



A MITEL
PRODUCT
GUIDE

Unify OpenScape Xpressions V7

Evo

User Guide

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1 Introduction

1.1 About this Manual

This manual guides you, the *Evo* 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 *Evo* settings, you should have basic knowledge of the Window user interface.

1.1.1 Conventions

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

1.1.1.1 Text Formattings

1. Single operating instruction 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 *Evo* 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.

Introduction

About this Manual

Special fonts have the following meaning:

Typographic Highlighting	Explanation
“System prompts”	System prompts are marked in the text by quotation marks and italic writing. Example: “Main menu - What would you like to do?”
“Keywords”	The keywords you must say to provoke an action are set in quotation marks and written in bold, italicized letters. Example: system prompt: “Main menu - What would you like to do?” – Your voice command: “ Send message ”.
...the PIN 123456 ...	Text in continuous text that is particularly important or that must be complied with appears in bold letters. Buttons, menus as well as dialog names, messages and windows appear in bold as well.
<Wildcard>	Entries or specifications that vary according to the situation in which they occur (variables) are placed between pointed brackets and are <i>italicized</i> . If the variable refers to a voice command it is additionally formatted in bold . Example: <” Voice box number ”> or <” PIN ”>.
File.txt	File and directory names as well as program code lines (listings) appear in font Courier .

1.1.1.2 Symbols

Icon/Command	Description
	Pick up the phone.
	Speak.
	Put the phone down.
	Enter a digit string, for example a telephone number or a PIN.
 	Entering key commands. The indentation of the key icons indicates branching to another menu level. Key icons that are displayed one below the other show alternative entry options in the selected menu branch.

1.2 Application Requirements

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

1.3 Who should read this Manual?

This manual is intended for the *Evo* voice mail system user. It describes, how you can use the system via telephone and by means of the *Evo* commands.

1.4 Manual Structure

The manual is divided into three chapters:

- The **Introduction**, with general *Evo* 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.

1.5 Further XPR Server Documentation

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

As a matter of principle, printed manual versions 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 entry dialogs important for the installation, configuration and operation. Depending on the operating system, (Windows 2000 or Windows XP), the screen resolution and the PC configuration, the representation of such dialogs may slightly vary.

The following XPR server documents related to *Evo* are available:

Manual Title	Topic
Server Installation	XPR server installation instructions.
Server Administration	Structure and configuration of the XPR server
<i>Web Assistant</i>	Manual on operating and managing the XPR server via a web browser.

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.

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 kernel functions as well as of the available APIs and protocols. Here a detailed system configuration description is given.

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*.

Introduction

Notes for Service Technicians and Support

1.6 Notes for Service Technicians and Support

Besides the user documentation and the administrator manual please also take note of the XPR server release info found on the software DVD. Here you are provided with current product notes that may not have been considered for the documentation. You find the file on the installation DVD under <DVD>:releaseNotes.rtf. Further information is also found in the Readme.txt files included in the installation DVD directories that contain the corresponding program component.

1.7 Data Protection and Data Security

Data protection and data security

Among other things, the XPR system processes and uses person-related data for purposes such as billing, displaying, 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.

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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.

Introduction

What is *Evo*?

1.8 What is *Evo*?

Evo (Extended Voice Operation) is the name of the new voice-operated voicemail system of the Unify Software and Solutions GmbH & Co. KG. 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 *Evo* a user can access his/her mailbox via telephone. In contrast to former voice mail systems, which were merely operated via telephone keys, the *Evo* functions are primarily initiated by voice entries of the user. I.e. all actions a user wants to perform for operating and configuring his/her mailbox are realized via spoken commands.

With *Evo* you can create and send messages or edit received messages by voice control. In addition, you can modify the mailbox settings and configure special options for the message transmission. Moreover, the system is not bound to a specific type of PBX.

Therefore, *Evo* is basically the user interface for sending voice mails, playing/ editing received messages and managing mailbox functions by voice control via 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.

NOTE: The administrator configuration of *Evo* can provide the user in each menu branch with the key operation option in addition to voice control. This may be required e.g. if the automatic speech recognition does not guarantee sufficient recognition because of external factors (temporary construction noise, impairment of the user's audibility etc.).

1.8.1 Voice Control

Voice-operated usage is possible because of a highly efficient speech recognition software. This is characterized by a significantly increased recognition rate.

Speech recognition works according to the following principle: the voice command that has been entered is converted into an electric signal.

Subsequently this signal is compared to generated signals of different text strings that are stored in so-called grammar files. From this, the system calculates a percent value (e.g. 85 %) that determines as recognition threshold whether the match is sufficient to provoke the command or not. If this value is above the recognition threshold defined as minimum level, the command is executed. If the value is below it, the system prompts you to repeat your entry. For a fluent workflow it is absolutely necessary that the user articulates the commands clearly.

1.8.2 Function Overview

The following table provides an overview of the functions provided by *Evo* in the single operating modes:

Operating mode	Function
Control Mode (Direct Access)	This mode allows you to fully access the system via the main menu. You can: <ul style="list-style-type: none"> • Access calendar data in an Exchange/Outlook or Lotus Notes environment. • Listen to/edit received messages. • Record voice mails and send them. • Call subscribers. • Set/modify mailbox options. • Filter messages.
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.

1.8.3 General *Evo* Items

1.8.3.1 Operating Modes

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

- Control Mode (Direct Access)
- Answering Mode (Guest Access)
- Answering Mode without message assistant with message recording only.
- Answering Mode with message assistant only

Control Mode (Direct Access)

The Control Mode, which is reached when you dial a specific code number, offers the full *Evo* functionality.

After dialing the access number code, you normally need to identify yourself through specification of the individual voice mailbox number and your PIN (logon procedure). If you call from one of the telephones of which the phone numbers have previously been defined as “trusted numbers” (trustworthy calling numbers), the system is accessed via automatic identification.

In general, you speak your voice mailbox number after a prompt, for example “*Voice mailbox number?*”, into the telephone. Depending on the system configuration you may also be able to log on to the system by speaking your name into the telephone. In this case you hear the prompt: “*Name or voice mailbox number?*”. Subsequently, the prompt “*PIN?*” asks you to identify yourself as authorized user.

After verification of the access authority you can now access your mailbox to process newly incoming messages, record/send new messages, or to establish a connection to another telephone. In addition, mailbox configurations can be altered. Details on “Direct Access” operation options are described in this manual under [Section 3.1, “The Control Mode Features”, on page 43](#).

Answering Machine Mode

The Answering Machine Mode (guest access) offers an easy and fast option to generate voice messages and to transmit these to another user. For this purpose you need to dial the Answering Machine Mode access number and subsequently the recipient's voice mailbox number. A transmission, however, requires the recipient mailbox being in Answering Mode. When the recipient only activates the infobox (in other words, a greeting is merely played), a message cannot be left. You find more detailed operating notes in [Section 3.2, "Dialing a Foreign Mailbox \(Answering Machine Mode\)", on page 75](#).

For direct access to the Forwarding Mode (Answering Machine Mode after diversion to the individual voice mailbox), two additional access numbers can be defined. They allow access with fixed functionality, no matter which voice mail settings the user has performed.

Answering Mode without message assistant with message recording only

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

Answering Machine Mode only with calling the message assistant

This specific 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.

1.8.3.2 Access Options

After having dialed the corresponding access code number of the diverse operating modes, the following possibilities are available to log on to the system:

- From any telephone:
 - Speaking the own or a foreign voice box number. Alternatively, entering via the telephone keys is possible if this is configured in the system.
 - If configured in the system – speaking the own or a foreign user name.
 - Selecting the own or a foreign voice mailbox by “Name dialing”. See [Section 1.8.6.6, “Name Dialing”, on page 27](#).
- From your own telephone:
 - All options mentioned under “from any telephone”.
 - If configured in the system – Additionally, it is possible to access your voice mailbox by saying the command “**own voice mailbox**” (alternatively you can say “**use calling number**”).

After a Control Mode call the box number is usually queried first. Enter this number by voice and confirm it with “**Yes**” after the system has repeated the box number to verify it. If you call from your workstation telephone, you can directly access your mailbox by saying the keywords mentioned above. The system can be so configured that your telephone number is used as identification for your voice mailbox number. Therefore a relation to the box number is established via ANI. Thereafter you only need to say the PIN to identify yourself as authorized user.

1.8.3.3 User Guidance

In *Evo* the user is guided by spoken greetings. Such greetings are made in the running operation. You can hear them through the telephone receiver.

You are guided through the selectable menu options e.g. to log on to the system or execute an operating step by greetings. These greetings firstly request the feature you would like to execute. Depending on the menu branch you are currently in, the functions that can be executed are therefore announced. You also learn the keywords you need to say to provoke certain actions from these greetings. Thereby you can make entries any time during a greeting and need not wait for it to end.

Depending on the connected PBX you will additionally receive short display texts if your telephone is provided with a display and the administrator has released this feature.

Having System Greetings Repeated

If you do not trigger any of the announced functions in the menu, thus do not make a speech entry, 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, you are automatically switched back to the previous menu level. If then still no entry is performed in the main menu (the highest menu level), the system connects you to the operator.

Requesting Help

If you do not know how to proceed in a menu, just say “**Help**” and an explanation about the options in this menu will be played. The help prompts always refer to the menu branch you are currently in. These extended help prompts will then explain in detail the current options available in this menu.

Furthermore, you can have speech commands played back for the menu branch you are in at the moment. Therefore say the keyword “**Commands**”. All voice commands provided in this menu will then be issued immediately.

Returning to the Main Menu

If you “get lost” in the system, i.e. you do not know which menu branch you are in at the moment, you can always return to the main menu function selection by saying “**Main menu**”.

Wrong Entries

If you have made an error while saying a code number or a feature command, you can stop the running process immediately by saying “**Cancel**”. You will automatically return to the menu from which you have entered this command.

Introduction

What is Evo?

If the telephone keys are additionally active – for example when making selections from a menu – and the digit entered is incorrect for the particular menu, the system will inform you accordingly by the greeting: *“Invalid entry”*. Subsequently the features available in this menu will be mentioned and also what you need to enter to trigger them.

