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PRODUCT
GUIDE

Unify OpenScape Xpressions V7

Ergo

User Guide
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History of Changes

Date	Changes	Reason
2011-09-21	New feature: In case of a connection to *OpenScape UC Application* configured via *Trusted Transfer Mode* you can access features of the *OpenScape UC Application* via the *OpenScape Voice Portal*.	V7
2016-10-26	Note added regarding nighttime mode	UCBE-8280

1 Introduction

1.1 What is *Ergo*?

Ergo is the name of the *Unify Software and Solutions GmbH & Co. KG*'s voice mail system. This system represents access to the XPR server via telephone. Depending on the XPR server configuration it is also possible to access the mailboxes of foreign systems such as Exchange or Lotus Notes. With the help of *Ergo*, a user can access his/her mailbox via telephone. He/she can simply use telephone keys to create and send messages, or to edit received ones. In addition, the telephone keypad can also be used to modify mailbox settings and to configure special message options. Moreover, the system is not bound to a specific type of PBX.

Therefore, *Ergo* is basically the user interface for sending voice mails, playing received messages and managing mailbox functions by telephone. Mailbox is the term for the data directory in which all incoming messages, such as e-mail, fax or voice messages are stored for processing at a later date. In all these processes, the focus is much on ergonomic operation, as the name *Ergo* already suggests.

1.1.1 Function Overview

The following table provides an overview of the functions made available by *Ergo*:

Operating mode	Function
Control Mode (Direct Access)	This mode gives you full access to the system. You can: • Retrieve calendar information. • Set the acceptance state for meeting invitations. • Play and edit received messages. • Invoke quick editing for the “today's greeting”. • Record voicemails and send them. • Retrieve self-defined key sequences (for simple menu function initiation). • Call a subscriber directly from *Ergo*. • Set/modify message options. • Set/modify mailbox options. • Activate detailed help greetings. • Access features of the *Unified Communications System* via the *OpenScape Voice Portal*.
Answering Mode (Guest Access)	In this mode you can dial the mailbox of another subscriber to leave a message.
Answering Mode in case of call rerouting to the own mailbox with message recording option only	This additional mode, which becomes effective after your calls have been diverted to your own mail box, allows a caller only to leave a message.
Answering Mode in case of call rerouting to the own mailbox with message assistant only	This additional mode, which becomes effective after your calls have been diverted to your own voice mailbox, allows a user only to execute the features provided by the message assistant.
Express Mode	Simplified message output mode. This mode is particularly useful if you want to retrieve messages via cell phone while being on the road.

1.2 User-specific Data

This section provides you with an overview of all important user-specific or system-specific data. You will always have an overview of all important settings at hand if you note down all of the relevant data here. Your system administrator will give you the information you need.

1.2.1 PBX Data

Number for call forwarding

1.2.2 Data for accessing *Ergo*

Control Mode (dial individual mailbox)
= service access number Direct Access

Answering Mode (dial foreign mailbox)
= service access number Guest Access

Answering Mode after rerouting to the own mailbox with message recording option only
=Service access number for the Answering Mode with message recording option only

Answering Mode after rerouting to the own mailbox with the message assistant only
=Service access number for the Answering Mode with the message assistant only

Express Mode
=Service access number for the simplified access mode to retrieve messages

Furthermore, your PIN to access the *Ergo* voice mail system mailbox is individual of course. In your own interest, you should not write it down.

1.3 About this Manual

This manual guides you, the *Ergo* user, through the program's operation. With the manual's help, every user can learn how to operate the program and its functions. If the *Web Assistant* is available in parallel for performing *Ergo* settings, you should have basic knowledge of the Window user interface.

Conventions

To differentiate the types of information provided, the following conventions are used in this manual:

1. Single operating- instructions steps are numbered.

- Enumerations are indicated with dots.

NOTE: This is the symbol used for a note that should draw your attention to a feature or that should make it easier to work with the *Ergo* voice mail system.

IMPORTANT: Signals information of high priority. The corresponding notes must be heeded to avoid damages to the system or loss of data.

Special fonts have the following meaning:

- Names of configuration parameters, dialog titles, dialog texts, and operating elements (buttons, check boxes, tabs) are highlighted in boldface, for example: **Login Options**.
- File and directory names as well as program code lines (listings) appear in font `Courier`.
- Variables, individual names and greeting texts emitted by the system are *italicized*.

1.4 Application Requirements

The *Ergo* voice mail system can only be used on an installed XPR server. *Ergo* must have been installed and configured by the system administrator.

1.5 Who should read this Manual?

This manual is intended for the *Ergo* voice mail system user. It describes how to use the system via telephone. For this purpose, you will be introduced to all commands provided by *Ergo*.

1.6 Manual Structure

The manual is divided into four chapters:

- The **Introduction**, with general *Ergo* voice mail system information.
- The quick guide through the **User Functions**. This enables a user to learn the most important operations in short time. For example:
  - How to create and send voice mails.
  - How to edit received documents (reading, deleting, answering, forwarding or printing etc.).
  - How to perform important mailbox settings.
  - How to set important message options.
- A detailed reference to all available functions divided into four different modes.
- A short reference, which contains tables that provide an overview of all commands in short form.

1.7 Further XPR Server Documentation

This section informs you about further technical XPR server documentation that is of significance in the *Ergo* context.

As a matter of rule, manuals in printed format are only available on special request. All other documents are provided on the enclosed setup DVD as full-text, search-compatible PDF version. In addition, most components are described in the scope of an online user assistance (Win-Help or HTML-Help), which can be directly started from the corresponding programs.

The documents mentioned display all input dialogs important for the installation, configuration and operation. Depending on the operating system, (Windows Vista, XP or 2000), the screen resolution and the PC configuration, the representation of such dialogs may slightly vary. The following XPR server documents related to *Ergo* are available:

Manual	Topic
OpenScape Xpressions V7, Server Installation	XPR server installation instructions.
OpenScape Xpressions V7, Server Administration	Structure and configuration of the XPR server
OpenScape Xpressions V7, Web Assistant	Manual on operating and managing the XPR server via a web browser.
OpenScape UC Application, Client Applications	Manual on operating the clients used in the *OpenScape UC Application* (for example the *OpenScape Voice Portal*).

OpenScape Xpressions V7, Server Installation

The installation manual, written for the administrator, describes the linear installation of the XPR system as well as the subsequent installation of additional features and program components. Beyond that, you are comprehensively informed about the installation and configuration of the communication hardware used. A corresponding guide supports a possible hardware conversion.

OpenScape Xpressions V7, Server Administration

This manual is for XPR server administrators and describes in detail the product in its maximum configuration level. It informs you about the structure of the entire system and contains a description of the XPR functions as well as of the available APLs. Here a detailed system configuration description is given.

OpenScape Xpressions V7, Web Assistant

The *Web Assistant* is a convenient, browser-based application via which the XPR system can be used, administered and configured. By means of clearly structured HTML pages, all users of the XPR system can generate and administer messages of different types (e-mail, fax, SMS and voice messages).

Furthermore, users can access the personal parameters of the message services provided by the XPR system and customize them according to their personal requirements.

Comprehensive options for system administration and configuration are available to the XPR system administrator via the *Web Assistant*.

OpenScape UC Application, Client Applications

This manual contains descriptions of how to operate all *OpenScape UC Application* clients for which no separate operating instructions are available. Here you find, for example, detailed operating instructions for the *OpenScape Voice Portal* via which you can use many features of the OpenScape UC Application from *Ergo*.

1.8 Notes for Service Technicians and Support

Besides the user documentation and the administrator manual, also heed the XPR server release info found on the product data carrier. This information contains current product notes that may not have been considered for the documentation. You find this file on the product data carrier under `releaseNotes.rtf`. Further information is also found in the `Readme.txt` files included in the directories on the product data carrier that contain the corresponding program component.

1.9 Data Protection and Data Security

Data protection and data security

This system also processes and uses personal data for purposes such as call detail recording, displays, and customer data acquisition.

In Germany, processing and usage of such personal data are subject to various regulations, including the regulations of the Federal Data Protection Law (Bundesdatenschutzgesetz = BDSG). For other countries, please follow the appropriate national laws.

The aim of data protection is to protect the rights of individuals being affected by use of their personal data. In addition, the aim of data protection is to prevent the misuse of data when it is processed and to ensure that one's own interests and the interests of other parties which need to be protected are not affected.

Guidelines for Unify Software and Solutions GmbH & Co. KG Employees

Members of the Unify Software and Solutions GmbH & Co. KG are required to observe business and data secrecy as a result of the company's work rules. In order to ensure that the statutory requirements during service – whether during

“on-site service” or during “remote service” – are consistently met, you should always observe the following rules. You will not only maintain the interests of your and our customers, you will also avoid personal consequences.

Guidelines on dealing with personal data

A conscientious and responsible approach helps protect data and ensure privacy:

- Ensure that only authorized persons have access to customer data.
- Take full advantage of password assignment options; never give passwords to an unauthorized person orally or in writing.
- Ensure that no unauthorized person is able to process (store, modify, transmit, disable, delete) or use customer data in any way.
- Prevent unauthorized persons from gaining access to storage media, such as backup diskettes or log printouts. This applies to service calls as well as to storage and transport.
- Ensure that storage media which are no longer required are completely destroyed. Ensure that no sensitive documents are left unprotected.

Work closely with your customer contact: This promotes trust and reduces your workload.

1.10 General *Ergo* Items

1.10.1 Access Options

To access *Ergo*, enter one of the up to five access numbers that the administrator has specified for this purpose. Depending on the access number you dial, a maximum of five different modes become available:

- Control Mode (Direct Access)
- Answering Mode (Guest Access)
- Answering Mode with message recording only
- Answering Mode with message assistant only
- Express Mode

Control Mode (Direct Access)

In the Control Mode you have the full *Ergo* functionality at your disposal. After dialing the access number for the Control Mode, you normally need to identify yourself through specification of the individual mailbox number and your PIN (login procedure). If you call from one of the telephones the numbers of which you have previously specified as trusted numbers, you can access the system without PIN entry. After verification of the access authority you can access your mailbox to edit newly incoming messages, record new messages, or to establish a connection to another telephone. In addition, you can modify the mailbox settings. Details on “Direct Access” operation options are described in this manual under Section 3.2, “The Control Mode Features”, on page 43.

The **Control Mode** allows graded access to the available functional range. In this mode you can select the **Standard** or **Enhanced Mode**.

In addition, your administrator can configure the **Extended Mode**. This mode releases additional functions for the **Enhanced Mode**. The following operation gradations are available in the Control Mode:

- **Standard Mode**

  After the first logon to the Control Mode you have automatically accessed the Standard Mode by default. The Standard Mode (described in this manual in Section 3.2.3, “Operation in Standard Mode”, on page 48) offers a particularly clear operation of *Ergo*.

  Therefore, it is intended for the user who works with *Ergo* for the first time and needs to familiarize himself/herself with the functions most commonly used. But also users who prefer simplicity when accessing the most important *Ergo* functions will feel at home in this mode.

This mode imparts, besides the basic control mode functions (message playback, recording and sending of new messages and establishing a connection to another telephone), only restricted access to mailbox options. This means you can only modify some of the existing mailbox settings. Furthermore, this operation mode does not allow any message option configurations (e.g. changing or installing the notification function). When a user has become familiar with the functions after a certain settling-in period, he/she can decide on whether to use new respectively additional functions by switching to the Enhanced Mode. It would also be conceivable to handle normal operation exclusively via the Standard Mode and only to change to the Enhanced Mode for customizing special configurations.

- **Enhanced Mode**

  In the Enhanced Mode the user can set message options in addition to the Standard Mode functions. Beyond that, you can perform further mailbox settings, such as e.g. recording and activating greetings, specifying trusted numbers, selecting a language for system greetings as well as modifying the PIN. You find the description in Section 3.2.4, “Enhanced Mode in Control Mode”, on page 67.

- **Extended Mode**

  This mode, which must be specially configured by the administrator, is exclusively intended for users who do not have a computer at their workplace, and consequently cannot set their mailbox in a detailed way via a client (for example the *Web Assistant* etc.). Detailed mailbox settings are functions that enable the configuration of different greetings for Daytime/Nighttime Mode and their time ranges. In the Extended Mode, such settings can be reached and performed via telephone. A detailed description of this function is found in Section 3.2.5.1, “Mailbox Options in Extended Mode”, on page 84.

Answering Mode (Guest Access)

The Answering Mode offers an easy and fast option to create voice mails and to transmit these to another user. For this purpose you need to dial the Answering Mode access number and subsequently the recipient´s mailbox number. A transmission, however, requires the recipient mailbox being in Answering Mode. If the recipient has merely activated his/her infobox, only a greeting is played and it is not possible to leave a message. More detailed operating notes can be found in Section 3.3, “The Answering Mode Features”, on page 90.

Answering Mode with message recording only

This special additional mode, which becomes effective after your calls have been rerouted to your own mailbox, allows a caller only to leave a message.

Answering Mode with message assistant only

This special additional mode, which becomes effective after your calls have been rerouted to your own mailbox, allows a user only to execute the features provided by the message assistant.

Express Mode

The Express Mode represents the easiest and fastest way to retrieve messages. Therefore, this type of access is specially useful when you want to access your mailbox while being on the road. For this purpose you need to dial the special “Express Mode” code number from one of the telephones previously defined as “trustworthy” (of which a maximum of three is possible). After the thus initiated automatic identification you receive all new (unread) messages sorted according to the date of receipt in succession with a message header and the actual message text (body). Consequently, this access type does not require a logon procedure. There is, however, the disadvantage that only two message functions are available:

- When you push an arbitrary telephone key (thus send a not particularly specified DTMF tone), the next message is switched to.
- Pushing an – also arbitrary – key twice in short succession initiates a return call to the subscriber whose message you are listening to.

See also Section 3.4, “The Express Mode Features”, on page 94.

1.10.2 General Operating Information

The “online user guidance” is particularly convenient. In *Ergo* it is performed in the form of voice prompts. You can listen to these greetings while operating the system. In addition, you can see short notes on your telephone display, provided your telephone has a display and the PBX supports this feature.

When you call your own or a foreign mailbox, greetings guide you through the selectable options in the various menus. Depending on the menu branch you are currently in, such greetings list the functions that can be executed. You are also informed about which entry to make to trigger a function. For example, you could be prompted to push a specific numeric key to select a function, or to enter a phone number (or your PIN). Thereby you can make entries any time during a greeting and need not wait for it to end.

1.10.2.1 Having System Greetings Repeated

If you do not trigger any of the announced functions in the menu, thus no key is pushed, the greeting is repeated in a more detailed form. Therefore, simply wait until the greeting is repeated if you want to listen to it once again. This is particularly useful when you could not hear a greeting properly. If you still do not make any entries after a specific number of greeting repetitions, the system clears the connection.

1.10.2.2 Wrong Entries

If you enter an invalid digit, for example when making a selection from a menu, the system informs you by playing the corresponding greeting: “*Invalid Entry*”. Subsequently, the features available in this menu will be mentioned and also what you need to enter to trigger them.

1.10.2.3 Requesting Help

In case you are not really shure about the purpose of the announced functions any more, press the 1 key to obtain detailed assistance. These additional help greetings explain in detail the current selection options of the menu you have just accessed.

1.10.2.4 Returning to the Main Menu

Should you “lose your way” in the system, in other words, you do not know which menu branch you have currently accessed, push the pound key to return to the main menu anytime. Depending on the menu branch you are in, it may be necessary to push the pound key several times in succession to return from the various menu levels to the main menu.

Function	Key
Cancel and return to the main menu or move back to the previous menu level.	#

1.10.2.5 Clearing the Connection to *Ergo*

You can clear the connection to *Ergo* anytime by simply putting the phone down.

NOTE: In case you have previously recorded a message in the *Ergo* menu and the recipient number is known, the prepared message is sent when you put the phone down. It does not matter whether the calling number has already been determined by automatic calling number recognition or by an entry that you have performed. The same applies when you have just recorded a greeting. Here as well your activities are accomplished with putting the phone down, thus the greeting is stored.

Function	Icon
Clear the connection to *Ergo* (as the case may be, with transmission of a prepared message): Put the phone down.	

1.10.2.6 Icon Explanation

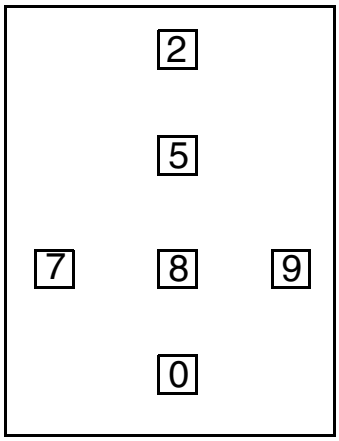
Icon	Function
	Pick up the phone.
	Speak.
	Put the phone down.
	Enter a digit string, for example a telephone number or a PIN.
2 1 3	Enter commands via keys. The indentation of the key icons indicates branching to another menu level. Key icons represented on top of each other indicate entry alternatives in the selected menu branch.

1.10.2.7 Standard Key Allocation

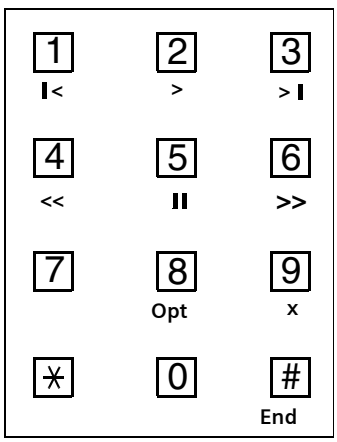
You make all entries in *Ergo* exclusively via keypad, thus with the keys [0] to [9], the star key [*] and the pound key [#].

Some recurring commands have been standardized for simplification. In other words, specific repetitive functions are always triggered with the same keys. Of course they depend on whether the currently initiated function makes sense in the just selected menu.

In the Control Mode main menu the commands are distributed among the keypad layout as follows:

Telephone Keypad Layout	Function
	**2** Play message.
	5 Send a message.
	7 Invoke features. **8** Switch to the options menu. **9** Delete the currently played message.
	0 Request help (detailed help greetings).

While a message is being played, the following standard commands can be executed anytime:

Entry Keys	Functions with Message Playback
	**1** - Skip back to the previous message. **2** - Start playback anew. **3** - Go to the next message. **4** - Rewind by eight seconds or three sentences. **5** - Pause/start message playback. **6** - Fast-forward by eight seconds or three sentences. **8** - Finish playback, return to options menu. **9** - Delete a message. **0** - Activate detailed help greetings. **#** - Cancel playback, return to the main menu.
Under the keys, by way of illustration, you find the common audio tape icons	

1.10.2.8 Star and Pound Key

In this manual we assume that the *star key* generally serves to confirm previously made entries or to send messages. The *pound key* is used for functions such as canceling or correcting.

This functionality comes into effect by default after the installation and is therefore described here in this way. But since some countries prefer the pound key as standard for confirming entries, the administrator can exchange the function of the two keys via the corresponding setting. This means the star key adopts the pound key´s function and vice versa.

Since a manual cannot be newly issued for each of the two cases, please consider which setting currently applies to your device. If the internationally customary operation of the pound key as means of confirmation corresponds to your device configuration, please take this fact into account while reading the manual.

