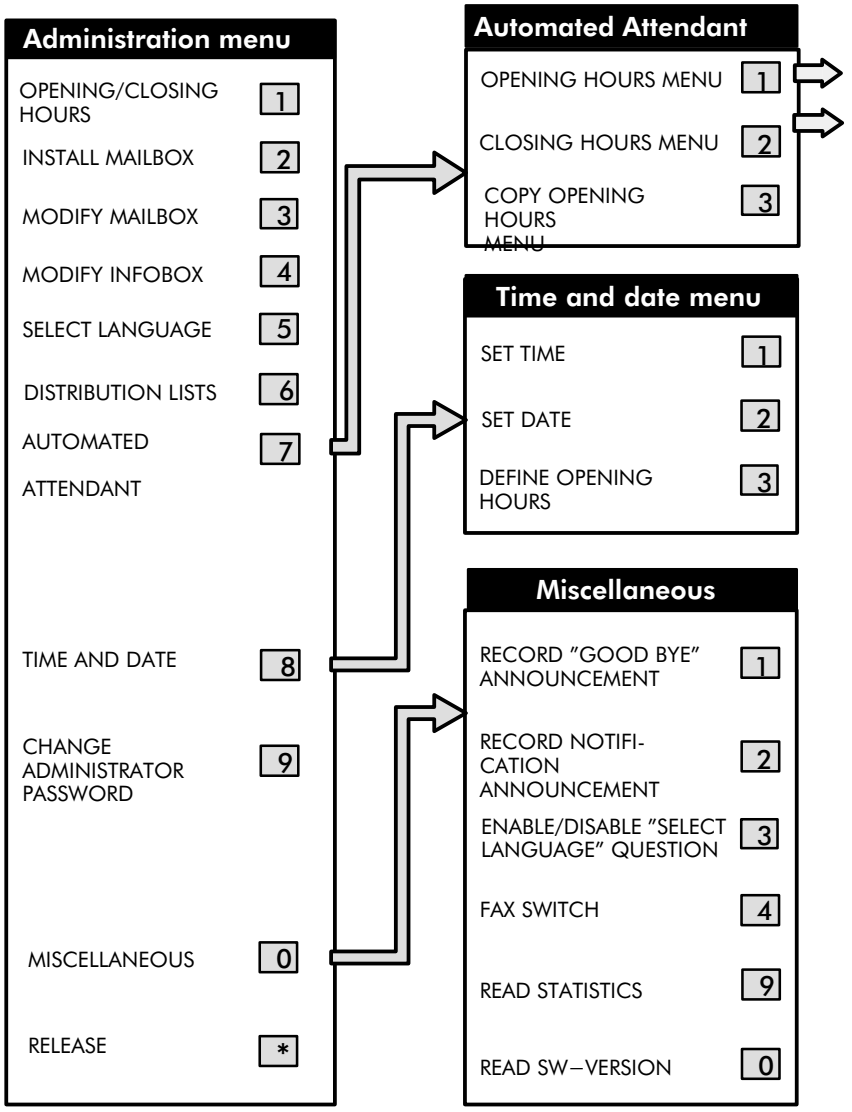
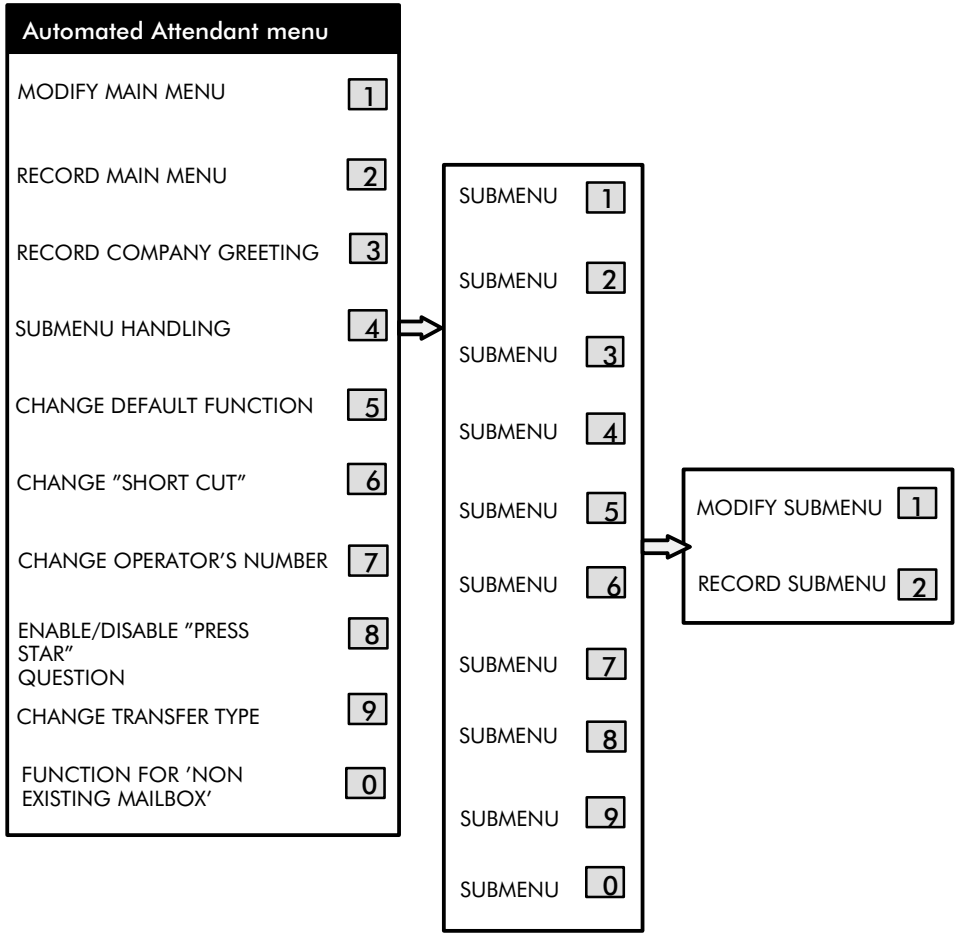
3.2 Overview of Administrative Functions




Automated Attendant menu
MODIFY MAIN MENU 1
RECORD MAIN MENU 2
RECORD COMPANY GREETING 3
SUBMENU HANDLING 4
CHANGE DEFAULT FUNCTION 5
CHANGE "SHORT CUT" 6
CHANGE OPERATOR'S NUMBER 7
ENABLE/DISABLE "PRESS STAR" QUESTION 8
CHANGE TRANSFER TYPE 9
FUNCTION FOR 'NON EXISTING MAILBOX' 0
SUBMENU 1
SUBMENU 2
SUBMENU 3
SUBMENU 4
SUBMENU 5
SUBMENU 6
SUBMENU 7
SUBMENU 8
SUBMENU 9
SUBMENU 0
MODIFY SUBMENU 1
RECORD SUBMENU 2

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Change of Administrator Password

▼ The administrator password must be changed to protect the Alcatel 4610 IV from misuse.

Enter administration menu	Enter the administration menu.
Change administrator password	Press <9> for 'Change administrator password'.
Enter new password	Enter the new password.
Confirm	Press <#> to confirm.

The number of digits for the password must be four.

- Don't forget the administrator password.
- If you forget the administrator password it can be reset by the service staff only.

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Set Time and Date

▼ Set the Alcatel 4610 IV to the actual time and date.

Enter administration menu	Enter the administration menu.
Time and date	Press <8> for 'Time and date'.
Set time	Press <1> for 'Set time'.
Enter hour and minutes	Enter two digits for the hour and two digits for the minutes.
Confirm	Press <#> to confirm.

Set date	Press <2> for 'Set date'.
Enter day, month and year	Enter two digits for the day, two digits for the month and two digits for the year.
Confirm	Press <#> to confirm.

Technical details:
If the Alcatel 4610 IV is installed in an Alcatel Office PBX release 320A the date and time is synchronized automatically.

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Set Time and Date (continue)

Technical details:

Time
Hours: Two digits from 00 to 23, Minutes: Two digits from 00 to 59, Example: 8 o'clock in the morning. Enter: 0, 8, 0, 0. 2 o'clock in the afternoon Enter: 1, 4, 0, 0.
Date
Day: Two digits from 01 to 31 Month: Two digits from 01 to 12 Year: 98 for 1998 02 for 2002

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Define Opening Hours

▼ Define the requested schedule. For the following combinations one or two ranges are possible:

- for each day of the week
- for all days of a week
- for working days (Mon.–Fri.)
- for the weekend (Sat., Sun.)

Enter administration menu	Enter the administration menu.
Time and date	Press <8> for 'Time and date'.
Define opening hours	Press <3> for 'Define opening hours'.
Enter day of week	Define day(s) of the week <1> Sunday <2> Monday <3> Tuesday <4>Wednesday <5>Thursday <6> Friday <7> Saturday <8> All days of a week <9> Working days <0> Weekend
Enter start time 1	Define the range.
Enter end time 1	The data input is announced. To skip a time announcement press <#>.
Enter start time 2	
Enter end time 2	Press <#> to confirm.
Confirm	

Define Opening Hours (continue)

Examples for the range

	One range	Two ranges
Enter start time 1	08:00	08:00
Enter end time 1	12:00	12:00
Enter start time 2	00:00	13:00
Enter end time 2	00:00	18:00

	All day open	All day closed
Enter start time 1	00:00	00:00
Enter end time 1	24:00	00:00

Technical details:

Hours: Two digits from 00 to 23,
In case of 'end time 1' also 24 is accepted.
Minutes: Two digits from 00 to 59,

Example: 8 o'clock in the morning.
Enter: 0, 8, 0, 0.
2 o'c in the afternoon
Enter: 1, 4, 0, 0.

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Select Language

▼ The administrator can select the language for the following recordings of

- AA (Automated Attendant)
- Good−bye
- Infoboxes/Audiotex
- Outgoing call notifications.

Default, when entering administration menu, is the primary language. Before recording of one of the above mentioned announcements the administrator has first to choose in the 'Select language' menu the de− sired language. Then, without leaving the administration menu, the recording of e.g. the 'Main menu' is done in the language, which corresponds to the selected one.

The choice of the selected language remains unchanged until another language is selected or until leaving the administration menu.
When entering the administration menu without selection of a language all recordings are per default for the primary language.
This is the language which is − in case of multilingual AA − offered as option 1 to the caller. If the caller does not select the language, the primary language is used.

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Select Language (continue)

Enter administration menu

Enter the administration menu.

Select language

Press <5> for 'Select language'.

Enter number

Enter the number of the selected language.

Selecting the language does not affect the language of the administration menus.

Technical details:
The default language, when entering the administration menu, is the primary language.

This option is not announced:
– When the Alcatel 4610 IV supports just one language.

Not generally available.

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Switch Opening/Closing Hours

This option provides a manual switch between opening and closing hours menu of Alcatel 4610 IV at any time. Basically the switch between opening hours and closing hours depends on the defined time schedule of the opening hours (see chapter 'Define opening hours').

When the opening/closing hours have been switched manually and afterwards the 'Defined opening hours' time Alcatel 4610 IVcurs, the manually activated switch−over is cancelled.
Example:
When you switch during opening hours manually to closing hours, next morning the Alcatel 4610 IV will switch to opening hours.

Enter administration menu

Enter the administration menu.

Switch opening/closing hours menu

Press <1> for 'Switch opening/closing hours' menu.

Technical details:

– The time dependent switch is always active.

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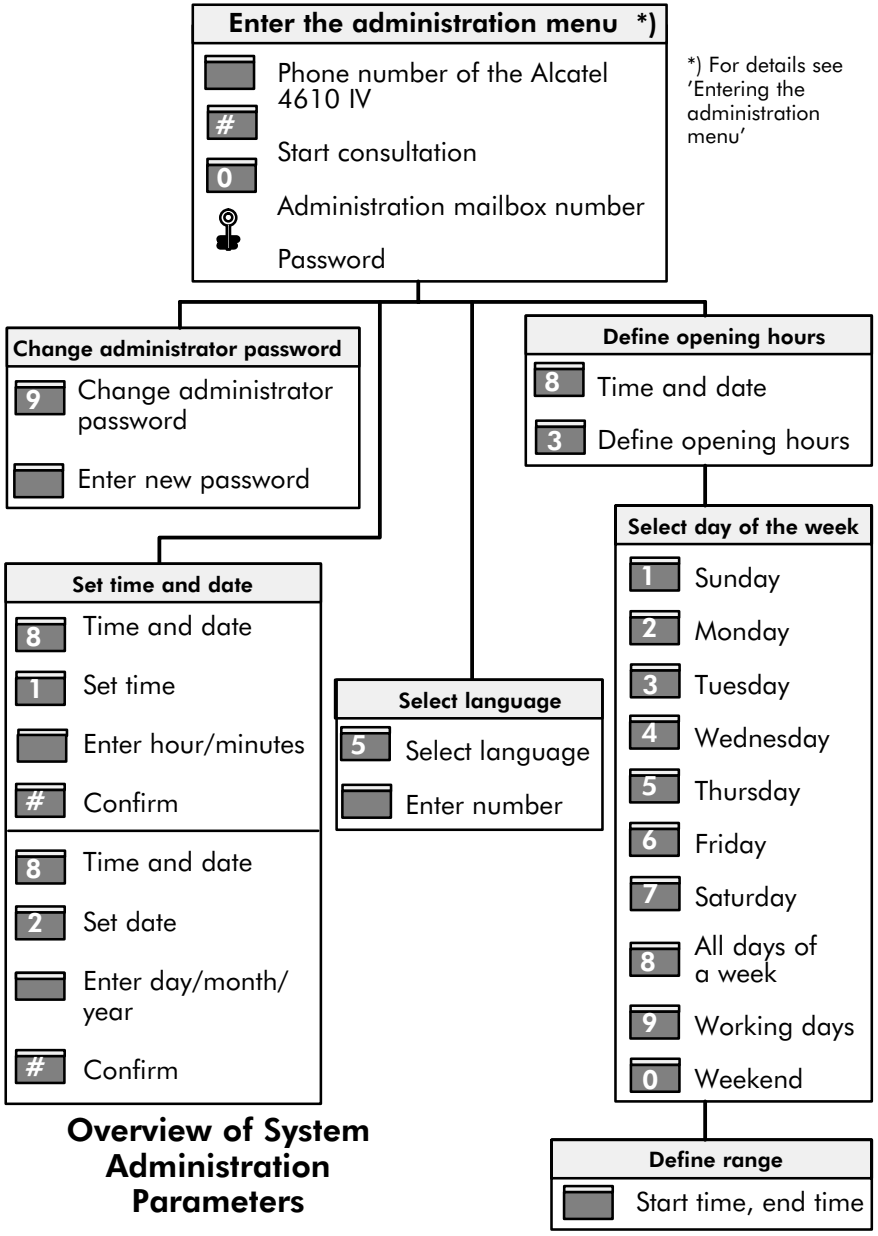

Overview of System Administration Parameters

3.3 Automated Attendant

The following chapter explains the functions of the Automated Attendant. All terms which represent configuration parameters are printed **bold.** This should make it easier for you to remember when you listen to the spoken menus.

What is an 'Automated Attendant'?

The **'Automated Attendant'** welcomes the caller with the **'company greeting'** and **'transfers'** the caller dependent on his choice to the appropriate destination. To establish this, all possible choices offered to the caller are proposed in a spoken **'main menu'** and/or **'submenus'**.

The Automated Attendant can be customised to the individual requirements of your company therefore the proposed choices can be different during **'opening hours'** and **'closing hours'** of your company. This results in two completely independent Automated Attendants. The switching between **'opening hours menu'** and a **'closing hours menu'** is done either manually by the administrator or automatically following a pre−programmed **'schedule'** which is defined in the **'opening hours'**.

'Multi−lingual' Automated Attendant: As option the language of guidance can be selected by the caller.

More details?

To give you more details we will follow a caller on his way through the Automated Attendant. When a caller reaches the Automated Attendant he will hear the **'company greeting'** first. Then he is asked to press the star key (the **'press star question'** is an optional function) to check whether he is using a dual touch−tone telephone. After pressing the star key the caller has the choice to select his preferred language for guidance (the **'select language question**' is optional and depends on the number of installed languages).