1.8.3.4 Clearing the Connection to *Evo*

You can clear the connection to *Evo* any time, no matter where you are in the menu. To terminate *Evo*, simply put the phone down.

Icon/Command	Description
	Terminating the connection to <i>Evo</i> , if required with sending a prepared message: hang up.

NOTE: In case you have previously recorded a message in the *Evo* 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 you recorded is stored.

1.8.4 Voice Entries

User guidance via the system prompts simplifies provoking the commands. In each menu or submenu the respective keywords are played. After a certain adaptation phase a user will know most of the keywords. Then he/she can enter his/her commands during the greeting texts. This increases the working speed with *Evo*.

The keywords indicated in the manual (voice commands) to provoke an action ensure that the desired feature is correctly recognized by *Evo* and can thus be executed. However, the respective grammar files of the speech recognition software additionally contain alternatives to the keywords in the manuals. In other words, *Evo* features can also be provoked with similar commands. Since an enumeration of all alternatively possible keywords would render the operating description very confused, we did not include it in this manual. The manual always names but one voice command for one action.

The numeric voice entries for addressing data (voice mailbox numbers, phone numbers etc.) can be spoken either singularly (1-2-3-4-5, meaning “one-two-three-four-five”) or as the complete number (12345, meaning “twelve thousand three hundred forty-five”).

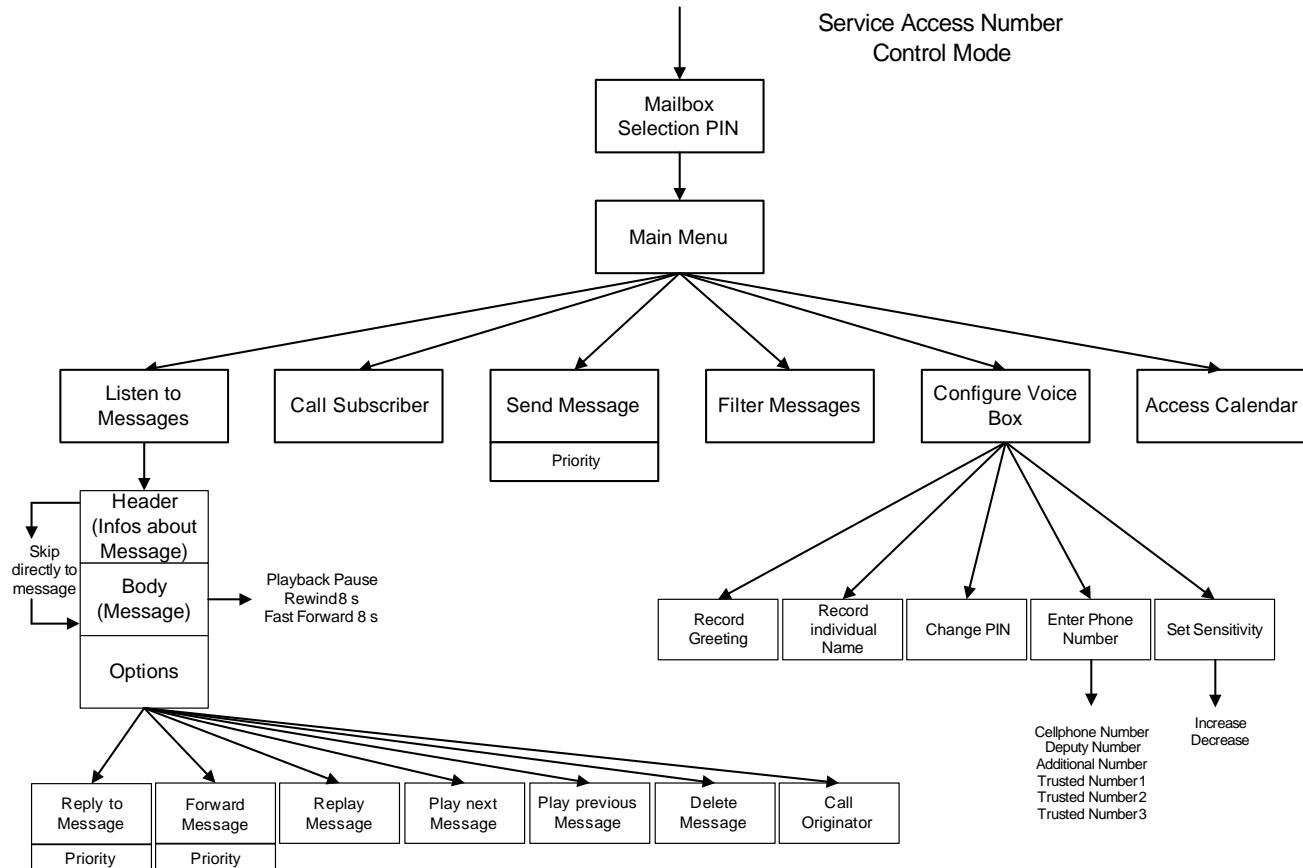
Some functions are accompanied with a security prompt, for example, when deleting messages etc. Here you are prompted to complete the action by “Yes” or “Confirmation”. By saying “**no**” or “**cancel**” the provoked feature is canceled and you will automatically return to the menu branch you started your action in.

1.8.4.1 Restrictions

As already mentioned, efficient working with *Evo* requires the user to articulate his/her commands exactly. Furthermore, you should avoid using *Evo* in environments with a lot of background noise. Such environments may cause the recognition software to misinterpret your commands. The same applies to the telephone mode enabling handsfree-talking. Feedbacks, thus unwanted noise caused by speech coming from the speaker and reacting with the microphone, may also lead to recognition problems.

1.8.5 The EVO Menu Structure

The *Evo* menu structure resembles a tree the branches of which form the single menu levels. Thus the main menu level, which is reached first after the successful logon procedure, could be considered the tree's trunk from which you can branch to the single main - and further to the detail functions.



Introduction

What is Evo?

1.8.6 Using Phone Keys and Speech Recognition in parallel

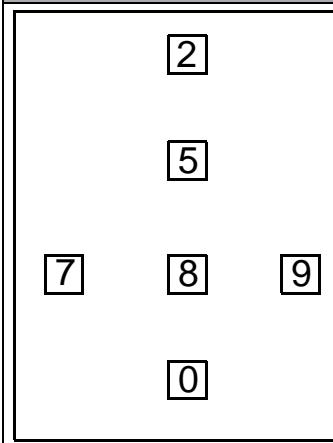
The *Evo* script provides the possibility to use telephone keys for menu operation in addition to speech recognition. This option may be required, for example, when the automatic speech recognition is hampered by external factors (temporary construction noise, impairment of the user's audibility etc.). This feature is configured by default, but can be deactivated by the administrator. You simply say “**keys**” to hear the alternatively possible key operations announced for each menu branch.

1.8.6.1 Standard Key Allocation

All entries for *Evo* usage are exclusively made via telephone keys, i.e. via the keys **0** to **9**, the ***** key (star key) and the **#** key (hash key).

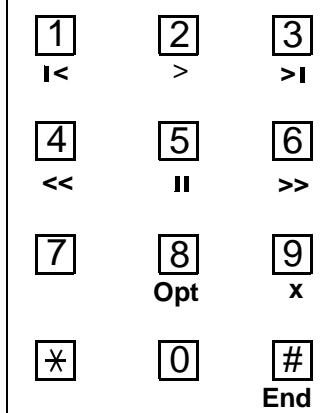
Some recurring commands have been standardized for simplification. In other words, specific repetitive functions are always triggered with the same keys. Of course they depend on whether the currently initiated function makes sense in the just selected menu.

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 8 9	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:

NOTE: Because of the message playback, these commands cannot be announced.

Entry Keys	Functions with Message Playback
	<p>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.</p>

Under the keys, by way of illustration, you find the common audio tape icons

1.8.6.2 Star and Hash Key

In this manual we assume that the star key generally serves to confirm previously made entries or to send messages. The hash key is used for functions such as canceling or correcting. This functionality comes into effect per default after the installation and is therefore described here in this way. But since some countries prefer the hash key as standard for confirming entries, the administrator can exchange the function of the two keys by way of the corresponding setting. This means the hash key function is adopted by the star key 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 hash key is configured as confirmation tool in your system, please keep this in mind when reading the manual and operating *Evo*.

1.8.6.3 Accelerated Control Mode Access

Standard behavior

After accessing the Control Mode you are normally prompted to first enter your box number by voice. Then, confirm the entry with the star key. Subsequently, you will 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 may be able to directly reach your mailbox by pushing the star  key. The system can be so configured that your voice mailbox number is identified via the transmitted number of your telephone. This special feature is enabled by the administrator configuring it. Thereafter, you

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What is Evo?

only need to enter the PIN to identify yourself as authorized user. 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 *Evo* 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 *Evo* Control Mode.
You now hear the greeting: “*Welcome to the Evo voice mail system - PIN?*”
Since the PIN for the standard user is queried here, push the hash key for selecting your mailbox.
2. Push the hash key.
You hear the greeting: “*Voice mailbox number?*”.
3. Enter your own voice 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

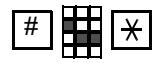
Via the definition of trusted numbers a user may specify three telephone extensions from which he/she can access his/her mailbox without authentication, i.e. without entering the respective PIN. Make sure that the corresponding terminal device to be rated trustworthy allows phone number transmission 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.

1.8.6.4 Initial Logon to the System

For your initial logon 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 reach the Control Mode at the initial login:

Function	Key Operation
Enter the access service number for the Control Mode. After your entry you hear the greeting: "Welcome to the Evo voice system. Name or voice mailbox number?"	
then	
If configured, say your name or your voice mailbox number. Example 1: Your name is Peter Test. Speak the command: " Peter Test " clearly. Note: Whether you need to enter the first and then the second name or vice versa depends on how the names are present in the system. Example 2: Your voice mailbox number is 123. Say clearly: " 1 2 3 " or " onehundredandtwentythree ".	
If configured, you can also enter the voice mailbox number by keys. Enter your voice mailbox number and complete your entry with the star key.	
If required	
If you have made a mistake while entering the name or mailbox number: Say: " Cancel ". You can then enter the name or voice mailbox number again.	
If configured, you can delete the entire entry with the hash key and subsequently repeat the voice mailbox number entry.	
then	
After you have entered the name or voice mailbox number the greeting: " PIN? " prompts you to enter your PIN for the initial login.	
Say your PIN for the initial login. Example: The PIN given to you by the system administrator for the initial login reads 111111. Say clearly: " 1 1 1 1 1 1 " or " onehundredandeleventhousandonehundredandeleven ".	
If configured, you can also enter the PIN by keys. Complete your PIN entry with the star key.	
If required	
If you have made a mistake while entering the PIN, say: " Cancel ". You can then re-enter the PIN.	
If configured, you can use the hash key to delete an erroneous PIN entry and repeat the PIN entry.	