Special commands (shortcuts) for the experienced user

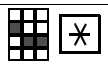
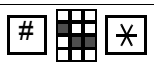
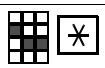
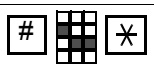
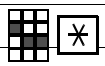
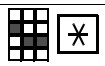
Experienced users who are in a hurry can use some special options to interrupt greetings with entries for quickly maneuvering within *Ergo*. The following list contains the available options:

- You can cancel the greeting played for any recording ("*Record your greeting/ message/name after the tone…To finish...*") by pushing key [5]. Thereafter you hear the beep that indicates the immediate recording start. You can cancel the recording by pushing the [#] key.
- You can interrupt the mailbox status greeting ("*You have xxx new messages*"), directly played after you have logged in to the Control Mode, by pushing key [2]. Mailbox access is then provided at once and you can listen to the messages newly received. If you push the pound key ([#]) here, you are immediately taken to the main menu.
- If you have obtained help while the message header or the message is being played (key [0]), you can cancel such help greetings by pushing any key. The function probably associated with the key is not triggered then.
- Contrary to the behavior described in the previous section, (nearly) all greetings are usually interrupted by a keystroke. The function triggered then is, however, accepted as entry. Thus you can forestall entries without listening to the entire menu.
  An example: You would like to rerecord your name. While the current name recording is being played, you can already push key [5] (rerecord the name) or the [*] key (retain name recording), to directly select the desired function.

1.10.2.9 Initial Login at the System

For your initial login to the system, the system administrator provides you with access service numbers, your voice mailbox number and a PIN. Using this information you can log in at the system for the first time. While you log on for the first time, the system enforces an immediate PIN alteration. Without this modification you cannot access the system.

How to log on to the system:

Function	Keys
Enter the access service number for the Control Mode. You are prompted to enter the mailbox (voice box) number.	
then	
Enter your mailbox number and confirm your entry with the star key.	
If you enter a wrong mailbox number:	
By pushing the pound key you can delete your entry and repeat it. Push the star key to confirm the new entry. A greeting then prompts you to enter your PIN.	
subsequently	
Enter the PIN for the initial login and push the star key for confirmation. If you have confirmed a wrong PIN with the star key, you need to log on to the system anew by entering the mailbox number. **Note 1**: If your system is configured in a way that you can directly access your mailbox by pushing the star key (ANI identification), you will be automatically prompted to re-enter your PIN after a wrong PIN entry. **Note 2:** The administrator specifies a value to limit the PIN entry attempts. When you reach this value, mailbox access will be denied. Only the administrator can then unlock the mailbox.	
If required, in case of an erroneous PIN entry	
Before you confirm the PIN entry with the star key, you can use the pound key to delete the entire PIN entry for repetition.	
After you have entered the PIN for the initial login, you hear: "*New PIN!*"	
Enter your new PIN and push the star key for confirmation.	
A system greeting prompts you to re-enter the new PIN for checking purposes: "*Repeat new PIN!*"	
Re-enter the new PIN and push the star key for confirmation. You then immediately reach the Control Mode.	

1.10.2.10 Logon to the System after PIN Resetting

If you cannot remember your PIN to access the system, the administrator will reset the PIN to the default value. After you have logged in to the system with the default PIN, the system will enforce an immediate PIN alteration. You need to perform the same steps as described in Section 1.10.2.9, “Initial Login at the System”, on page 23 for this purpose.

1.10.2.11 Accelerated Control Mode Access

Standard behavior

After you have logged on to the Control Mode, the mailbox number is normally queried first. Subsequently, you need to enter this number and confirm it with the star key. You will then be prompted to enter your PIN to authenticate yourself as authorized user of the system. Only after making these entries you are given access to your mailbox.

Simplified access in case of configured special function

If you call from your workstation telephone, you can directly access you mailbox by pushing the star key (*) in case of a configured caller identification, ANI. This is enabled via a system configuration by the administrator, which allows the identification of your mailbox number based on the transferred number of your telephone. If you have dialed the Control Mode, you merely need to authenticate as authorized person by entering the PIN then. You can learn whether this feature has been configured for you by listening to the greetings played after you have dialed your mailbox in the Control Mode.

Simplified access in case of configured system parameter

The administrator can configure another simplified mailbox access in your system. Via entry of a configuration parameter for the *Ergo* script you can then reach your mailbox without pushing the star key. After you have logged in to the Control Mode you are immediately prompted to enter your PIN.

NOTE: If a user has defined his/her telephone as “trusted“, it is not possible to access the Control Mode of a foreign mailbox via this telephone.

If this option is used in your system and you want to access the Control Mode of your own mailbox from a foreign telephone, proceed as follows:

1. Log on to the *Ergo* Control Mode.
   You now hear the greeting: "*Welcome to the Ergo voicemail system - PIN?*"
   Since the PIN for the standard user is queried here, push the pound key for selecting your mailbox.
2. Push the pound key.
   You hear the greeting: "*Mailbox number?*".
3. Enter your own mailbox number.
   You are prompted to enter your PIN.
4. Enter your PIN.
   This puts you through to your mailbox.

Simplified access via trusted number

Via the definition of trusted numbers a user may specify three telephone extensions from which he/she can access his/her mailbox without authentication, i.e. without entering the respective PIN. Defining a trusted number is mandatory for the Express Mode since PIN entry is not intended there. Make sure that the corresponding terminal device to be rated trustworthy allows phone number transmission and is configured accordingly.

IMPORTANT: Please keep in mind that trusted numbers bear a security risk. Everybody who knows which extension has been defined as trusted and can access this device is in full control of the respective mailbox. Therefore, the workstation telephone should never be defined as trusted when other users can access it.

1.10.2.12 Settings via the *Web Assistant*

Many *Ergo* user settings are exclusively or more conveniently performed via the *Web Assistant*. The single settings belonging to this category are explained in this manual. To highlight these functions, we have inserted the *Web Assistant* icon in the appropriate places.

In the following section you find a summary of the *Ergo* settings that can also be made via the web interface. In this summary we differentiate between:

- Settings from the **Enhanced Mode** of the Control Mode, which are also available via the *Web Assistant*
- Settings from the **Extended Mode** of the Control Mode, which are also available via the *Web Assistant*
- Settings that you can exclusively perform via the *Web Assistant*

Settings from the Enhanced Mode of the Control Mode, which are also available via the *Web Assistant*

NOTE: All the features named in the following, with the exception of the Standard Mode/Enhanced Mode switch, can only be reached via the *Ergo* Enhanced Mode.

- PIN modification.
- Entering the deputy extension.
- Mode selection for the Control Mode (Standard Mode/Enhanced Mode).
- Call options:
  - Callers can leave urgent messages.
  - Callers can leave confidential messages.
- Defining trusted numbers (mailbox query without identification).
- Toggling the mailbox mode (answering machine/infobox).
- Recording greetings.
- Recording names.

Settings from the Extended Mode of the Control Mode, which are also available via the Web Assistant

- Configuration of day/night greetings.
- Defining whether the day/night greetings may be interrupted.

Settings that must be performed via the *Web Assistant*

- Programmable shortcuts to quickly execute menu functions.

- Defining personal filters for message output.
- Configuring notifications.
- Defining a day-dependent time profile to activate day/night greetings.

NOTE: In the *Web Assistant* (under Time profiles ->**Greetings** -> **when busy**) you can set a special greeting for the event that a subscriber's line is busy. This feature is not available in *Ergo* since it is not supported.

1.10.2.13 Behavior in Case of User Quotas

You can configure user quotas on the XPR server as well as on the mail systems Microsoft Exchange and Lotus Notes.

User quotas are deployed to limit the resources (disk space) used by the user. As soon as a user exceeds the quota assigned to him/her, access to the resource is denied.

Users on a mail server have only a limited control of how resources allotted to them can be used. The actions of the user (transmit message) as well as those actions of other users (receive messages), influence the users allotted resources. It is therefore possible that a user may not be able to send a message while either several large messages, or simply too many messages have been received.

When user quotas are active and a user has exceeded his/her quoata, Ergo switches automatically to the Info Mode for the corresponding mailbox. Merely a greeting is then played to the caller and he/she cannot leave a message.

As soon as the user decreases the disc space he/she uses by actively deleting already sent or received documents, sending documents and leaving messages in his/her mailbox is possible again.

NOTE: If a user deleted a sufficient number of documents via *Ergo*, he/she needs to hang up and dial in again. Only then he/she can record and send new messages.

---

2 Operating *Ergo* (Simple Start)

So that you can use *Ergo* quickly, this chapter will first exemplify the operating steps for particularly important functions. You will thus gain a sense of working with *Ergo*. In no time you will learn how to perform the most frequent operations. If you want to perform operations and settings less frequently applied, please refer to the corresponding explanations in Section , “Operating Ergo (Command Reference)”, on page 41.

The following functions are explained in this section:

- How do I access the Control Mode main menu (system login).
- How do I create a voice mail and send it (message transmission).
- How do I listen to a received voice mail and reply to it (message editing).
- How do I record my name for usage in the system (mailbox options).
- How do I define the phone number for my deputy (message options).

NOTE: In this manual we assume that the *star key* generally serves to confirm previously made entries or to send messages. The *pound key* is used for functions such as canceling or correcting.
If the system is so configured that the general function of both keys has been exchanged, the user needs to keep this in mind while reading the instructions.

2.1 Accessing the Control Mode

Whenever you would like to edit messages or your mailbox settings, you need to log on to the *Ergo* Control Mode via telephone to reach the main menu. For this purpose you can use any telephone in your organization.

NOTE: The description of how to log on to the Control Mode refers to an installation with defaults. The *Ergo* configuration may be changed to allow a simplified access procedure for your own telephone. You find details on this in Section 1.10.2.11, “Accelerated Control Mode Access”, on page 24. In case of doubt, ask your administrator about your system's configuration.

To log on to the system you need to pass through a default logon procedure. In this procedure you perform the following steps:

- Entering the access number for the Control Mode.
- Entering your mailbox number
- Entering your PIN for authentication

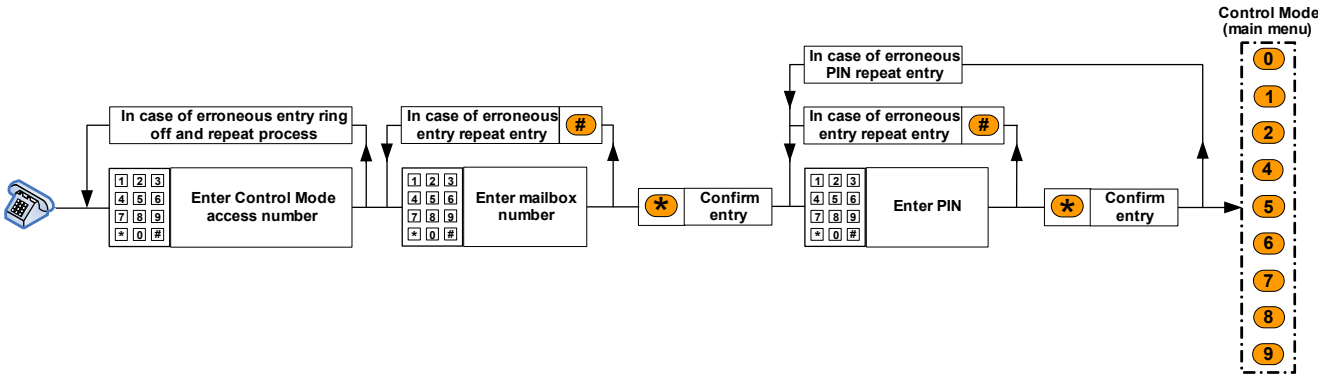
Requirements

The following requirements must be met for you to reach the Control Mode main menu in *Ergo*:

- The *Ergo* voice mail system can only be used on an installed XPR server.
- The system administrator must have installed and configured *Ergo*.
- The system has been set up with defaults.
- A mailbox has been assigned to you on the XPR server.
- You know the Control Mode access number. If you do not know your PIN, please ask your system administrator.
- You know your mailbox number. If you do not know your PIN, please ask your system administrator.
- You know your PIN. If you do not know your PIN, please ask your system administrator.

NOTE: Your administrator will give you a PIN for your initial logon to the system. In the course of this first logging on, you need to change this PIN.

Function diagram on the Control Mode access



How to access the Control Mode

To reach the Control Mode main menu, the following entries must be made:

1. Dial the Control Mode access number.
   The system welcomes you and prompts you to enter your mailbox number.
2. Enter your mailbox number and confirm your entry with the ✳ key
   You will be prompted to enter your PIN.

NOTE: Depending on the system setting the mailbox number need not be entered.

---

3. Enter your PIN and confirm your entry with the ✳ key
   You will be put through to the Control Mode.

NOTE: If you log on to the system for the first time you need to change your PIN. Follow the system instructions on this.

As soon as you have reached the Control Mode, you hear a list of the main menu operating options.

What do I do...

- ...if the system does not welcome me with the greeting: "*Welcome to the Ergo voice mail system*" after I have dialed the Control Mode access number?
  You have probably dialed the wrong Control Mode access number. Ring off and dial the Control Mode again.
- ...when I notice that I have entered the wrong mailbox number?
  Ring off and dial the Control Mode again.

- ...if I have misdialed while entering the PIN?
  Wait for the system prompt that asks you to repeat the login via the mailbox number or to repeat the PIN entry.

2.2 Creating and sending a Voice Mail

You would like to record a voicemail and send it to a subscriber.

A voicemail is a message created by voice recording and delivered to the recipient's mailbox after you have dialed this mailbox. Sending a voicemail can be compared with leaving (recording) a message on an answering machine.

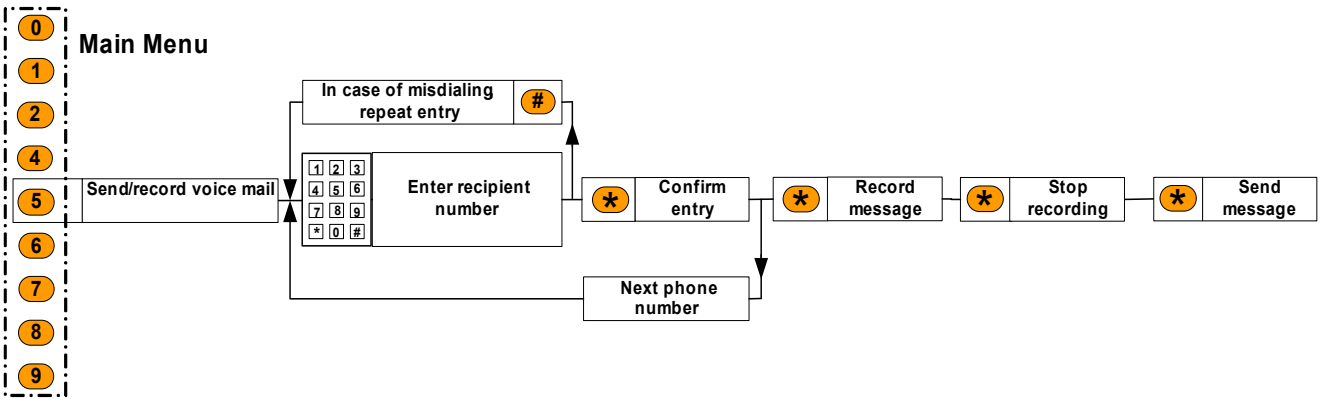
Voicemail is a message service mostly used when no e-mail client is available for sending an e-mail to a recipient. A telephone is sufficient for sending voice mails.

Sending a voice mail is, for example, useful, when the recipient is absent from his/her workstation, so that a direct call would not reach him/her. Sent as voicemail, the message can then be accessed by the recipient at a later date.

Requirements

You must be in the main menu of the *Ergo* Control Mode.
How to reach the Control Mode is described in Section 2.1, “Accessing the Control Mode”, on page 30.

Function diagram on creating and sending a voicemail



How to send a voicemail

The following entries must be made for recording and sending a voicemail:

1. In the Control Mode main menu, dial for the 5 **recording/sending a voicemail** function.
   The greeting: “*Recipient?*”prompts you to enter the recipient's mailbox number.
2. Enter the number of the recipient's mailbox.

3. Push the [*] key to confirm the entry of the recipient's mailbox number.

NOTE: You can address the voice mail to further recipients. After the greeting: *Next recipient?* enter the number of another recipient mailbox. Push the [*] key to confirm this additional number also.

---

4. Push the [*] key again to start recording the message.
After the greeting: "*Record your message after the tone*", wait for the tone and start recording.
5. Stop the recording by pushing the [*] key.

NOTE: After you have finished recording you have further operating options before sending the message. For example, you can listen to the message again or resume the recording. You find more information on these functions in Section 3.2.3.4, "Recording and Sending a New Message", on page 54.

---

6. Send the message by pushing the [*] key again.

The system confirms the message transmission with the greeting: "*The message was sent*".

Subsequently, you are automatically taken back to the main menu to continue working with *Ergo*.

If you want to quit *Ergo*, simply put the phone down.

What do I do...

- ...if I have misdialed while entering the mailbox number?
Push the [#] key. You return to the mailbox number entry to repeat entering the mailbox number.
- ...if I "get lost" in the menu?
Push the [#] key. In most cases you return to the main menu. In a few cases you may have to push the pound key several times in succession to return from the single menu levels to the main menu.

2.3 Listening and replying to a received Voice Mail

You would like to listen to a voice mail that arrived in your mailbox and reply to it with an attached comment.

When messages (voicemails, e-mails or fax messages) have arrived in your mailbox, you can edit these messages via telephone. You can:

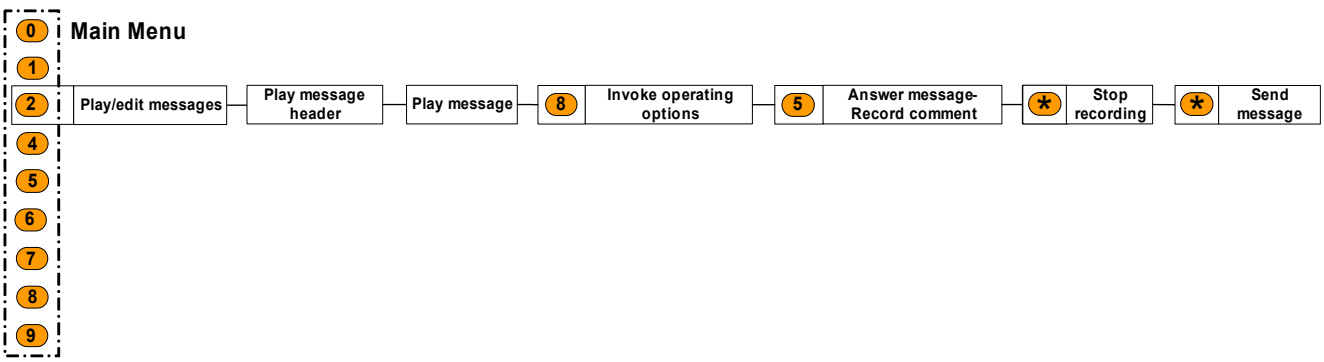
- listen to voicemails, reply to them and forward them.
- have e-mails read out (optional, if text-to-speech is installed) and forward them.
- forward fax messages (for example to a fax printer).

By default setting, the system emits the latest message first. The message header is put out before the actual message. The message header compiles all available message information (consecutive message number, originator, time of receipt etc.). While the message header or the message is being played, you can trigger some functions. You find detailed descriptions of these functions in Section 3.2.3.2, “Operation During Message Header Playback”, on page 48 or in Section 3.2.3.2, “Operation during message playback”, on page 50.

Requirements

You must be in the main menu of the *Ergo* Control Mode.
How to reach the Control Mode is described in Section 2.1, “Accessing the Control Mode”, on page 30.