The caller reaches now the **'main menu'** of the Automated Attendant where specific **'functions'** are assigned to the digit keys of the telephone key pad. He can select one of this proposed functions while he is guided by a recorded **'main menu'** announcement.

If configured, the caller can reach one of several submenus. This second level of the Automated Attendant allows optimum coherence to the subscriber's organisation.

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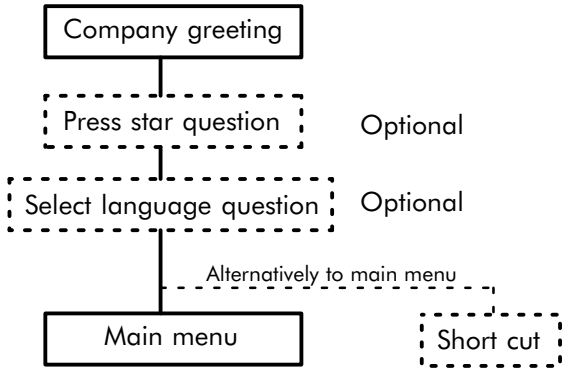
Which menu functions can be selected

Out of the following functions can be selected.

Function Type	Destination / Action
Transfer to operator	Predefined number
Transfer to extension	Predefined number
Free dialling	The caller dials the extension number to which he wants to be transferred
Mailbox	Predefined mailbox
Leave a message	The caller dials the desired mailbox number
Infobox	Predefined infobox
Call release (Good bye)	The application releases the call
Submenu	Another ten choices
Not used	None

One function can be performed automatically without offering a choice to the caller. This option is called **'short cut'**.

Structure of an Automated Attendant



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Automated Attendant: Modify Opening Hours Menu

▼ This option provides to define or modify the functions of the main menu,
which can be selected from the callers during opening hours.

Enter administration menu	Enter the administration menu.
Automated Attendant	Press <7> for 'Automated Attendant'.
Opening hours menu	Press <1> for 'Opening hours menu' (Note: see also 'Closing hours menu').
Modify main menu	Press <1> for 'Modify main menu'.
Enter digit key	Press the digit key <1–0> or press <#> to review all. Enter the digit of the desired function.
Enter function	
Confirm	Press <#> to confirm or leave the function unchanged.

The application asks you to enter the number of the digit key <1–0> to which you like to assign a function. Select out of the 'list of main menu functions' (see table on next page) the number of the desired function.

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List of Main Menu Functions

Number	Function
1	**Not used:** The application ignores the digit.
2	**Free dialling:** The caller is asked to enter the extension number of the desired subscriber or an abbreviated dialling code (see 'Transfer to trunk').
3 and ext. no. or abbreviated dialling code	**Transfer to extension:** The caller is connected to a predefined extension or to an abbreviated dialling code (see 'Transfer to trunk').
4	**Transfer to operator:** The caller is connected to a predefined operator.
5 and infobox number	**Infobox:** The caller is connected to a predefined infobox.
6	**Leave a message:** The caller is asked to enter the number of the mailbox, where he wants to leave a message.
7 and mailbox number	**Mailbox:** The caller is connected to a predefined mailbox, where he can leave a message.
8	**Call release (Good bye):** The application plays the 'Good bye announcement' and releases the call.
9	**Submenu:** The application offers further choices which has to be defined in the function 'submenu'. The digit key which has to be entered by the caller equals to the number of the submenu.

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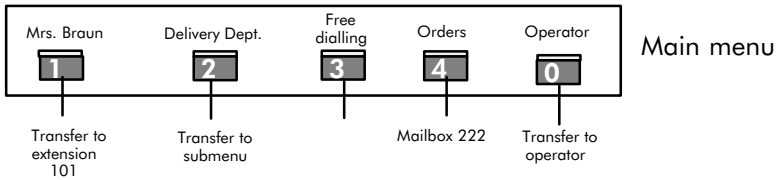
Example

Description:
This example shows how to create a simple Automated Attendant application. What is intended to establish is the following:
When a caller reaches the main menu he can choose

- Transfer to an extension,
- Transfer to a submenu,
- Free dialling to extension numbers,
- Mailbox
- Operator



Configuration:
- Enter the administration menu.
- Press <7> for 'Automated Attendant'.
- Press <1> for 'Opening hours menu' (or <2> for 'Closing hours menu').
- Press <1> for 'Modify main menu'.
- Press <1> for digit 1, <3> for 'Transfer to extension', <101> for extension number, press <#> to confirm.
- Press <2> for digit 2, <9> for 'Submenu', press <#> to confirm.
- Press <3> for digit 3, <2> for 'Free dialling', press <#> to confirm.
- Press <4> for digit 4, <7> for 'Mailbox' and <222> for 'Mailbox number', press <#> to confirm.
- Press <0> for digit 0, <4> for 'Transfer to operator', press <#> to confirm.

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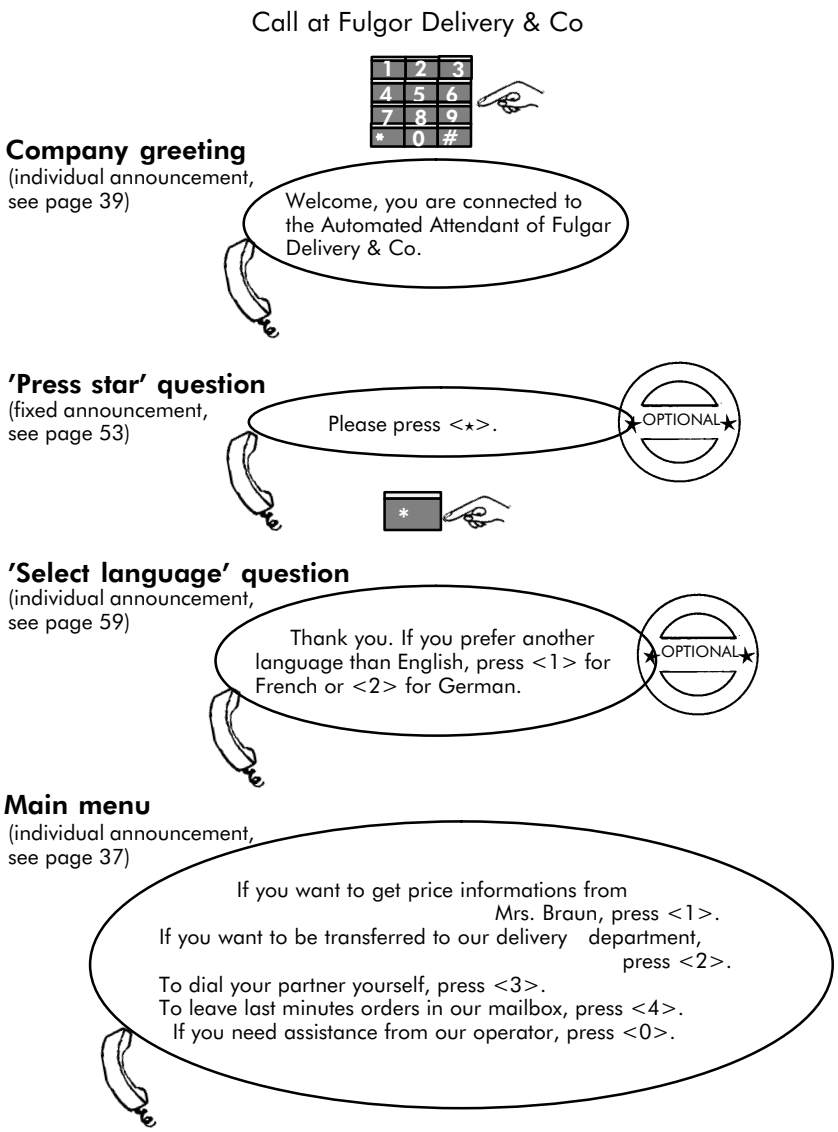
Example for announcement of the Automated Attendant



35

Transfer to Trunk

'Transfer to trunk' respectively 'Trunk to trunk connection' via the Automated Attendant can be made using the function 'Free dialling' or 'Transfer to predefined extension' in combination with the PBX feature abbreviated dialling.

Due to the fact that the Alcatel 4610 IV supports only a maximum of 4-digits dialling the external number must be defined as abbreviated dialling code in the Alcatel Office PBX.

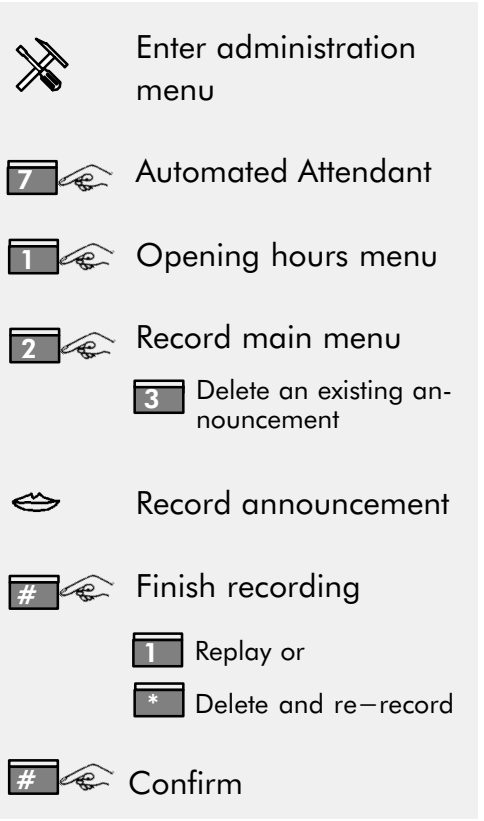
Also the FAX−Switch can route an incoming FAX message to an external FAX machine. Transfer to an external FAX machine is always done on blind transfer function.

All kinds of transfer (blind, semi−supervised, supervised) are possible but use of semi−supervised or supervised transfer is only recommended when the network sends ISDN information like alert and connect. Otherwise the call fails.

36

Automated Attendant: Record Main Menu

This option provides to record the announcement of the main menu of the Automated Attendant. As long as no individual main menu is recorded the system announces an "artificially composed" menu. This announcement corresponds to the choices defined for the main menu. For Multi–lingual recording see "Select language".



Enter the administration menu.

Press <7> for 'Automated Attendant'.

Press <1> for 'Opening hours menu' (or <2> for 'Closing hours menu').
Press <2> for 'Record main menu'.
- Press <3> to delete an existing announcement and use the default announcement.

Record the menu announcement.
Press <#> to finish recording.
- Press <1> to replay the announcement.
- Press <*> to delete and re–record the announcement.

Press <#> to confirm.

Technical details:
The maximum length of the recording is 4 minutes.

37

Hints for recording the main menu

It is recommended to consider the sequence of the proposed choices of the announcement. Put probably most frequently used choices on the beginning.

Build the sentences so that the key which need to be pressed is mentioned at the end. Write down the text and check if the text is clear for the caller. Do not announce too many options.

What improves the quality of the recording?

- Make sure that the room in which you are recording has no echoes.
- Use the same distance to the handset for all recording sessions.
- Make sure to avoid any extraneous noise such as paper shuffling or breathing.

.

Example

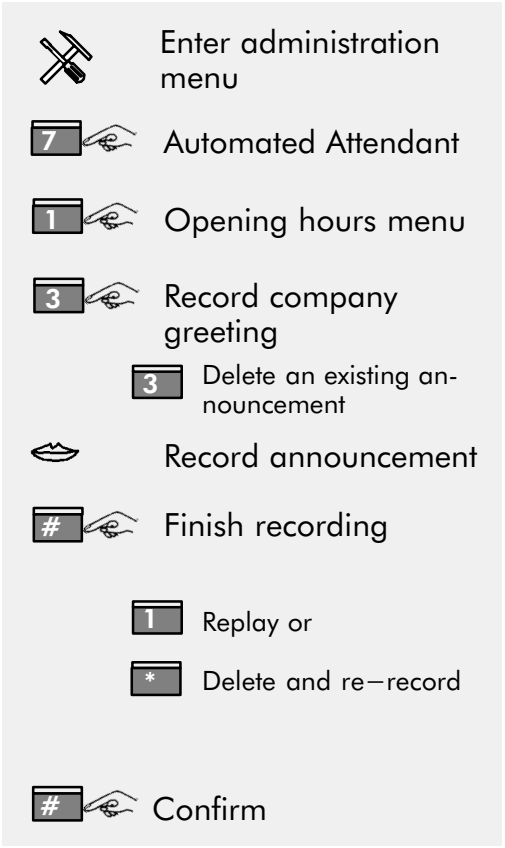
Description:
Recording the announcement for the main menu.

Text:
If you want to get price informations from Mrs. Braun, press <1>
If you want to be transferred to our delivery department, press <2>,
To dial your partner yourself, press <3>.
To leave last minute orders in our mailbox, press <4>.
For assistance, press <0>.

38

Automated Attendant: Record Company Greeting

This option provides to record the company greeting.



Enter the administration menu.
Press <7> for 'Automated Attendant'.
Press <1> for 'Opening hours menu' (or <2> for 'Closing hours menu').
Press <3> for 'Record company greeting'.

- Press <3> to delete an existing announcement and use the default announcement.

Record the announcement.
Press <#> to finish recording.

- Press <1> to replay the announcement.
- Press <*> to delete and re−record the announcement.

Press <#> to confirm.

The default text is:
"Welcome, you are connected to our Automated Attendant"

Technical details:
The maximum length of the recording is 4 minutes.

39

Example

Description:
A personalised company greeting shall be recorded for the 'Opening hours menu'.

Text:
Welcome, you are connected to the Automated Attendant of Fulgor Delivery & Co.

Operation:
- Enter the administration menu.
- Press <7> for 'Automated Attendant.'
- Press <1> for 'Opening hours menu'.
- Press <3> for 'Record company greeting'.
- Record the text.
- Press <#> when you have finished.

You want to check the announcement:
- Press <1> for 'Replay'.

You want to re−record it:
- Press <*>, for 'Delete and re−record'.
- Record the text.
- Press <#> when you have finished.

You want to confirm:
- Press <#> to confirm.

You want to delete a previously recorded company greeting and return to the default:
- Press <3> for 'Record company greeting'
- Press <3> while listening the 'Company greeting'.

.

Technical details:
Multiple languages installed:
- Company greeting itself should be recorded in each of the languages.

Example:
Welcome, you are connected to the Automated Attendant of Fulgor Delivery & Co.
Guten Tag, Sie sind mit der Automatischen Vermittlung der Firma Fulgor Versand & Co. verbunden.

40

Automated Attendant: Modify Submenu

▼ This option provides to define or modify the functions of the submenus.

Enter administration menu

Enter the administration menu.

Automated Attendant

Press <7> for 'Automated Attendant'.

Opening hours menu

Press <1> for 'Opening hours menu' (or <2> for 'Closing hours menu').

Submenu handling

Press <4> for 'Submenu handling'.

Enter number of submenu

Enter number of sub−menu <1−0>.

Modify submenu

Press <1> for 'Modify submenu'.

Enter digit key

Enter digit key or <#> to review and/or modify all.

Enter function

Enter number of the desired function or <#> to leave it unchanged.

Confirm

Press <#> to confirm.

The application asks you to enter the number of the digit key <1−0> to which you like to assign a function. Select out of the 'list of submenu functions' (see table on next page) the number of the desired function.

41

List of Submenu Functions

Number	Function
1	**Not used:** The application ignores the digit.
2	**Free dialling:** The caller is asked to enter the extension number of the desired subscriber or an abbreviated dialling code (see 'Transfer to trunk').
3 and ext. no. or abbreviated dialling code	**Transfer to extension:** The caller is connected to a predefined extension or to an abbreviated dialling code (see Trunk to trunk).
4	**Transfer to operator:** The caller is connected to a predefined operator.
5 and infobox number	**Infobox:** The caller is connected to a predefined infobox.
6	**Leave a message:** The caller is asked to enter the number of the mailbox, where he wants to leave a message.
7 and mailbox number	**Mailbox:** The caller is connected to a predefined mailbox, where he can leave a message.
8	**Call release (Good bye):** The application plays the 'Good bye announcement' and releases the call.