Introduction

What is Evo?

Function	Key Operation
then	
After you have entered the PIN for the initial login you hear the greeting: <i>“As this is your first login, please change your PIN now. New PIN?”</i>	
Say your new PIN. Please note that the new PIN must comprise a specific number of digits. The system administrator has either informed you accordingly or you learn this number of digits from the system after a wrong entry.	
If configured, you can also enter the new PIN by keys. Complete the entry with the star key.	 *
then	
A system greeting prompts you to re-enter the new PIN for checking purposes: <i>“Confirm new PIN!”</i>	
Say your new PIN again for confirmation. You then immediately reach the Control Mode.	
If configured, you can also confirm the new PIN by keys. Re-enter the PIN and push the star key for confirmation. You then immediately reach the Control Mode.	 *

1.8.6.5 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 1.8.6.4, “Initial Logon to the System”, on page 25](#) for this purpose.

1.8.6.6 Name Dialing

Name dialing (vanity numbers) is available for the login procedure and the addressing of voice mails. Here the name is entered via the keys of the telephone device. The name is transmitted by the letters assigned to the numbers (e.g. 2 corresponds to A, B or C). To activate name dialing, you need to say the command “**Enter name**” (also possible are the commands “**Name entry**” or “**Name**”). The system accepts your input with the greeting “*Use keys!*”.

1.8.6.7 Settings via the Web Interface (Web Assistant)



Many *Evo* user settings are exclusively or more conveniently performed via the *Web Assistant*. The single settings belonging to this category are explained in this manual. They are also highlighted in the corresponding passages by the *Web Assistant* icon.

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

- Settings that are **also** available via the *Web Assistant*.
- Settings that you can **exclusively** perform via the *Web Assistant*.

Settings that are also available via the *Web Assistant*.

- PIN modification.
- Entering the deputy extension.
- Defining three trusted numbers (mailbox query without identification).
- Recording a welcome greeting.
- Recording a name greeting.

Settings that you can exclusively perform via the *Web Assistant*.

- Defining personal filters for message output.
- Configuring notifications.
- Configuring private distribution lists.
- Defining as to whether messages addressed to you may be flagged as “urgent” and/or “confidential” (caller options).

Introduction

What is Evo?

- Defining a day-dependent time profile to activate day/night greetings.
- Defining whether the day/night greetings may be interrupted.

1.9 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.

1.9.1 Telephone System Data

Number for call forwarding	<input type="text"/>
----------------------------	----------------------

1.9.2 Data for accessing *Evo* via Telephone

Control Mode (dial individual mailbox) = service access number Direct Access	<input type="text"/>
Answering Machine Mode (dial foreign mailbox) = service access number Guest Access	<input type="text"/>
Answering Machine Mode after diversion to the own mailbox only with recording a message =Service access number for the Answering Machine Mode only with recording a message	<input type="text"/>
Answering Machine Mode after diversion to the own mailbox only with recording a message =Service access number for the Answering Machine Mode only with the message assistant	<input type="text"/>

Furthermore, your PIN number for the mailbox access with *Evo* is variable. In your own interest, you should not write it down!

Introduction

User-specific Data

2 Operating *Evo* (Fast Approach)

So that you can use *Evo* quickly, this chapter will first provide examples of the operating steps for particularly important functions. You will thus gain a sense of working with *Evo*. 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 *Evo* \(Command Reference\)”, on page 43](#).

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 (mailbox options).

NOTE: In this manual we assume that the star key generally serves to confirm previously made entries or to send messages. The hash 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 *Evo* Control Mode via telephone to reach the main menu. For this purpose you can use any telephone in your organization.

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

NOTE: The description of how to log on to the Control Mode refers to an installation with defaults. The *Evo* configuration may be changed to allow a simplified access procedure for your own telephone. You find details on this in [Section 1.8.6.3, “Accelerated Control Mode Access”, on page 23](#). In case of doubt, ask your administrator about your system's configuration.

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

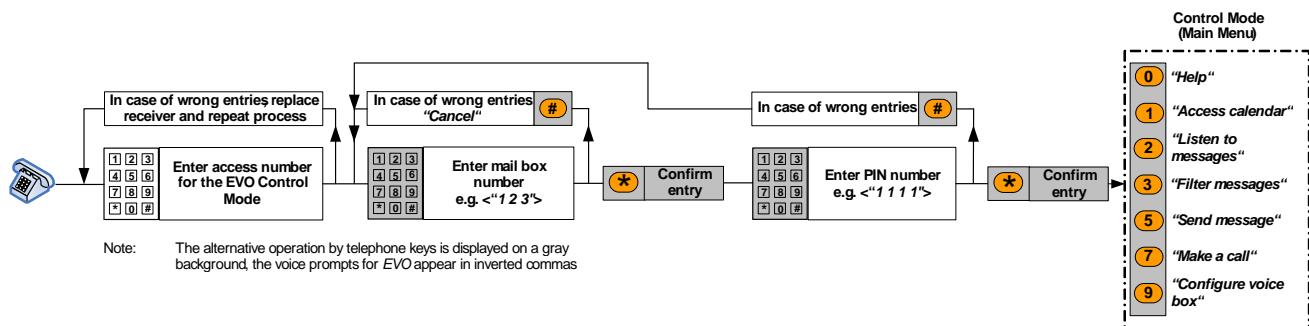
Requirements

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

- The *Evo* voice mail system can only be used on an installed XPR server.
- The system administrator must have installed and configured *Evo*.
- 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 voice 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. The initial login at the system is described in [Section 1.8.6.4, “Initial Logon to the System”, on page 25](#).

Function Diagram on the Control Mode access



How to access the Control Mode

Reaching the Control Mode main menu requires the following operating steps:

1. Dial the *Evo* Control Mode access number.
The system welcomes you and prompts you to say your voice mailbox number.
2. Say your voice mailbox number.

NOTE: If the system has not properly understood your entry, it announces the entered voice mailbox number for confirmation. If the announced voice mailbox number is correct, confirm it by saying “**Yes**”. If the announced voice mailbox number is wrong, say “**No**”. You can then enter the voice mailbox number again.

Subsequently you are prompted to enter your PIN.

3. Say your PIN.
You reach the Control Mode.

NOTE: If you log on to the system for the first time you need to change your PIN immediately. Follow the system instructions on this. See also [Section 1.8.6.4, “Initial Logon to the System”, on page 25](#).

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 Evo voice system*” after I have dialed the Control Mode access number? Most likely, you have dialed the wrong number. Ring off and dial the *Evo* Control Mode again.

Operating Evo (Fast Approach)

Accessing the Control Mode

- ...if I have made a mistake while entering the voice mailbox number and/or PIN?

You can immediately correct the voice mailbox number after saying it.

Just say "***Cancel***". If you have entered an incorrect PIN, login terminates.

Wait for the system to prompt you to re-enter the voice mailbox number and PIN.

2.2 Creating and sending a Voice Mail

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

A voice mail is a message created by voice recording and, by way of appropriate measures (dialing the recipient mailbox), it is delivered to the recipient's mailbox. Sending a voicemail can be compared with leaving (recording) a message on an answering machine.

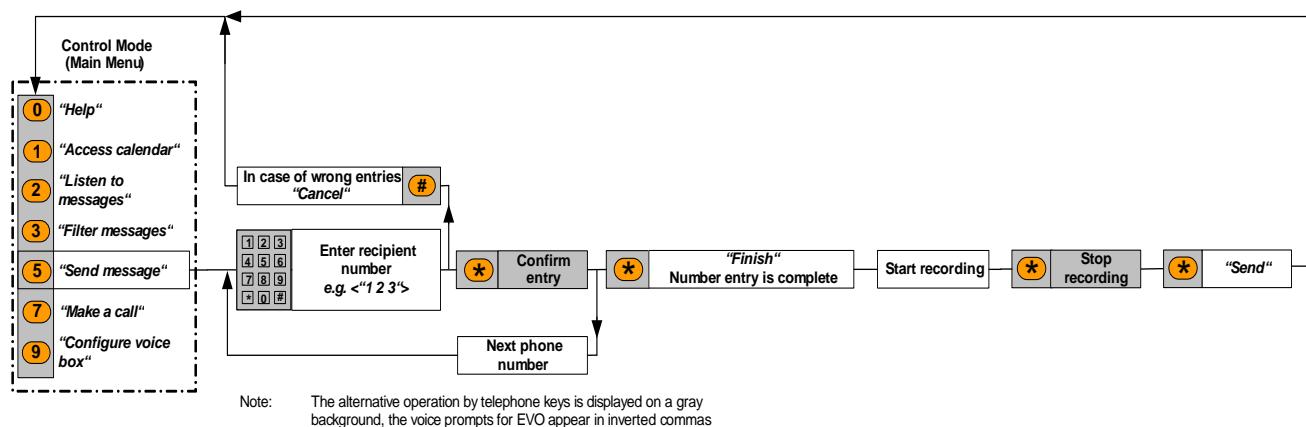
Voicemail is a message service mostly used when no e-mail client is available for sending an e-mail to a recipient. A telephone is sufficient for sending voice mails.

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 *Evo* Control Mode. How to reach the Control Mode is described in [Section 2.1, “Accessing the Control Mode”, on page 32](#).

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 say **"Send message"**.
The prompt: "Recipient?" prompts you to enter the recipient's voice mailbox number.
2. Enter the number of the recipient's mailbox.

NOTE: You can address the voice mail to further recipients. After the prompt: *Next recipient?* enter the number of another recipient mailbox.