Function diagram on playing and editing a voicemail



How to listen and reply to a voicemail

You need to make the following entries to listen to a voicemail and to reply to it with an attached comment:

1. In the Control Mode main menu, dial for the [2] **listen to/edit messages** function.
   The first unread message is immediately put out, starting with the message header.
2. Push the [8] key to invoke the **operating options**.
   You branch to the menu for editing the currently played message.

NOTE: You can already invoke the **operating options** while the message header or the message is put out.

---

3. Push the [5] key to select the **message answering** function.
   You hear the prompt: "*Record your message after the tone*". Speak your comment after the tone.
4. Stop the recording by pushing the [*] key.

NOTE: After you have finished recording you have further operating options before sending the message. For example, you can listen to the message again or resume recording etc. You find more information on these functions in Section 3.2.3.4, "Recording and Sending a New Message", on page 54.

---

5. Send the message by pushing the [*] key again.

The system confirms the message transmission with the greeting: "*The message was sent*". You are then automatically taken to the **operating options** menu branch for performing further editings.

If you would like to finish editing the message, push the [#] key in the **operating options** branch to return to the main menu. You can then continue working with *Ergo*.

If you want to quit *Ergo*, simply put the phone down.

What do I do...

- ...if I "get lost" in the menu?
  Push the [#] key. In most cases you return to the main menu. In a few cases you may have to push the [#] key several times in succession to return from the single menu levels to the main menu.

2.4 Recording one's Name

You would like to record your name.

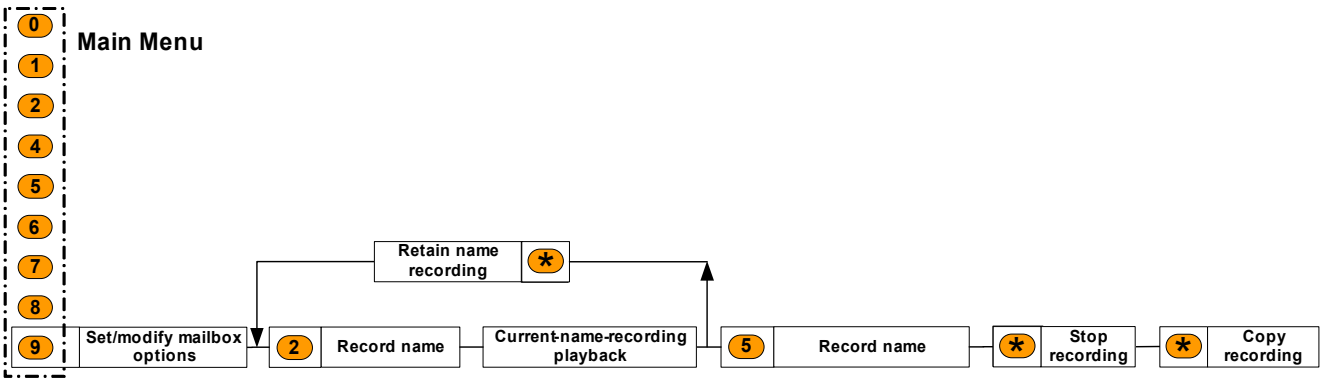
The name recording is played in the system for different purposes. For example, to inform the subscribers who call your mailbox that they have dialed the correct number. Or when you receive a voicemail, the recorded originator name is announced as useful message header information during the message playback.

If you have not yet recorded your name in *Ergo*, a recording created by the system is used.

Requirements

You must be in the main menu of the *Ergo* Control Mode.
How to reach the Control Mode is described in Section 2.1, “Accessing the Control Mode”, on page 30.

Function diagram on name recording



How to record one's name

To record your name you need to make the following entries:

1. In the Control Mode main menu, dial for the 9 **set/modify mailbox options** function.
   You hear a list of this menu's function options.
2. Push the 2 key to select the **name recording** function.
   If available, the name currently used by the system is played.
3. Push the 5 key to start the name recording.
   You hear the prompts: “*Record your name after the tone*”. Speak your name after the tone.

4. Stop the recording by pushing the [*] key.

NOTE: After you have finished recording you have further operating options before the recording is saved. For example, you can listen to the recording again or resume recording etc. You find more information on these functions in Section 3.2.4.2, “Recording the individual name”, on page 78.

---

5. Push the [*] key again to copy the new name recording.

Recording your own name is thus complete. From now on, the system will play your name instead of the previously configured name recording.

The system confirms the successful name recording with the greeting: “*Your new name has been saved*”.

You are then automatically taken back to the **set/modify mailbox options** menu branch for performing further editings.

If you would like to finish editing the mailbox options, push the [#] key in the **set/modify mailbox options** menu branch to return to the main menu. You can then continue working with *Ergo*.

If you want to quit *Ergo*, simply put the phone down.

What do I do...

- ...if I “get lost” in the menu?
  Push the [#] key. In most cases you return to the main menu. In a few cases you may have to push the [#] key several times in succession to return from the single menu levels to the main menu.
- ...if I want to retain the already existing name recording?
  After the name recording currently used in the system has been played, push the [*] key. The recording is retained and you return to the menu for setting the mailbox options.
- ...if I want to check my name recording?
  After you have finished recording, you can push the [2] key to play the recording for revision. You can then decide whether to activate the recording ([*] key) or to start a rerecording ([4] key).

2.5 Defining a Deputy Number

You would like to enter the phone number of your deputy so that this number can be offered by the message assistant for selection.

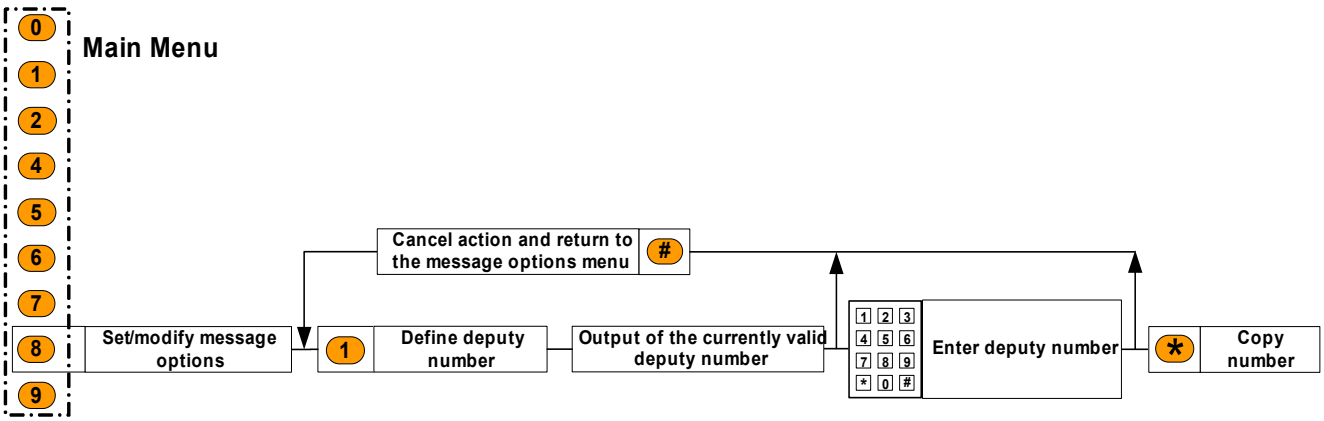
The message assistant is a menu that starts when you access a foreign mailbox via the Answering Mode to leave a message there.

If you select the call subscribers function in this menu, the call destinations that you have configured for this menu are announced. Among these destinations you may find your deputy if you have defined a deputy number.

Requirements

You must be in the main menu of the *Ergo* Control Mode.
How to reach the Control Mode is described in Section 2.1, “Accessing the Control Mode”, on page 30.

Function diagram on the deputy number definition function



How to define the deputy number

You need to make the following entries to define the deputy number:

1. In the Control Mode main menu, dial for the 8 **set/modify message options** function.
   You hear a list of this menu's function options.
2. Push the 1 key to select the **define deputy number** function.
   If available, the deputy number currently used by the system is played.
   Subsequently, enter a deputy number after the greeting: “*Deputy number*?”.
3. Enter the deputy number.
4. Push the * key to complete your entry.

The system confirms your deputy number definition with the greeting: “*Your deputy number has been changed*”. This process is thus complete.

You are then automatically taken back to the **set/modify message options** menu branch for performing further editings.

If you would like to finish editing the mailbox options, push the # key in the **set/modify message options** menu branch to return to the main menu. You can then continue working with *Ergo*.

If you want to quit *Ergo*, simply put the phone down.

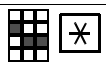
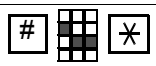
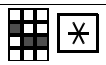
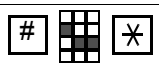
What do I do...

- ...if I “get lost” in the menu?
  Push the # key. In most cases you return to the main menu. In a few cases you may have to push the # key several times in succession to return from the single menu levels to the main menu.
- ...if I want to retain the already existing deputy number?
  After the deputy number currently used in the system has been played, push the # key. The number is retained and you return to the menu for setting the message options.
- ...if I have misdialed while entering the deputy number?
  After you have entered the phone number, push the # key. You are then taken back to the menu for setting the deputy number (greeting: “*Deputy number?*”) and can re-enter the deputy number.

3 Operating *Ergo* (Command Reference)

3.1 Dialing the individual Mailbox

You can dial your own mailbox from your own telephone and from any other internal or external telephone of your choice. When you call your mailbox via the public telephone network, first dial the exchange connection of your organization, followed by the Control Mode service access number. As soon as you have entered and confirmed the valid service access number, greetings set in to guide you through the system.

Function	Entry Keys
With calls via the public network: Dial the exchange connection of your organization via the public telephone network, then proceed with entering the service access number.	
or	
From any connection within your organization: Enter the service access number directly. You are then prompted to enter the mailbox (voice box) number.	
then	
Select the mailbox: Enter your mailbox number and push the star key to confirm the entry.	
If you enter a wrong mailbox number: Push the pound key to delete the entire entry and repeat entering the mailbox number. Push the star key to confirm the new entry. You are then prompted to enter your PIN.	
subsequently	
Enter the PIN: Enter your PIN and push the star key for confirmation. If you have confirmed a wrong PIN with the star key, you need to log on to the system anew by entering the mailbox number. **Note 1**: If your system is configured in a way that you can directly access your mailbox by pushing the star key (ANI identification), you will be automatically prompted to re-enter your PIN after a wrong PIN entry. **Note 2:** The administrator specifies a value to limit the PIN entry attempts. When you reach this value, mailbox access will be denied. Only the administrator can then unlock the mailbox.	
If required	
If you have entered an incorrect PIN: Before you confirm the PIN entry with the star key, you can use the pound key to delete the entire PIN entry for repetition.	

3.1.1 Simplified Access Procedures

The *Ergo* configuration by the administrator may enable the user to access his/her individual mailbox by a simplified procedure.

You can find more on this in Section 1.10.2.11, “Accelerated Control Mode Access”, on page 24.

3.1.2 Terminating *Ergo*

You can clear the connection to *Ergo* any time, not matter where you are in the menu. To terminate *Ergo*, simply put the phone down:

Function	Operation
Clearing the connection to Ergo: Put the phone down. A message that may have been prepared for sending will then be transmitted, or a setting modification saved.	

3.2 The Control Mode Features

You can use your individual mailbox in Control Mode through entry of the service access number (in case of doubt please consult your system administrator for this number), the mailbox number and subsequently your PIN. To initially use your mailbox, your system administrator has given you a PIN for your first login. In the course of this first login, change the PIN. To preserve data security, do not note your PIN down. You can log on to your mailbox from any extension. After successfully logging in you can use your mailbox without restriction.

In the *Ergo* Control Mode you can:

- Edit newly incoming messages or those already played:
  - Listen to new or already played messages. You can play all voice mails and, if a text-to-speechconverter (TTS) is installed, also e-mails. In case of fax messages, only the associated message header is put out. However, message options can be fully used here. A fax can e.g. be **forwarded** to a fax machine and put out there.
  - Delete messages.
  - Set up a direct connection to the message originator.
  - Immediately send a reply to the originator, or
  - Attach a comment to the message and forward it.
- Record new voicemails and transmit them.
- Directly record the “today's greeting”.
- Invoke self-defined key combinations to quickly trigger menu functions often used.
- Be directly connected to another subscriber or to the operator.
- Access calendar data in an Exchange/Outlook or Lotus Notes environment.
- Set the acceptance state for meeting invitations.
- Modify your mailbox options – of which the following are found in the Standard Mode:
  - Record a greeting and activate it.
  - Record your name, which then appears as originator information for the recipient in the message header.
  - Switch from the Standard to the Enhanced Mode.
  - Additionally in the Enhanced Mode:
  - Record up to nine greetings and activate one of them.

  - Define trusted numbers (maximum of three).
  - Select the language for system greetings.
  - Change the individual PIN for telephone access.

- Alter your message options (only possible in the Enhanced Mode)
  - Install the notification function (informs about the arrival of new messages). This includes the definition of a cell phone number as address for the notification and specifying the type of message the notification is to apply to.
  - Configure additional specific message options. These are: switching the sorting order or filtering in the mailbox, and allowing messages with attributes such as “urgent” or “confidential”.

To operate Ergo, some standard entries can be made of which, however, only those are selectable that make sense in the corresponding menu. See Section 1.10.2.7, “Standard Key Allocation”, on page 21.

3.2.1 Main Menu Functions Overview

The following overview includes all commands that can be invoked from the main menu. The “Section” column informs you about where to find the detailed description of the respective function in this manual:

Function	Key
Activate detailed operating greetings in the main menu. See Section 3.2.3.1, “Activating detailed Operating Greetings”, on page 48.	0
Access you calendar data in an Exchange/Outlook or Lotus Notes environment. See Section 3.2.3.7, “Accessing Calendar Data in an Exchange/Outlook or Lotus Notes Environment.”, on page 59.	1
Play received and already read messages. Which messages are considered (filtering) and the output sequence (sorting) must be configured by the user via the *Web Assistant*. See Section 3.2.3.2, “Listening to received Messages”, on page 48.	2

Function	Key
Access the Unified Communications system. In case of a connection to *OpenScape UC Application* configured via *Trusted Transfer Mode* you can use this function to access some of the application's features. The following features are available to you via the *OpenScape Voice Portal* of the *OpenScape UC Application*: 1 Setting your presence status 2 Managing your preferred device 3 Accessing your conferences 6 Accessing the functions of your calendar in Microsoft Outlook or Lotus Notes 9 Activating one of your routing rules ***Note:*** You find more details about operating the *OpenScape Voice Portal* in the *OpenScape UC Application, Client Applications* manual.	3
Record or modify the “today's greeting”. See Section 3.2.3.5, “Directly recording the “Today's Greeting””, on page 56.	4
Record new voice mail and transmit it. See Section 3.2.3.4, “Recording and Sending a New Message”, on page 54.	5
Invoke self-defined key sequences. See Section 3.2.3.6, “Using self-defined Key Sequences”, on page 58.	6
Connect to an arbitrary subscriber. See Section 3.2.3.8, “Calling another Subscriber from the Main Menu”, on page 63.	7
Set the mailbox options. Via this, you record a greeting, the individual name, and you can switch from the Standard to the Enhanced Mode. WebAssistant These functions can be set via the *Web Assistant*. See Section 3.2.3.9, “Mailbox Options”, on page 64.	9
Additionally in the Enhanced Mode	
Set additional message options. In this mode you can set notification functions and enhanced message options. WebAssistant These functions can be set via the *Web Assistant*. See Section 3.2.4.1, “Defining Message Options in Enhanced Mode”, on page 69.	8

Function	Key
Set mailbox options with extended functional range. For example, you can now record up to nine greetings and select them according to the situation, define trusted numbers, change the language selection for system greetings and the individual PIN. WebAssistant These functions can be set via the *Web Assistant*. See Section 3.2.4.2, “Defining Mailbox Options in Enhanced Mode”, on page 74.	9

3.2.2 Selection Options in the Control Mode Main Menu

In the following description of the single functions we assume that you have already accessed the main menu. You reach it by dialing the service code number for the Control Mode with subsequent entry of your mailbox number and PIN (see Section 3.1, “Dialing the individual Mailbox”, on page 41). Logging on to the Control Mode can initiate two different starting scenarios:

1. A new message has arrived since the last voice box query. Greeting: “*You have one unread message*”.

   NOTE: If several new messages have arrived in this period, the number of new messages is announced: “*You have x unread messages*”.

   Besides the other functions offered in the menu you can push key 2 to start the message playback. The unread messages are put out first, then follow the read ones. Output depends on the selected mailbox settings. By default setting, all messages from the inbox directory are given out in the following sequence:

   - first come the unread messages labeled as urgent,
   - then follow the normal unread messages - the latest message is put out first in the sequence voice mail, fax, e-mail

   WebAssistant
   The corresponding settings are performed in the *Web Assistant* under **Voice mail system settings**.

   NOTE: When the **Play new messages immediately when entering the mailbox** option is activated in the *Web Assistant*, new messages are immediately put out. You find this option on the **Voice mail system settings** screen under **Additional Options**.

   Pushing the pound key enables you to stop playback any time to return to the main menu for selecting another function.

2. No new messages have arrived in the meantime. Greeting: "*You have no new messages*".

   If you want to start playing messages that you have already read, push key 2. Here as well you can interrupt the playback any time (pound key) and return to the main menu. Alternatively you can also call any other function offered in the main menu.

   In both cases the message header is put out first. It contains information concerning the number of new messages, the status (read or unread), the type of message (voicemail or e-mail etc.), the originator and the time of arrival. Subsequently, the subject and the associated message (body) is put out. After playing all messages until the last one, you automatically reach the main menu again to execute further operating steps.

3.2.3 Operation in Standard Mode

3.2.3.1 Activating detailed Operating Greetings

The system's user prompts enable fast maneuvering in the menu branches. If you do not clearly understand a prompt, you can play detailed greetings about the system's function options.

Function	Key
Play detailed operating greetings for the main menu: Push 0 in the main menu.	0

3.2.3.2 Listening to received Messages

Push 2 in the main menu to access this submenu.

Function	Key
Play received, new or already read messages: Push 2 in the main menu. WebAssistant Via the *Web Assistant* the user can configure the output sequence (sorting according to urgency, arrival time and service), the service selection (filtering according to message type), or whether only unread messages are to be put out. Perform the corresponding settings in the *Web Assistant* on the **Voice mail system settings** screen under **Edit messages via telephone**.	2

After pushing key 2, playback immediately commences with the message header of the first message; then follows, if you do not have selected an editing function, the automatic output of the message text.

NOTE: By default, the system starts the message output with the latest unread messages (those labeled as urgent come first).