42

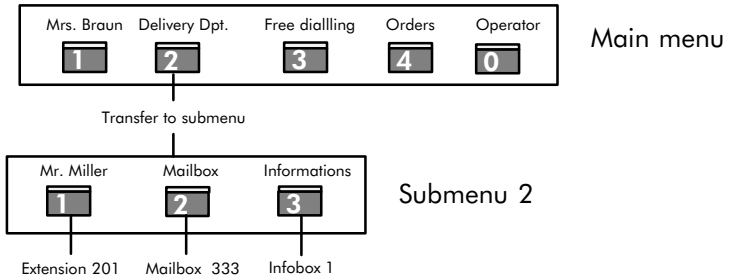
Modify Submenu

Submenus help the caller to access the desired point in a clearly guided way, especially if more than 6 choices are offered to external callers.

When the caller has selected in the main menu one proposed function the submenu can offer another ten choices, (digit 0 to 9). The handling to set up a submenu is similar to that of the main menu. Allocate one function out of the **'list of submenu functions'**.

Example

Description:
Create for the submenu three choices, a transfer to a subscriber, a mailbox and an infobox (selected by the digit key 1 to 3).



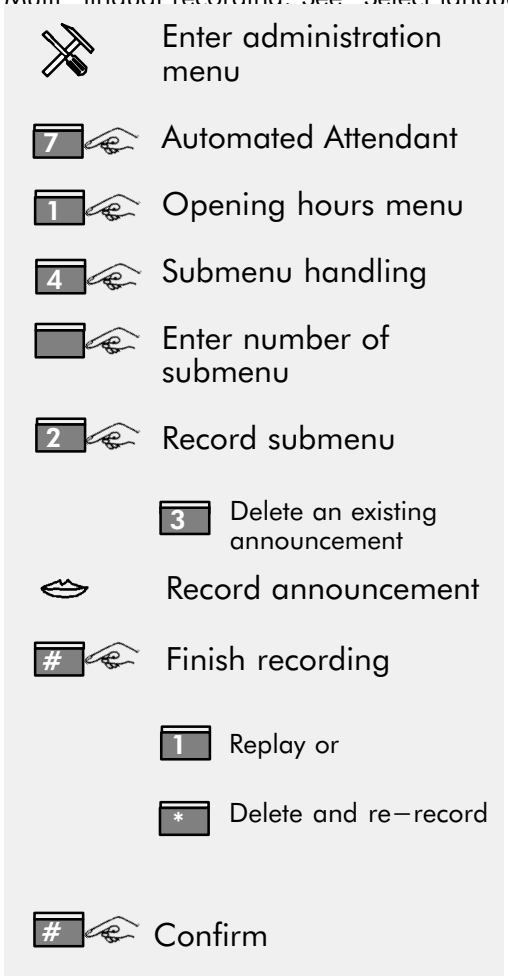
Configuration:

- Enter the administration menu.
- Press <7> for 'Automated Attendant'.
- Press <1> for 'Opening hours menu'.
- Press <4> for 'Submenu handling'.
- Press <2> for submenu 2.
- Press <1> for 'Modify submenu'.
- Press <1> for digit key 1,
- Press <3> for 'Transfer to extension',<201> for extension number, press <#> to confirm.
- Press <2> for digit key 2,
- Press <6> for 'Mailbox', <333> for 'Mailbox number', press <#> to confirm.
- Press <3> for digit key 3
- Press <5> for 'Infobox', <1> for 'Infobox number', press <#> to confirm.

Note:
The numbers for infoboxes are 1 to 50 (see also 'Modify infobox').

Record Submenu

This option provides to record the announcement for the submenu.
Multi−lingual recording: See "Select language".



Enter the administration menu.
Press <7> for 'Automated Attendant'.
Press <1> for 'Opening hours menu' (or <2> for 'Closing hours menu').
Press <4> for 'Submenu handling'.
Enter number of submenu <1−0>.
Press <2> for 'Record submenu'.

− Press <3> to delete an existing announcement and use the default announcement.

Record the announcement.
Press <#> to finish recording.

− Press <1> to replay the announcement.
− Press <*> to delete and re−record the announcement.

Press <#> to confirm.

Technical details:
The maximum length of the recording is 4 minutes

44

Example

Description:
The announcement for the submenu shall be recorded.

Text:
Thank you for calling our delivery department.
To discuss special delivery arrangements with our Mr. Miller, press <1>.
To leave your preferred delivery date in our mailbox, press <2>.
To get information about our truck routes, press <3>.

Configuration:
- Enter the administration menu.
- Press <7> for 'Automated Attendant'.
- Press <1> for 'Opening hours menu'.
- Press <4> for 'Submenu handling'.
- Press <2> for submenu 2.
- Press <2> for 'Record submenu'.
- Record the text.
- Press <#> for 'Finish recording'.
- Press <1> for 'Replay'.
- Press <#> to 'Confirm'.

45

Change Default Function

This option provides to change the default function of the Automated Attendant (different for opening and closing hours).

Enter administration menu	Enter the administration menu.
Automated Attendant	Press <7> for 'Automated Attendant'.
Opening hours menu	Press <1>for 'Opening hours menu' (or <2> for 'Closing hours menu').
Change default function	Press <5> for 'Change default function'.
Enter function	Enter the digit of the desired function.
Confirm	Press <#> to confirm.

Technical details:
The default setting is: Transfer to operator.

The default function is reached in the following cases:
- No input at 'Press star question' (caller may have a rotary phone only).
- No input in main menu.

46

List of Default Functions

Number	Function
1	**Not used:** The application plays the 'Good bye announcement' and releases the call.
2	**Free dialling:** The caller is asked to enter the extension number of the desired subscriber or an abbreviated dialling code (see 'Trunk to Trunk').
3 and ext. no. or abbreviated dialling code	**Transfer to extension:** The caller is connected to a predefined extension or to an abbreviated dialling code (see 'Trunk to Trunk').
4	**Transfer to operator:** The caller is connected to a predefined operator.
5 and infobox number	**Infobox:** The caller is connected to a predefined infobox.
6	**Leave a message:** The caller is asked to enter the number of the mailbox, where he wants to leave a message.
7 and mailbox number	**Mailbox:** The caller is connected to a predefined mailbox, where he can leave a message. (See also 'Common Mailbox').
8	**Call release (Good bye):** The application plays the 'Good bye announcement' and releases the call.

In general the **'default function'** is reached when the caller did not choose any of the proposed functions or when his choice could not be interpreted correctly because no touch-tone signal was sent. See also function **'Press star'** question.
Thus, just the following functions are recommended: 1, 4, 7, 8.

47

Short Cut

This option provides to define or modify the function of the 'short cut' (different for opening and closing hours).

Enter administration menu	Enter the administration menu.
Automated Attendant	Press <7> for 'Automated Attendant'.
Opening hours menu	Press <1> for 'Opening hours menu' (or <2> for 'Closing hours menu').
Change 'short cut'	Press <6> for change 'Short cut'.
Enter function	Enter number of the desired function.
Confirm	Press <#> to confirm.

Short cut

If the caller should not have the need to select a function in the main menu, there is the possibility to perform one defined function automatically.

Technical details:
The default setting is: Common mailbox.
You must not record a name and personal greeting for this mailbox.
An default announcement is used.

48

List of 'Short Cut' Functions

Number	Function
1	**Not used:** The main menu is reached.
2	**Free dialling:** The caller is asked to enter the extension number of the desired subscriber or an abbreviated dialling code (see 'Trunk to Trunk').
3 and ext. no. or abbreviated dialling code	**Transfer to extension:** The caller is connected to a predefined extension or to an abbreviated dialling code (see 'Trunk to Trunk').
4	**Transfer to operator:** The caller is connected to a predefined operator.
5 and infobox number	**Infobox:** The caller is connected to a predefined infobox.
6	**Leave a message:** The caller is asked to enter the number of the mailbox, where he wants to leave a message.
7 and mailbox number	**Mailbox:** The caller is connected to a predefined mailbox, where he can leave a message. (See also 'Common Mailbox').
8	**Call release (Good bye):** The application plays the 'Good bye announcement' and releases the call.

49

Common Mailbox

The Common Mailbox is a standard mailbox defined for the functions 'Short Cut', 'Default Function for the Automated Attendant' or 'Function for Non Existing Mailbox'.
If no personal greeting is recorded the'Common Mailbox Announcement' is played.

Example

- Create mailbox 199
- Access to mailbox 199 and program a password XXXX.
- Do not personalise the 'Name' and 'Greeting'
- In 'Automated Attendant' menu, program 'Default function' as mailbox 199.

Every time the default function will be requested, 'you have reached the common mailbox' message will be announced with the possibility to leave a message.
To consult message, access to mailbox 199.

50

Automated Attendant: Operator's number

This option provides to define or modify the extension number of the operator (can be different for opening and closing hours).

Enter administration menu	Enter the administration menu.
Automated Attendant	Press <7> for 'Automated Attendant'.
Opening hours menu	Press <1> for 'Opening hours menu' (or <2> for 'Closing hours menu').
Change operator's number	Press <7> for 'Change operator's number'.
Enter extension number	Enter the extension number.
Confirm	Press <#> to confirm.

51

Operator's number

It is necessary to define the extension number of the operator for the function **'transfer to operator'.**

Do not use the access code of the operator's group to avoid re−routing to the Automated Attendant. Enter the extension number of the person who is answering calls. This ensures that a caller gets 'human' assistance (e.g. caller who has a rotary phone only).

Example

Description:
The operator's number should be changed to '111'.

Configuration:
- Enter the administration menu.
- Press <7> for 'Automated Attendant'.
- Press <1> for 'Opening hours menu'.
- Press <7> for "Change operator's number'.

The application announces the actual operator's number.

- Press three times <1>.
- Press <#> to confirm.
- The application repeats the number.

52

Automated Attendant: 'Press Star' Question

This option enables or disables the function 'Press star'.

Enter administration menu

Enter the administration menu.

Automated Attendant

Press <7> for 'Automated Attendant'.

Opening hours menu

Press <1> for 'Opening hours menu' (or <2> for 'Closing hours menu').

Enable/disable 'Press star' question

Press <8> for enable/ disable 'Press star' question.

Announcement of the new status.

The new status is announced.

The **"Press star'** question can be used to check whether the dialling information sent by the caller could be interpreted correctly or not.
The application can only react on signals created by digit keys of a touch–tone phone.
(See also **'default function**').

If there are more languages installed and 'Select Language' is enabled the 'Press Star Question' is announced in all installed languages.

53

Automated Attendant: Change Transfer Type

▼ This option provides to change the transfer type of a call to an extension.

	Enter administration menu
	Automated Attendant
	Opening hours menu
	Change transfer type
	Enter number
	Confirm

Enter the administration menu.

Press <7> for 'Automated Attendant'.

Press <1> for 'Opening hours menu' (or <2> for 'Closing hours menu').

Press <9> for 'Change transfer type'.

Enter the appropriate number.

Press <#> to confirm.

54

List of Transfer Types

Number	Function
1	**Blind transfer:** This means that the application transfers the call independent of the state of the "transferred to" party, i.e. the "transferred to" party may be idle or busy.
2	**Semi–supervised transfer:** This means that the Automated Attendant transfers the call only to an idle party. In case of busy or wrong number, the caller is informed about this and returned to the Automated Attendant main menu.
3	**Supervised transfer:** When the "transferred to" party answers the call an announcement informs him, that a call will be transferred. When the call is not answered or the extension is busy, the call is put to the Automated Attendant main menu. The caller is informed that the transfer failed.

'Recall after Blind Transfer' (depends on the telephone system software)**.**
If a call is transferred blind to an extension and the transfer is not successful the call is routed back to the Automated Attendant. The call is again answered and transferred to the mailbox associated with the subscriber number. If no mailbox is associated with, the function 'Non existing mailbox' is executed.

55

Function for 'Non Existing Mailbox'

▼ This option changes the function for a 'Non Existing Mailbox'. This function is executed in case of :

– diversion to voicemail but corresponding mailbox is not installed or personnalised
– corrupt mailbox number
. – during 'Extra Hour' of a guest mailbox after checkout
– answer only – mailbox with no personal greeting

Enter administration menu	Enter the administration menu.
Automated Attendant	Press <7> for 'Automated Attendant'.
Opening hours menu	Press <1>for 'Opening hours menu' (or <2> for 'Closing hours menu').
Function for non existing mailbox	Press <0> for 'Function for non existing mailbox'.
Enter function	Enter the digit of the desired function.
Confirm	Press <#> to confirm.

Technical details:
The default setting is: not used
(The caller reaches the "Company greeting').

56

List of Functions for 'Non Existing Mailbox'

Number	Function
1	**Not used:** The application plays the 'Good bye announcement' and releases the call.
2	**Free dialling:** The caller is asked to enter the extension number of the desired subscriber or an abbreviated dialling code (see 'Trunk to Trunk').
3 and ext. no. or abbreviated dialling code	**Transfer to extension:** The caller is connected to a predefined extension or to an abbreviated dialling code (see 'Trunk to Trunk').
4	**Transfer to operator:** The caller is connected to a predefined operator.
5 and infobox number	**Infobox:** The caller is connected to a predefined infobox.
6	**Leave a message:** The caller is asked to enter the number of the mailbox, where he wants to leave a message.
7 and mailbox number	**Mailbox:** The caller is connected to a predefined mailbox, where he can leave a message. (See also 'Common Mailbox').
8	**Call release (Good bye):** The application plays the 'Good bye announcement' and releases the call.

57

Automated Attendant: Record 'Good Bye Announcement'

This option provides to record a good bye announcement. The Automated Attendant plays the 'Good bye announcement' before the call is released. Multi−lingual recording: See "Select language".

Enter administration menu	Enter the administration menu.
Miscellaneous	Press <0> for 'Miscellaneous'.
Record 'Good bye announcement'	Press <1> for record 'Good bye announcement'.
Delete an existing announcement	− Press <3> to delete an existing announcement and use the default announcement.
Record announcement	Record the announcement.
Finish recording	Press <#> to finish recording.
Replay or	− Press <1> to replay the announcement.
Delete or re−record	− Press <*> to delete and re−record the announcement.
Confirm	Press <#> to confirm.

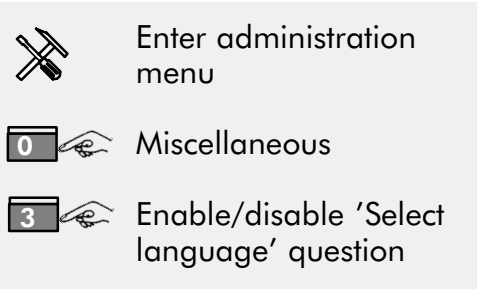
Technical details:

The maximum length of the recording is 20 seconds.
The default text is:
"Thank you for your call, good bye'.

58

Automated Attendant: 'Select Language' Question

This option enables or disables the 'Select language' question.



Enter the administration menu.

Press <0> for 'Miscellaneous'.

Press <3> for enable/ disable 'Select language' question.

Technical details:
The default configuration is: OFF
Only available in multi–lingual systems.

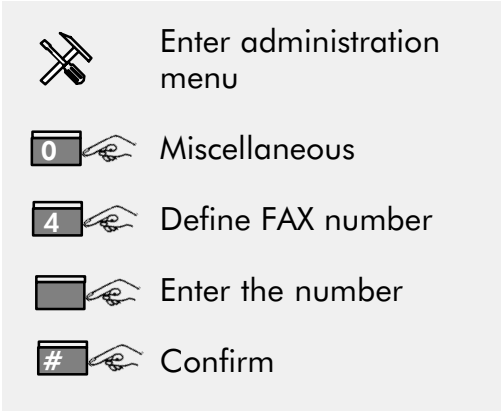
When the application supports several languages the caller is asked to select his preferred language.
This option is placed in the Automated Attendant flow before the main menu is reached.
The 'Select language' question is not asked:
- When there is only one language in the application.
- When the 'Select language' question is disabled.

The mailbox application is not affected!
I.e. the language chosen by the mailbox owner will always be used during consultation.
Not generally available, additional memory is required.

59

FAX Switch

This option defines the extension number of the FAX machine, which serves for both, the opening and closing hours menu.



Enter the administration menu.

Press <0> for 'Miscellaneous'.

Press <4> for 'Define FAX number'.

Enter the number.

Press <#> to confirm.