Operating Evo (Fast Approach)

Listening and replying to a received Voice Mail

3. Complete the phone number entry by saying the command “**Finish**”.
After the greeting: “*Record your message after the tone*”, wait for the tone and start recording.
4. Stop the recording by taking a longer break.
The system will then realize that you want to pause or have finished recording. The prompt: “*Recording paused – How would you like to edit the message?*” follows.

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 3.1.4.3, “Recording and Sending a New Message”, on page 57](#).

5. Send your message by saying the command “**Send**”.

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 *Evo*.

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

What do I do...

- ...if I have misdialed while entering the voice mailbox number?
Say “**Cancel**”. You return to the Control Mode and can repeat the voice mailbox entry after saying “**Send message**”.
- ...if I “get lost” in the menu?
Say “**Cancel**”. In most cases you return to the main menu. In a few cases you may have to say this command 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:

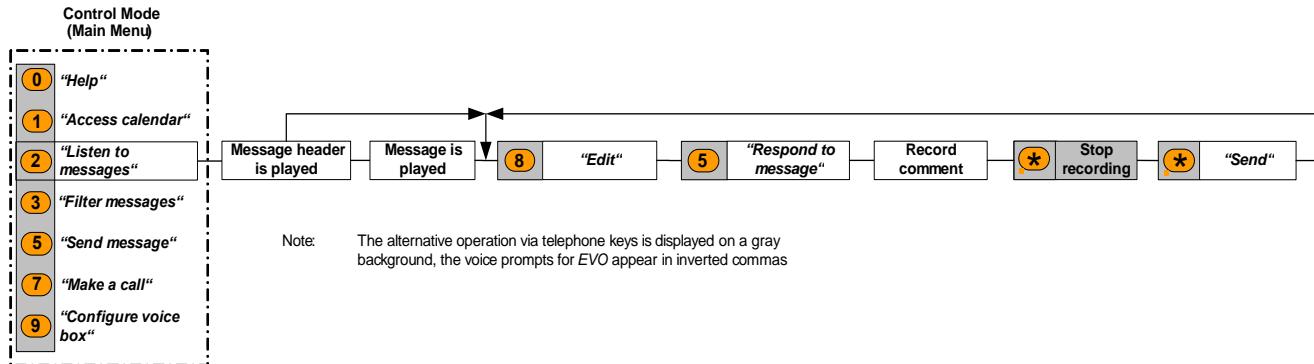
- listen to voicemails, reply to them and forward them.
- have e-mails read out (optional, if text-to-speech is installed) and forward them.
- forward fax messages (for example to a fax printer).

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 3.1.4.1, “Operation During Message Header Playback”, on page 51](#) or in [Section 3.1.4.1, “Operation During Message Playback”, on page 52](#).

Requirements

You must be in the main menu of the *Evo Control Mode*. How to reach the Control Mode is described in [Section 2.1, “Accessing the Control Mode”, on page 32](#).

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 say the “**Listen to messages**” command. The first unread message is immediately put out, starting with the message header.
2. Say “**Edit**” to invoke the operating options. You branch to the menu for editing the currently played message.

NOTE: You can already say the “**Edit**” command to invoke the operating options while the message header is put out.

3. Say “**Respond to message**”. You hear the prompt: “Record your message after the tone”. Speak your comment after the tone.

Operating Evo (Fast Approach)

Recording one's Name

4. Stop the recording by taking a longer break.

The system will then realize that you want to pause or have finished recording. The prompt: *“Recording paused – How would you like to edit the message?”* follows.

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 3.1.4.3, “Recording and Sending a New Message”, on page 57](#).

5. Say “**Send**” to send the message.

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, say “**Cancel**” in the **operating options** menu branch to return to the main menu. You can then continue working with *Evo*.

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

What do I do...

- ...if I “get lost” in the menu?

Say “**Cancel**”. In most cases you return to the main menu. In a few cases you may have to say this command 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.

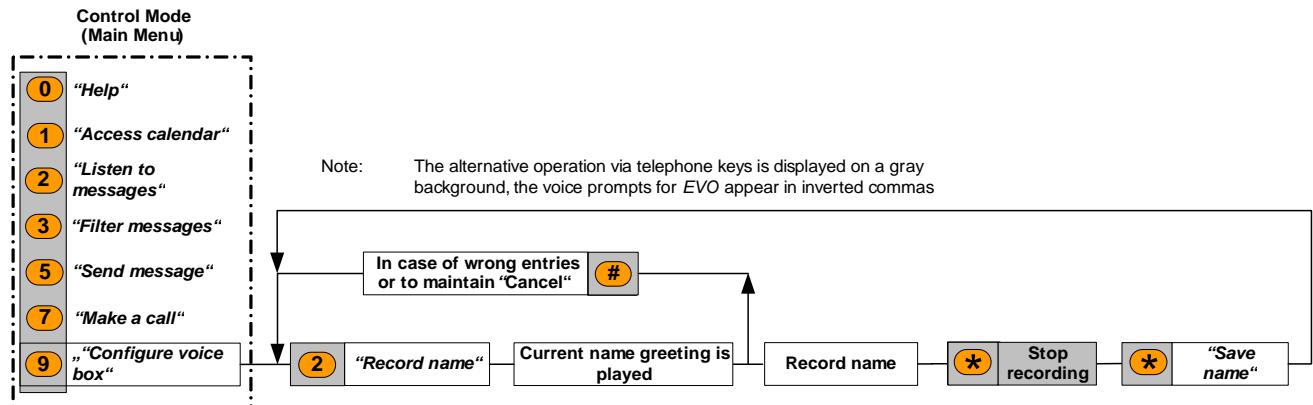
The name recording is played in the system for different purposes. For example, to inform the subscribers who call your mailbox that they have dialed the correct number. Or when you receive a voicemail, the recorded originator name is announced as useful message header information during the message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

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

Requirements

You must be in the main menu of the *Evo* Control Mode. How to reach the Control Mode is described in [Section 2.1, “Accessing the Control Mode”, on page 32](#).

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 say "**Configure voice mailbox**". You hear a list of this menu's function options.
2. Say "**Record name**". If available, the name currently used by the system is played. You hear the prompts: "*Record your name after the tone*". Speak your name after the tone.
3. Stop the recording by taking a longer break. The system will then realize that you want to pause or have finished recording. The prompt: "*Recording paused – How would you like to edit the message?*" follows.

NOTE: After you have finished recording you have further operating options before the recording is saved. For example, you can listen to the message again or resume the recording. You find more information on these functions in [Section 3.1.4.7, "Record the individual name", on page 68](#).

4. You receive the prompt: "*How would you like to edit the name?*"

5. Copy the new name recording by saying "**Save name**".

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

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

You are then automatically taken to the **voice mailbox configuration** menu branch for performing further editings.

Operating Evo (Fast Approach)

Recording one's Name

If you want to finish editing the voice mailbox settings, say “***Cancel***” in the **voice mailbox configuration** menu branch to return to the main menu. You can then continue working with *Evo*.

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

What do I do...

- ...if I “get lost” in the menu?
Say “***Cancel***”. In most cases you return to the main menu. In a few cases you may have to say this command 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 greeting currently used in the system has been played, say “***Cancel***”. The recording is maintained and you return to the **voice mailbox configuration** menu.
- ...if I want to check my name recording?
After you have finished recording you can say “***Listen to greeting***” to play the recording. Thereafter you can decide whether to use the recording (command “***Continue***”) or rather start a rerecording (command: “***Rerecord***”).

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.

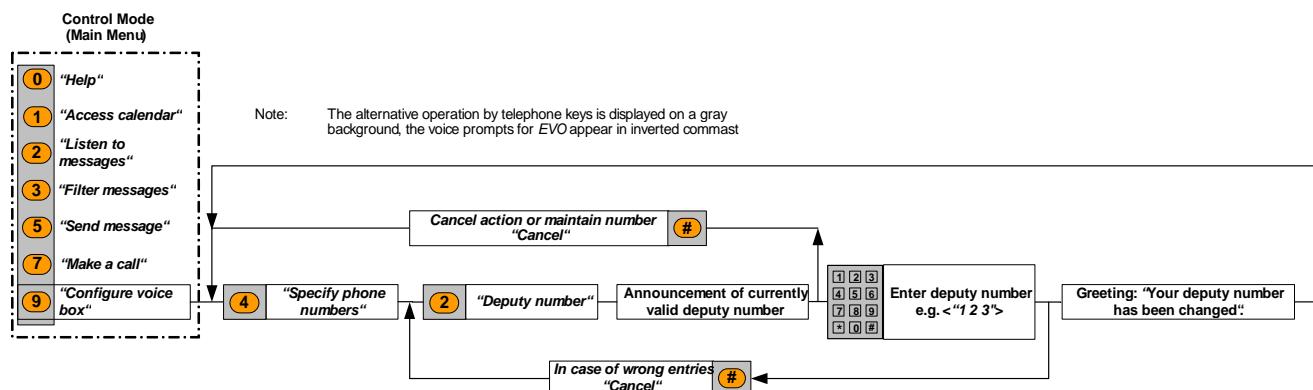
The message assistant is a menu that starts when you access a foreign mailbox via the Answering Mode to leave a message there.

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 *Evo Control Mode*. How to reach the Control Mode is described in [Section 2.1, “Accessing the Control Mode”, on page 32](#).

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 say “**Configure voice mailbox**”.
You hear a list of this menu's function options.
2. Say “**Specify phone number**”.
3. Say “**Deputy number**”.
If available, the deputy number currently used by the system is played.
Subsequently, enter a deputy number after the greeting: “**Deputy number?**”.
4. Enter the deputy number.

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

You are then automatically taken to the **voice mailbox configuration** menu branch to enter further phone numbers.

Operating Evo (Fast Approach)

Defining a Deputy Number

If you want to finish editing the voice mailbox settings, say “**Cancel**” in the **voice mailbox configuration** menu branch to return to the main menu. You can then continue working with *Evo*.

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

What do I do...

- ...if I “get lost” in the menu?
Say “**Cancel**”. In most cases you return to the main menu. In a few cases you may have to say this command 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, say “**Cancel**”. The number is retained and you return to the menu for entering phone numbers, so that you can then specify/modify further phone numbers.
- ...if I have made a mistake while entering the deputy number?
After entering the phone number say “**Cancel**”. You are then taken back to the menu for setting the deputy number (prompt: “*Deputy number?*”) and can re-enter the deputy number.