Operation During Message Header Playback

While the message header is put out you can make the following entries to control the playback procedure or to select other options:

Function	Key
Cancel the message header output and play directly the subject and message body: Push 2.	2

Function	Key
Skip to the previous message: Push 1. Output is continued with the message header of the previous message.	1
Skip to the next message: Push 3. Output is continued with the message header of the next message.	3
Delete message the header of which is being played: Push 9.	9
Skip to the end of the current message and branch to the "Operating Options" menu: Push 8. Subsequently you can invoke further functions applicable to the current message or provide additional operating functions: • Respond to message • Forward message • Edit attachments • Replay message • Skip to previous message • Skip to next message • Delete message • Phone Contact You find the detailed description of these functions under Section 3.2.3.3, "Operating Options during Message Header or Message Playback", on page 51.	8
Cancel message playback and return to the main menu: Push the pound key.	#
Request detailed help on the functions that are available during the message header playback: Push 0.	0

Operation during message playback

While the actual message (body) is put out, you can make the following entries to control the playback procedure or to branch to other options:

Function	Key
Restart message playback inclusive message header: Push 2.	2
Skip to the previous message: Push 1.	1
Skip to the next message: Push 3.	3
Stop/start (pause) message playback: Push 5.	5
Rewind playback for eight seconds or three sentences: Push 4.	4
Fast-forward playback for eight seconds or three sentences: Push 6.	6
Skip to the end of the current message and branch to the "Operating Options" menu: Push 8. Subsequently you can invoke further functions applicable to the current message or provide additional operating functions: • Respond to message • Forward message • Edit attachments • Replay message • Skip to previous message • Skip to next message • Delete message • Phone Contact You find the detailed description of these functions under Section 3.2.3.3, "Operating Options during Message Header or Message Playback", on page 51.	8
Delete message that is being played: Push 9.	9
Activate detailed help for this menu: Push 0.	0
Cancel message playback and return to the main menu: Push the pound key.	#

3.2.3.3 Operating Options during Message Header or Message Playback

Function	Key
Reply to message: After pushing key 8 during the message header or message output:	
Reply to message immediately: Push 5. Subsequently, you are prompted to record the reply text after the tone.	5
Stop (pause) recording the reply: Push the star key. If required, recording can be resumed with pushing 5 again.	*
Send reply: Push the star key. Alternatively, the message is transmitted if you clear the connection to *Ergo* by putting the phone down.	*
Play the reply (for reviewing): Push 2. Subsequently you can listen to the text you have recorded.	2
Resume recording (finish pausing): Push 5.	5
Label this message as "urgent" and/or "confidential": Push 8. **Note**: Messages labeled as urgent cannot be forwarded by the recipient. **Annotation:** The labeling options "urgent" and "confidential" are only offered in the menu by greeting and can only be executed if the recipient has explicitly allowed this for his/her messages. Beyond that, such a labeling only takes effect in the voicemail system itself and in the Web Assistant. In case of a message delivery to a foreign system, for example Microsoft Exchange, this feature will get lost. The settings with which you allow messages sent to you to be labeled as "urgent" and/or "confidential" are found in the *Ergo* menu (Enhanced Mode) **under message options > additional message options**. You can also set these options via the *Web Assistant*. Switch to the **Voice mail system settings** screen to reach the **Caller options**. Set the options: **Callers can leave urgent messages** or **Callers can leave confidential messages**	8
Dismiss the current recording and start a new one: Push 4.	4

Function	Key
Cancel reply recording and return to the menu with the function options for this message: Push the pound key.	#
Activate detailed help for this menu: Push 0.	0
Forward message: After pushing key 8 during the message header or message output:	
Forward current message to another subscriber: Push 8. You can attach a voice comment to a voice mail and, if configured by the administrator, also to an e-mail before forwarding the message. **Remark 1:** The message can be simultaneously forwarded to several subscribers. **Remark 2:** Via this function you can forward an incoming fax to a fax device where it is put out then.	8
Dial recipient: Dial the phone number and push the star key. After confirmation via the star key you will be asked whether you would like to address (dial) additional subscribers. Greeting: "*Next recipient?*" to have the message sent to this recipient as well. Simply repeat the previously described procedure with the corresponding calling numbers: Enter the phone number and push the star key etc.	*
Finish entering phone numbers: Push the star key again. Subsequently, you are prompted to record the comment after the tone.	*
If required	
Correct a wrong phone number entry: Push the pound key. After pushing the pound key you are taken back to the menu option where the phone number is to be entered.	#
After recording the comment, the following functions are available:	
Stop (pause) recording the comment: Push the star key. If required, recording can be continued with pushing 5, thus enabling the star key also corresponds to the pause function.	*
Send message with comment: Push the star key.	*
Play comment (for reviewing): Push 2.	2
Resume comment recording after pause: Push 5.	5

Function	Key
Label this message as "urgent" and/or "confidential": Push 8. **Note**: Messages labeled as urgent cannot be forwarded by the recipient. **Annotation:** The labeling options "urgent" and "confidential" are only offered in the menu by greeting and can only be executed if the recipient has explicitly allowed this for his/her messages. Beyond that, such a labeling only takes effect in the voicemail system itself and in the Web Assistant. In case of a message delivery to a foreign system, for example Microsoft Exchange, this feature will get lost. The settings with which you allow messages sent to you to be labeled as "urgent" and/or "confidential" are found in the *Ergo* menu (Enhanced Mode) **under message options > additional message options**. You can also set these options via the *Web Assistant*. Switch to the **Voice mail system settings** screen to reach the **Caller options**. Then set: **Callers can leave urgent messages** or **Callers can leave confidential messages**	8
Dismiss current comment recording and start rerecording: Push 4.	4
Cancel comment recording and return to the menu with the function options for this message: Push the pound key.	#
Activate detailed help for this menu: Push 0.	0
Play attachment: After pushing key 8 during the message header or message output: **Note:** This function is only available if a message with attachment was delivered to your mailbox.	
Play attachment: Push 6.	6
During the attachment playback:	
Switch to the previous attachment: Push 1.	1
Play attachment again: Push 2.	2
Switch to the next attachment: Push 3.	3
Rewind attachment during playback: Push 4.	4
Stop/continue playback: Push 5.	5
Fast-forward attachment during playback: Push 4.	6

Function	Key
Activate help for this menu: Push 0.	0
Cancel process and return to the main menu: Push the pound key.	#
After the attachment playback:	
Switch to the previous attachment: Push 1.	1
Play attachment again: Push 2.	2
Switch to the next attachment: Push 3.	3
Activate detailed help for this menu: Push 0.	0
Cancel process and return to the main menu: Push the pound key.	#
Further operating options: After pushing key 8 during the message header or message output:	
Replay current message: Push 2.	2
Continue message playback with the previously played message: Push 1.	1
Continue message playback with the next message: Push 3.	3
Delete current message and continue with playing the next message: Push 9.	9
Call originator directly: Push 7.	7
Cancel process and return to the main menu: Push the pound key.	#
Activate detailed help for this menu: Push 0.	0

3.2.3.4 Recording and Sending a New Message

Via this function you can send a voice mail to any number of addressees. Addresses can be entered either in succession for sending a message to several individual users or you can address one or more groups.

There are two different types of groups:

- Public groups
  These are configured by your system administrator and available to all users in the system for addressing.

- Private groups
  These are defined and used exclusively by yourself.

You can create and edit your private groups in the *Web Assistant* on the **Groups** screen.

NOTE: When you create a new private group, please do not forget to assign it a code number via **Alternate group address**. This is necessary for addressing the group via telephone keys. Example: you have created a group named “prospects”. You will then have to assign a code number (e.g. 001) to this group list.

Function	Key
Record and send a new message: Push 5 in the main menu. **Note:** Messages can be sent to several recipients at the same time. This can either be done by successively entering several recipient addresses or by selecting a group.	5

After you have pushed key 5 – you hear the greeting: “*Recipient?*”– you can immediately start entering the calling number(s) for the recipient mailbox(es) or the group code numbers. Thereafter, the following operating options are available:

Function	Key
Dial recipient: Enter the mailbox number or group code number and confirm the entry with the star key: After pushing the star key you will be asked whether you would like to address (dial) additional subscribers. The greeting is: “*Next Recipient?*”. Simply repeat the process described above. Enter the digits and push the star key etc.	
If required	
Correct a wrong mailbox number entry: Push the pound key. After pushing the pound key you return to the phone number entry option.	#
Finish entering phone numbers: Push the star key. Subsequently, you are prompted to record the message after the tone. Further functions now selectable are identical with those described in Section 3.2.3.3, “After recording the comment, the following functions are available:”, on page 52.	*

3.2.3.5 Directly recording the “Today's Greeting”

From the main menu you can directly record a greeting (“today's greeting”) that is valid only for the current day. The system configuration allows this greeting only to be active until midnight of the same day. An activated “today's greeting” is played instead of the greetings used otherwise. You can also prematurely deactivate the “today's greeting” via this menu.

Function	Key
Record the today's greeting: Push 4 in the main menu. The recording of a greeting starts directly. You can record the greeting text after the tone.	4
Stop (pause) recording the today's greeting: Push the star key. If required, recording can be resumed with pushing 5 again.	*
Copy new today's greeting: Push the star key again.	*
Play the today's greeting (for reviewing): Push 2.	2
Resume recording the today's greeting: Push 5.	5
Dismiss current today's greeting and start rerecording: Push 4.	4
Cancel today's-greeting recording and return to the main menu: Push the pound key.	#

You can directly edit an active “today's greeting” via the main menu. The system recognizes automatically that the “today's greeting” is active and provides the following options:

Function	Key
Edit the today's greeting: Push 4 in the main menu.	4
Play the today's greeting: Push 2.	2
Rerecord the today's greeting: Push 5.	5
Deactivate the today's greeting: Push the pound key.	#
Cancel the process, retain the today's greeting and return to the main menu: Push the star key.	*

3.2.3.6 Using self-defined Key Sequences

With the help of self-defined key sequences you can program up to nine entry sequences and retrieve them via the keys 1 to 9. This way you can quickly invoke menu functions often used. The keys are allocated with the desired key sequences in the *Web Assistant*. In there select the configuration dialog **Personal settings > Voice mail system**. Then push **Edit** (under **Programmable short cuts**) to reach the key sequence settings dialog.

Example: you would like to activate another greeting in the Enhanced Mode. Normally you would have to push the keys 9, 1, 2 successively in the main menu. You would like to trigger this key sequence by pushing key 1.

On the *Web Assistant*'s **Programmable short cuts** page, enter the following in the lines next to the 1 icon:

Key sequence: **912**

Description: **Change greeting**

How to use self-defined key sequences in *Ergo*.

Function	Key
Invoke the Use Key Sequence function: Push 6 in the main menu.	6
Select key sequence: Push one of the keys 1 to 9 for the key sequence defined in the *Web Assistant*.	
Back to the main menu: Push the pound key.	#

3.2.3.7 Accessing Calendar Data in an Exchange/Outlook or Lotus Notes Environment.

This function enables you to retrieve your calendar entries (appointments and meetings) from Outlook or Lotus Notes. The system accesses these data and the entered dates are put out by greeting.

Function	Key
Put out calendar appointment: Push 1 in the main menu. **Note**: Calendar data can only be put out in an Exchange/ Outlook or Lotus Notes environment.	1
Cancel and return to the main menu: Push the pound key.	#
Activate detailed help for this menu: Push 0.	0
Output appointments: Push 5. The appointments due today are given out in chronological order. In this process, the appointment header with information about appointments or meetings in played first. Then follow the message subject (if available) and the message body of the calendar entry.	5
While the appointment header of today's appointments is given out you have the following operating options:	
Put out previous appointment: Push 1.	1
Stop playing the appointment header and skip directly to the message body of the calendar entry: Push 2.	2
Put out next appointment: Push 3.	3
Put out first appointment of the current day: Push 4.	4
Put out last appointment of the current day: Push 6.	6
Change acceptance state for a meeting: Push 8. **Note**: This feature is only offered if the announced calendar entry is a meeting request and the acceptance state has been previously set.	8
Cancel process and return to the main menu: Push the pound key.	#
While the message body is put out and after output of the current day appointments:	
Put out today's appointments again: Push 2.	2

Function	Key
Put out tomorrow's appointments: Push 3.	3
Put out the appointments of the day after tomorrow: Push 6.	6
Specify date for the appointment output: Push the star key. You are prompted to enter the desired year.	*
Cancel process and return to the main menu: Push the pound key.	#
Activate detailed help for this menu: Push 0.	0
After you have pushed the star key to put out your appointments of a specific date:	
Select current year: Push the star key. You will be prompted to enter the desired month.	*
Select another year: Enter the date (format: YYYY, example: 2007).	
Confirm year selection entry: Push the star key. You will be prompted to enter the desired month.	*
Cancel process and return to the date entry: Push the pound key.	#
Cancel process and return to the main menu: Push the pound key.	#
Select current month: Push the star key. You will be prompted to enter the desired day.	*
Select another month: Enter date (format: MM, example: 05 for May of the selected year).	
Confirm month selection entry: Push the star key. You will be prompted to enter the desired day.	*
Cancel process and return to the date entry: Push the pound key.	#
Cancel process and return to the main menu: Push the pound key.	#
Select current day: Push the star key. The appointments of the selected day are announced.	*
Select another day: Enter date (format: DD, example: 12 for the 12th of the selected month).	
Confirm day selection entry: Push the star key. The appointments of the selected day are announced.	*

Function	Key
Cancel process and return to the date entry: Push the pound key.	#
Cancel process and return to the main menu: Push the pound key.	#
While the single appointments are given out you have the following operating options:	
Put out previous appointment of the selected day: Push 1.	1
Put out next appointment of the selected day: Push 3.	3
Put out first appointment of the selected day: Push 4.	4
Put out last appointment of the selected day: Push 6.	6
Change acceptance state for a meeting: Push 8. **Note**: This feature is only offered if the announced calendar entry is a meeting request and the acceptance state has been previously set.	8
Cancel process and return to the main menu: Push the pound key.	#
Activate detailed help for this menu: Push 0.	0
If the announced appointment is a meeting request, you have the option to set the acceptance state for the invitation upon the initial retrieval of your appointments. You can then make use of the following operating options during the appointment header output. **Note 1**: The following features are only offered if the announced calendar entry is a meeting request, the acceptance state of which has not been defined yet. **Note 2**: After setting the acceptance state you can change this state by repeating the calendar data output and pushing the 8 key while the appointment header is being played.	
Accept meeting: Push 1.	1
Tentatively accept meeting: Push 2.	2
Decline meeting: Push 3.	3
Cancel: Push the pound key.	#
After you have set the acceptance state you can record a voice comment and send it to the inviting subscriber:	
Add voice comment: Push 5. **Note**: In doing so you can use the features you know from recording a voice mail.	5

Function	Key
Cancel: Push the pound key. You will then be automatically taken to the meeting-subject output and to the invitation message body.	#

3.2.3.8 Calling another Subscriber from the Main Menu

Via this menu option you can dial an arbitrary subscriber. This can be e.g. a voicebox or any external connection. Prerequisite for dialing an external subscriber is that you have the corresponding privilege.

Function	Key
Establish phone connection to another subscriber: Push 7 in the main menu.	7

After you have pushed key 7 you can immediately enter the phone number or, via the star key, be connected to the postmaster:

Function	Key
Enter the phone number: Dial the phone number.	
Confirm phone number: Push the star key. The connection is being established.	*
Cancel process and return to the main menu. Push the pound key.	#
The following operation options are given alternatively to entering phone numbers:	
Establish connection to the operator: Push the star key. **Remark:** The operator must have been defined in the voice mail settings.	*
or	
Cancel process and return to the main menu. Push the pound key.	#

3.2.3.9 Mailbox Options

Via the following mailbox options you can perform or modify mailbox settings. Depending on whether the Standard or Enhanced Mode is set, the following operating options are available in the Control Mode.

- Mailbox options in the Standard Mode:
  a) Recording a welcome greeting
  b) Recording a name greeting
  c) Switching to the Enhanced Mode.
- Mailbox options in the Enhanced Mode:
  a) Recording of up to nine greetings
  b) Selecting and activating greetings for specific events
  c) Defining whether the greeting is to be merely played (infobox), or whether the caller may leave a message (answering machine)
  d) Recording a name
  e) Defining up to three trusted numbers
  f) Language selection
  g) Changing the PIN

  How to operate the mailbox options in the Enhanced Mode is described in Section 3.2.4, “Enhanced Mode in Control Mode”, on page 67.

NOTE: You can also configure the above features via the *Web Assistant*.

3.2.3.10 Mailbox Options in Standard Mode

Function	Key
Set the mailbox functions: Push 9 in the main menu.	9

After you have pushed key 9 you can choose from the following functions:

Function	Key
Record a new greeting: Push 1. You can also create the greeting via the *Web Assistant*. In there you find the corresponding elements for recording a greeting on the **Recordings** screen. Subsequently, you first hear the currently active greeting.	1
Retain old recording and return to the mailbox options menu: Push the star key.	*
or	
Delete recording and return to the mailbox options menu: Push the pound key.	#
or	
Record the greeting: Push 5. Subsequently, you are prompted to record the greeting text after the tone.	5
Stop (pause) recording the greeting: Push the star key. If required, recording can be resumed with pushing the 5 key again.	*
Copy new greeting: Push the star key again.	*
Play the greeting (for reviewing): Push 2.	2
Resume greeting recording after pausing: Push 5.	5
Dismiss current greeting and start a new recording: Push 4.	4
Cancel greeting recording and return to the "mailbox options" menu: Push the pound key.	#
Request detailed help on this menu: Push 0.	0

Function	Key
Further mailbox option settings	
Branch to the menu for recording the individual name: Push 2. Your current name recording is immediately played. WebAssistant You can also create the greeting via the *Web Assistant*. In there you find the corresponding elements for recording a greeting on the **Recordings** screen.	2
Retain recording and return to the mailbox options menu: Push the star key.	*
or	
Rerecord the individual name: Push 5. Subsequently, you are prompted to record your name after the tone. After recording your name you can use the same functions as after recording the greeting.	5
Stop (pause) recording the individual name: Push the star key. If required, recording can be resumed with pushing the 5 key.	*
Copy new name recording: Push the star key again.	*
Play the name recording (for reviewing): Push 2.	2
Resume name recording after pausing: Push 5.	5
Dismiss current name recording and start a new recording: Push 4.	4
Cancel name recording and return to the "mailbox options" menu: Push the pound key.	#
Request detailed help on this menu: Push 0.	0
Further mailbox options:	
Switch to Enhanced Mode: Push 9. WebAssistant You can also switch to the Enhanced Mode via the *Web Assistant*. In there see screen **Voice mail system settings > Mode selection**.	9
Request detailed help on this menu: Push 0.	0
Cancel process and return to the main menu: Push the pound key.	#

3.2.4 Enhanced Mode in Control Mode

In the Enhanced Mode you can access all available mailbox options and set message options.

To toggle the respective mode, push key 9 twice in the main menu. By invoking this function you switch to the respectively other mode. If you are not sure which mode you are in, check the **Voice mail system settings** screen in the *Web Assistant* or listen to the greetings in the options menu. The greeting: "*For standard mode push 9*" means that pushing key 9 activates the Standard Mode, thus you are currently in the Enhanced Mode.

You can also switch to the Enhanced Mode via the *Web Assistant*. In there see screen **Voice mail system settings > Mode selection**.

In the Enhanced Mode you can set the following additional options:

Message options (via key 8):

- Definition of a deputy that can be directly dialed via the message assistant in the Answering Mode.
- Entry of a cell phone number that can be directly dialed via the message assistant in the Answering Mode and to which notifications are sent.
- Definition of the message types for which a notification is to occur.
- Activating/deactivating the message assistant.
- Determination of further message options. For example: selecting the sorting sequence and filtering or labeling messages (urgent, confidential).

You can also set the message options via the *Web Assistant*. In there see the **Voice mail system settings** and **List of notifications** screen.

Enhanced mailbox options (via key 9):

- Greetings:
  - Preparing up to nine different greetings.
  - Activating one of these greetings.
- Record the individual name (procedure as in Standard Mode).
- Defining “trusted numbers”.
- Selecting a language for system greetings.
- Changing the PIN.
- Switching back to Standard Mode.

You can also set the message options via the *Web Assistant*. In there see the **Recordings** and **Voice mail system settings** screen.