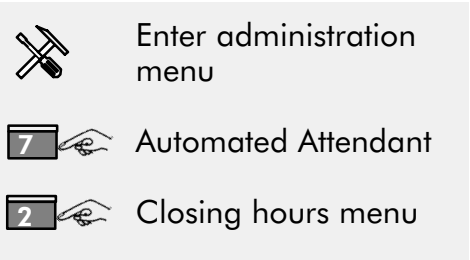
Technical details:
- The entered number can be:
  - an extension number,
  - a hunting group number or an
  - abbreviated dialling code (max. 4 digits) for the connection of an FAX to an external FAX.

- Input is terminated when 2 seconds no input is given.
- Input is not checked.
- NO 'dial–by–name'.

60

Automated Attendant:
Modify Closing Hours Menu

This option defines or modifies the functions of the main menu which can be selected from the callers during closing hours.



Enter the administration menu.

Press <7> for 'Automated Attendant'.

Press <2> for 'Closing hours menu'.

Since all options are the same as for the 'Opening hours menu' all manipulations for 'Closing hours menu' are referred in the related chapter for the 'Opening hours menu'.
The text proposes to press <1> for 'Opening hours menu' or press <2> for 'Closing hours menu'.

See:

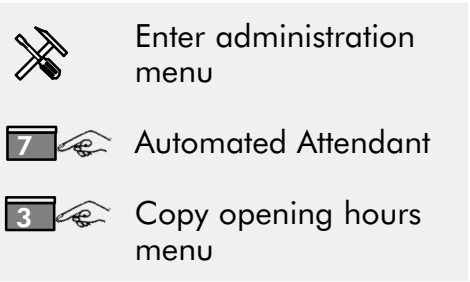
- Modify main menu
- Record main menu
- Record company greeting
- Submenu handling
- Change default function
- Change 'Short cut'
- Change operator's number
- Enable/disable 'Press star' question
- Change transfer type
- Function for 'Non Existing Mailbox'.

61

Automated Attendant: Copy Opening Hours Menu

▼ This option copies the opening hours menu to the closing hours menu.

If the closing hours menu is similar to the opening hours menu, it can be copied and slightly adapted.



Enter the administration menu.

Press <7> for 'Automated Attendant'.

Press <3> for 'Copy opening hours menu'.

What will be copied?

- The main menu definition (including the announcement).
- All submenu definitions (including announcements).
- The company greeting.
- The setting of 'Press star question'.
- The operator's number.
- The transfer type definition.
- The default function.
- The 'Short cut'
- The 'Non Existing Mailbox ' function.

62

3.4 Infobox/Audiotex

The infobox can be used as
- Internal Information Service
- External Infobox and as
- Audiotex

Information Service

5 infoboxes (number 46 to 50) are predefined for that service and cannot be used in the Automated Attendant. All 5 infoboxes are concatenated. Recording of the information is done by the system administrator.

External Infobox

45 infoboxes (number 1 to 45) are accessible to external callers. Due to multi-lingual announcements they can be offered in up to 3 (4) languages.

Audiotex

Audiotex is the subject–related concatenation of infoboxes in different branches to offer a sophisticated information system to external callers.

Maximum Recording Length

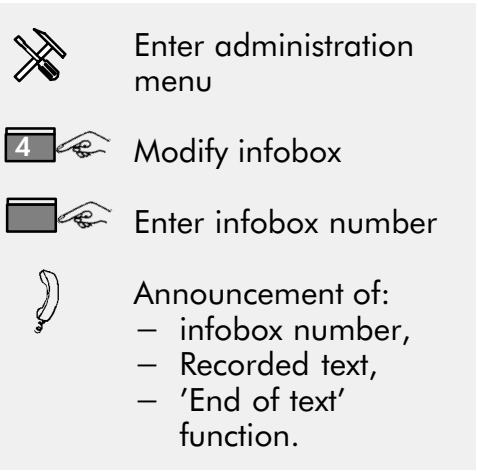
The maximum length of the recording is 4 minutes.

63

Modify Infobox

This option modifies the following infobox parameters:

- Record infobox announcement,
- Change 'end of text' function,
- Delete an infobox.



Enter the administration menu.

Press <4> for 'Modify infobox'.

Enter the infobox number or press <#> to step through all existing infoboxes.

Announcement of current infobox parameters.

Continue with:
- Record infobox announcement,
- Modify function or
- Delete an infobox.

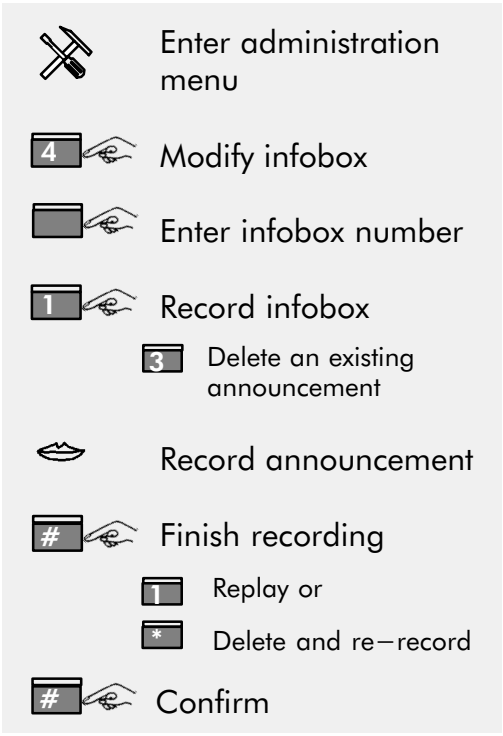
Technical details:

There are 50 infoboxes (numbers are from 1 to 50) available in the application. Thereof 5 (numbers 46 to 50) can be listened by mailbox owners only.
'End of text' function:
The default for infobox 1 to 45 and 50 is 'not used'
The default for infobox 46 to 49 is 'Infobox n + 1'.

64

Modify Infobox: Record Infobox

This option records the announcement for an infobox.
For Multi−lingual recording see "Select language".



Enter the administration menu.

Press <4> for 'Modify infobox'.

Enter the infobox number.

Press <1> for 'Record infobox'.

Record the announcement.
- Press <3> to delete an existing announcement and use the default announcement.

Press <#> to finish recording.
- Press <1> to replay your recording.
- Press <*> to delete and re−record the announcement.

Press <#> to confirm.

Technical details:
Per default (until changes by the administrator), an infobox has an "empty" recording and "not used" as end of text function. This is valid for all installed languages. So whenever an infobox is specified, the whole number range (1−50) is allowed without further checks (except where "external infobox" (1−45) and "internal information service" (46−50) have to be distinguished.)

65

Modify Infobox: Modify Function

▼ This option modifies the 'end of text' function of the infobox.

Enter administration menu

Enter the administration menu.

Modify infobox

Press <4> for 'Modify infobox'.

Enter infobox number

Enter the infobox number.

Modify 'end of text' function

Press <2> for 'Modify function'.

Enter function

Enter number of the desired function.

Confirm

Press <#> to confirm.

The 'end of text' function defines what will happen after having played the infobox announcement to a caller. It allows to 'chain' several infoboxes and/or to offer Automated Attendant functionality. Default 'end of text' configuration is 'not used', means return to that menu, where the infobox was 'linked into' (i.e. AA main or submenu, mailbox menu for info service.)

66

List of 'End of Text' Functions

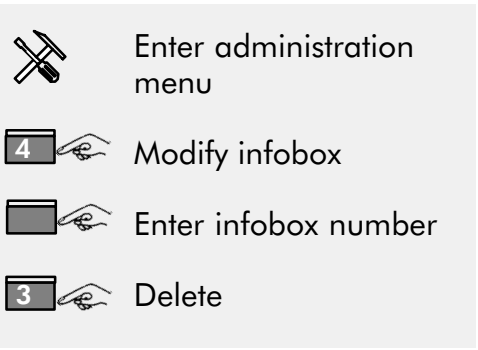
Number	Function
1	**Not used:** Return to the menu (main– or submenu).
2	**Free dialling:** The caller is asked to enter the extension number of the desired subscriber or an abbreviated dialling code (see 'Trunk to Trunk').
3 and ext. no. or abbreviated dialling code	**Transfer to extension:** The caller is connected to a predefined extension or to an abbreviated dialling code (see 'Trunk to Trunk').
4	**Transfer to operator:** The caller is connected to a predefined operator.
5 and infobox number	**Infobox:** The caller is connected to a predefined infobox.
6	**Leave a message:** The caller is asked to enter the number of the mailbox, where he wants to leave a message.
7 and mailbox number	**Mailbox:** The caller is connected to a predefined mailbox, where he can leave a message.
8	**Call release (Good bye):** The application plays the 'Good bye announcement' and releases the call.

Recommended functions
1 Return to the menu, so that the caller can select further options.
5 Infobox. For chaining of infoboxes, to ease recording of new infos.
7 Mailbox. E.g. to leave the callers name and address for further information.
8 Good bye. To release the call.

67

Modify Infobox: Delete Infobox

▼ This option deletes an infobox.



Enter the administration menu.

Press <4> for 'Modify infobox'.

Enter the infobox number.

Press <3> for 'Delete infobox'.

When an infobox is deleted, no checks are done.
The infobox announcement is deleted but the function remains unchanged.

Example

Description:
Delete infobox 1.

Configuration:
- Enter the administration menu.
- Press <4> for 'Modify infobox'.
- Enter infobox number 1.
- Announcement of the text and the function.
- Press <3> to 'Delete' the infobox announcement.
- Press <#> when you want to continue with deleting the next infobox.

68

3.5 Mailbox Administration

This chapter explains all options necessary to administrate mailboxes. Mailboxes can be installed all at the same time or individually when they are required.

Mailbox Mode:
The Alcatel 4610 IV provides the following mailbox modes:

- Standard Mode
  The Standard Mode can be switched to Answer Only Mode or Guest Mode.

- Guest Mode
  'Office' environment:
  The Guest−Mode mailbox must be installed as Standard−Mode mailbox and then switched to Guest Mode. The Guest Mode can be switched back to Standard Mode

  'Hotel' environment: (Alcatel Office PBX release 320A)
  The Guest−Mode mailbox is installed during check−in procedure and can be switched to Standard Mode.

69

Function	Standard Mode	Guest Mode
Record mailbox name	x	x
Personal greeting	x	–
Greeting 1,2,3	x	–
Select language	1)	2)
Notification	x	–
Password	x	3)
Distribution list	x	–
Listen to messages	x	x
Play back controls:	x	x
Replay	x	x
Archive	x	–
Delete	x	x
Timestamp	x	x
Send a copy	x	–
Reply	x	–
Rewind	x	x
Pause	x	x
Forward	x	x
Send a message	x	–
Check receipt	x	–
Internal information Service	x	–
Broadcast	x	–
Answer Only Mode	x	–
Recording controls	x	–
Audiotex	x	x

1)+2) Not generally available

2) Hotel: allocated during check–in
Office: defined by system setting

3) Personal password for remote mailbox consultation
Hotel: password defined during check-in
Office: password defined during first mailbox consultation

70

Install Mailbox

▼ This option enables you to install a mailbox instandard mode.

Enter administration menu

Install mailbox

Enter the mailbox number

Confirm

Enter the administration menu.
Press <2> for 'Install mailbox'.
Enter the number of the mailbox.
Press <#> to confirm.

When you press the hash key, the Alcatel 4610 IV confirms the installation of the new mailbox and asks you to enter another mailbox number. You can continue.
When you do not intend to install another mailbox, please press the star key to return to the administration menu. To allow easy identification of the mailbox key for the mailbox owner, the message waiting will be switched on.

Technical details: Mailbox number for:
- An internal subscriber shall be equal to his telephone number.
- An external subscriber, i.e. non residents, shall be not equal to any existing telephone number of the system, but should have the same number of digits.

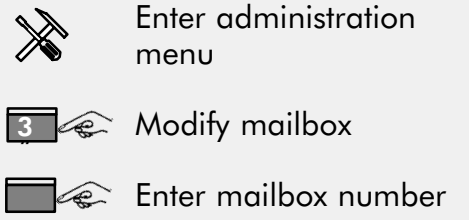
Remarks: A mailbox key should be defined on the internal subscriber's subset. Plug & Phone feature (Alcatel Office release 320A) creates automaticaly standard mailbox for each installed subscriber set. Therefore, the mailbox owner has hust to enter a password and his name to setup the mailbox.

71

Modify Mailbox

This option provides to:

- Reset the password
- Change the notification type
- Delete the mailbox
- Enable/disable answer only mode
- Switch standard/guest mode



Enter the administration menu.

Press <3> for 'Modify mailbox'.

Enter the mailbox number.

You can either enter a mailbox number, when you intend to modify a single mailbox, or you can press <#> and the Alcatel 4610 IV starts with the first mailbox.
After completion of the selected function the Alcatel 4610 IV automatically selects the next mailbox and asks for a new command.

72

Modify Mailbox: Reset the Password

▼ The administrator can reset the personal password for a mailbox.

Enter administration menu

Enter the administration menu.

Modify mailbox

Press <3> 'Modify mailbox'.

Enter mailbox number

Enter the mailbox number.

Reset password

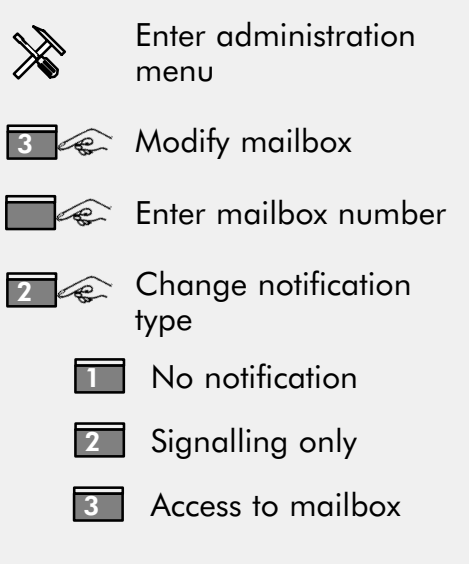
Press <1> for 'Reset password'.

When the subscriber opens his mailbox, he is asked for his new password. Message waiting will be switched on as reminder for the mailbox owner.

73

Modify Mailbox: Change Notification Type

The notification option informs the mailbox owner when a new message has arrived by initiating an (outgoing) call.



Enter the administration menu.

Press <3> for 'Modify mailbox'.

Enter the mailbox number.

Press <2> for 'Change notification type'.

Select the appropriate notification type.

Technical details:

No notification –	the mailbox owner is not informed, when a new message arrives.
Signalling only – to	the mailbox owner is informed, when a new message arrives. The Alcatel 4610 IV asks him press star to confirm the notification. The mailbox owner must call the Alcatel 4610 IV to listen to the message.
Access to mailbox –	The mailbox owner can immediately listen to the message and need not set up a new call.

74

Modify Mailbox:
Delete Mailbox

▼ This option deletes a installed mailbox.

Enter the administration menu.

Press <3> for 'Modify mailbox'.

Enter the mailbox number.

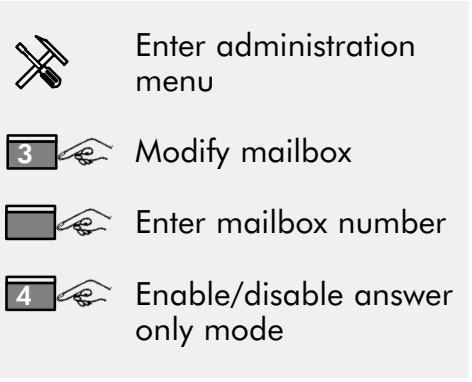
Press <3> for 'Delete the mailbox'.

If a mailbox is deleted, no checks are done. All mails, the recorded name and greetings are deleted.
If a guest mailbox of a hotel application is deleted the time−out of at least 1 hour is not active.

75

Modify Mailbox:
Enable/Disable Answer Only Mode

▼ This option determines whether a mailbox can receive voice messages after having heard the personal greeting.



Enter the administration menu.

Press <3> for 'Modify mailbox'.

Enter the mailbox number.

Press <4> for 'Enable/ disable the answer only mode' of the mailbox.

ON = Enable answer only mode:
– the caller can listen to the mailbox greeting, but can't leave a message.
OFF = Disable answer only mode:
– the caller can leave a message after listening to the mailbox greeting.