3 Operating *Evo* (Command Reference)

3.1 The Control Mode Features

You can use your own voice mailbox in Control Mode by speaking the service access number, then the box number or the user name, and then the PIN. In case of doubt, contact your system administrator concerning the service access number. When you use your mailbox for the first time, you have received a default PIN by your administrator. For your data security, you are forced to immediately change this PIN during the first login to the system (see [Section 3.1.4.7, “Change PIN”, on page 69](#)). It does not matter from where you call to access your mailbox. After a successful completion of the logon procedure you can use your mailbox without restriction.

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. With fax messages only the associated message header is put out. However, message options can be fully used here. For example, the fax message can be put out at a fax device via **Forward**.
 - 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.
- Be directly connected to another subscriber or to the operator.
- Access calendar data in an Exchange/Outlook or Lotus Notes environment.
- Change your mailbox options:
 - Record a greeting and activate it.
 - Record your name, which then appears as originator information for the recipient in the message header.
 - Enter telephone numbers (cellphone number, deputy number and additional phone number)
 - Define trusted numbers (maximum of three)
 - Change the individual PIN for telephone access.

- Set the sensitivity of the speech entries in *Evo*.

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 1.8.6.1, “Standard Key Allocation”, on page 22](#).

3.1.1 Main Menu Functions Overview

The following overview lists all commands that you can invoke from the main menu in the scope of the “*What would you like to do*” function selection. In the **Section** column you can see where to find the detailed description of the respective function in this manual:

Function	Speech entry/Key
<p>Retrieving calendar data in Exchange/Outlook or Lotus Notes environments. See Section 3.1.4.5, “Accessing Calendar Data in an Exchange/Outlook or Lotus Notes Environment.”, on page 60.</p>	<p>“Access calendar” 1</p>
<p>Listening to received, unread messages.  WebAssistant Read messages are displayed depending on the filter settings. Which messages are considered (filtering) and the output sequence (sorting) must be configured by the user. Use the <i>Evo</i> feature “Filter messages” or the Web Assistant for this purpose. See Section 3.1.4.1, “Listen to Messages”, on page 50.</p>	<p>“Listen to messages” 2</p>
<p>Change settings for display of incoming messages. See Section 3.1.4.6, “Filtering Messages”, on page 64.</p>	<p>“Filter messages” 3</p>
<p>Record new voice mail and transmit it. See Section 3.1.4.3, “Recording and Sending a New Message”, on page 57.</p>	<p>“Send message” 5</p>
<p>Connect to an arbitrary subscriber. See Section 3.1.4.4, “Calling another Subscriber from the Main Menu”, on page 59.</p>	<p>“Contact party” 7</p>
<ul style="list-style-type: none"> Set the mailbox options. Via this, the following features can be configured: Record greeting Record the individual name. Change PIN Enter phone numbers or cellphone numbers Define deputy Define three trusted numbers Set sensitivity for speech entries  WebAssistant Some of these features can also be set via the <i>Web Assistant</i> . See Section 3.1.4.7, “Configuring the Voice Mailbox”, on page 66.	<p>“Configure voice mailbox” 9</p>
<p>Activating detailed help greetings in the main menu. See Section 1.8.3.3, “Requesting Help”, on page 17.</p>	<p>“Help” 0</p>

3.1.2 Dialing the individual Voice Mailbox

You can dial your own voice mailbox from your own telephone and from any other internal or external telephone of your choice. When you call your voice mailbox via the public telephone network, first dial the outside line number 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.

NOTE: When you log on to the system for the first time, you access the mailbox as described in [Section 1.8.6.4, “Initial Logon to the System”, on page 25](#).

Function	Speech entry/Key
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 voice mailbox number.	
After the greeting “ <i>Welcome to the Evo voice system</i> ” “ <i>Name or voice mailbox number</i> ”.	
Entering your voice mailbox number is possible in different ways: <ul style="list-style-type: none"> Speaking the numeric voice mailbox number. Therefore either pronounce the digits separately (example 1-2-3-4-5) or the complete number (example: twelve thousand three hundred forty-five). Subsequently, your entry may be repeated by the system if the recognition rate is below a certain level: “<i>Is the voice mailbox number x-y-z correct</i>”. Confirm with “yes” or “Confirmation”. If this feature is configured and you call from your own telephone, say “use own” alternatively “calling number”. If you would like to use name dialing: By speaking “Enter name” or “Name entry” or “Name” change to this function type and enter the user name via vanity number. See Section 1.8.6.6, “Name Dialing”, on page 27. If configured, via saying the user name. Specify the last name first. 	<p><“Voice mailbox number”></p> <p>or</p> <p>“use own” alternatively “calling number” or for name dialing “Enter name”</p>   <p>or</p> <p><“User Name”></p>
If the voice mailbox number is entered incorrectly, your voice mailbox selection is reset by these commands. After the system greeting “ <i>Input cleared</i> ”, you are back in the menu branch for entering the voice mailbox number where you can repeat it.	<p>“Cancel” or “back”</p>   
A greeting (“ <i>PIN</i> ”) then prompts you to enter your PIN.	

Function	Speech entry/Key
Speaking the numeric PIN. Therefore either pronounce the digits separately (example 1-2-3-4-5) or the complete number (example: twelve thousand three hundred forty-five).	<“PIN”>  *
If the PIN has been entered correctly, you are connected to the entered voice mailbox. If the PIN is entered wrongly, you will receive the greeting “ <i>Invalid login</i> ” by the system and must repeat the login procedure with entering the voice mailbox number. Note: Depending on the default system parameters for voice mail, your voice mailbox could be locked after a certain number of failed logins. The lockup can only be released by the system administrator.	

IMPORTANT: Speaking the PIN is not save as somebody near you may overhear it. On the telephone display the PIN is shown as encrypted entry (****). To avoid that someone near you overhears your speaking the PIN, you should enter the PIN via telephone keys.

3.1.3 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 own voice mailbox number and PIN. Logging on to the Control Mode can initiate two different starting scenarios:

- 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".

Subsequently you hear the greeting: "Main menu – what would you like to do?"

In addition to the other features provided in the menu, you may start message playback at once by speaking "**Listen to messages**". The unread messages are put out first, then follow the read ones.

The playback depends on the voice mailbox settings you have made (filtering). If you use the original system settings, the messages will be played in the following order: unread messages sorted by time of arrival (latest message first).

NOTE: 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 in the bottom section of the **Voice mail settings** page under **Additional options**.

By saying "**Cancel**" you can cancel the playback at all times and return to the main menu for selecting another feature.

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

Subsequently you hear the greeting: "Main menu – what would you like to do?"

If you would like to start playing back the messages you have already read, you can do this by saying “***Listen to messages***”. Depending on the message filter currently active, the respective messages will be played. Via the speech entry “***Filter messages***” you can enter the filter settings for the current session in the main menu. See [Section 3.1.4.6, “Filtering Messages”](#), on page 64.

Here you can also cancel the playback at all times by saying “***Cancel***”. You will then automatically 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 transmitted first. It contains information concerning the number of new messages, the status (read or unread), the type of message (voice or e-mail message etc.), the originator and the time of arrival. Subsequently, the subject and the associated message (body) is put out. After you have listened to all messages, you are automatically taken back to the main menu after the last message has been played and you can then perform further operations.

3.1.4 General Operation in Control Mode

3.1.4.1 Listen to Messages

You reach this submenu by saying "***Listen to messages***" in the main menu.

Function	Speech entry/Key
<p>Listening to received, new or already read messages. Depending on the setting of your standard filter you may have to change the filtering for the playback of certain messages beforehand. See Section 3.1.3, "Selection Options in the Control Mode Main Menu", on page 48.</p> <p> WebAssistant The output sequence (sorting according to urgency, service and time) and service selection (filtering according to message type) can be configured by the user. The corresponding settings are performed in the Web Assistant under Voice mail system settings.</p>	<p><i>Listen to messages</i></p> <p>2</p>

After you have spoken the command, playback of the message header is started immediately; then playback of the message text follows if you do not select any editing feature.

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	Speech entry/Key
Cancel the message header output and directly initiate the subject and message text playback.	“Content” <input type="button" value="2"/>
To skip to the previous message: Output is continued with the message header of the previous message.	“Previous” <input type="button" value="1"/>
Skip to the next message. Output is continued with the message header of the next message.	“Next” <input type="button" value="3"/>
Delete a message the header of which is being played:	“Delete” <input type="button" value="9"/>
Skip to the end of the message currently put out and branch to the menu with the function options for this message. After this action has been provoked, the same features can be called as described before for playback of the message header. See Section 3.1.4.2, “Operating Options during Message Header or Message Playback”, on page 52 .	“Edit” <input type="button" value="8"/>
Further features while the message header is played	
Cancel message playback and return to the main menu:	“Cancel” <input type="button" value="#"/>
Request detailed help on the functions available during message header playback:	“Help” <input type="button" value="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	Speech entry/Key
Restart message playback inclusive message header:	“ Listen again ” 2
To skip to the previous message:	“ Previous ” 1
Skip to the next message.	“ Next ” 3
Stop/start message playback (pause function):	“ Pause ” 5
Rewind eight seconds during the playback.	“ Rewind ” 4
Forward eight seconds during the playback.	“ Forward ” 6
Delete the message just given out:	“ Delete ” 9
Skip to the end of the message currently put out and branch to the menu with the function options for this message. After this action has been provoked, the same features can be called as described before for playback of the message header. See Section 3.1.4.2, “Operating Options during Message Header or Message Playback”, on page 52 .	“ Edit ” 8
Further features while the message is played	
Cancel message playback and return to the main menu:	“ Cancel ” #
Request detailed help on the functions available during the message body output.	“ Help ” 0

3.1.4.2 Operating Options during Message Header or Message Playback

While the message header or the message is played, you can edit the message. After you have given the vocal command “**Edit**”, you hear the editing options for the message currently played. The following features are available:

Function	Speech entry/Key
Reply to message immediately Subsequently, you are prompted to record the reply text after the tone.	" Respond to message " 5
Finish recording the reply by pressing the star key. The recording can be complemented by speaking " Continue " if required.	*
Send reply. Alternatively the message is transmitted if you clear the connection to <i>Evo</i> by putting down the phone. Push the star key.	" Send message " *
Play reply (to review). Subsequently you can listen to the text you have recorded.	" Listen to message " 2
Continue recording (pause function):	" Continue " 5
<p>Label this message as "urgent", "confidential" or "urgent and confidential".</p> <p>Note: Messages labeled as urgent cannot be forwarded by the recipient.</p> <p>Annotation: Outgoing messages can only be labeled as "urgent" and "confidential" 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.</p> <p> WebAssistant For <i>Evo</i>, you set whether messages sent to you may be labeled as "urgent" and/or "confidential" in the Web Assistant. Switch to the Voice mail system settings screen to reach the Caller options. Set the options:</p> <p>Callers can leave urgent messages and/or Callers can leave confidential messages</p>	" Urgent ", " Confidential " or " Urgent and confidential " 8
Dismiss the current recording and start a new one.	" Record again " 4
Cancel reply recording and return to the menu that contains the function options for this message.	" Cancel " #
Request detailed help on the functions that can be performed after recording a reply.	" Help " 0
Further operation options (after saying " Edit " during message playback)	
Switch to the menu for mail attachment playback. First you are informed about the number of attachments to the message. Then the attachments are played in succession. Note: This option is only available if the message includes an attachment that can be played.	" Listen to attachments " 6

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Function	Speech entry/Key
While the attachment(s) is/are played:	
Play the previous attachment.	" Previous attachment " 
Play current attachment again.	" Same attachment " 
Play the next attachment.	" Next attachment " 
Rewind attachment during playback.	" Rewind " 
Interrupt/continue playback.	" Pause/Continue " 
Forward attachment during playback.	" Forward " 
Cancel playback and return to the main menu.	" Cancel " 
Further operation options (after saying " Edit " during message playback).	
Forward current message to other subscribers. In doing so it is possible to attach a comment to a voice mail: 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.	" Forward message " 
Saying recipient phone number. After saying the first phone number you are prompted as to whether you want to address (dial) further subscribers. Prompt: " <i>Recipient added - Next recipient?</i> " to transmit the message also to this recipient. Simply repeat the previously described procedure with the corresponding phone numbers.	<" Phone number "> 
Finish entering a calling number: Subsequently, you are prompted to record the comment after the tone.	" End " 
If required	
To correct a wrong phone number entry: After the confirmation prompt as to whether the entered phone number is correct, say " no " or " cancel ". You are then taken back to the menu item where you enter phone numbers.	" Cancel " 
After recording, the following functions are available:	

Function	Speech entry/Key
To finish comment recording (pause): Push the star key. The recording can be complemented by speaking " Continue " if required.	<input type="checkbox"/> *
Send a message with comment	" Send message " <input type="checkbox"/> *
Play the comment (to review).	" Listen to message " <input type="checkbox"/> 2
Continue comment recording after a break:	" Continue " <input type="checkbox"/> 5
<p>Label this message as "urgent", "confidential" or "urgent and confidential".</p> <p>Note: Messages labeled as urgent cannot be forwarded by the recipient.</p> <p>Annotation: Outgoing messages can only be labeled as "urgent" and "confidential" 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.</p> <p> WebAssistant For Evo, you set whether messages sent to you may be labeled as "urgent" and/or "confidential" in the Web Assistant. Switch to the Voice mail system settings screen to reach the Caller options. Set the options:</p> <p>Callers can leave urgent messages and/or Callers can leave confidential messages</p>	<input type="checkbox"/> "Urgent", <input type="checkbox"/> "Confidential" or <input type="checkbox"/> "Urgent and confidential" <input type="checkbox"/> 8
Dismiss the current comment recording and start a new one:	" Record again " <input type="checkbox"/> 4
Cancel recording a comment and return to the menu that contains the function options for this message:	" Cancel " <input type="checkbox"/> #
Request detailed help on the functions available after comment recording:	" Help " <input type="checkbox"/> 0
Additional operating options	
Restart message playback:	" Listen again " <input type="checkbox"/> 2
Continue playback with the message previously played:	" Previous message " <input type="checkbox"/> 1
Continue playback with the next message:	" Next message " <input type="checkbox"/> 3

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Function	Speech entry/Key
Delete the current message and continue playback with the next message:	“Delete” <input type="button" value="9"/>
Call sender back directly.	“Call sender” <input type="button" value="7"/>
Cancel the procedure and return to the main menu:	“Cancel” <input type="button" value="#"/>
Request detailed help on the additional operating options:	“Help” <input type="button" value="0"/>

3.1.4.3 Recording and Sending a New Message

You can send a voice message to an arbitrary 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 are available to all users in the system for addressing.
- Private groups
These are defined and used exclusively by yourself.



Private groups are created and edited in the *Web Assistant* on the **Groups** page.

NOTE: When you define a new private group, named e.g. **Prospective customers**, a code number (for example 001) must be assigned to this group after opening it with a double-click. Then you can specify the code number next to **Alternate list address**: so that the group can be addressed via the telephone keys.

You reach this submenu by saying “**Send message**” in the main menu.

Function	Speech entry/Key
Record and send a new message. Note: this message 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.	“ Send message ” <input type="checkbox"/> 5

After you have spoken the “**Send message**” command, you hear the prompt: “*Message recipient?*”, upon which you can immediately enter the phone number(s) for the recipient voice mailbox(es), or a group code number. Thereafter the following operating options are available:

Function	Speech entry/Key
Enter the voice box number or group code number. After the system has confirmed the entry, you are asked whether you would like to address further subscribers “ <i>Next recipient?</i> ” to send them the message as well. Simply repeat the previously described procedure with the corresponding phone numbers.	<“ Extension ”>
If required	
To correct a wrong phone number entry: After the phone number entry or confirmation prompt, say whether the entered phone number is correct: “ no ” or “ cancel ”. You are then taken back to the menu item where you enter phone numbers.	“ Cancel ” <input type="checkbox"/> #

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The Control Mode Features

Function	Speech entry/Key
Complete phone number entering. Subsequently you are prompted to record the text after the tone.	“ End ” 
To finish recording a message (pause): Push the star key. The recording can be complemented by speaking “ Continue ” if required. The prompt: “ <i>How would you like to edit the message?</i> ” is played.	
Send a message. Further functions now selectable are identical with those described under Section 3.1.4.2, “After recording, the following functions are available:”, on page 54.	“ Send message ” 

3.1.4.4 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. You reach this submenu by saying "**Make a call**" in the main menu.

Function	Speech entry/Key
Establish a telephone connection to another subscriber.	" Contact party " 

After you have entered the "**Call subscriber**" command, the system issues the prompt: "*Number to contact?*". aus. You can directly go to entering the phone number.

Function	Speech entry/Key
Enter phone number. Subsequently the connection is set up. Note: If the phone number is entered via telephone keys, you must confirm your entry with the star key.	<" Extension "> 
The following operation options are given alternatively to entering phone numbers:	
Cancel the procedure and return to the main menu:	" Cancel " 

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

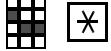
Via this menu option you can have your calendar entries announced from Outlook or Lotus Notes. You reach this submenu by saying “**Access calendar**” after you were asked “*What would you like to do*” in the main menu.

Function	Speech entry/Key
Play calendar data. Note: Calendar data can only be put out in an Exchange/Outlook or Lotus Notes environment.	“ Access calendar ” 1

After you have entered the “**Access calendar**” command, the system emits the prompt: “*Search appointments or cancel?*” Now you can have the appointments of today put out or search for appointments on any days.

You can give the following voice commands for playing calendar entries:

Function	Speech entry/Key
Have appointments played. After the voice command: “ Search appointments ” the system will announce all due appointments of the current day. Example: A user has entered in his/her calendar the following appointments for the current day: 1.) 9:00 to 10:00 2.) 14:00 to 15:00 3.) 16:00 to 16:30 At 13:00 he/she retrieves his/her calendar entries via <i>Evo</i> . The system will then only announce the appointments 2.) and 3.). Subsequently, the appointments already elapsed are announced. After the system prompt: “ <i>Search for appointments on which day?</i> ” you can search for appointment entries associated to a specific date. Enter the date for which you desire the appointment output.	“ Search appointments ” 5
Play today's appointments. First you are informed about the total number of appointments on the current day. Then follows the output of today's appointments still due in chronological order. Subsequently, the appointments that already elapsed today are announced.	“ Search appointments for today ”
Play tomorrow's appointments. First you are informed about the total number of tomorrow's appointments. Then follows the output of tomorrow's appointments still due in chronological order.	“ Search appointments for tomorrow ”
Play the day after tomorrow's appointments. First you are informed about the total number of appointments on the day after tomorrow. Then follows the output of the appointments still due on the day after tomorrow in chronological order.	“ Search appointments for the day after tomorrow ”

Function	Speech entry/Key
Play the appointments of any date. Speak the date rapidly and clearly according to the opposite sample. Subsequently you hear the entire number of appointments of the date you have specified. Then follows the output of the appointments still due in chronological order.	<“ Date ”> For example: “ June 28th 2006 ” or “ 28.06.2006 ”
In case of entering the date via telephone keypad.	
First enter the year. The entry format for the year is four-digit (e. g. 2006).	Enter year  *
Then specify the month. The format for entering the month is two-digit (e. g. 06 for June of the selected year).	Enter month  *
Now enter the day. The format for entering the day is two-digit (e. g. 28 for the 28th of the selected month). Subsequently you hear the entire number of appointments of the date you have specified. Then follows the output of the appointments still due in chronological order.	Enter day  *
If you want to cancel the process.	
Cancel the procedure and return to the main menu:	“ Cancel ”  #
Operating options while the appointment header is played	
Switch from the currently played appointment to the previous one.	“ Previous appointment ”  1
Stop playing the appointment header and skip directly to the message body of the calendar entry:	“ Content ”  2
Switch from the currently played appointment to the next one.	“ Next appointment ”  3
Switch from the currently played appointment to the first appointment of the output sequence.	“ First appointment ”  4
Switch from the currently played appointment to the last appointment of the output sequence.	“ Last appointment ”  6
Change acceptance state for a meeting. Note: This feature is only offered if the announced calendar entry is an invitation for a meeting and the acceptance state has already been set.	“ Change acceptance state ”  8
Cancel process and return to the main menu.	“ Cancel ”  #