3.2.4.1 Defining Message Options in Enhanced Mode

Message options enable defining a deputy and a cell phone number that can be directly connected from the Answering Mode via the message assistant. The notifications informing you about new incoming messages also go to the cell phone number you have entered here. A notification comes as an SMS (Short Message Service) message to your cell phone. You can determine for which type of message this is to apply.

Function	Key
Set message options: Push 8 in the main menu.	8

Defining a deputy

The deputy is an alternative telephone connection that is offered for selection in the Answering Mode via the message assistant. This can be any connection. However, it could also be your mailbox, to which you will then redirect the caller.

You can also define a deputy via the *Web Assistant*. In there see the screen **Voice mail system settings**, entry field **Deputy extension number**.

Pushing key 1 takes you to the menu branch that solely serves for defining the deputy phone number.

Function	Key
Define the deputy number: Push 1.	1
Enter the deputy phone number: Enter digit sequence.	
Confirm the phone number: Push the star key. You are subsequently taken back to the message options menu.	*
Cancel process and return to the menu for setting message options: Push the pound key. From there you can restart the process for correcting the deputy number.	#

Defining cell phone numbers

The *Ergo* menu offers this phone number in the message assistant. The notification short message is also sent to this number.

By pushing key 2 you move on to the menu branch where the cell phone number is defined:

Function	Key
Define the cell phone number: Push 2.	2
Enter the cell phone number: Enter digit sequence.	
Confirm the phone number: Push the star key. You are subsequently taken back to the message options menu.	*
Cancel process and return to the menu for setting message options: Push the pound key. From there you can restart the process for correcting the cell phone number.	#

Defining additional telephone numbers

The *Ergo* menu offers this phone number as additional connecting alternative in the message assistant if this number is defined. Push key 3 to be taken to the menu branch where you can define an additional telephone number.

Function	Key
Define additional phone number: Push 3.	3
Enter additional phone number: Enter digit sequence.	
Confirm the phone number: Push the star key. You are subsequently taken back to the message options menu.	*
Cancel process and return to the menu for setting message options: Push the pound key. From there you can restart the process for correcting the additional phone number.	#

Setting the notification function

The notification function informs about newly incoming messages (e-mails, fax or voice mails). The following services can be used for this purpose:

- Via short message to a cell phone

You can perform detailed notification function settings via the *Web Assistant*. Additional notification options are available there:

- Activating additional notification services:
  - By e-mail (setting via the *Web Assistant* only).
  - By workstation telephone LED (setting via the *Web Assistant* only).
  - By way of call to an arbitrary telephone (setting via the *Web Assistant* only).
- Simultaneously configuring notifications to several devices (setting via the *Web Assistant* only).
- Defining two alternative notification devices for the case that one notification fails (setting via the *Web Assistant* only).
- Binding the notification to a time profile (setting via the *Web Assistant* only).

Activating the notification function

The *Ergo* menu only offers this option if you have defined a cell phone number.

Function	Key
Activate notifications: Push 4. Now you can decide for which types of messages notifications are to be sent. WebAssistant The notification settings described here can also be performed in the *Web Assistant* on the **Notification** screen.	4
Activate notification for newly incoming voice mails: Push 1.	1
Activate notification for newly incoming fax messages: Push 2.	2
Activate notification for newly incoming e-mails: Push 3.	3
Cancel process and return to the message options menu: Push the pound key.	#
Request detailed help on this menu: Push 0.	0

Activating/deactivating the message assistant.

With this option and your telephone you can set whether the message assistant becomes immediately active when your mailbox is directly called. The message assistant is used to offer several self-defined forwarding options to the caller.

WebAssistant This function can also be set via the *Web Assistant*. It corresponds to the option **Enable message assistant also when mailbox is called directly (Forward Access).**

Function	Key
Activating/deactivating the message assistant. Depending on the previous setting, the message assistant is activated or deactivated: Push 5.	5

Defining additional message options

Via this function it is possible to define additional message options. Among additional message options are: message output sorting and filtering, infobox/ answering machine toggle, and permitting a caller to label messages as “urgent“ or “confidential“.

Function	Key
Define additional message options Push 6.	6
Switch the mailbox sorting sequence from the system default to the user-defined default: Push 1. WebAssistant **Note:** User definitions for message output sorting must be performed via the *Web Assistant*. The sequence in which incoming messages are given out is defined there. The output criteria urgency, time (last or first message is put out first) or service (sequence: e-mail, fax, voice mail or vice versa: voice mail, fax, e-mail) can be arranged in arbitrary order. You find more information in the *Web Assistant* description.	1
Switch the mailbox filter function from the system default to a user-defined default: Push 2. WebAssistant **Note:** User definitions for message output filtering are performed via the *Web Assistant*. The inbox folders, periods and services to be considered for message playback can be set there. You find more information in the *Web Assistant* description.	2
Allow or disallow messages that arrive at the mailbox via the Answering Mode to be labeled as “urgent”: Push 3. **Remark:** This setting does not affect messages received by distribution list.	3
Allow or disallow messages that arrive at the mailbox via the Answering Mode to be labeled as “confidential”: Push 4. **Remark:** This setting does not affect messages received by distribution list.	4
Cancel process and return to the message options menu: Push the pound key.	#
Request detailed help on this menu: Push 0.	0
Alternative entry options in the message options menu	
Invoke detailed help on the message options: Push 0.	0
Cancel the settings in the message options menu and return to the main menu: Push the pound key.	#

3.2.4.2 Defining Mailbox Options in Enhanced Mode

Furthermore, the Enhanced Mode allows additional mailbox option definitions. After invoking the submenu for setting mailbox options you can:

- Define greetings. This includes:
  a) Preparing up to nine different greetings.
  b) Activating these greetings.
  c) Switching the Mailbox Playback Mode from answering machine to infobox (mere information greeting without the option to leave a message).
- Record the individual name (procedure as in Standard Mode).
- Defining “trusted numbers”.
- Selecting the language for system greetings.
- Change your PIN.
- Switch back to standard mode.

Implementing greetings

Greeting implementation is performed in three steps:

1. Recording greetings (nine different greetings are possible)
2. Activating one of these nine greetings
3. Determining whether your mailbox is to operate in Answering Mode or merely as infobox (in Answering Mode a caller can leave a message, infobox operation only allows listening to a greeting).

Proceed as follows:

Function	Key
Branch to the submenu for setting mailbox functions: Push 9 in the main menu.	9

After you have pushed key 9 you can choose from the following functions:

Function	Key
Branch to the submenu for implementing the greetings: Push 1. WebAssistant The greetings can also be created via the *Web Assistant*. See the **Recordings** screen there. Subsequently, the currently activated greeting is played. Then you can make the following entries:	1
Record the greeting:	
Branch to the submenu for recording the greeting: Push 1.	1
Select the storage location for the greeting. You can use the keys 1…9 as selection criteria under which the respective greeting is/will be stored: Push one of the 1…9 keys. Subsequently, the greeting currently stored in the respective storage location is played.	
You can alternatively trigger the following functions instead of entering a number:	
Request detailed help on this menu: Push 0.	0
Cancel the process and return to the submenu for recording the greeting: Push the pound key.	#
After playing the selected greeting	
Record a new greeting: Push 5. Subsequently, you are prompted to record the greeting text after the tone.	5
Stop (pause) recording the greeting: Push the star key. If required, recording can be resumed with pushing the 5 key.	*

Function	Key
Copy new greeting: Push the star key again.	*
Play the greeting (for reviewing): Push 2.	2
Resume greeting recording after pausing: Push 5.	5
Dismiss current greeting and start a new recording: Push 4.	4
Cancel greeting recording and return to the "mailbox options" menu: Push the pound key.	#
Request detailed help on this menu: Push 0.	0
Alternative to recording the greeting text (key 5)	
Delete currently selected greeting: Push the pound key.	#
Retain currently selected greeting: Push the star key.	*
Request detailed help on this menu: Push 0.	0
Selecting and activating a greeting	
Select and activate greeting: Push 2. WebAssistant You can also configure the greeting activation via the *Web Assistant*. See the **Time profiles** screen there.	2
Select the storage location where the desired greeting is saved. You can use the keys 1…9 as selection criteria under which the respective greeting is stored: Push one of the 1…9 keys. Subsequently the greeting currently stored in the respective storage location is played.	
Use greeting for internal messages only: Push 1.	1
Use greeting for external messages only: Push 2.	2
Use greeting for internal as well as external messages: Push 3.	3
Cancel process to return to greeting selection: Push the pound key.	#
Request detailed help on this menu option: Push 0. Subsequently, you can immediately select another greeting.	0

Function	Key
You can alternatively trigger the following functions instead of entering a number:	
Request detailed help on this menu: Push 0.	0
Cancel the process and return to the submenu for recording the greeting: Push the pound key.	#
Defining the Answering Mode:	
Define the Answering Mode: Push 3. The Answering Mode offers two setting options: Answering Mode and infobox. By invoking this function you switch to the respectively other mode. **Note**: The Answering Mode is default set in a way that every caller can leave a message in your mailbox (Answering Mode). You can also configure the activation of the Answering Mode in the *Web Assistant*. See the **Time profiles** screen there.	3
Activate detailed help on this menu: Push 0.	0
Cancel process and return to the main menu: Push the pound key.	#

Recording the individual name

The name recording is played in the system for different purposes. For example, to inform the subscribers who call your mailbox that they have dialed the correct number. Or when you receive a voice mail, the recorded originator name is announced as useful message header information during the message playback.

Function	Key
Branch to the submenu for setting mailbox functions: Push 9 in the main menu.	9
Record the individual name: Push 2. WebAssistant The name recording can also be defined via the *Web Assistant*. See the **Recordings** screen there. Further functions now selectable are identical with those described in Section 3.2.3.3, “After recording the comment, the following functions are available:”, on page 52.	2

Defining “trusted numbers”

Via the definition of “trusted numbers” a user can define three telephone extensions, via which he/she can access his/her mailbox without authentication, i.e. without entering the respective PIN number. Defining a trusted number is mandatory for the Express Mode since PIN entry is not intended there. Make sure that the corresponding terminal device to be rated “trustworthy” allows calling number transmission and is configured accordingly.

IMPORTANT: Please keep in mind that “trusted numbers” bear a security risk. Everybody who knows which connection has been defined as “trusted“ is in full control of the foreign mailbox. Therefore, the workstation telephone should never be defined as trusted when other users can access it.

WebAssistant

You can also enter trusted numbers in the *Web Assistant* on the **Voice mail system settings** screen.

Function	Key
Branch to the submenu for setting mailbox functions: Push 9 in the main menu.	9
Define “trusted numbers”: Push 3. Subsequently you are prompted to determine one of the three storage locations for saving the “trusted number”.	3
Enter the storage location (1...3): Push 1, 2 or 3. Subsequently the “trusted number” (if already available) currently stored in the selected location is put out.	

Function	Key
Instead of entering a storage location you can invoke the following functions:	
Cancel the process and return to the "mailbox options" menu: Push the pound key.	#
Activate detailed help on this menu: Push 0.	0
After entering the storage location:	
For a new definition or alteration, enter the phone number of the telephone extension to be trusted: Enter phone number.	
Confirm entered phone number: Push the star key.	*
Correct the entered phone number: Push the pound key. You immediately reach the menu branch where you are prompted to enter a calling number. Thus you can enter the new calling number at once.	#
Instead of entering a phone number you can also select one of the phone numbers already contained in the database of the XPR server:	
Phone number selection via database. Instead of entering a calling number you can select one of those already existing in the database: For this purpose push the star key instead of entering digits. Via a greeting the possible calling numbers from your database entries are then offered for selection.	*
Copy the phone number of your "business extension", i.e. the number of your workstation telephone: Push 1.	1
Copy the number of your cell phone: Push 2.	2
Copy the number of your private extension: Push 3.	3
Copy the number of the phone from which you are just calling as trusted number: Push 4.	4
Cancel this setting process and return to the menu for entering the trusted number: Push the pound key.	#
Delete the trusted number of the currently selected storage location: Push the star key.	*
Activate detailed help on this menu: Push 0.	0

Language selection

Depending on the system configuration, greetings can be played in several languages.

You can also select languages in the *Web Assistant* on the **User data** screen.

How to select languages in *Ergo*:

Function	Key
Branch to the submenu for setting mailbox functions: Push 9 in the main menu.	9
Branch to the language selection menu: Push 4. The greeting then names the possible languages and also the numbers you need to push to select the desired one.	4
Enter the code number of the desired language (1…N): Push 1, 2, etc.	
Activate detailed help on this menu: Push 0.	0
Cancel this process with retaining the set greeting language and return to the mailbox options menu: Push the pound key.	#

Changing the PIN

For security reasons you normaly log on to the *Ergo* voice menu with entering a PIN. An exception is here the access via a trusted number. So that you can log on to *Ergo*, your system administrator provides you with a PIN for your first access to *Ergo*. Before you reach the Control Mode, you should at any rate change this PIN, so that no one else has knowledge of this number. It identifies you as authorized to access the system. To enter the PIN correctly, do not fall short of or exceed a fixed number of digits. This number of digits is defaulted by the administrator.

You can also change the PIN in the *Web Assistant* on the **Voice mail system settings** screen under **Change telephone password (PIN)**.

Function	Key
Branch to the submenu for setting mailbox functions: Push 9 in the main menu.	9
Branch to the PIN alteration menu: Push 5.	5
Enter the new PIN according to the defaulted number of digits: Enter digit sequence.	
Confirm the entry: Push the star key. Subsequently, you need to enter the new PIN a second time.	*
Correct the entry: Push the pound key. Thereafter you automatically return to the mailbox options menu. To enter the PIN anew, push 9, then 5 etc. again (see above).	#
Re-enter the new PIN for confirmation: Enter digit sequence.	
Finish entering the new PIN and return to the mailbox options menu: Push the star key.	*
Cancel entering the PIN for correction and return to the mailbox options menu: Push the pound key.	#

Toggle to the Standard Mode

Function	Key
Branch to the submenu for setting mailbox functions: Push 9 in the main menu.	9
Switch to "Standard Mode": Push 9. You can also switch to the Standard Mode via the *Web Assistant*. See the screen **Voice mail system settings > Mode selection (voice mail retrieval)** there.	9
Activate detailed help on this menu: Push 0.	0
Cancel process and return to the main menu: Push the pound key.	#

3.2.5 Defining Mailbox Options in Extended Mode

The Extended Mode settings represent a specific feature in operating *Ergo*. They are exclusively intended for users who do not have a computer at their workplace. This mode enables such users to perform detailed mailbox option settings using telephone keys. Since the definition of these functions is relatively complex and laborious via telephone, other users should use the "*Web Assistant*" client program. In addition, the *Web Assistant* offers e.g. a more accurate time definition as regular time profiles for greetings can be created there.

If some users require this setting option, the system administrator releases this function upon configuring the *Ergo* script. Otherwise the user can only toggle between the Standard and Enhanced Mode as the need arises.

The Extended Mode enables users to set additional mailbox options after they have switched to the Enhanced Mode. This concerns more detailed setting functions to activate greetings.

You can perform the following:

- Settings for greetings to be played during business hours (daytime mode),
- Settings for greetings to be played out of business hours (nighttime mode),
- Definition of the associated time settings,
- Testing the complete settings.

3.2.5.1 Mailbox Options in Extended Mode

You reach such additional settings like in the Enhanced Mode. Select the mailbox options in the main menu and then branch to the menu for setting the greetings:

Function	Key
Set the mailbox functions: Push 9 in the main menu.	9

After pushing key 9, enable key 1 to branch to the greetings setting menu once more...

Function	Key
Record a new greeting: Push 1. **Remark:** Through enabling key 1 you can record greetings here if you have not done this before.	1

…and from there, via key 2, you proceed to the greetings activation menu:

Function	Key
Activate greetings: Push 2.	2

Here you can use the following additional functions (first at a glance):

Function	Key
Set greetings for usage within business hours: Push 1.	1
Set greetings for usage outside business hours: Push 2. **Remark:** The operational steps for defining the Nighttime Mode are identical with the Daytime Mode settings.	2
Set time definitions: Push 3.	3
Review the entire settings: Push 4.	4
Activate detailed help on this menu: Push 0.	0
Cancel process and return to the "Extended Mode" menu: Push the pound key.	#

Setting Daytime Mode greetings

In the following you find a description of the entire menu, serving to define all settings referring to this type of greetings.

> ***NOTE:*** A parameter called "-extended" has to be set in ergo in order to active the nighttime menu.

It includes the functions:

- Definition as to whether greetings are to be set separately for internal and external calls or for both the same
- Selection of the respective greeting for internal of external calls.
- Selection of the Mailbox Mode (a message may be left or not)
- Decision on whether or not greetings may be interrupted by an entry while being played.

Function	Key
Define Daytime Mode greetings: Push 1.	1
Specify separate greetings for internal and external calls: Push 1. **Remark:** Subsequently you are prompted to first select the corresponding greeting (1…9) for internal calls.	1
Define a greeting to be played in case of internal as well as external calls: Push 3. **Remark:** Subsequently you are prompted to first select the corresponding greeting (1…9).	3
Note: The following configuration steps are for both cases identical (separate greetings for internal/external calls or the same greeting for both). Only after the definition of the greeting for internal callers a greeting for external callers must be recorded in the same way. In other words, no matter whether you select 1 or 3, the processes are the same in each case.	
Enter the storage location where the desired greeting is filed: Enter the corresponding number (1…9). Subsequently the selected greeting is played for reviewing.	
Activate detailed help on this menu: Push 0.	0
Cancel process and return to the menu branch where the greetings for Daytime/Nighttime Mode are defined, and perform the associated time settings: Push the pound key.	#

Function	Key
After playback of the currently selected greeting the following functions are available:	
Set mailbox mode to infobox (no messages can be left): Push 1.	1
Set mailbox mode to answering machine function (messages can be left): Push 3.	3
Activate detailed help on this menu: Push 0.	0
Cancel process and return to the menu branch for selecting a greeting storage location: Push the pound key.	#
Subsequently:	
Greetings must not be canceled by an entry: Push 1. After you have performed this setting for internal calls, you automatically branch to the menu for defining external calls.	1
Greetings may be canceled by an entry: Push 3. After you have performed this setting for internal calls, you automatically branch to the menu for defining external calls.	3
Activate detailed help on this menu: Push 0.	0
Cancel process and return to the menu branch for selecting a greeting storage location: Push the pound key.	#
Repeat the entire process to record the greeting for external calls.	

Setting the greetings used outside business hours (Nighttime Mode)

Function	Key
Branch to the menu that contains the greeting activation settings: Push 2.	2
Define Nighttime Mode (outside business hours) greetings: Push 2.	2
After this entry execute the same steps as with day definitions.	