Technical details:
Default configuration: Answer only mode disabled (OFF).
Switching to answer mode (and back) is also possible for the mailbox owner inside his mailbox

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Modify Mailbox (continue)

Example

Description: The answer only mode for mailbox 201 should be set to OFF (disabled). Thus callers can leave a message in the mailbox.

Operation:

Enter the administration menu

Press <3> for 'Modify mailbox'

Enter the mailbox number e.g. <201>

The Alcatel 4610 IV announces:
- Mailbox number
- Name of the mailbox owner
- Notification type
- Setting of 'Answer only mode'.

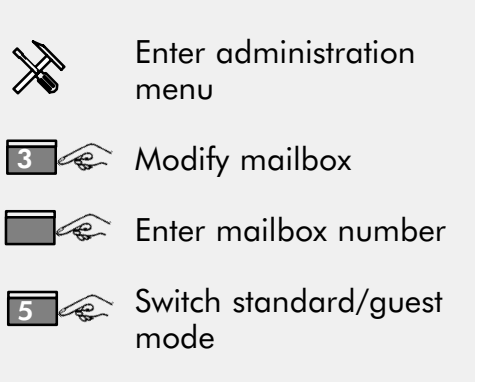
(e.g.: Mailbox 201 – John Silver – Notification type: Signalling only – Answer only mode: ON)

Press <4> to disable the 'Answer only mode'.

77

Modify Mailbox: Switch Standard/Guest Mode

This option provides to switch between standard and guest mode of a mailbox.



Enter the administration menu.

Press <3> for 'Modify mailbox'.

Enter the mailbox number.

Press <5> for 'Switch standard/guest mode'.

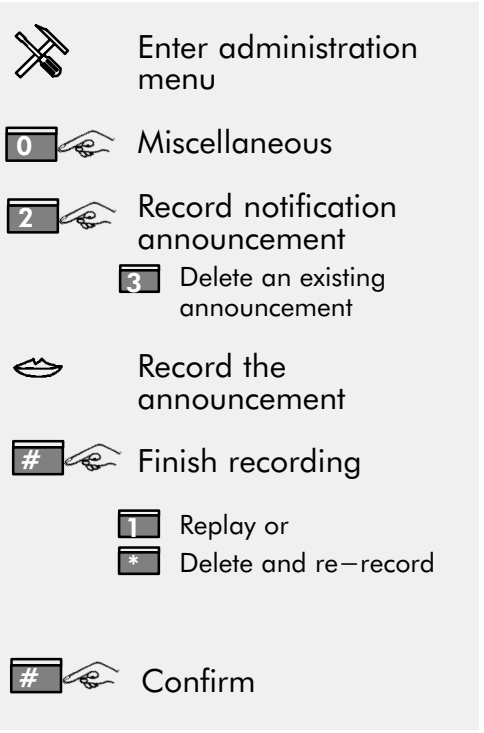
You can toggle between standard mode and guest mode.

If a standard mode mailbox is switched to a guest mode mailbox consider that the range of options is reduced.

78

Record Notification Announcement

This recorded announcement replaces the default announcement.
For multi−lingual recording see "Select language".



Enter the administration menu.
Press <0> for 'Miscellaneous'.
Press <2> for 'Notification announcement'.

- Press <3> to delete an existing announcement and use the default announcment.

Record the announcement
Press <#> to finish recording.

- Press <1> to replay the notification announcement.
- Press <*> to delete and re−record the notification announcement.

Press <#> to confirm.

Technical details:
When the notification is set and a new message arrived in the mailbox the Alcatel 4610 IV initiates a notification call. When the called party answers, the Alcatel 4610 IV will play the subsequent announcement:
" This is a call from a voice mail system....."
The administration option "Record notification announcement " allows you to replace this default announcement by a user specific announcement.
It is limited to a duration of 20 seconds.

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Distribution List

A distribution list is a convenient means to send a message to a number of persons. The persons, who are part of the list can be defined by a subscriber or by the administrator. The subscriber can record a name for this distribution list and the Alcatel 4610 IV automatically allocates a number to the list. This number can be entered instead of a mailbox number, when the Alcatel 4610 IV asks for the destination mailbox number.

Distribution lists must always be entered with 3 digits (001 to 050).
A maximum of 50 lists are provided with up to 128 entries each.

A distribution list can be

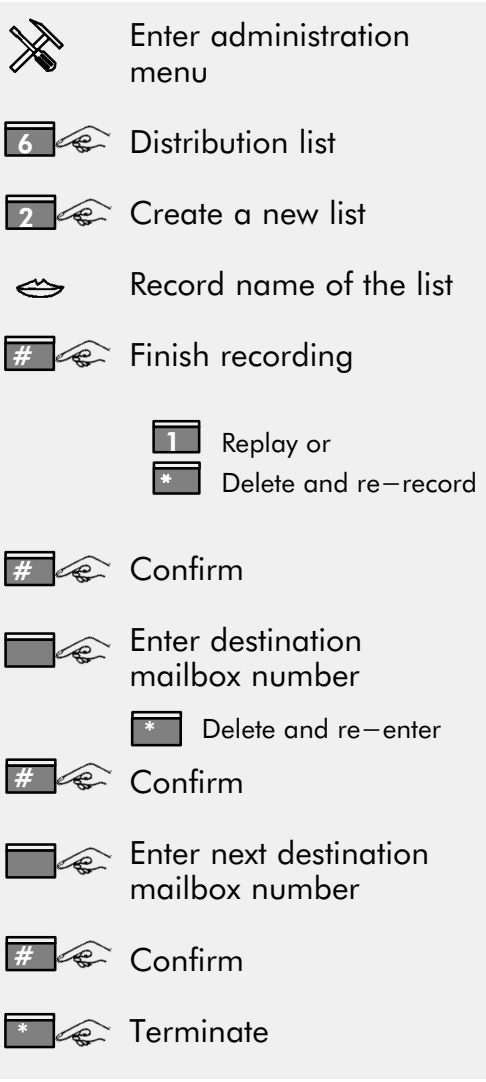
- Created
- Reviewed
- Modified and
- Deleted.

Distribution lists can be used by everyone. A subscriber can modify or delete only those lists created by him. The administrator may modify or delete all distribution lists.

80

Create Distribution List

▼ This option provides the administrator to create new distribution lists.



Enter the administration menu.
Press <6> for 'Distribution list'.
Press <2> for 'Create a new list'. The Alcatel 4610 IV allocates a list number and tells it to you.
Record the name.
Press <#> when you have finished recording.

- Press<1> to replay the name.
- Press <*> to delete and re−record the name.

Press <#> to confirm the recording.
Enter the destination mailbox number or 'dial−by−name'. Press <#> to confirm or <*> to cancel. Enter the next destination mailbox number and press again <#> to confirm. This procedure can be repeated until the last destination mailbox number has been entered. Press <*> to indicate that the list is complete.

81

Listen/Modify Distribution List

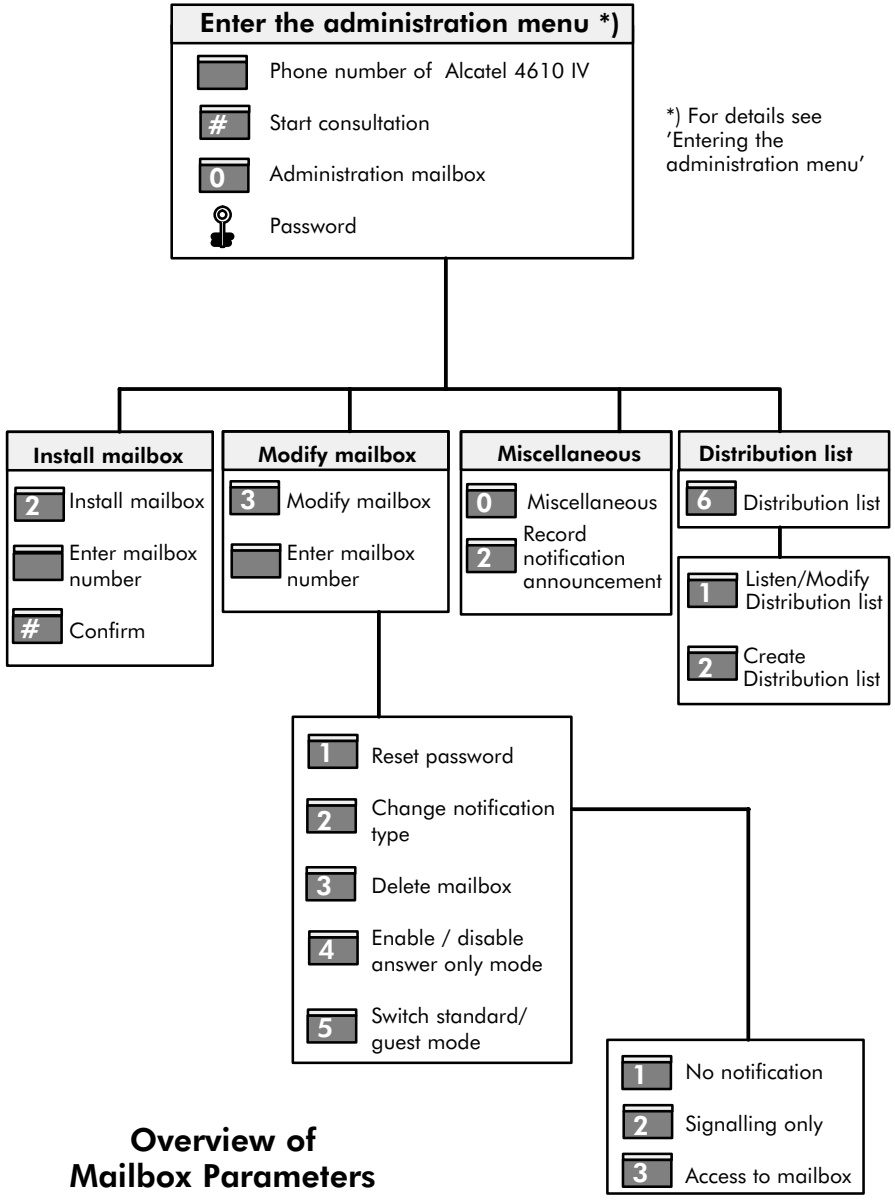
▼ The administrator can listen/modify all distribution lists.

Enter administration menu	Enter the administration menu.
6 Distribution list	Press <6> for 'Distribution list'.
1 Listen/modify a distribution list	Press <1> for 'Listen or modify a distribution list'.
Enter 3 digits for a list number or # for all distribution lists	Enter the list number.
1 Listen	Press <1> to listen to the list members.
2 Modify	Press <2> to modify the list or
3 Delete the list	press <3> to delete the list.
# Step through the list members	Press <#> to step through the members of the list. Stop when the subscriber is reached and press <3> to delete a member.
3 Delete a member	
or	Or/and enter the number of a new member.
Enter additional destination mailbox number	
# Confirm	Press <#> to confirm.
* Terminate	Press <*> to indicate, that the list is complete.

Broadcast

▼ This option needs no administration. It is used to send ('broadcast') a message to all installed and initialised mailboxes. The destination mailbox number for broadcast is 000.

83



Overview of Mailbox Parameters

84

3.6 Statistics

The statistic option of the Alcatel 4610 IV is intended to enable

- User (i.e. person in charge of system administration at customer's site)
- Maintenance staff (i.e. Alcatel or distributor technician) to gather information on load situation and characteristics of usage.

Based on this information conclusions regarding

- The degree of customer/user service and
- Required modifications of the current Alcatel 4610 IV applications can be done.

Access to all statistical data is given via the voice guided administration menu.

Statistic counters are based on 2 time periods:

Period for characteristics of usage (described in 'Mailbox−Statistics', 'Infobox−Statistics' and 'Automated Attendant−Statistics') are calculated based on the time between the last reset of statistical counters and the current time. In this way, any time frame (e.g. one weekend, 3½ weeks, 2 months, duration of a specific advertising campaign, etc.) can be the base for the calculation.

Period for load situation (described in 'System Utilisation−Statistics') is available for the last week. The time period covers 24 hours on the last 7 days − i.e. 168 time slices until the last completed hour. The counters are updated automatically as the time period shifts continuously. In this way, a complete overview on the system utilisation of the last week is given. If the statistic counters have been reset within the last week, the information is available since this reset.

85

This option provides to gather the following statistic information:

Characteristics of usage:
- Mailbox–Statistics
- Automated Attendant–Statistics
- Infobox–Statistics

Load situation:
- System Utilisation–Statistics
- Largest Mailboxes–Statistics

and to
- Clear Statistics Counters

Technical details:

After entering the 'Read Statistics' menu the Alcatel 4610 IV informs since when the statistics data are collected.

86

Mailbox – Statistics

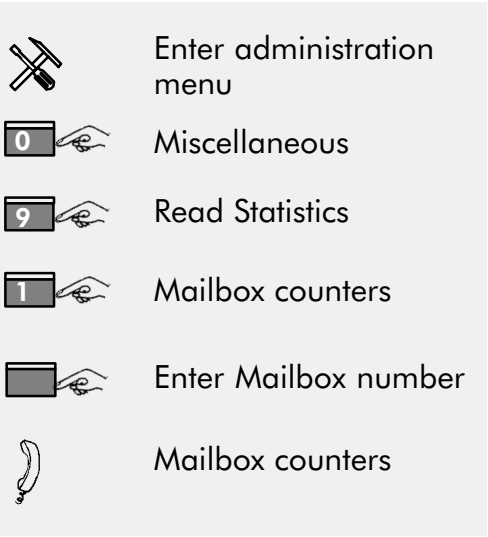
▼ This option provides two counters per mailbox:

– Mailbox reached

Counts how often a mailbox was reached and the caller listens to the greeting, independent if a message was left or not.

– Message left

Counts how often a messages was left after listening to the greeting of the mailbox.



Enter the administration menu.

Press <0> for 'Miscellaneous'.

Press <9> for 'Read Statistics'.

Press <1> for 'Mailbox counters'.

Enter the mailbox number or press <#> to review all of them.

Listen to the mailbox counters:

- mailbox number,
- value of mailbox reached–counter,
- value of message left–counter.

Technical details:

Messages sent directly from one mailbox to another are not counted. Excluded are also:

– Messages or copies of messages sent to one or more subscribers, distribution list or are broadcasted,

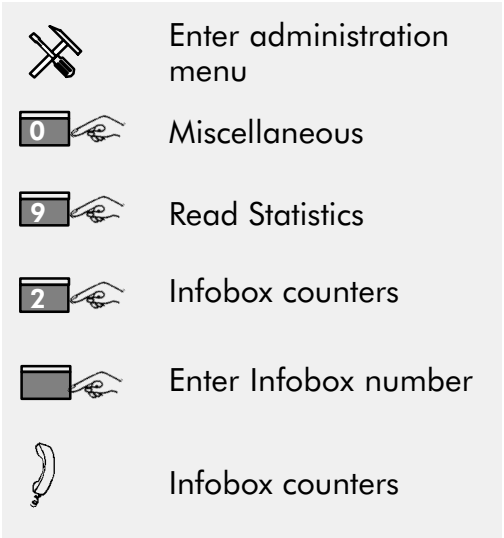
– Reply to a message.

87

Infobox – Statistics

▼ This option provides one counter per infobox:

– Listened to Infobox counter
  How often an infobox is reached



Enter the administration menu.

Press <0> for 'Miscellaneous'.

Press <9> for 'Read Statistics'.

Press <2> for 'Infobox counters'.

Enter the Infobox number or press <#> to review all of them.

Listen to the Infobox counters:
- Infobox number,
- value of listen counter.

88

Clear Statistics Counters

▼ This option clears all statistic counters.

Enter administration menu	Enter the administration menu.
Miscellaneous	Press <0> for 'Miscellaneous'.
Read Statistics	Press <9> for 'Read Statistics'.
Clear counters	Press <3> for 'Clear counters'.
Confirm	Press <#> to confirm.

Clears all statistic counters !

Technical details:

Also power up and power failure cause a counter reset.

89

Automated Attendant – Statistics

This option provides the following counters for the opening and closing hours of the Automated Attendant :

- Number of calls
- Total call duration
- Number of failed calls (i.e. calls reaching the Automated Attendant default function).