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Function	Speech entry/Key
If the announced appointment is an invitation for a meeting, you will first be asked whether you want to change the acceptance state. 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 you have set the acceptance state you can change it by repeating the calendar data output and speaking " Change acceptance state " during the appointment header output. You can also push key 8 in this menu for this purpose.	
Accept meeting.	" Accept " 1
Accept meeting tentatively.	" Tentatively accept " 2
Decline meeting.	" Decline " 3
Do not change acceptance state.	" Cancel " #
After you have set the acceptance state you can record a voice comment and send it to the inviting subscriber:	
Record voice comment and send it to the inviting subscriber. Note: In doing so you can use the features you know from recording a voice mail.	" Add voice comment " 5
Do not record a comment. You will then be automatically taken to the meeting-subject output and to the invitation message body.	" Cancel " #
Operating options while the message body is played:	
Switch from the currently played appointment to the previous one.	" Previous appointment " 1
Stop playing the message body and restart playing the appointment inclusive appointment header.	" Listen again " 2
Switch from the currently played appointment to the next one.	" Next appointment " 3
Switch from the currently played appointment to the first appointment of the output sequence.	" First appointment " 4

Function	Speech entry/Key
Switch from the currently played appointment to the last appointment of the output sequence.	“Last appointment” 6
Cancel process and return to the main menu.	“Cancel” #

3.1.4.6 “Filtering Messages”

The message playback depends on the voice box settings you have made (filtering). If you use the original system settings, the messages will be played in the following order: unread messages sorted by incoming time (latest message first).

NOTE: You can customize the message filtering settings in the *Web Assistant* under “Voice mail system settings”.



WebAssistant

Via the speech entry “**Filter messages**” you can change the filter settings for the current session in the main menu.

Function	Speech entry/Key
Change settings for display of incoming messages.	“ Filter messages ” 3

You will then be prompted to specify the messages you would like to listen to. The following possibilities are available for filtering during the message playback:

Function	Speech entry/Key
Play all messages.	“ All messages ” 1
Play all new messages.	“ All new messages ” alternatively: “ All new ” or “ new messages ” 2
Play all voice mails.	“ All voice messages ” 3
Play all new voice messages.	“ New voice messages ” 4
Play all fax messages.	“ All fax messages ” 5
Play all new fax messages.	“ New fax messages ” 6
Play all e-mails.	“ All e-mails ” 7

Function	Speech entry/Key
Play all new e-mails.	" New e-mails " 
Combinations of the previously mentioned commands. Therefore link the commands with and .	Example: " All voice messages and new e-mails "
Select the standard filter.	" Standard filter " 
Cancel the procedure and return to the main menu.	" Cancel " 

3.1.4.7 Configuring the Voice Mailbox

Furthermore, a feature is available via which you can perform some basic settings for your voice box. You will come to this feature by saying “**Configure voice box**” in the main menu. The following options can be set:

- Recording a welcome greeting.
- Recording a name greeting.
- Changing the PIN.
- Definition of phone numbers.
For example: the trusted numbers and the phone numbers the message assistant offers you for establishing a connection (the deputy number, a mobility number and a further, additional number).
- Setting the speech recognition sensitivity for *Evo*.

NOTE: The features listed above can also be set with the help of the *Web Assistant* (except the definition of the cellphone number, the additional phone number and the sensitivity setting).



WebAssistant

You reach this submenu by saying “**Configure voice box**” in the main menu.

Function	Speech entry/Key
Setting the voice box features. System prompt “ <i>What would you like to configure</i> ”.	“ Configure voice mailbox ” 9

After you have entered a command you can choose from the following functions:

- Record greetings.
- Record the individual name.
- Change PIN
- Enter phone numbers.
- Increase or decrease sensitivity.

Record greeting

The greeting recorded here is played if another user calls your voice box.

Function	Speech entry/Key
Recording a new welcome greeting.  WebAssistant The greetings can also be created via the <i>Web Assistant</i> . See the Recordings configuration page there.	"Record greeting" <input type="checkbox"/> 1
Subsequently, you first hear the currently active welcome greeting. Afterwards, recording of the greeting is automatically started. A greeting prompts you to record the greeting text after the tone.	
Stop recording the welcome greeting (pause): Push the star key. The recording can be complemented by speaking " Continue " if required. Afterwards the system prompt " <i>How would you like to edit the greeting?</i> " follows.	 <input type="checkbox"/> *
Copy new greeting: System greeting: " <i>Your new greeting has been saved</i> ".	"Save greeting" <input type="checkbox"/> *
Play the welcome greeting (to review).	"Listen to greeting" <input type="checkbox"/> 2
Continue welcome greeting recording after a break:	"Continue" <input type="checkbox"/> 5
Dismiss the current welcome greeting and start recording a new one:	"Record again" <input type="checkbox"/> 4
Cancel welcome greeting recording and return to the configuration menu: System greeting: " <i>Your greeting will be kept!</i> ".	"Cancel" <input type="checkbox"/> #
Request detailed help on the functions for recording the welcome greeting:	"Help" <input type="checkbox"/> 0

Record the individual name

The name greeting entered here is inserted as default greeting when a voice box is addressed and as originator information in the message header. Thus this information can be played when the message is requested. Example: “Voice message of **John Q. Public**”.

Function	Speech entry/Key
<p>Branch to the menu for recording the individual name. Your current name recording is immediately played.  The greetings can also be created via the <i>Web Assistant</i>. See the Recordings screen there. <small>WebAssistant</small></p>	<p>“Record name”</p> <p><input type="text" value="2"/></p>
<p>Subsequently, you first hear the currently active name greeting. Afterwards, recording of the name greeting is automatically started. A greeting prompts you to record the name after the tone.</p>	
<p>Stop recording the name greeting (pause): Push the star key. The recording can be complemented by speaking “Continue” if required. Afterwards the system prompt “<i>How would you like to edit the name?</i>” follows.</p>	<p><input type="text" value="*"/></p>
<p>Copy new greeting: System greeting: “<i>Your new name has been saved!</i>”.</p>	<p>“Save greeting”</p> <p><input type="text" value="*"/></p>
<p>Play the name greeting (to review).</p>	<p>“Listen to greeting”</p> <p><input type="text" value="2"/></p>
<p>Continue name greeting recording after a break:</p>	<p>“Continue”</p> <p><input type="text" value="5"/></p>
<p>Dismiss the current name greeting and start recording a new one:</p>	<p>“Record again”</p> <p><input type="text" value="4"/></p>
<p>Cancel name greeting recording and return to the configuration menu:</p>	<p>“Cancel”</p> <p><input type="text" value="#"/></p>
<p>Request detailed help on the functions for recording the name greeting:</p>	<p>“Help”</p> <p><input type="text" value="0"/></p>

Change PIN

For security reasons, logging in at the *Evo* voice menu (login procedure) usually requires the entry of a PIN. The single exception is the access via a trusted number. For this purpose the system administrator assigns you a PIN that enables first access to *Evo*. You must change this PIN during the first login at any rate. The PIN 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 use the *Web Assistant* to change the PIN: access in there the **Voice mail system settings** page to reach the **Change PIN** option.

Function	Speech entry/Key
The prompt "New PIN?" prompts you to say your new PIN.	" Change PIN " 
Say the new PIN.	< " PIN "> 
Complete entering the new PIN with the star key.	
In case of wrong PIN input:	
Delete the PIN entry. You are then prompted to say the PIN again.	" Cancel " 
Otherwise: The system now prompts you to confirm your PIN by entering it again - prompt: " <i>Confirm PIN</i> ".	
Say the new PIN again.	< " PIN "> 
Complete re-entering the new PIN with the star key. The system accepts your PIN modification with the greeting: " <i>Your PIN has been changed</i> ".	
Cancel the procedure and return to the configuration menu.	" Cancel " 

Enter phone numbers

It is useful to define phone numbers for two *Evo* operating modes:

- The message assistant provides these numbers for a call to your voice box in the Answering Machine Mode, so that a caller can establish a direct telephone connection to you, your deputy or the operator.
- Defining the trusted numbers. See [Section 3.1.4.7, “Enter trusted number”, on page 72](#).

Function	Speech entry/Key
<p>Here you branch to the menu for defining the phone numbers that can be dialed when the message assistant is invoked.</p> <p> You can also modify the deputy number, your mobility number as well as the trusted number via the <i>Web Assistant</i> erfolgen.</p>	<p>“Enter phone number”</p> <p></p>
<p>The system now asks: “<i>Which number would you like to enter?</i>”.</p>	
<p>Select the storage location for the mobility number.</p> <p>The currently stored mobility number is announced.</p> <p>Note: This mobility number can be entered or edited in the <i>Web Assistant</i> on the Voice mail system page under Mobility number in the Phone number field.</p>	<p>“Enter mobility number”</p> <p></p>
<p>Say phone number.</p>	<p><“Extension”></p> <p></p>
<p>Complete entering the new number with the star key. The system confirms you entry with the greeting “<i>Your mobility number has been changed</i>”.</p>	<p></p>
<p>Delete the currently entered phone number. The system confirms you entry with the greeting “<i>Your mobility number has been deleted</i>”.</p>	<p>“Delete”</p> <p></p>
<p>System greeting “<i>Input canceled</i>”. You are taken back to the menu for entering your phone numbers.</p>	<p>“Cancel”</p> <p></p>
<p>Select a storage location for deputy number.</p> <p>The currently stored deputy number is issued.</p>	<p>“Select deputy”</p> <p></p>
<p>Say phone number.</p>	<p><“Extension”></p> <p></p>
<p>Complete entering the new deputy number with the star key. The system confirms your entry with the greeting “<i>Your deputy number has been changed</i>”.</p>	<p></p>
<p>Delete the currently entered phone number. Greeting “<i>Your deputy number has been deleted</i>”.</p>	<p>“Delete”</p> <p></p>
<p>System greeting “<i>Input canceled</i>”. You are taken back to the menu for entering your phone numbers.</p>	<p>“Cancel”</p> <p></p>

Function	Speech entry/Key
Select a storage location for "additional number". The currently stored number is issued.	"Enter additional number"  3
Say phone number.	<" Extension "> 
Complete entering the additional number with the star key. The system confirms your entry with the greeting " <i>Your additional number has been changed</i> ".	 *
Delete the currently entered phone number. Greeting " <i>The additional number has been deleted</i> ".	"Delete"  *
System greeting " <i>Input canceled</i> ". You are taken back to the menu for entering your phone numbers.	"Cancel"  #

Enter trusted number

A “trusted number” enables the user to query his/her mailbox without identifying themselves, thus without entering a PIN. It is a specially defined phone number that rightly authorizes the caller to access their mailbox. Up to three of these terminal device numbers can be freely defined by any user. Make sure that the corresponding terminal device to be rated “trustworthy” allows calling number transmission and is configured accordingly.