Time definitions to switch from Daytime to Nighttime Mode

Function	Key
Branch to the configuration menu for defining operating times: Push 3. Here a greeting first informs you about the current time setting.	3
Specify the Daytime Mode starting time (this starting time simultaneously marks the end of the Nighttime Mode): Push 1. Now you can enter the time from which the desired Daytime Mode greetings are to be played. The entry format is **hhmm** (h = hour, m = minute). Both these entries need to be two-digit.	1
Enter the time from which the desired Daytime Mode greetings are to be played: Enter the corresponding digits. Example: You start working at half past seven. The corresponding entry for activating the greetings that you have selected for this period is therefore **0730**.	
Specify the Nighttime Mode starting time (this starting time simultaneously marks the end of the Daytime Mode): Push 3. Now you can enter the time from which the desired Nighttime Mode greetings are to be played. The entry format is **hhmm** (h = hour, m = minute). Both these entries need to be two-digit.	3
Enter the time from which the desired Nighttime Mode greetings are to be played: Enter the corresponding digits. Example: the greetings intended for the Nighttime Mode are to be activated from 16:45. The respective entry would then have to be **1645**.	
Activate detailed help on this menu: Push 0.	0
Cancel process and return to the menu branch where the greetings for Daytime/Nighttime Mode are defined, and perform the associated time settings: Push the pound key.	#

Testing the entire Daytime or Nighttime Mode settings

Function	Key
Review the entire settings: Push 4.	4
Play the set Daytime Mode greetings: Push 1. Now you hear (with reference to Daytime Mode) the corresponding greeting for internal callers first. Then you are informed as to whether this greeting can be interrupted or not. Subsequently, the same is put out for external callers.	1
Play the set Nighttime Mode greetings: Push 2. Now you hear (with reference to the Nighttime Mode) the corresponding greeting for internal callers first. Then you are informed as to whether this greeting can be interrupted or not. Subsequently, the same is put out for external callers.	2
Play the times set for switching from Daytime to Nighttime Mode: Push 3. Subsequently, the Daytime Mode starting time is put out first, followed by the Nighttime Mode starting time.	3
Activate detailed help on this menu: Push 0.	0
Cancel process and return to the menu branch where the greetings for Daytime/Nighttime Mode are defined, and perform the associated time settings: Push the pound key.	#

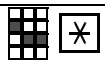
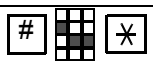
3.3 The Answering Mode Features

Access to the answering machine function (Guest Access) occurs via a special access number. If you do not know the access number, please consult your system administrator.

In this mode you can directly dial the mailbox of an arbitrary subscriber after dialing the corresponding access number. Depending on the mailbox mode set by the dialed user, the message assistant offers its menu. You can then leave a message in the mailbox, or an infobox greeting is merely played. The corresponding setting is performed in the *Ergo* menu or in the *Web Assistant* under time profiles. The infobox mode first informs you that no messages can be left. Then the menu for possible telephone connections is offered. If you can leave a message, either record a text or be connected to one of the defined telephone numbers.

After dialing in you are prompted by the greeting: "*Voicemail number of?*" to enter the voice mail number of the desired subscriber. You can also push the star key to be taken to the Control Mode of your mailbox from here.

It is possible to dial the foreign mailbox from your individual telephone as well as from any internal or external telephone. When you want to make a call via the public telephone network, dial your organization´s extension number followed by the service access number for this access mode (Answering Mode). As soon as you have entered and confirmed the valid service access number, greetings set in to guide you through the system.

Function	Key
With calls via the public network: Dial your organization´s extension number via the public telephone network, then continue with entering the service access number for the Answering Mode.	
or	
From any connection within your organization: Directly enter the service number for the Answering Mode. You are then prompted to enter the mailbox (voice box) number.	
then	
Select the mailbox: Enter the desired mailbox number and confirm the entry with the star key.	
If you enter a wrong mailbox number: Push the pound key to delete the entire entry and repeat entering the mailbox number. Push the star key to confirm the new entry.	
Alternative to entering the foreign voice mail number	
Switch to the Control Mode of the individual mailbox: Push the star key.	

If the dialed mailbox is in Answering Mode (messages can be left), greeting output is started after dialing the mailbox number. The name recording of the mailbox owner first informs you as to whether you are connected to the correct mailbox. Subsequently follows, if prepared, an info greeting which can be individually created by the mailbox owner. For example, an information text could be played here, or the caller could be told whether leaving a message is possible etc.

You can then execute the following functions via the message assistant:

Function	Key
Record a message for the foreign mailbox: Push 5. Subsequently, a greeting prompts you to start recording after the tone.	5
Now you can use the general functions available after recording a message:	
Finish (pause) recording the message: Push the star key. **Note:** If required, recording can be resumed with pushing key 5.	*
Send the message: Push the star key.	*
Play the message (for reviewing): Push 2.	2
Resume message recording after pausing: Push 5.	5
Set message status: You can set a message transmission status here (“urgent” and/or “confidential”). **Note**: This is only possible if the mailbox owner has explicitly given his/her permission for such labeling via the corresponding settings. * label the message as “urgent”. 8 label the message as “confidential”.	8
Dismiss current recording and start a new one: Push 4.	4
Cancel message recording and return to the main menu: Push the pound key.	#
Activate detailed help on this menu: Push 0.	0
Alternative to recording a message:	
Establish a telephone connection. Greeting: “*To call*”: Push 7. By greeting the receiving stations are named that you can now directly connect via telephone. How to set phone numbers is described in Section 3.2.4.1, “Defining Message Options in Enhanced Mode”, on page 69.	7

Function	Key
Connect to the operator: Push 1. **Note:** This feature is only provided in the menu, if the administrator has entered a corresponding address in the voice mail settings under default operator on the **Call forwarding settings** tab.	1
Establish connection to the deputy of this mailbox: Push 2. **Remark:** This function is only available when the mailbox owner has appointed a deputy. WebAssistant You can also define a deputy via the *Web Assistant* on the **Voice mail system settings** screen.	2
Connect the cell phone of the called mailbox owner: Push 3. **Remark:** This function is only available when the mailbox owner has defined a cell phone number. WebAssistant You can also enter the cellphone number via the *Web Assistant* (Notification).	3
Connect the office telephone of the mailbox owner: Push 4.	4
Establish connection with additional number: Push 5. Via this option the additionally defined phone number is also selected.	5
Switch to the Control Mode of the individual mailbox: Push the star key.	*
Cancel process and return to the main menu: Push the pound key.	#

If the selected mailbox is in infobox mode (you cannot leave a message then), the name recording and, if prepared, the currently set info greeting is played after you have dialed in. After the system greeting that says that no messages can be left, the following functions are possible via the message assistant:

Function	Key
Establish telephone connection (greeting: "*To call*"): Push 7. By greeting the receiving stations are named that you can now directly connect via telephone. How to set calling numbers is described in Section 3.2.4.1, "Defining Message Options in Enhanced Mode", on page 69.	7
Connect to the operator: Push 1.	1

Function	Key
Establish connection to the deputy of this mailbox: Push 2. **Remark:** This function is only available if the mailbox owner has defined a deputy, in other words, the corresponding entry must be present in the voice mail database. You can also define a deputy via the *Web Assistant* on the **Voice mail system settings** screen.	2
Connect the cell phone of the called mailbox owner: Push 3. **Remark:** This function is only available when the mailbox owner has defined a cell phone number. You can also enter the cellphone number via the *Web Assistant* (Notification).	3
Connect the office telephone of the mailbox owner: Push 4.	4
Establish connection with additional number: Push 5. Via this option the additionally defined phone number is also selected.	5
Switch to the Control Mode of the individual mailbox: Push the star key.	*
Cancel process and return to the main menu: Push the pound key.	#

3.4 The Express Mode Features

The Express Mode provides a simple and fast playback access to the individual mailbox. It is particularly useful when you want to access your mailbox by cell phone while being on the road.

To ensure easy usage, only simplified message output is intended here that in addition only allows a minimum of operating functions. If you dial *Ergo* in this mode, the first message is immediately put out. The message header, followed by the associated message, is put out first. All messages are then put out in sequence. If the telephone used is a device that transmits dial information digitally or per DTMF (tone dialing), you can enable arbitrary keys to trigger two functions:

- Cancellation of the played message with a subsequent skip to the next one.
- Direct callback to the message originator.
  Note: This is only possible when his/her phone number has been transmitted, or when this number is already known in the system.

NOTE: Older devices still operating with pulse dialing require a separate tone generator to directly enter the command tones via the telephone microphone. These devices are sometimes used for the remote query of answering machines.

In order to access the individual mailbox in Express Mode, two prerequisites must be fulfilled:

1. You need the special number defined for the Express Mode access that, as the case may be, is obtainable from your system administrator.
2. The telephones from which you call the Express Mode need be defined as trustworthy (trusted numbers).

After you have successfully dialed in, message output starts without special legitimization per mailbox number or PIN.

You can initiate the following functions during message output:

Function	Key
Pushing any key once skips to the next message in the message playback: Push an arbitrary key once.	X
Pushing two arbitrary keys within a specific interval initiates a callback to the originator of the currently played message: Push any two keys. **Note:** The interval is defaulted by the system but, if required, can be customized via configuration settings.	X X

3.5 The Forwarding Mode Features

The Forwarding Mode is the answering function that allows leaving a message when incoming phone calls are rerouted to the individual mailbox. The corresponding mailbox is assigned via the redirected number. In this way callers may leave a message in the mailbox of the actually addressed subscriber. You can use two different access modes, which can be reached via a separate access number each:

- Answering Mode with recording a message only
- Answering Mode with Message Assistant only

3.5.1 Answering Mode with Message Recording only

If the administrator has configured this mode, you can reach a restricted Answering Mode (Guest Access) via this mode. In the Answering Mode with recording a message only, you are merely provided with the options for leaving a message. Dialing in and operation are described in Section 3.3, “The Answering Mode Features”, on page 90.

NOTE: If the called subscriber has **not** diverted his/her telephone to his/her mailbox, you are automatically routed to the mailbox of this subscriber via the normal Answering Mode (Guest Access) after having dialed the access number of the **Answering Mode with recording a message only**.

3.5.2 Answering Mode with message assistant only

If the administrator has configured this mode, you can reach a restricted Answering Mode via this mode. In the Answering Mode with Message Assistant only, you can merely be connected to one of the telephone extensions specified by the recipient, or record a message. Dialing in and operation are described in Section 3.3, “The Answering Mode Features”, on page 90.

NOTE: If the called subscriber has **not** diverted his/her telephone to his/her mailbox, you are automatically routed to the mailbox of this subscriber via the normal Answering Mode (Guest Access) after having dialed the access number of the **Answering Mode with message assistant only**.

---

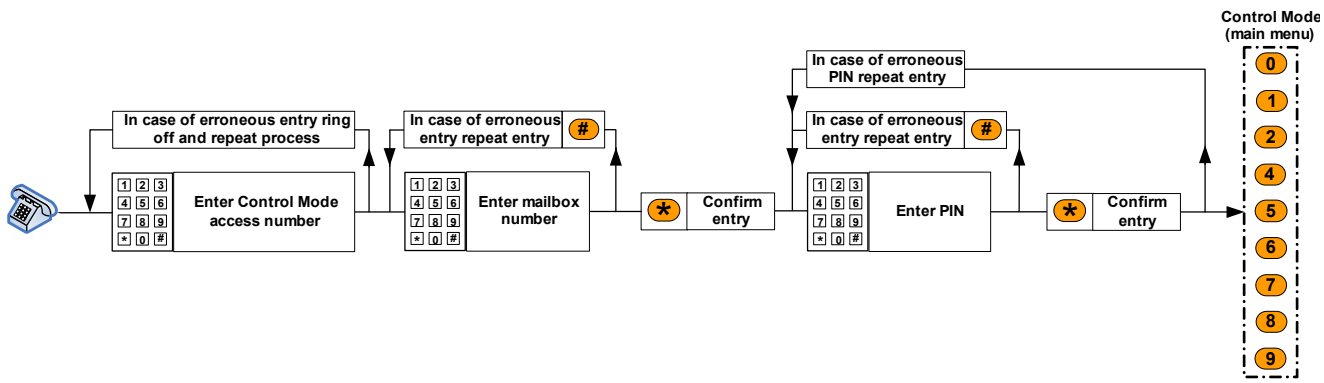
4 *Operating Ergo* (Short Reference)

In this *Ergo* functions short reference we assume that you are already logged in to the system's Control Mode. You reach the Control Mode after dialing the access code and, if required, the mailbox number and your PIN.

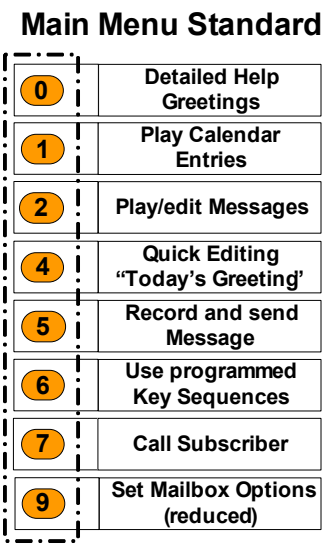
NOTE: For reasons of clarity, the short reference does not contain the functions for obtaining detailed help (0 key) and canceling a running process (pound key), which are available in each menu branch.