Enter administration menu	Enter the administration menu.
Miscellaneous	Press <0> for 'Miscellaneous'.
Read Statistics	Press <9> for 'Read Statistics'.
Automated Attendant	Press <4> for 'Automated Attendant'.
Opening hours or Closing hours	Press <1> for 'Opening hours' or <2> for 'Closing hours'.
Automated Attendant counters	Listen to the Automated Attendant counters: • number of calls, • total duration in minutes, • number of failed calls.

90

System Utilisation – Statistics

This option checks each full hour the free voice memory and the total seizure duration.

Enter administration menu

Miscellaneous

Read Statistics

System utilisation

History of one week

Enter the administration menu.

Press <0> for 'Miscellaneous'.

Press <9> for 'Read Statistics'.

Press <5> for 'System utilisation'.

Please read out the counters at least every week, because otherwise data will be lost !

91

Example

Example of an announcement:

February 23rd:
8 o'clock
- free memory,
- seizure duration,

9 o'clock
- free memory,
- seizure duration,

.
.
23 o'clock
- free memory,
- seizure duration,

.
.
.
February 28th:
0 o'clock
- free memory,
- seizure duration,

.
.
23 o'clock
- free memory,
- seizure duration,

March 1st:
0 o'clock
- free memory,
- seizure duration;

Current free voice memory:
- . . minute(s).

92

System Utilisation – Statistics (continue)

Playback options:
The statistics history starts either 7 days before or with the point of counter – reset:

7	Step back in history by one day
9	step forward in history by one day
0	go to end (announcement of current free voice memory)
#	step forward in history by one hour

To have an overview on the current system load, each full hour a check of free voice memory is done and the total seizure duration is counted:

- **Free memory:** free voice memory in the system measured in minutes within the specific hour.
- **Seizure duration:** Mean value of seizure duration of the access lines to the Alcatel 4610 IV as percentage of the maximum possible seizure within the specific hour.

  Example:
  - Seizure duration for access line 1: 24 minutes
  - Seizure duration for access line 2: 12 minutes

  Total seizure duration is 36 minutes of the maximum possible duration of 120 minutes (60 minutes per access): 30% seizure duration.

The information on the load situation is available for the last week.

Technical details:
Seizure duration includes notification calls, message waiting LED update. Free memory is stored in 'minutes' and the seizure duration in 'percent'. The statistics history starts at the last system or counter reset (whatever was later). The maximum period covered by the history is 168 (7x24) hours.
Note: The first hour may be incomplete.

93

Largest Mailboxes – Statistics

This option provides a hitlist to identify the 3 mailboxes, which occupies the most memory time for new and archived messages.

Enter administration menu	Enter the administration menu.
Miscellaneous	Press <0> for 'Miscellaneous'.
Read Statistics	Press <9> for 'Read Statistics'.
Largest mailbox	Press <6> for 'Largest mailbox'.
Mailbox counter	Listen to the Mailbox counter: • mailbox number or name, • total duration of both, new and archived messages in minutes.
Step through	Press <#> to step through.

Technical details:

In case of 'equal' time of messages lengths the choice of the announced mailboxes is performed 'randomly'.

94

3.7 Read SW−Version

▼ This option provides to read out the SW−Version and the feature level.

Enter administration menu

Miscellaneous

Read SW−Version

SW−Version

Enter the administration menu.

Press<0> for 'Miscellaneous'.

Press <0> for 'Read SW−Version'.

Listen to the SW−Version:

- SW−Version 'EPROM',
- SW−Version 'Control file'.

95

4 Voice Mail Functions

The Alcatel 4610 IV provides different mailbox modes
- standard mode
- guest mode
- answer only mode

and two areas of voice communication
- voice mail and
- voice messaging.

Standard mode mailbox
This mode provides a standard set of functions.

Guest mode mailbox
This mode provides a basic set of functions. These are to record messages for the guest and play them one by one when he consults his mailbox. A password is only necessary when the guest consults from remote.

Answer only mailbox
This mode provides an announcement i.e the personal greeting of the mailbox owner to the caller but do not record messages.

Voice mail
The voice mail functionality can help you to keep in touch with your customer, even when you are not in your office. He can leave you a message. Privacy is guaranteed because only the mailbox owner can consult his mailbox.

The greeting, which is played to the caller can be recorded and changed by the owner himself and can therefore give additional informations to the caller.

Voice messaging
The voice messaging functionality offers a new dimension of internal communication. Communication of teams is supported by the option of sending a copy of a message to other team members. Distribution lists allow fast transfer of voice information to several team members at once.

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New messages are indicated at your telephone and – if you like – via a notification call at any predefined internal or external telephone/pager.

Both functionalities are based on mailboxes. The Alcatel 4610 IV supports up to 128 mailboxes. Each mailbox can be tailored according to individual requirements of the owner and greet the callers and record messages. The Alcatel 4610 IV provides a wide range of options which are described briefly in the chapter 'helpful terms'.

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4.1 General Hints

A few general hints that will help you every time you use the Alcatel Office Communicator. The following keys have specific functions when supported:

- Press 0 if you want more options.

  Note: If the OC does not offer any more options (– out of your current situation –), the Alcatel 4610 IV will play the announcement "No more options".

- Press # to perform one of the following actions:
  - confirm your previous input,
  - skip an announcement (example: bypass a user's personal greeting),
  - step forward in a list.

- Press * at any time you
  - either want to cancel a previous input or
  - exit from a menu or list.

  Note: When you exit from a menu you "return" to the previous menu.

98

Play Back Control

When you listen to a voice mail or an announcement, these keys are assigned to following functions:

1	Begin of recording
7	Rewind 10 seconds
8	Pause (press again to continue)
9	Forward 10 seconds
0	'Play back control' menu
#	Skip to the end of recording

Technical details:

Pause: The maximum length of a pause is 20 seconds. When key 8 is not pressed again the Alcatel 4610 IV skips to the end of the recording.

99

Recording Control

Whenever recording a text (voice mail, greeting, name or announcement), pressing one of the following keys will cause:

8	Pause (press again to continue)
*	Delete and re−record
#	Finish recording
1	Finish recording and replay

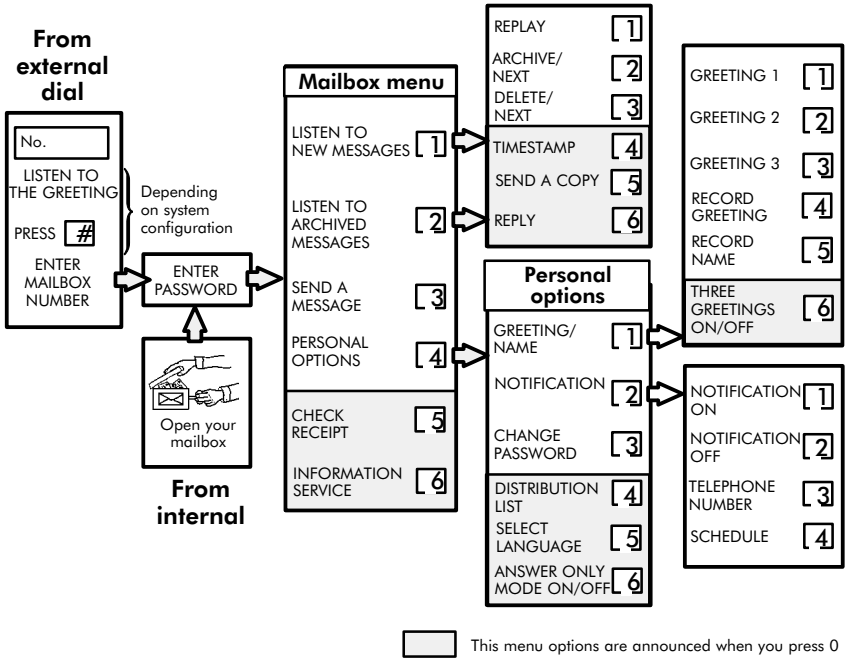
Technical details:

Pause: The maximum length of a pause is 20 seconds. During the pause the caller will hear the prompt 'To continue, press <8>' every 5 seconds as reminder.

Finish: The recording is also finished when the maximum time of a pause from 20 seconds expires, or a pre−defined silence period expires or any other key is pressed.

100

4.2 Overview of Functions: Standard Mode



101

Open the Mailbox

Open the mailbox to use the options of the Voice Mail application.
This manipulation depends on the type of telephone set you are using and is represented by the following symbol:

- **Telephone set with dedicated mailbox key**
  - **Telephone set with softkey**

Mailbox key

Softkey

Password

Press the mailbox key on your set.
Press the <softkey> associated to the display indication 'voice'.
Enter your password.

  - **Telephone set without softkey**

Mailbox key

Voice messages

Password

Press the mailbox key on your set.
Press <3> for 'Voice messages'.
Enter your password.

102

- **Telephone set without dedicated mailbox key**

Phone number of Alcatel 4610 IV	Dial the number of the Alcatel 4610 IV. The number depends on the usage. a) Either number of the operator group (if Alcatel 4610 IV is part of an operator group) or b) System number of the Alcatel 4610 IV.
Company greeting	Press <#> during listening to the company greeting (only in case a)).
Voice mail function	
Your mailbox number	Enter your mailbox number and your personal password.
Password	
or	
Mailbox prefix	Dial the prefix.
Password	Enter your password.

103

Open the Mailbox the First Time

When your mailbox has been installed the message waiting LED is switched on. When you open the mailbox the first time the OC guides you with introductory prompts to personalise your mailbox:

- Enter your personal 4−digits password
- Record your name

Note: Should you forget your personal password, it can be reset by the administrator. In this case, you will be asked for a new 4−digit password, like when opening the mailbox the first time, but your name and other personal options remain unchanged and hence need not be reentered.

- **Telephone set with dedicated mailbox key**
  - **Telephone set with softkey**

Mailbox key

Softkey

Enter your password

Record your name

Press the <mailbox key>.

Press the <softkey> associated to the display indication 'voice'.

The Alcatel 4610 IV asks you to enter your new personal password and to record the name of the mailbox.

104

– **Telephone set without softkey**

Mailbox key
Voice messages

Enter your password

Record your name

Press the <mailbox key> on your set.

Press <3> for 'Voice messages'.

The Alcatel 4610 IV asks you to enter your new personal password and to record the name of the mailbox.

105

- Telephone set without mailbox key

Phone number of Alcatel 4610 IV

Dial the number of the Alcatel 4610 IV. The number depends on the usage.
a) Either number of the operator group (if Alcatel 4610 IV is part of an operator group) or
b) System number of the Alcatel 4610 IV.

Company greeting

Voice mail function

Press <#> during listening to the company greeting (only in case a)).

Your mailbox number

Enter password

Record your name

Enter your mailbox number. The Alcatel 4610 IV asks you to enter your personal password and to record the name of the mailbox.

or

Mailbox prefix

Dial the prefix.

Enter password

Record your name

The Alcatel 4610 IV asks you to enter your new personal password and to record the name of the mailbox.

106

Listen to New Messages

The Alcatel 4610 IV signals the subscriber that a new message has arrived.

Message is waiting

The 'message waiting' indication is switched on.

Open the mailbox

Open the mailbox.

New messages

Press <1> and listen to the message.

Listen to the message

When listening to a message the "play back control" options can be used to replay, rewind, pause and forward within the message.

In addition the following functions can be used:

2 Archive

3 Delete

4 Timestamp

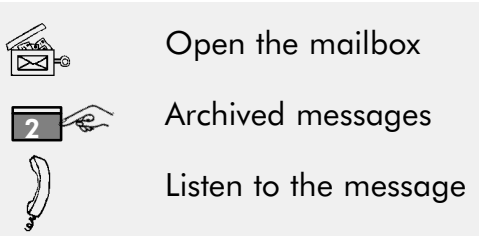
5 Send a copy

6 Reply

107

Listen to Archived Messages

▼ The Alcatel 4610 IV retrieves the message from the archive.



Open the mailbox.

Press <2> for 'Archived messages'.

Listen to the archived message.

When listening to a message the "play back control" options can be used to replay, rewind, pause and forward within the message.

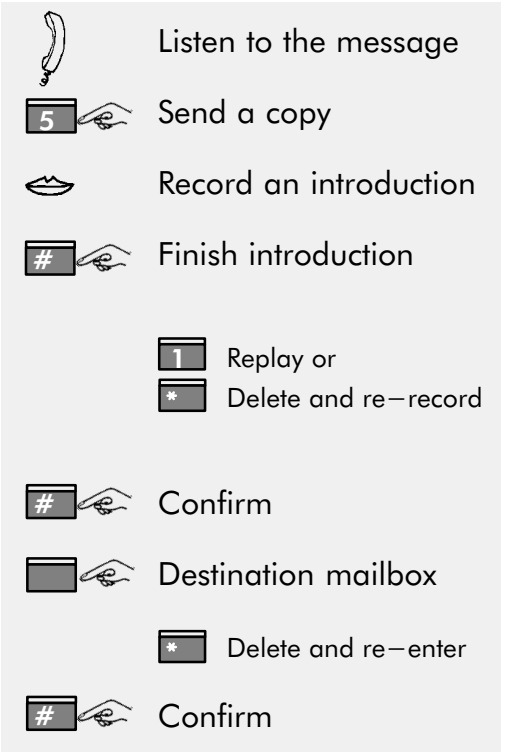
In addition the following functions can be used:

- 2 Archive again
- 3 Delete
- 4 Timestamp
- 5 Send a copy
- 6 Reply

108

Send a Copy of a Message

You can send a copy of your new or archived message in the mailbox of one or more subscribers, a distribution list or broadcast it. Record a short introduction, so that the recipient knows that it is forwarded by you.



Press <5> when you are listening to the message. Record the introductory message. To finish press <#>.

– Press <1> to replay your message.
– Press <*> to delete and re−record the message.

To confirm the introduction press <#>. Enter the mailbox number of the destination or a distribution list or the broadcast number (000). Press <*> to cancel the destination number, afterwards enter the correct one.
Press <#> to confirm.

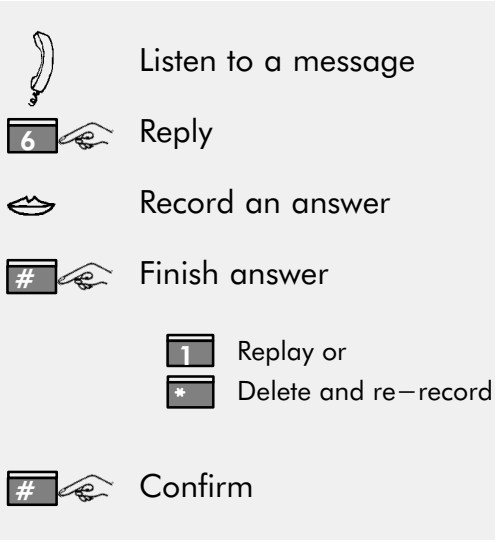
Instead of entering the mailbox number you can use the option 'dial by name'. Your can send a copy to more than one mailbox or distribution list.

109

110

Reply to a Message

You can immediately reply to a message. The sender will receive the message in his mailbox.
Restriction: A message to be replied to, has been sent from mailbox menu (option send or reply). Otherwise no caller information is available.



Press <6> when you are listening to a message.

Record your answer and press <#> to finish recording.

– Press <1> to replay your answer.
– Press <*> to delete and re−record your answer.

Press <#> to confirm.

111

Send a Message

▼ You can send a message directly in the mailbox of one or more subscribers, a distribution list or broadcast it.

Open the mailbox

Send a message

Record the message

Finish recording

Replay or
Delete and re−record

Confirm

Destination mailbox

Delete and re−enter

Confirm

Open your mailbox.
Press <3> to send a message.
Record your message.
Press <#> to finish recording.
- Press <1> to replay your message.
- Press <*> to delete and re−record the message.

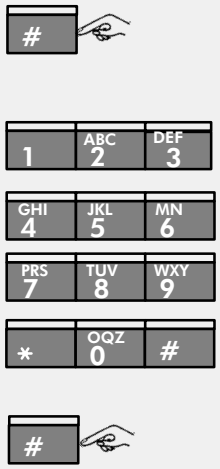
Press <#> to confirm the message.
Enter the mailbox number of the destination−, or a distribution list or the broadcast number (000).
Press <*> to cancel the destination number, afterwards enter the correct one.
Press <#> to confirm.

