



Logging on

How to log on to the Ergo system by telephone:

- Dial **Ergo access number**
- (Enter **mailbox number + q**)
- (Enter **PIN + q**)

You have now logged on to the Ergo system and are in the main menu.

Changing the PIN

To change your PIN, enter the following via telephone:

- m in the Ergo main menu
- i – "Change PIN" option
- **New PIN + q**
- **New PIN + q**

The PIN has been changed.



Sending a new Voicemail

To send a new voicemail, enter the following via telephone:

- i in the Ergo main menu
- **Mailbox number 1st recipient + q**
(Mailbox number 2nd recipient + q) (...)
- q – finish entering a recipient
- Record message
- q – Finish recording
- q – Send message

You have sent the new message.



Playing Voicemails

To play a voicemail that arrived in your mailbox, enter the following via telephone:

- f in the Ergo main menu
- (g...g – Select message)

The selected voicemail is played.



Deleting Voicemails

To remove a voicemail from your mailbox, enter the following via telephone:

- f in the Ergo main menu
- (g...g – Select message)
- m – Delete current message
- q – Confirm deletion

The relevant voicemail is deleted from your mailbox.



Replies to Voicemails

To reply to a received voicemail, enter the following via telephone:

- f in the Ergo main menu
- (g...g – Select message)
- li – "Reply to message" option
- Record your message after the signal
- q – Finish recording
- q – Send message

You have replied to the relevant voicemail.

Steps in () brackets may not have to be carried out.





Record Name Greeting

To record a name greeting for your mailbox, enter the following via telephone:

- m in the Ergo main menu
- fi – "Record greeting" option
- Record your greeting after the signal
- q – Finish recording
- q – Save recording

Callers to your mailbox will from now on hear the newly recorded name greeting.



Recording Greetings

To record a welcome greeting for your mailbox, enter the following via telephone:

- m in the Ergo main menu
- ee – "Record greeting" option
- **Storage location of the greeting [e to m]**
- i – "Record greeting" option
- Record your greeting after the signal
- q – Finish recording
- q – Save recording

The new welcome greeting is now stored in the specified location but not active yet.

See "*Activating a Welcome Greeting*" to activate the greeting.



Activating a Welcome Greeting

To activate a recorded welcome greeting for internal and external callers to your mailbox, enter the following via telephone:

- m in the Ergo main menu
- ef – "Activate greeting" option
- **Storage location of the greeting [e to m]**
- Play selected greeting
- g – "Greeting for internal and external callers" option

The selected greeting is active for all internal and external callers.

Unified Communications System

Make the following entries by telephone to access the *OpenScape UC Application* functions via the *OpenScape Voice Portal*:

- g in the Ergo main menu

You can now select the following functions:

- e – Set presence status
- f – Manage preferred device
- g – Access conferences
- j – Access calendar
- m – Activate routing rule

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