4.1 The Control Mode

4.1.1 Logging on to the Control Mode

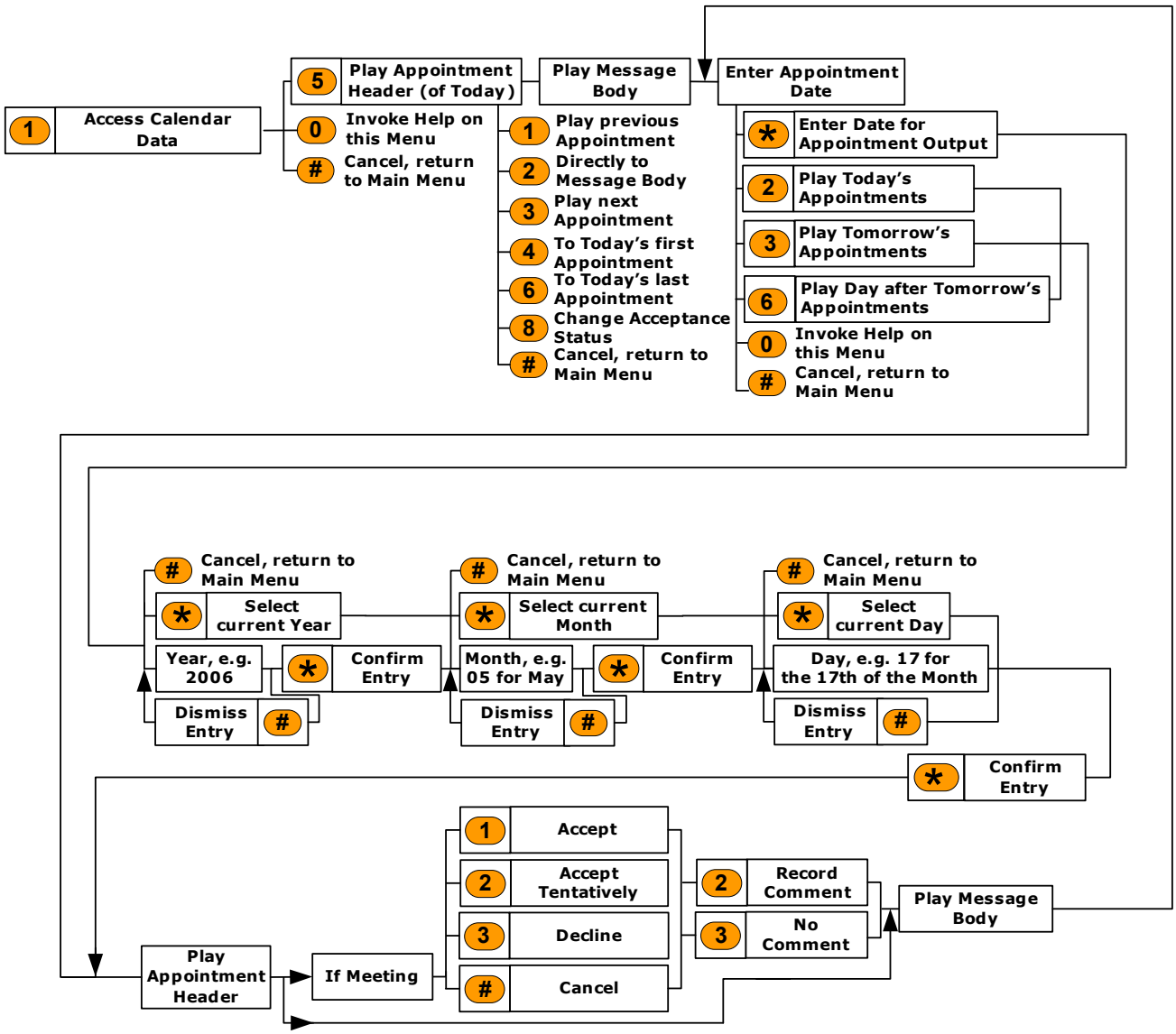


4.1.2 Overview of the Main Menu Features in Standard Mode

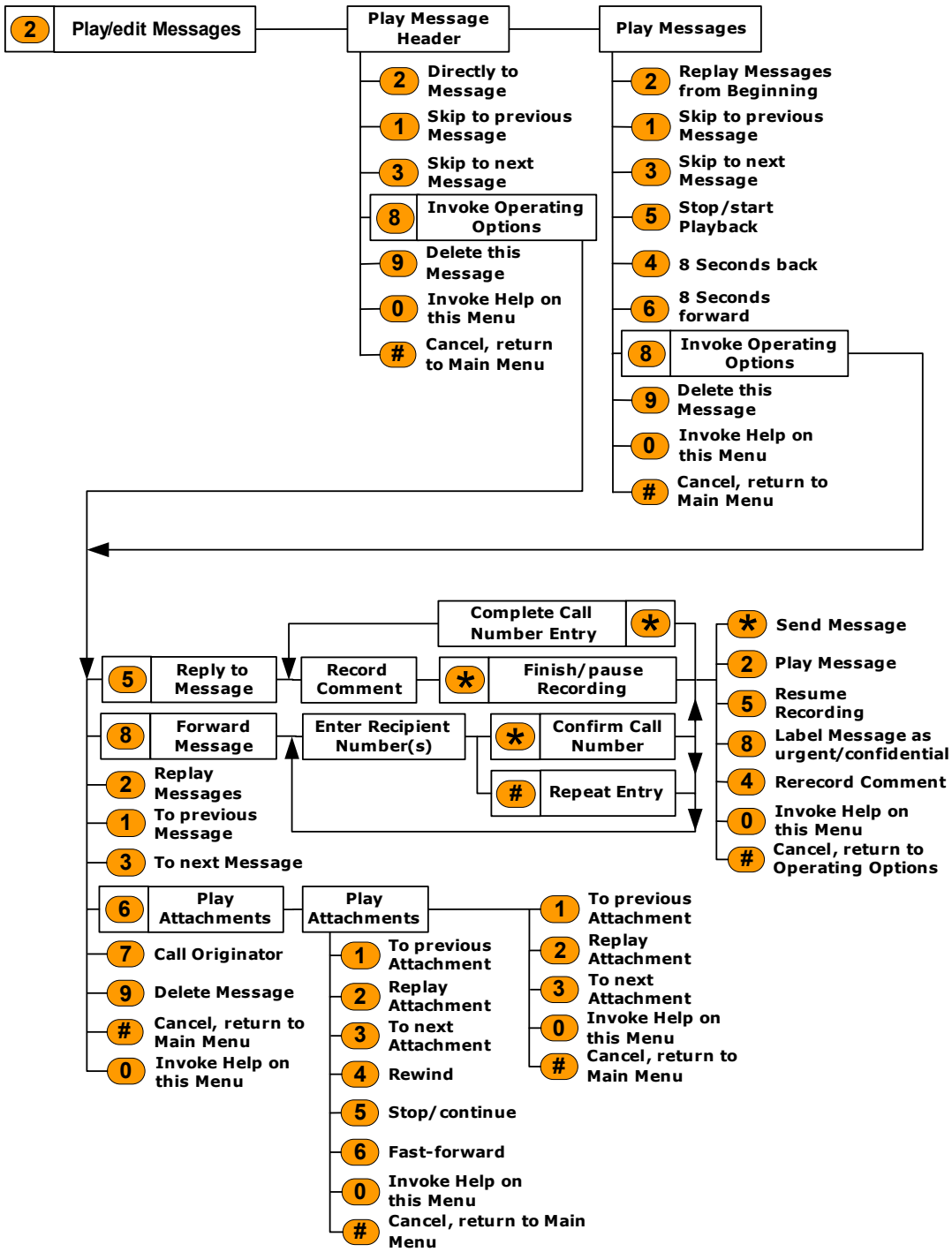


4.1.3 The Standard Mode Operating Menus

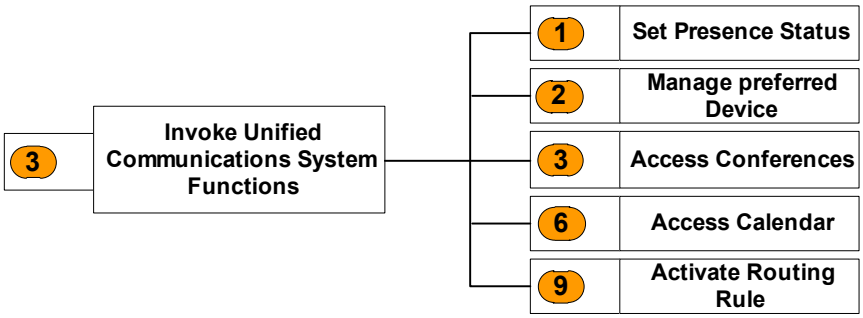
4.1.3.1 Accessing Calendar Data



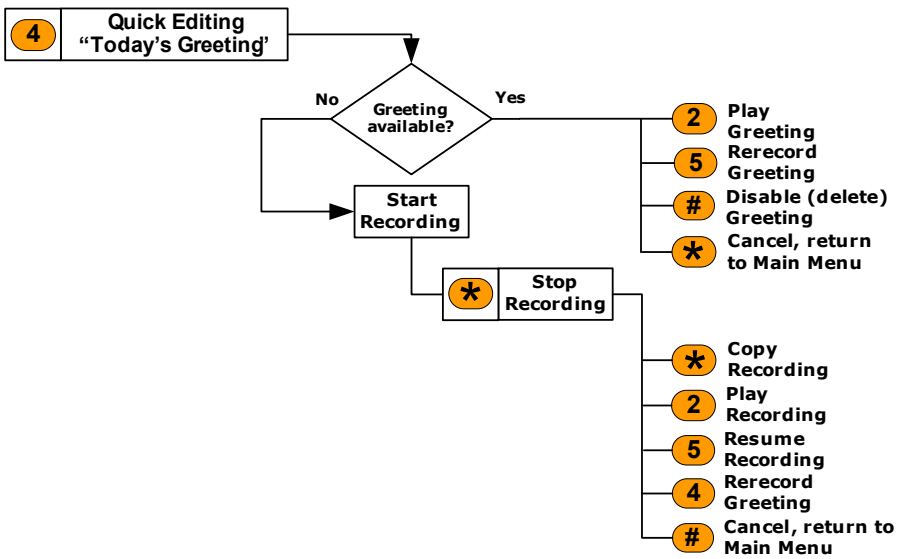
4.1.3.2 Listening to received Messages



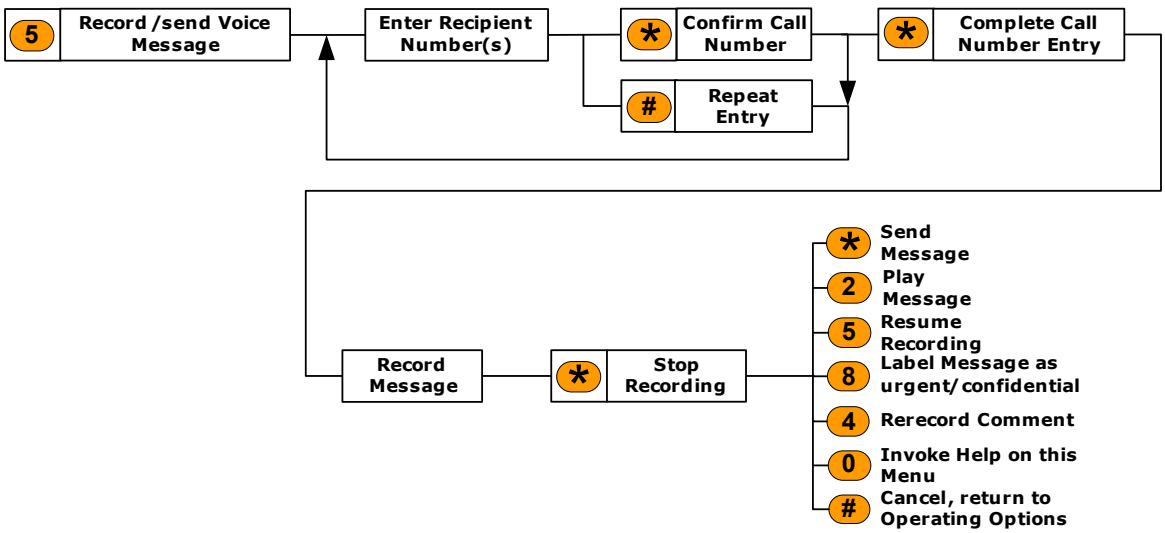
4.1.3.3 Accessing the OpenScape UC Application Features



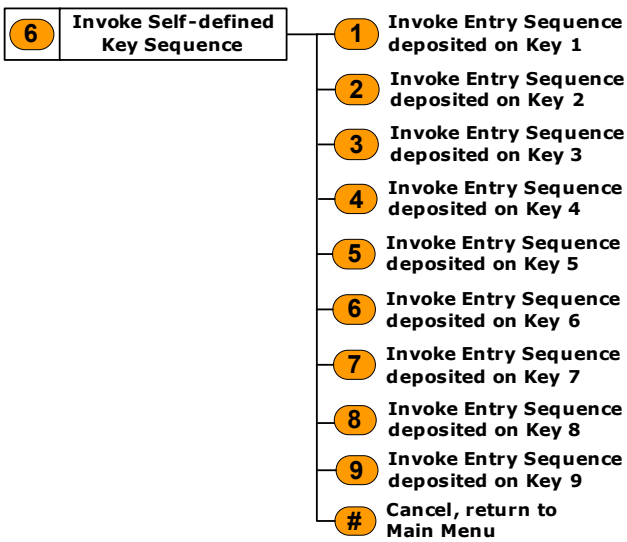
4.1.3.4 Directly recording the “Today's Greeting”



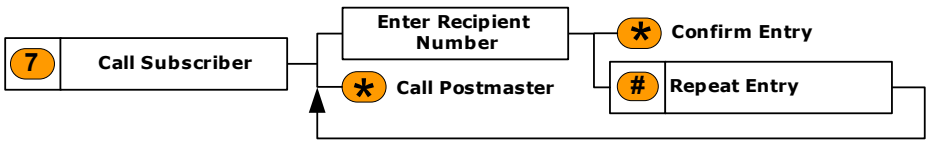
4.1.3.5 Recording and Sending a New Message



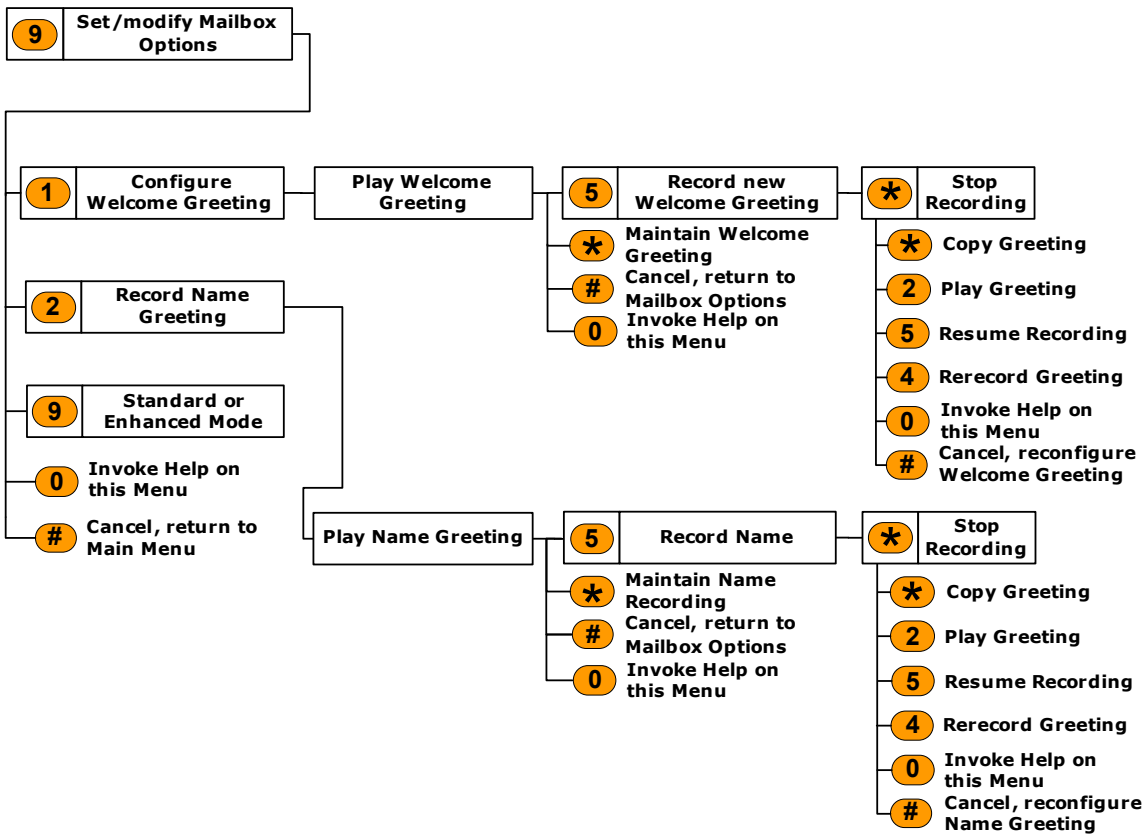
4.1.3.6 Using self-defined Key Sequences



4.1.3.7 Calling any other Subscriber



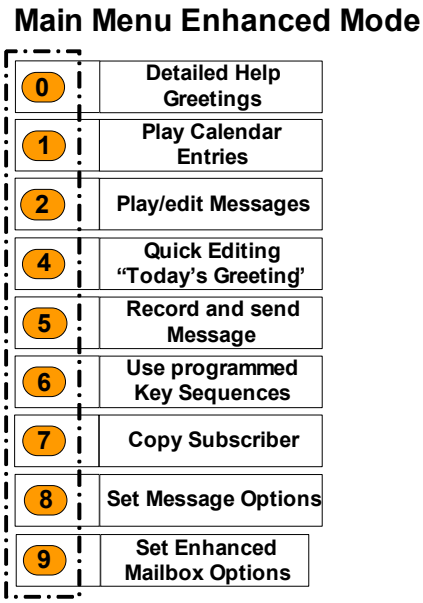
4.1.3.8 Setting the Mailbox Options



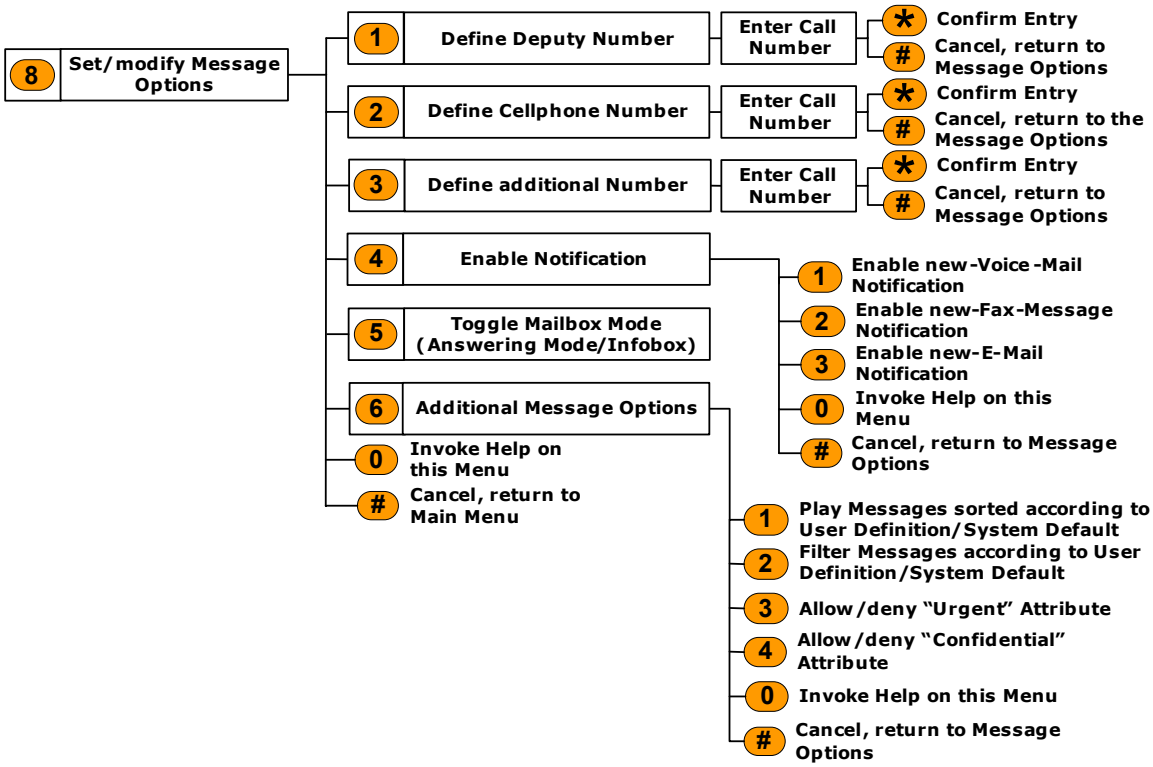
4.1.4 Additional Operating Menus in Enhanced Mode

Besides the previously described operating menus of the Standard Mode, the **message options** menu is available in the Enhanced Mode. The **mailbox options** menu is extended by the option to create up to nine welcome greetings.

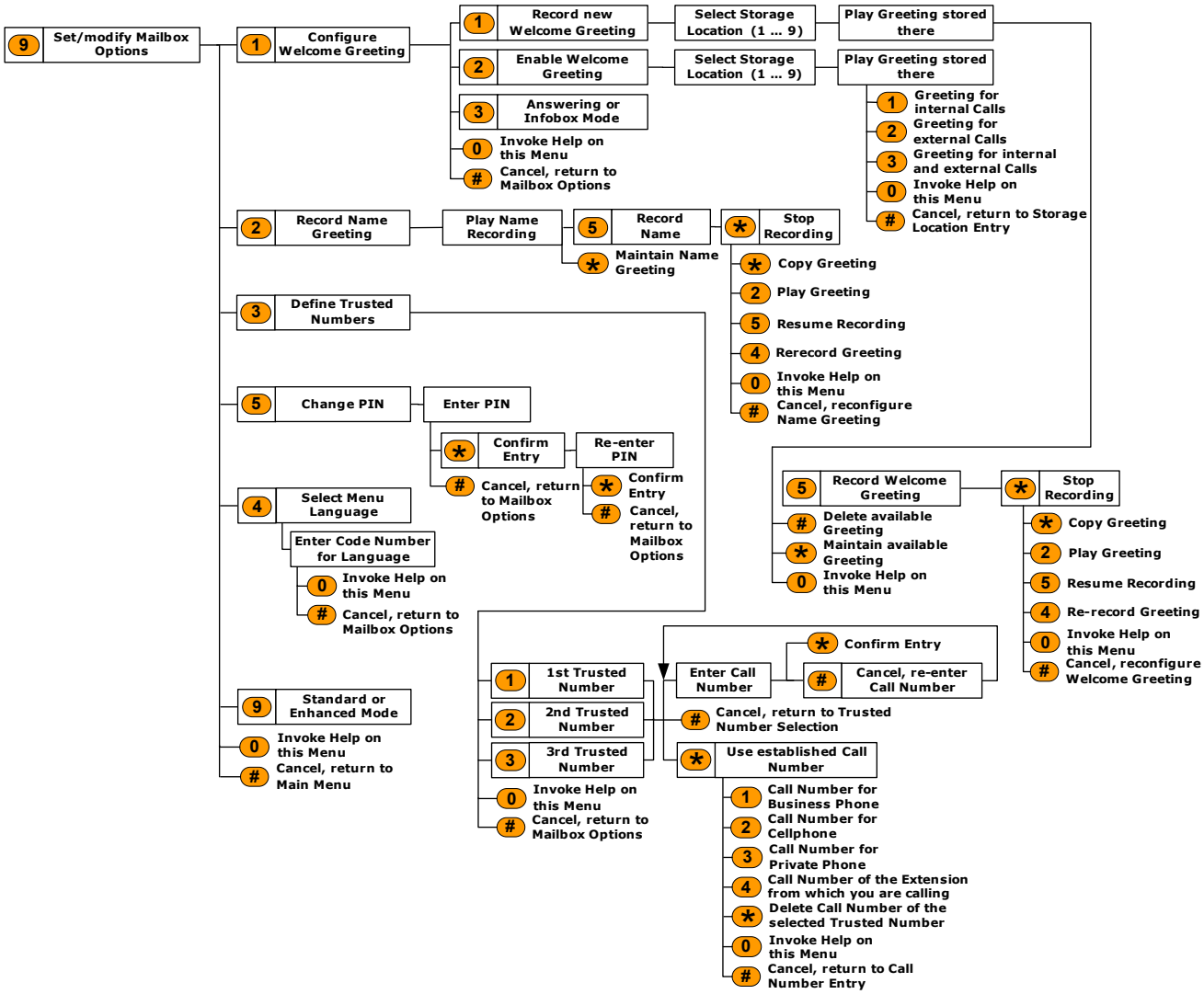
4.1.4.1 Overview of the Main Menu Features in Enhanced Mode



4.1.4.2 Message Options (accessible in Enhanced Mode only)



4.1.4.3 Mailbox Options in Enhanced Mode



4.1.5 Extended Mode

Additional configuration options are made available in the Extended Mode (detailed configuration functions to be activated with welcome greetings) for the mailbox options if you switch to the Enhanced Mode. It is used if no client (GUI) is available to the users. The system administrator must previously release this operation mode.