Instead of entering the mailbox number you can use the option 'dial by name'. You can send a copy to more than one mailbox or distribution list.

112

Dial by Name

When the Alcatel 4610 IV asks to enter the mailbox– or distribution list number, it is possible to spell the mailbox name using the letters on the key pad of the telephone set.



Press <#> to indicate that you will start with the option 'dial by name' instead of dialling the mailbox number.
Enter at least the first 3 and not more than 8 characters of the name of the mailbox.
The Alcatel 4610 IV announces the name of the destination mailbox.
Press <#> again to confirm the input.

Remark: This option is depending on the type of Telephone System. Ask the system administrator if this option is available in your system.

Technical details:
If there are several names in the directory of the Alcatel 4610 IV matching the input, the Alcatel 4610 IV will offer a selection to choose the name.

113

Distribution List

A distribution list can be used to send a message to a number of persons defined by the subscriber himself. The subscriber must record a name for his distribution list and the Alcatel 4610 IV automatically allocates
a number to the list. This number can be entered instead of a mailbox number when the system asks for the destination mailbox number.

The user can use and listen to all existing distribution lists, but he can modify and/or delete only those which have been created by himself.

Distribution lists must always be entered with 3 digits (001 to 050).

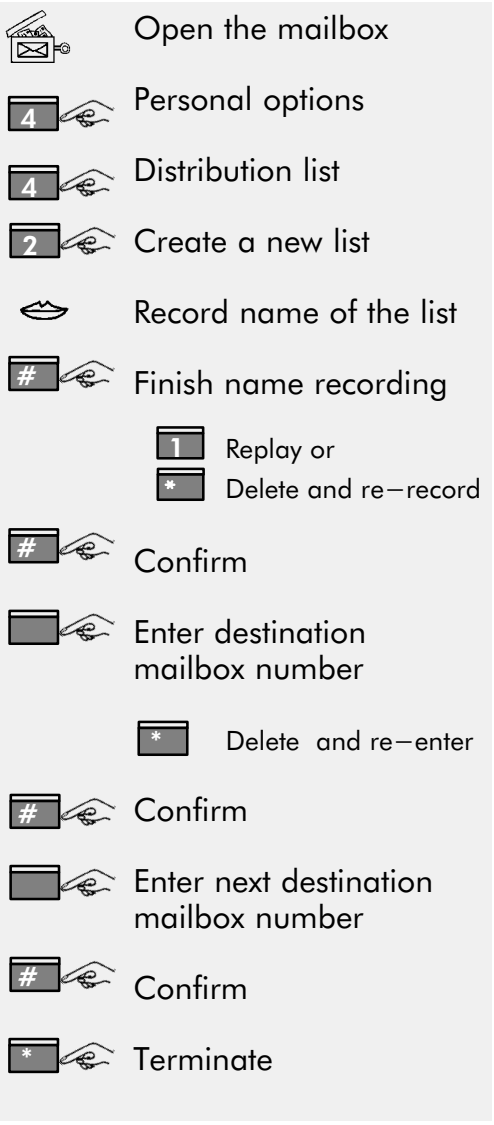
A distribution list can be

- Created
- Reviewed
- Modified and
- Deleted.

114

Create Distribution List

▼ The subscriber can create new distribution lists.



Open the mailbox.
Press <4> for 'Personal options'.
Press <4> for 'Distribution list'.
Press <2> for 'Create a new list'. The Alcatel 4610 IV automatically allocates a list number and tells it to you.
Record the name. Press <#> to finish recording.
– Press <1> to replay the name.
– Press <*> to delete and re−record the name.

Press <#> to confirm the recording.

Enter the destination mailbox number or 'dial−by−name'. Press <#> to confirm or <*> to cancel. Enter the next destination mailbox number and press again <#> to confirm. This procedure can be repeated until the last destination mailbox number has been entered. Press <*> to indicate that the list is complete.

115

Listen/Modify Distribution List

The subscriber can listen/modify or delete his distribution lists. Distribution lists from other subscribers can be used, but cannot be modified.

Open the mailbox	Open the mailbox.
4 Personal options	Press <4> for 'Personal options'.
4 Distribution list	Press <4> for 'Distribution list'.
1 Listen/modify a distribution list	Press <1> for 'Listen or modify a distribution list'.
Enter 3 digits for a list number or # for all distribution lists	Enter the list number.
1 Listen	Press <1> to listen to the list members.
2 Modify	Press <2> to modify the list or
3 Delete the list	press <3> to delete the list.
# Step through the list members	Press <#> to step through the members of the list. Stop when the subscriber is reached and press <3> to delete a member.
3 Delete a member	
or	
Enter new destination mailbox number	Or/and enter the number of a new member.
# Confirm	Press <#> to confirm.
* Terminate	Press <*> to indicate, that the list is complete.

116

Check the Receipt of a Message

You can check whether the recipient of your message has already listened to your message or not.

Open the mailbox.

Press <5> to check the receipt.

Enter the destination mailbox number.

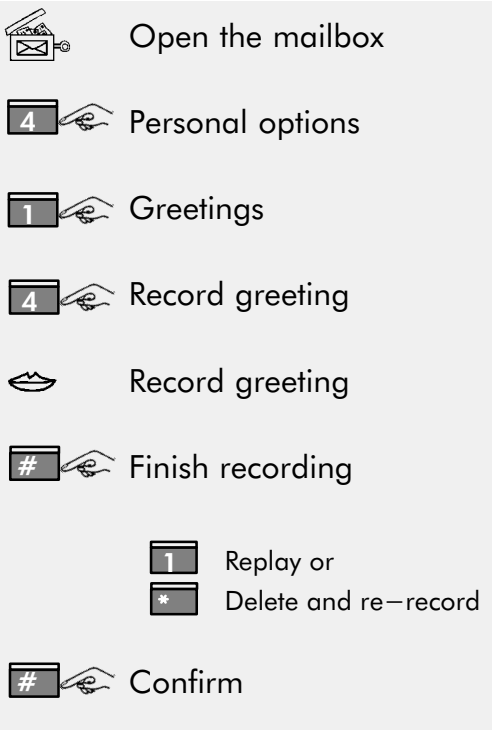
Listen to the message, which was not listened to by the recipient.

Press <#> to listen to the next message, which has not been listened to by the recipient.

117

Record the Personal Greeting

This option provides to record your 'Personal Greeting".



Open the mailbox.

Press <4> for 'Personal options'.

Press <1> for 'Greetings'.

Press <4> for 'Record greeting'.

Record your greeting.

Press <#> to finish recording.

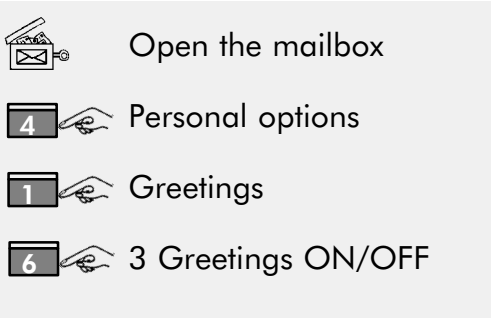
– Press <1> to replay the greeting.
– Press <*> to delete and re−record the greeting.

Press <#> to confirm.

118

3 Greetings ON/OFF

▼ This option enables/disables three greetings for the mailbox.



Open the mailbox.
Press <4> for 'Personal options'.
Press <1> for 'Greetings'.
Default is '3 Greetings' OFF.
Press< 6> to enable, press again <6> to disable.

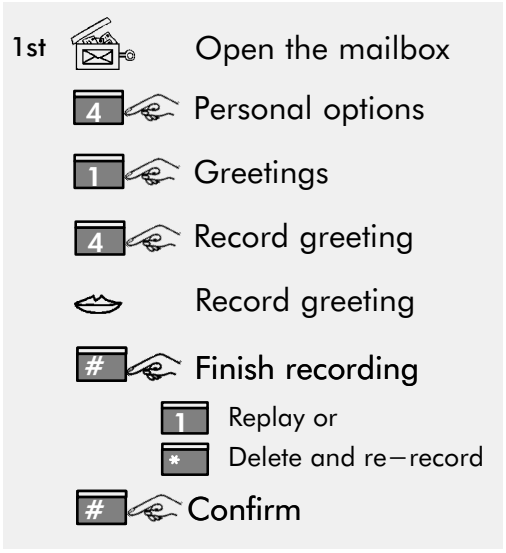
If you like to record three greetings, you must before the recording enable '3 Greetings' (i.e. set to ON).

Disabling of '3 Greetings' (OFF) deletes your greeting 2 and 3.

119

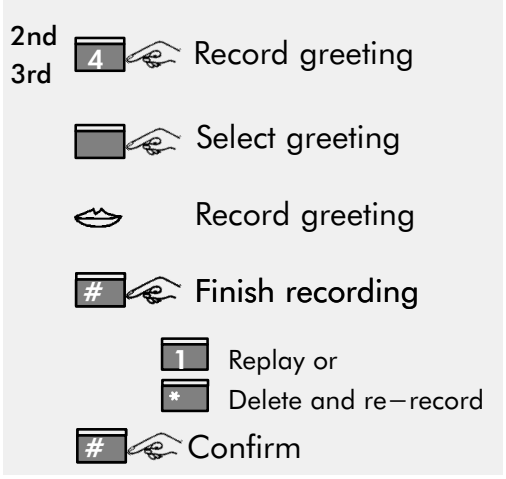
Record 3 Personal Greetings

The Expert Mode provides up to three greetings. To use this option set '3 Greetings' to ON. Then record your 1st. greeting. To record the 2nd. and/or 3rd. greeting, enter the greeting−number first.



To record the 1st greeting:
Open the mailbox.
Press <4> for 'Personal options'.
Press <1> for 'Greetings'.
Press <4> for 'Record greeting'.
Record your greeting.
Press <#> to finish recording.
- Press <1> to replay the greeting.
- Press <*> to delete and re−record the greeting.

Press <#> to confirm.



To record the 2nd/3rd greeting:
Press <4> for 'Record greeting'.
Select <2−3>, the number of greeting.
Record your greeting.
Press <#> to finish recording.
- Press <1> to replay the greeting.
- Press <*> to delete and re−record the greeting.

Press <#> to confirm.

120

Record 3 Personal Greetings (continue)

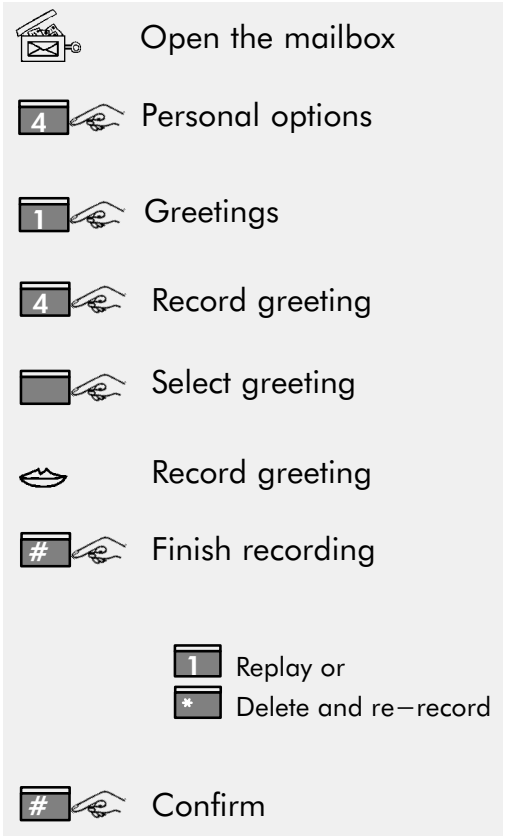
Disabling of '3 Greetings' (OFF) deletes your greeting 2 and 3.

Technical details:
- The maximum length of the recording is 30 seconds.
- A previous recorded greeting, when '3 Greetings' was disabled (OFF), is taken as greeting 1 after setting 3 greetings to ON.

121

Modify 3 Personal Greetings

This option provides to modify 3 personal greetings.



Open the mailbox.

Press <4> for 'Personal options'.

Press <1> for 'Greetings'.

Press <4> for 'Record greeting'.

Select <1−3>, the number of greeting.

Record your greeting.

Press <#> to finish recording.

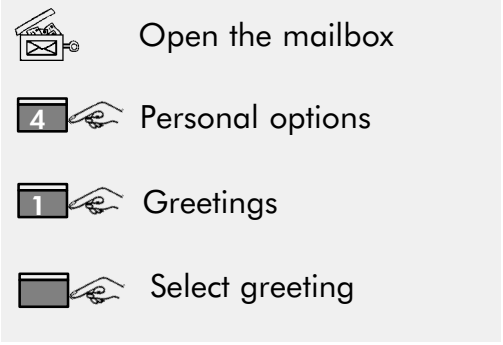
- Press <1> to replay the greeting.
- Press <*> to delete and re−record the greeting.

Press <#> to confirm.

122

Select Personal Greetings

▼ You can select, which greeting (1–3) your caller may listen to. To use this option you must set '3 Greetings' to ON and performed the recording of the greetings.



Open the mailbox.

Press <4> for 'Personal options'.

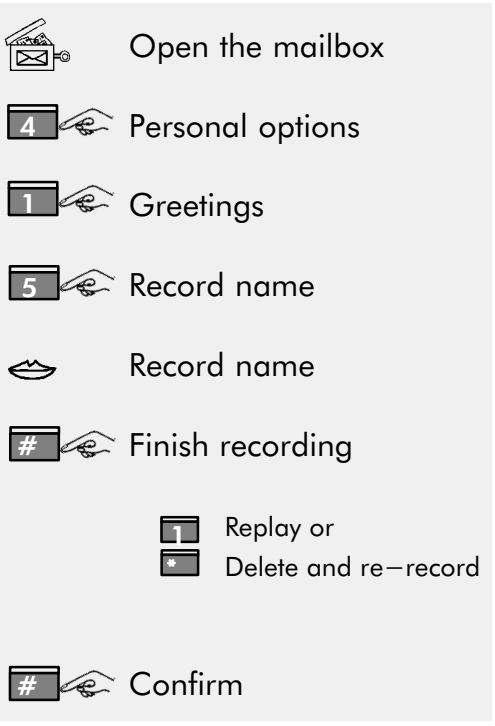
Press <1> for 'Greetings'.

Select <1–3>, the number of greeting.

123

Record the Name

▼ The name of the mailbox was recorded when the mailbox has been opened the first time. Use this option to modify the name.



Open the mailbox.

Press <4> for 'Personal options'.

Press <1> for 'Greetings'.

Press <5> for 'Record name'.

Record the name.

Press <#> to finish recording.

− Press <1> to replay the name.
− Press <*> to delete and re−record the name.

Press <#> to confirm.

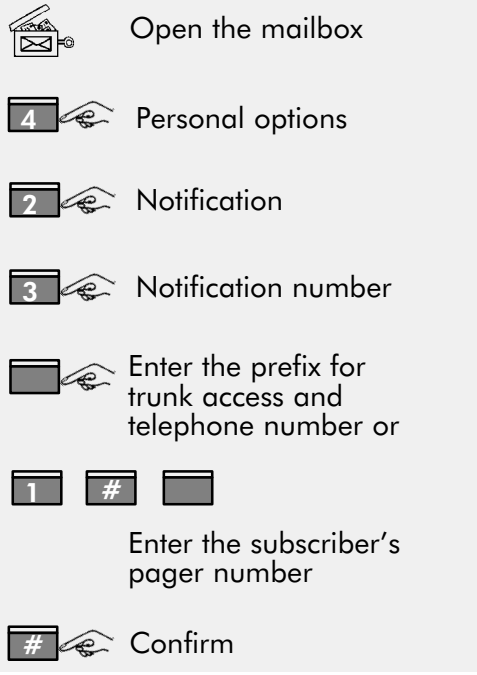
Technical details:
The maximum length of the recording is 5 seconds.

124

Notification Number (telephone, pager)

The notification number can be:
- a telephone number proceeded by the prefix for trunk access and/or
- a pager service 1 or 2 followed by the subscriber's pager number.

When notification is activated and when a new message has arrived in the mailbox the stored notification number is dialled according to the notification schedule.