IMPORTANT: Keep in mind that “trusted numbers” may lead to a security problem when they get unsealed. Everybody who knows which connection 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.



Trusted numbers can also be entered in the *Web Assistant* on the **Voice mail system settings** page. To reach this menu, change from the main menu to the voice box configuration (“**Configure voice box**”) and invoke the feature “**Specify phone numbers**”. See [Section 3.1.4.7, “Enter phone numbers”, on page 70](#).

Function	Speech entry/Key
Select storage space for first trusted number. The currently stored trusted number is issued.	“ Enter trusted number 1 ” 
Say phone number.	<“ Extension ”> 
Complete entering the trusted number with the star key. The system confirms your entry with the greeting “ <i>Your trusted number has been changed</i> ”.	
Delete the currently entered phone number. Greeting “ <i>Your trusted number has been deleted</i> ”.	“ Delete ” 
System greeting “ <i>Input canceled</i> ”. You are taken back to the menu for entering your phone numbers.	“ Cancel ” 
Refer to Enter trusted number 1.	“ Enter trusted number 2 ” 
Refer to Enter trusted number 1.	“ Enter trusted number 3 ” 

Function	Speech entry/Key
Cancel the procedure and return to the configuration menu.	“Cancel” 

Set speech recognition sensitivity

The speech recognition sensitivity can be adjusted to the individual speaking volume of the respective user. Thus e.g. users with a quieter pronunciation can ideally set *Evo* to their speaking volume.

NOTE: If the system greeting: “*Your input has not been recognized*” is played unusually often, you should increase the sensitivity on a trial basis.

The sensitivity can be set in system-defined range between “*minimum*” and “*maximum*” in 10 % steps. With the installation of *Evo*, an average value is used first (50 % or “*regular*”). After each modification of the sensitivity, the new setting is communicated via system greeting. An example for such a greeting: “*Sensitivity is 60 %*”.

To modify the sensitivity in several steps, repeat your entry until the desired value is reached.

Function	Speech entry/Key
Decreases the sensitivity by 10 %. The minimum value is 0 %. The corresponding greeting is: “ <i>Sensitivity is minimum</i> ”.	“ Lower sensitivity ” <input type="button" value="7"/>
Increases the sensitivity by 10 %. The maximum value is 100 %. The corresponding greeting is: “ <i>Sensitivity is maximum</i> ”.	“ Higher sensitivity ” <input type="button" value="9"/>
Cancel the procedure and return to the configuration menu.	“ Cancel ” <input type="button" value="#"/>

3.2 Dialing a Foreign Mailbox (Answering Machine Mode)

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 voice mailbox of an arbitrary subscriber after dialing the access number. Depending on the voice mailbox mode set by the dialed user, the message wizard offers its menu. You are then enabled to leave a message in the voice mailbox or an infobox greeting is played. This setting is made 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, the prompt: “*Recipient's name or voice mailbox number?*“ will prompt you to enter the voice box number of the desired subscriber. You can also change from here to the Control Mode of your own voice mailbox by saying “**Own voice box**”.

It is possible to dial the foreign voice 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	Speech entry/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. After dialing in, the prompt: “ <i>Recipient's name or voice mailbox number?</i> “ will prompt you to enter the desired voice box number. Alternatively to entering the voice mailbox number you can change from here to the Control Mode of your own voice box (Voice command: “ Own voice box ”).	
then	
Enter the desired voice box number.	<“ Voice box number ”>  
If you enter a wrong voice box number: You will then come to the menu to select a voice box again and can repeat your entry here.	“ Cancel ”   
Alternative to entering the foreign voice mailbox number	

Operating Evo (Command Reference)

Dialing a Foreign Mailbox (Answering Machine Mode)

Function	Speech entry/Key
Switch to the Control Mode of the individual voice mailbox.	"Own" 

If the addressed voice box is in Reply Mode (it is possible to leave a message), the welcome greeting the user has recorded starts after the voice box number has been dialed. For example, an information text could be played here, telling the caller that leaving a message is possible etc.

The following features can be performed via the message wizard (system prompt: "Leave a message or place a call?":

Function	Speech entry/Key
Record a message for the foreign mailbox: Subsequently, a greeting prompts you to start recording after the tone. Prompt: "Record your message after the tone".	"Leave message" 
Now you can use the general functions available after recording a message:	
To finish recording a message (pause): Push the star key. Note: If required, you can complement the recording by saying " Continue ", pressing the star key thus also corresponds to the break feature.	
Send a message. Alternatively the message is transmitted if you clear the connection to <i>Evo</i> by putting down the phone. Push the star key.	"Send message" 
Play recording (to review). Subsequently you can listen to the text you have recorded.	"Listen to message" 
Continue recording (pause function):	"Continue" 
Flag this message as "urgent" and/or "confidential": Remark: This option is only offered per greeting and executable when the recipient allows this for his/her messages. You can also set these options via the Web Assistant . On the Voice mail system settings page under If a caller leaves a message,he can mark it as urgent ...he can mark it as confidential the respective settings can be made.	"Urgent", "Confidential" or "Urgent and confidential" 
Dismiss the current recording and start a new one.	"Record again" 
Cancel recording and return to the menu that contains the function options for this message.	"Cancel" 

Function	Speech entry/Key
Request detailed help for the "Leave message" function.	" Help " <input type="text" value="0"/>
Alternative to recording a message: Establishing a Telephone Connection By greeting the receiving stations are named that you can now directly connect via telephone. Note: How to set the phone numbers can be found in Section 3.1.4.7, "Enter phone numbers", on page 70.	" Contact party " <input type="text" value="7"/>
To connect to the operator: 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.	" Operator " <input type="text" value="1"/>
Set up connection to deputy of this voice box. Remark: This function is only available when the voice mailbox owner has appointed a deputy.  WebAssistant A deputy can also be defined via the <i>Web Assistant (Voice mail system settings)</i> .	" Deputy " <input type="text" value="2"/>
Connect to the cell phone of the called mailbox owner. Remark: This function is only available when the voice mailbox owner has defined a cell phone number.  WebAssistant You can also enter the cellphone number via the <i>Web Assistant (Notification)</i> .	" Cellphone " <input type="text" value="3"/>
To connect to the business telephone of the mailbox owner.	" Business phone " <input type="text" value="4"/>
Call additional number. Here the phone number defined under "additional phone number" is selected.	" Additional number " <input type="text" value="5"/>
Switch to the Control Mode of the individual voice mailbox.	" Own " <input type="text" value="*"/>
Cancel process and return to message assistant menu.	" Cancel " <input type="text" value="#"/>
Request detailed help for the function "Call a party".	" Help " <input type="text" value="0"/>

If the selected voice mailbox is in Infobox Mode (you cannot leave a message then), the name greeting 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:

Operating Evo (Command Reference)

Answering Mode with recording a Message only

Function	Speech entry/Key
Establish a telephone connection to one of the provided OADs. By greeting the OADs are named that you can now directly connect via telephone. How to set phone numbers is described in Section 3.1.4.7, "Enter phone numbers", on page 70.	"Make a call" <input type="checkbox"/> 7
To connect to the operator: 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.	"Operator" <input type="checkbox"/> 1
Set up connection to deputy of this voice box. Remark: This function is only available when the voice mailbox owner has appointed a deputy. That means a corresponding entry must exist in the voice mail database.  A deputy can also be defined via the <i>Web Assistant (Voice mail system settings)</i> .	"Deputy" <input type="checkbox"/> 2
Connect to the cell phone of the called voice mailbox owner. Remark: This function is only available when the voice mailbox owner has defined a cell phone number.  You can also enter the cellphone number via the <i>Web Assistant</i> (under notification).	"Cellphone" <input type="checkbox"/> 3
To connect to the business telephone of the mailbox owner.	"Business phone" <input type="checkbox"/> 4
To call an additionally defined phone number. Here the phone number defined under "additional phone number" is selected.	"Additional number" <input type="checkbox"/> 5
Switch to the Control Mode of the individual voice mailbox.	"Own" <input type="checkbox"/> *
Cancel process and return to the message assistant.	"Cancel" <input type="checkbox"/> #
Request detailed help for the function "Call a party".	"Help" <input type="checkbox"/> 0

3.3 Answering Mode with recording a Message only

If your administrator has set an additional access code number for this mode, you can dial a foreign voice mailbox via this number so that it is only possible to leave a message. The commands required for this have already been described in [Section 3.2, "Leave message", on page 76](#).

3.4 Answering Machine Mode only with Message Assistant

If your administrator has set an additional access code number for this mode, you can dial a foreign voice mailbox via this number so that it is only possible to use the message wizard. The message wizard allows you to establish a connection to the offered phone numbers. The commands required for this have already been described in Section 3.2, ““Make a call””, on page 78.

Operating Evo (Command Reference)

Answering Machine Mode only with Message Assistant

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).

Glossary

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 route 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.

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* and *Phone-Mail*.

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.

T**Telematic**

Derives from abbreviating and combining the terms **tele**communication and **informatic**. 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.

Glossary

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. An example is the transaction protocol for CTI. Here, for example, telephone statuses are transferred to the CTI clients via transactions.

(Transactions within the XPR system must not be confused 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 *Evo* you can specify up to three "Trusted Numbers".

Attention: "Trusted Numbers" may lead to security problems if they 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 *CommunicationsXPR*), an administration program (e. g. *Monitor*) or the telephone with its display and keypad in a voice mail system such as *Evo* 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 *Evo* 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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