Invoke the “Mailbox options settings” menu	9
Switch to the “Greetings” menu	1
Switch to the “Activating greetings” menu	2

4.1.5.1 Settings in the “Activating Greetings” Menu (Overview)

Specify Daytime Mode greetings	1
Specify Nighttime Mode greetings	2
Specify time settings	3
Check the settings	4
Activate detailed help greetings on this menu	0
Cancel process and return to the “Extended Mode” menu:	#

4.1.5.2 Description of additional Settings in Extended Mode

Definitions for greetings to be played during business hours

Specify Daytime Mode greetings	1
Specify separate greetings for internal and external calls	1
Select greeting for internal calls (1…9), play selected greeting.	
Switch the mailbox to Info Mode (greeting output only)	1
Set the mailbox to Answering Mode (a message can be left)	3
subsequently	
Determine that the greeting cannot be interrupted by any entry	1

Determine that the greeting can be interrupted	3
subsequently	
Select greeting for external calls (1…9), play selected greeting.	
Switch the mailbox to Info Mode (greeting output only)	1
Set the mailbox to Answering Mode (a message can be left)	3
subsequently	
Determine that the greeting cannot be interrupted by any entry	1
Determine that the greeting can be interrupted	3
If the greeting for internal and external calls is to be the same	
Specify the same greeting for internal and external calls	3
Select greeting (1…9), play selected greeting	
Switch the mailbox to Info Mode (greeting output only)	1
Set the mailbox to Answering Mode (a message can be left)	3
subsequently	
Determine that the greeting cannot be interrupted by any entry	1
Determine that the greeting can be interrupted	3

Definitions for greetings to be played outside business hours

Specify Nighttime Mode greetings	2
Specify separate greetings for internal and external calls	1
Select greeting for internal calls (1…9), play selected greeting.	
Switch the mailbox to Info Mode (greeting output only)	1
Set the mailbox to Answering Mode (a message can be left)	3
subsequently	
Determine that the greeting cannot be interrupted by any entry	1
Determine that the greeting can be interrupted	3
subsequently	
Select greeting for external calls (1…9), play selected greeting.	
Switch the mailbox to Info Mode (greeting output only)	1
Set the mailbox to Answering Mode (a message can be left)	3
subsequently	
Determine that the greeting cannot be interrupted by any entry	1
Determine that the greeting can be interrupted	3
If the greeting for internal and external calls is to be the same	
Specify the same greeting for internal and external calls	3
Select greeting (1…9). Subsequently the selected greeting is played	
Switch the mailbox to Info Mode (greeting output only)	1
Set the mailbox to Answering Mode (a message can be left)	3
subsequently	
Determine that the greeting cannot be interrupted by any entry	1
Determine that the greeting can be interrupted	3

Setting time definitions (valid for Daytime and Nighttime Mode)

Specify times for the above defined greetings to become active. Put out currently set times by greeting.	3
Specify Daytime Mode starting time	1
Enter Daytime Mode starting time (entry format: **hhmm**. Example: a greeting to become active from half past seven in the morning requires the following entry: 0730). Subsequently, you are taken back to the “Defining settings for Daytime/ Nighttime Mode“ menu.	
Specify Nighttime Mode starting time.	3
Enter Nighttime Mode starting time (entry format: **hhmm**). Example: a greeting to become active from half past six in the afternoon requires the following entry: 1830). Subsequently, you are taken back to the “Defining settings for Daytime/ Nighttime Mode“ menu.	

Checking settings

Branch to the “Daytime/nighttime definitions output“ menu	4
Put out daytime definition settings. Subsequently the following settings are given out in sequence: • Set Daytime Mode greeting for internal calls • Whether or not this greeting can be interrupted • Set Daytime Mode greeting for external calls • Whether or not this greeting can be interrupted Subsequently, you are taken back to the “selecting greetings for internal and external calls“ menu to modify settings there as the case may be.	1
Put out nighttime definition settings. Subsequently the following settings are given out in sequence: • Set Nighttime Mode greeting for internal calls • Whether or not this greeting can be interrupted • Set Nighttime Mode greeting for external calls • Whether or not this greeting can be interrupted Subsequently, you are taken back to the “selecting greetings for internal and external calls“ menu to modify settings there as the case may be.	2
Put out start time settings for Daytime/Nighttime Mode. First, the Daytime Mode start time is given out, followed by the one for Nighttime Mode. Subsequently, you are taken back to the “defining settings for Daytime/Nighttime Mode“ menu.	3

4.2 Answering Mode

After dialing in, the Answering Mode allows access to a foreign mailbox by means of a special access code number. Access to the Answering Mode starts the message assistant. Depending on the settings performed by the mailbox owner, two modes are possible:

1. Answering Mode that allows you to leave a message and
2. the infobox that only allows listening to a greeting.

In both modes the message assistant offers setting up a connection to a previously defined telephone number.

When you have dialed in with the corresponding service code number (the greeting: "*Please enter the recipient's voice mail number*"), you can use the following operating options, provided the mailbox is in "Answering Mode":

Dial the mailbox number of the desired subscriber	
Finish entering the mailbox number. Consequently the greeting of this mailbox is played.	*
Alternative to finishing the digit entry:	
Cancel the process for correction of the mailbox number and return to mailbox selection	#
Switch directly to the Control Mode main menu for the individual mailbox by pushing the star key instead of mailbox number dialing	*
After greeting playback:	
Record a message for this mailbox	5
Stop (pause) recording	*
Play the recording. Your message is put out.	2
Continue recording	5
Dismiss the recording and start re-recording	4
Cancel reply recording and return to mailbox selection	#
Determine a status (normal or important)	8
Activate detailed help greetings on this menu	0
Send the recording	*

Establish a connection to an arbitrary subscriber (message assistant). How to set phone numbers is described in Section 3.2.4.1, “Defining Message Options in Enhanced Mode”, on page 69	7
Connect to the operator	1
Connect to the deputy	2
Connect to the cell phone of the mailbox owner	3
Connect to the office telephone of the mailbox owner	4
Connect to the additionally defined number	5
Cancel the process and return to the menu after greeting playback	#
Switch to the Control Mode of the individual mailbox	*
Cancel the process and return to foreign mailbox selection	#

When you have dialed in with the corresponding service code number (the greeting: “*Please enter the recipient's voice mail number*“), you can use the following operating options, provided the mailbox is in “infobox” mode:

Dial the mailbox number of the desired subscriber	
Finish entering the mailbox number. Subsequently the information message of this mailbox is played. When the end of this greeting has been reached, connection to this foreign mailbox is automatically cleared.	*
While the information message is being played:	
Switch directly to the Control Mode main menu for the individual mailbox by pushing the star key	*
Switch directly to the Control Mode main menu for the individual mailbox by pushing the star key instead of mailbox number dialing	*
Establish a connection to an arbitrary subscriber (message assistant) How to set phone numbers is described in Section 3.2.4.1, “Defining Message Options in Enhanced Mode”, on page 69	7
Connect to the operator	1
Connect to the deputy	2
Connect to the cell phone of the mailbox owner	3
Connect to the office telephone of the mailbox owner	4
Connect to the additionally defined number	5

Cancel the process and return to the menu after greeting playback	#
Switch to the Control Mode of the individual mailbox	*
Cancel the process and return to foreign mailbox selection	#

4.3 Express Mode

The Express Mode can only be reached from previously defined trusted numbers and enables particularly easy access to the individual mailbox. Easy access means here that as soon as you have dialed the corresponding number, message playback (first the message header, then the actual message (body) is automatically started.

Operate this mode by pressing an arbitrary key X.

Only two commands are available:

While the message is being put out (header and body)	
Cancel running playback and skip to next message, push any key	X
Establish direct connection to the originator of the message currently played (push an arbitrary key twice in short succession). The time slot in which pushing a key twice is interpreted as a single command has a duration of 1000 ms (default value after the installation) and can be modified via configuration if necessary.	X X

4.4 Forwarding Mode

If you have your telephone rerouted to the individual mailbox, a caller is automatically put through to this mailbox, thus without special access code number. Depending on the mode your mailbox is in (Answering Mode or infobox with or without message assistant), the caller has the following operating options.

4.4.1 In Answering Mode without Message Assistant

While the welcome greeting is being put out	
Cancel the greeting and switch directly to the Control Mode main menu for the individual mailbox	*
After playing the welcome greeting the message is immediately recorded after the tone	
Stop (pause) recording	*
Play the recording. Your message is put out.	2
Continue recording	5
Dismiss the recording and start re-recording	4
Cancel recording a reply and clear the connection	#
Determine a status (normal or important)	8
Activate detailed help greetings on this menu	0
Send the recording and clear the connection	*

4.4.2 In Answering Machine Mode with Message Assistant:

Record a message for this mailbox	5
Stop (pause) recording	*
Play the recording. Your message is put out.	2
Continue recording	5
Dismiss the recording and start re-recording	4
Cancel reply recording and return to mailbox selection	#
Determine a status (normal or important)	8
Activate detailed help greetings on this menu	0
Send the recording	*
Establish a connection to an arbitrary subscriber (message assistant). How to set phone numbers is described in Section 3.2.4.1, “Defining Message Options in Enhanced Mode”, on page 69	7
Connect to the operator	1
Connect to the deputy	2
Connect to the cell phone of the mailbox owner	3
Connect to the office telephone of the mailbox owner	4
Connect to the additionally defined number	5
Cancel the process and return to the menu after greeting playback	#
Switch to the Control Mode of the individual mailbox	*
Cancel the process and return to foreign mailbox selection	#

4.4.3 Infobox without Message Assistant

While the welcome greeting is being put out	
Cancel the welcome greeting and switch directly to the Control Mode main menu for the individual mailbox. **Note**: After output of the information message, the system greeting that the user does not accept any messages, follows. The connection is then automatically cleared.	*

4.4.4 Infobox with Message Assistant

After output of the information message, the system greeting that the user does not accept any messages, follows. Subsequently a telephone connection can be established.				
Establish a connection to an arbitrary subscriber (message assistant). How to set phone numbers is described in Section 3.2.4.1, “Defining Message Options in Enhanced Mode”, on page 69			7	
Connect to the operator				1
Connect to the deputy				2
Connect to the cell phone of the mailbox owner				3
Connect to the office telephone of the mailbox owner				4
Connect to the additionally defined number				5
Cancel the process and return to the menu after greeting playback				#
Switch to the Control Mode of the individual mailbox			*	
Cancel the process and return to foreign mailbox selection			#	

Glossary

A

Access Protocol Layer (APL)
The "outside world" is connected to the XPR kernel via so-called APLs. Such APLs provide communication protocols for the kernel of the Unified Messaging server XPR. APLs implement, for example, ISDN protocols, Microsoft Exchange gateways, TCP/IP transporters etc.

Advanced Unified Messaging (AUM)
Unified Messaging respectively Integrated Messaging extended with CTI functions (Computer Telephony Integration).

Answering Machine Mode (Guest Access)
Access to the answering machine function via a special access number that either allows leaving a message in the mailbox or merely initiates the playback of an information greeting.

Automatic Number Identification (ANI)
Automatic calling number identification of the calling subscriber. The number of the calling subscriber is isolated per ANI upon its transmission. It can then be displayed or used for other purposes (for example to open a database section holding further information on the caller if these data are available).

Automatic Speech Recognition (ASR)
Automatic Speech Recognition enables generating operating commands via a voice entry. ASR is often used in connection with IVR systems to enable system operation by means of voice data entries instead of entering DTMF tones. Via ASR it is possible to e.g. control IVR systems.

B

Backend (BE)
“Backend” describes a special function within XPR when we deal with True Unified Messaging (TUM). The Backend provides the access to the message store (be it the one by Microsoft Exchange, Lotus Notes or XPR itself). Each message store has its own APL, which fulfills this function. In the XPR system, this is, for example, the Mail APL that enables access to the XPR message store via TUM transactions.

C

Computer Telephony Integration (CTI)
Computer Telephony Integration is the general technical term for connections between PBXs and computers. It is basically telephony service supported by computer technology. This means in most cases that operation and display of telephony functions at the most different PBXs can occur via an arbitrary client at the computer. To enable this, the XPR server must be up to date with the various operating statuses of the respective telephone and be able to transfer them to the respective client.
Services from the most simple applications such as computer aided dialing up to complete call centers can be offered. Among these services are dialing, consulting, toggling, conference etc. as well as registering data for statistical purposes.

Control Mode (Direct Access)
The Control Mode (Direct Access) allows the user to directly access his/her mailbox and all configuration settings (via a corresponding access number).

Control Mode with Enhanced Mode
See “Enhanced Mode“

Control Mode with Extended Mode
See “Extended Mode“

Control Mode with Standard Mode
See “Standard Mode“

D

Database (DB)
A database is a store for filing data according to special rules.

Dialed Number Identification Service (DNIS)
Transmission of the number originally dialed by the subscriber to trace the rout of incoming calls. This is important with regard to special phone numbers (for example a hotline with 0190 number), since the provider (for example German Telekom) transmits a call made via these special numbers also to the normal trunk lines of the individual PBX. With the DNIS it is now possible to distinguish whether the caller has dialed the normal PBX extension or a special phone number.

Direct Access (Control Mode)
See Control Mode

Dual Tone Multifrequency (DTMF)
Multifrequency dialing process or tone dialing. The terminal device sends a sequence of frequencies in the audible tone range for transmission of the calling number from the terminal device to the PBX or to the operator in the analog network. Each digit is represented as a frequency mixture of two tones, a high and a low one (for example “One“ is generated by transmission of 1209 Hz and 697 Hz). In contrast to this, defined loop interruptions, generated by the contacts of a mechanical dial (pulse dialing, ten interruptions corresponded to a dialed 0), were formerly used to transmit dial information. In digital networks (ISDN), dial information is digitally generated and transmitted. Transmission of DTMF signals, also supported by digital telephones, can be used to call additional functions via the telephone keypad.

E

Enhanced Mode
Control Mode portion, which allows full access to the message options and enables all mailbox settings except for the enhanced greeting functions.

Express Mode (EA)
Simple (fast) playback mode, which can also be reached via a special access number (for example to retrieve mailbox data while being en route). The user must previously specify, from which extension he/she wants to enable this (trusted numbers). In this mode all messages are played in succession.

Extended Mode
Control Mode portion, which is exclusively intended for users who do not have a client at their workstation and still need to set their detailed mailbox options by telephone keypad. Since the definition of these functions is relatively complex and inconveniently executed via telephone, other users should go back to a corresponding client (for example the *Web Assistant* etc.).

F

Forward Access
Answering machine function, which allows leaving a message when incoming calls are rerouted to the mailbox. The corresponding mailbox is assigned via the redirected number.

Frontend (FE)
“Frontend” describes a client application that enables access to a user's messages via True Unified Messaging transactions to a “Backend”. Examples of such applications are the voice mail systems *Evo*, *Ergo* and *PhoneMail*.

G

Guest Access (Answering Machine Mode)
Access to the answering machine function via a special access number that either allows leaving a message in the mailbox or merely initiates the playback of an information greeting.

I

Integrated Messaging (IM)
When Integrated Messaging is used, the users' mailboxes are replicated between the XPR server and a foreign system such as Lotus Notes or Microsoft Exchange (inbox replication).
This concept enables the user to also immediately retrieve the internal messages from the respective foreign system via a voice mail system. The more recent True Unified Messaging covers this feature as well, but does not require the double amount of memory capacity, since the messages are kept on only one system.

Interactive Voice Response (IVR)
IVR is best imagined as “voice computer”. Instead via keyboard, entries are made via telephone tone dialing keys. As output, prepared voice recordings or synthesized greetings are played by means of Text-to-Speech instead of graphical elements made visible on a monitor. Examples of IVR applications are voice mail systems or an automated attendant.

M

Mailbox
Mailbox is the term for the data directory in which all incoming messages, be it an e-mail, a fax or voice mail are stored for processing at a later date.

Message Store
Generic term for the part of a mail system that contains the user mailboxes. For the XPR server this is the Infostor APL.

Message Transfer Agent (MTA)
The MTA is a major XPR kernel component. It is responsible for managing the transmission paths of messages, dialogs and transactions.

N

Name Dialing
Name dialing means that you enter the name of the desired subscriber instead of the phone number. You specify the name with the letters assigned to the digits on your telephone keypad. For example, entering a 2 corresponds to the letters A, B or C.

R

Redirected Number (REDIR)
Redirected Number is a PBX feature. In a voice mail system, a number is configured for the Answering Machine Mode. In case of absence, a mailbox owner can redirect his/her telephone to this number. If this mailbox owner is then called, the caller is routed to this special voice mail system number. The phone number of the originally called telephone is transmitted as Redirected Number and used by the voice mail system to transfer the call to the desired mailbox.

S

SMS (Short Message Service)
Text transmission service per mobile phone. You can send a text message of maximal 160 characters to a cell phone.

Standard Mode
Control Mode portion. In this mode, only the main functions (playback/recording of a message and establishing a connection to another subscriber) are unrestrictedly available. Other functions can only be partly used or are not available at all. Thanks to its simpleness, this mode is particularly handy for *Ergo* "beginners". Once the user has become familiar with the client, he/she can later switch to the Enhanced Mode.

T

Telematic
Derives from abbreviating and combining the terms **tele**communication and infor**matic.** It is thus the link between classic telecommunication services such as telephone, fax etc. and the XPR server.

Telephone User Interface (TUI)
Describes the telephone as interface for entering voice and other data. Here the telephone does not only serve to transmit voice messages but can also be used as entry device (via the 12 keys of the keypad) and, depending on whether this function is currently supported, as display.

Text-to-Speech (TTS)
Conversion of a text mail into a spoken message by means of special programs. In this way e-mails can be retrieved via a Telephone User Interface (TUI).

Tone Dialing
See Dual Tone Multifrequency.

Transaction
Mechanism within the XPR system with which the components inter-communicate. Transactions are required for quickly exchanging short messages. Examples are the transaction protocols for CTI. Here, for example, telephone statuses are transferred to the CTI clients via transactions.
(*Do not confuse transactions within the XPR with database transactions!*)

True Unified Messaging (TUM)
True Unified Messaging describes a mailbox access method, where the messages are requested by a Backend via transactions. The Backend accesses the respective Message Store and delivers the mailbox data. The Message Store need not be the XPR-proprietary Infostor, but may just as well be hosted by Microsoft Exchange or Lotus Notes. The data are not requested from the Backend until access occurs via a Frontend such as a voice mail system, and only then they are transferred to the XPR server from a foreign system such as Microsoft Exchange or Lotus Notes. Consequently, the TUM advantage is that, contrary to Integrated Messaging, a user's data need not be kept twice to access them via the Telephone User Interface under Microsoft Exchange or Lotus Notes.

Trusted Numbers

A “Trusted Number” is a special terminal device number that the user defines to make the system recognize him/her as authorized to access his/her mailbox. So whenever the user dials this number and the corresponding access number for the Express Mode or Control Mode, he/she need not enter a PIN to access the mailbox (for example from a cellphone or private extension). In *XPR* you can specify up to three “Trusted Numbers”.
Attention: “Trusted Numbers” may lead to security problems if the become known to third parties. Everybody who is informed about which extension has been defined as “trusted“ is in full control of the foreign mailbox. This feature can therefore also be deactivated. Access to the Express Mode, however, requires the definition of at least one Trusted Number.

U

Unified Messaging (UM)

Unified Messaging describes the combination of all electronic message services (fax, e-mail, voice etc.) in one mailbox. Besides the proprietary system, XPR also supports the platforms Lotus Notes, Microsoft Exchange and SAP R/3.

User Interface (UI)

User Interface is the entry and output medium that allows access to arbitrary system resources. This can be a client program (e. g. *Microsoft Outlook* or *Communications*), an administration program (e. g. XPR monitor) or the telephone with its display and keypad in a voice mail system such as *Evo, Ergo or Phonemail*.

V

Vanity Number

See Name Dialing

Voicemail (VM)

Transmission of voice recordings to a mailbox. Voice recordings can be for example incoming telephone calls that are forwarded to a mailbox via call rerouting (answering machine function). Recording or playback occurs either via telephone or a sound card implemented in the PC.

W

Web Assistant

The *Web Assistant* is a client (operating program with graphic user interface) that allows to perform user and administrative settings at the XPR system via an Internet browser. This implies that these configurations can also be executed via Internet.

Welcome Greeting

A voice mail system plays a welcome greeting when a caller dials in. This greeting may be a general welcome phrase by the system or a message individually recorded by the mailbox owner.You can prepare a greeting in the Ergo voice mail system. This greeting is then played by the system when, for example, you operate your voice box in Infobox Mode (no message can be left).

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