Open the mailbox.

Press <4> for 'Personal options'.

Press <2> for 'Notification'.

Press <3> for 'Notification number'.

Enter prefix for trunk access and the telephone number or press <1,#> for 'pager service 1' or <2,#> for 'pager service 2' and enter the subscriber's pager number.

Press <#> to confirm.

125

Technical details:
In case of a notification call to a pager, the notification number, which can be entered individually per mailbox, is treated in a special way:
It is part of a system−wide defined pager service, which is programmable by your Alcatel distributor.

2 different pager services may be defined in the Alcatel 4610 IV. During programming his individual outgoing call number, the mailbox owner may choose
between "ordinary" outcall to a telephone set, outcall to a pager according to dial-string of pager service 1, or outcall to a pager according to dial-string of pager service 2.

In case of notification to a pager, no announcement is played and no confirmation is expected (Alcatel 4610 IV doesn't wait for <*>). Furthermore there is no second and third outgoing call attempt.

126

Notification Schedule

When notification is activated the stored notification number is dialled immediately (according to the default schedule 0 to 24 o'clock, when a new message has arrived in the mailbox). You can change this schedule by entering the desired begin and end time.

Open the mailbox	Open the mailbox.
Personal options	Press <4> for 'Personal options'.
Notification	Press <2> for 'Notification'.
Schedule	Press <4> for 'Schedule'.
Enter begin	Enter the begin time.
Enter end	Enter the end time.
Confirm	Press <#> to confirm.

127

Time
Hours: Two digits from 00 to 23, (in case of 'end time' also 24 is accepted) Minutes: Two digits from 00 to 59, Example: 8 o'clock in the morning Enter: 0, 8, 0, 0. 2 o'clock in the afternoon Enter: 1, 4, 0, 0.

To clear the schedule and use again the default values enter
the begin time (0,0,0,0) and the end time (2,4,0,0).

128

Notification ON/OFF

The option can be activated or deactivated. When activated the stored notification number is dialled immediately or according the desired schedule, when a new message has arrived in the mailbox.

Open the mailbox

Personal options

Notification

Notification ON

or

Notification OFF

Confirm

Open the mailbox.

Press <4> for 'Personal options'.

Press <2> for 'Notification'.

Press <1> to activate notification.

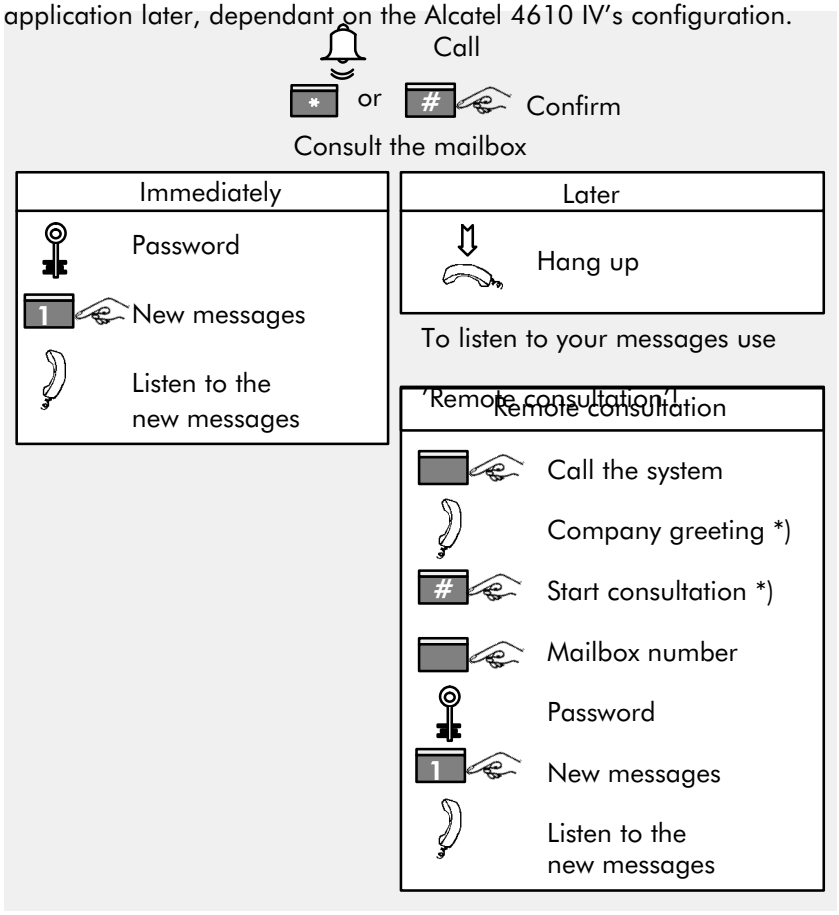
Press <2> to deactivate notification.

Press <#> to confirm.

129

Notification Call
Remote Consultation of the Mailbox

The Alcatel 4610 IV calls the telephone number, which was defined in the option 'notification', when a new message arrives. The called party can either consult the mailbox immediately or hang up and call the application later, dependant on the Alcatel 4610 IV's configuration.

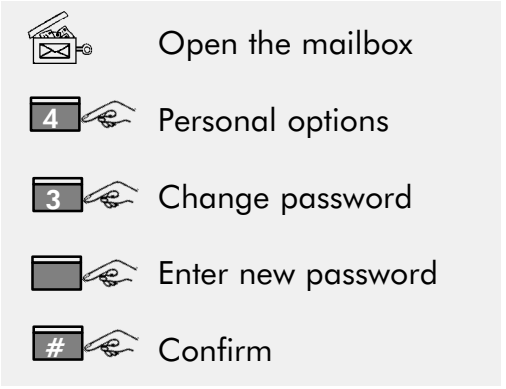


*) Depending on system configuration

130

Change of your Personal Password

▼ The password was entered when the mailbox has been opened the first time. It can be changed using this option.



Open your mailbox.

Press <4> for 'Personal options'.

Press <3> for 'Change password'.

Enter 4 digits for your new password.

Press <#> to confirm.

131

Select your Language

▼ Use this option to select the language for your voice-guide in your mailbox.

Open the mailbox

Personal options

Select language

Enter the number of your language

Open your mailbox.

Press <4> for 'Personal options'.

Press <5> for 'Select language'.

Digits <1> to <4> depend on number of the languages.

Not generally available.

132

Enable/Disable Answer Only Mode

Use this option to determine whether the mailbox can receive voice messages after having played the personal greeting.

Open the mailbox

Personal options

Enable/disable answer only mode

Open the mailbox.

Press <4> for 'Personal options'.

Press <4> for 'Enable/ disable the answer only mode' of the mailbox.

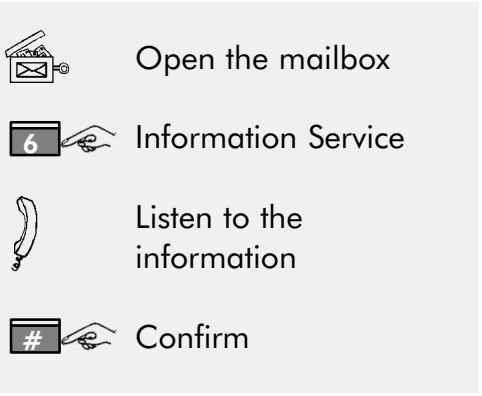
ON = Enable answer only mode:
– the caller can listen to the mailbox greeting, but can't leave a message.
OFF = Disable answer only mode:
– the caller can leave a message after listening to the mailbox greeting.

Technical details:
Default configuration: Answer only mode disabled (OFF).

133

Information Service

▼ Use this option to listen to the information box.



Open your mailbox.

Press <6> for 'Information Service'.

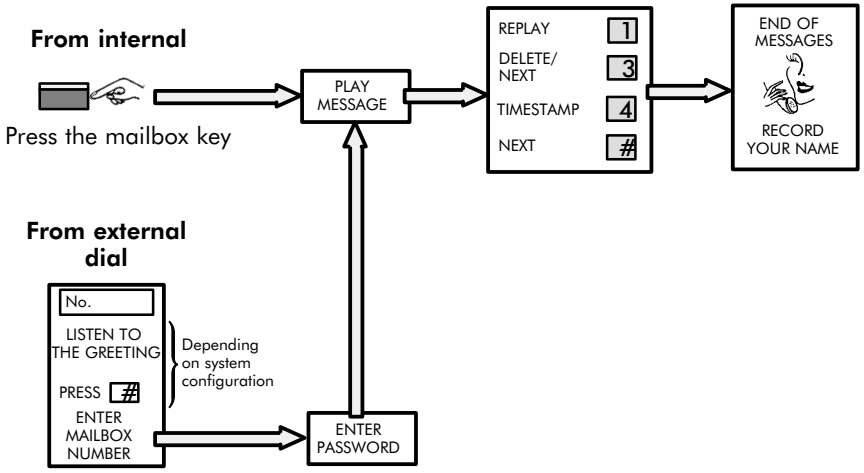
Listen to infobox 46 (and – if recorded – to infobox 47, 48, 49, 50).

Press <#> to confirm.

Technical details:
If no information is available (per default an infobox has "no recording" or the recorded announcement was deleted) the user will hear a default announcement.

134

4.3 Overview of Functions: Guest Mode



The guest mode provides a basic set of options of a mailbox. This mode is used in

Hotel environment
The described functionality are only supported in an Alcatel Office PBX release 320A
Installation:
The mailbox is installed automatically when the guest is checked in. The same language associated to the room telephone is defined for the voice guidence of the mailbox. The guest receives a check-in ticket with his personal password necessary for direct dialled outgoing trunk calls and for remote consultation of his mailbox.
Functionality:
Consultation of the mailbox from the room phone without the need of entering a password. Received messages are played automatically one after the other. The guest can replay the message, get timestamp information or delete the message. Messages listened to but not deleted are kept as new messages. At the end of consultation the guest is asked to record his name. Once recorded and confirmed the name cannot be changed by the guest.

135

If checking out messages which were not deleted are kept at least one hour. The guest can now consult his mailbox e.g from a booth phone. Checking in a new guest deletes all messages in the mailbox.

Hint: If the guest insists of changing his name or if he has lost his password ticket the receptionist can check out the guest and check him in again. (But consider lost messages, cleared statistic counter or metering data).

Office environment

Installation:
The administrator installs a mailbox in 'standard mode' and switches it to 'guest mode'. The message waiting indication on the telephone set is switched on.

Functionality:
During first consultation a password has to be defined for remote consultation of the mailbox and the mailbox name can be entered. Consultation of the mailbox from the guest phone without the need of entering a password. Received messages are played automatically one after the other. The guest can replay the message, get timestamp information or delete the message. Messages listened to but not deleted are kept as new messages. At the end of consultation the guest is asked to record his name if it is not allready recorded. Once recorded and confirmed the name cannot be changed by the guest.
If the guest mailbox is deleted all messages are deleted immediately.

136

Open the Guest Mailbox the First Time

Hotel environment

If the Alcatel 4610 IV is integrated in an Alcatel Office PBX release 320A the password for remote consultation is allocated automatically during check-in procedure. If the guest wants to record his name he must open the mailbox but he is asked to record it anyway after he has consulted his mailbox when he has received a message.

Press the mailbox key

Record your name

Replay or

Delete and re−record

Press the <mailbox key>.

The Alcatel 4610 IV asks you to record the name of the mailbox.

Office environment

When your mailbox has been installed the message waiting LED is switched on. When you open the mailbox the first time the Alcatel 4610 IV guides you with introductory prompts to personalise your mailbox:

- Enter your personal 4-digits password
  (Only necessary for remote consultation of the mailbox)
- Record your name

Message waiting LED on

Press the mailbox key

Enter your password

Record your name

Replay or

Delete and re−record

Message waiting LED is on

Press the <mailbox key> on your set.

The Alcatel 4610 IV asks you to enter your personal password and to record the name of the mailbox.

137

Guest Mailbox: Listen to Messages

▼ The Alcatel 4610 IV signals the guest that a message has arrived.

Message is waiting	The 'message waiting' indication is switched on.
Press the mailbox key	Press the mailbox key.
Listen to the message	The message is played automatically.

While listening to a message the following "play back control" options can be used.

- 1 Replay
- 3 Delete
- 4 Timestamp
- 7 Rewind
- 8 Pause/Continue
- 9 Forward
- 0 More options
- # Skip the message

At the end of a message it can be replayed, deleted or the timestamp information can be requested. The next message is played automatically after a short time period or immediately when the hash key is pressed

- 1 Replay
- 3 Delete
- 4 Timestamp
- # Next message

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Guest Mailbox: Remote Consultation

▼ You can consult your mailbox from an external DTMF telephone set.

Call the system

Hotel/Company greeting *)

Start consultation *)

Mailbox number

Password

Listen to the message

Call the system

Listen to the system greeting

Press <#> to start consultation

Enter your mailbox number

Enter your password

Listen to the message

To call the system dial either the access code of the Alcatel 4610 IV or the public exchange number plus the access code.

In a hotel application the mailbox number is equal to the room phone number.

*) Depending on system configuration

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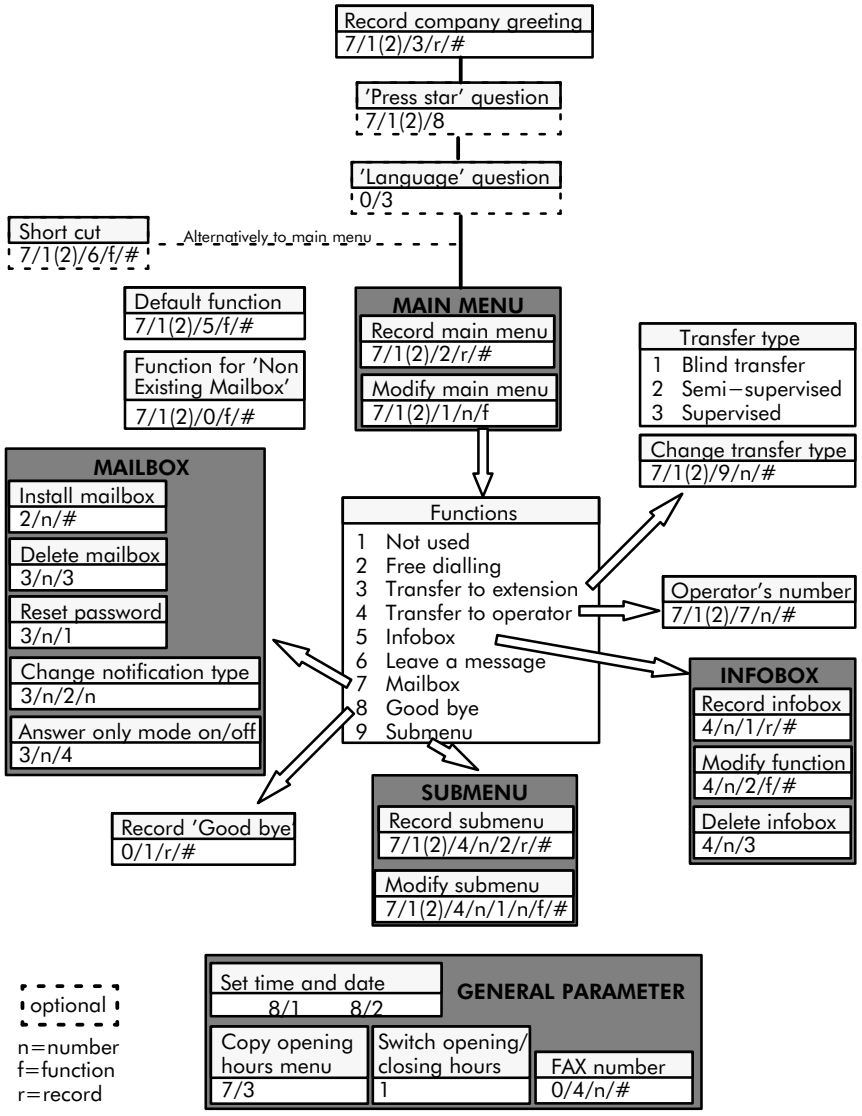
5 Overview of Automated Attendant Parameters



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Ref : 3BR 05761 AAAA Ed. 01 – printed by MODUS MEDIA F– ORLEANS
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