

IPECS USER GUIDES

PERSONAL VOICEMAIL SYSTEM

IPECS REVOLUTION

The IPECS Platform offers an integrated Voicemail system for each user, and groups of users. This guide will help you understand and use the features of system voicemail via an Executive IP Phone (Model: LIP-8024D)

RECORDING YOUR PERSONAL GREETING

The IPECS Voicemail system allows each user to record their own personal greeting to be played to callers. A standard greeting is played if you have not recorded your own greeting.

To record your personalised greeting:

1. Dial the Voicemail group code as provided by your installer. (You will be asked for a password, this is made up of: Extension Number + Password as shown below.)
2. Dial your extension number
3. Dial your extension password
4. Dial **8** to access greetings menu
5. Dial **1** to edit greeting
6. Dial **7** to record new greeting (or Dial **5** to listen to the current greeting)
7. Record your new greeting
8. Press **#** to save your greeting

RETRIEVING YOUR MESSAGES

If you have a Voicemail which you have not listened to then a small envelope icon will appear in your phones display. You can also choose to have the Indication Lamp (8) light-up when you have new messages.

To retrieve your messages:

1. Dial the Voicemail group code as provided by your installer **OR** press the MSG key (10) followed by **3**.
2. Dial your extension number
3. Dial your extension password
4. Dial **1** to listen to new messages
5. Dial **2** to listen to saved messages

Once you have listened to any message you can choose a number of options:

- | | |
|-------------------------------------|----------------------------------|
| Dial 1 to replay message | Dial 4 to forward message |
| Dial 2 for next message | Dial 5 to call |
| Dial 3 to delete the message | Dial 7 to add a preamble |



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You can access IPECS Voicemail via your desk telephone, mobile phone, PC Based Softphone and any other telephone using remote access. You can also receive emails to your inbox or iPhone as playable audio files.

FORWARDING CALLS TO YOUR PERSONAL MESSAGE

Many users require the ability to forward calls to other destinations, including their personal voicemail boxes. You can set your call forwards by using short codes or the menu keys on your telephone. These instructions will show you how to forward calls using short codes.

To forward calls to your extension to Voicemail:

1. Dial the forward calls code (hint: default is 554)
2. Choose a forward type:
 1. Unconditional (all calls at all times)
 2. Busy only
 3. No Answer only
 4. Busy / No Answer
3. Enter the forward destination.

(Please get this code from your installer)

To cancel your call forwarding:

1. Dial the forward calls code (hint: default is 554)
2. Dial # to exit.

EXTERNAL VOICEMAIL ACCESS

You can listen to your messages, manage your greeting, forward messages and change call forwarding options from any external phone. Simply dial your DDI (or another DDI with voicemail access) and press # whilst the greeting is being played. You can then access your Voicemail using the instructions for message retrieval overleaf (step 2 onwards).

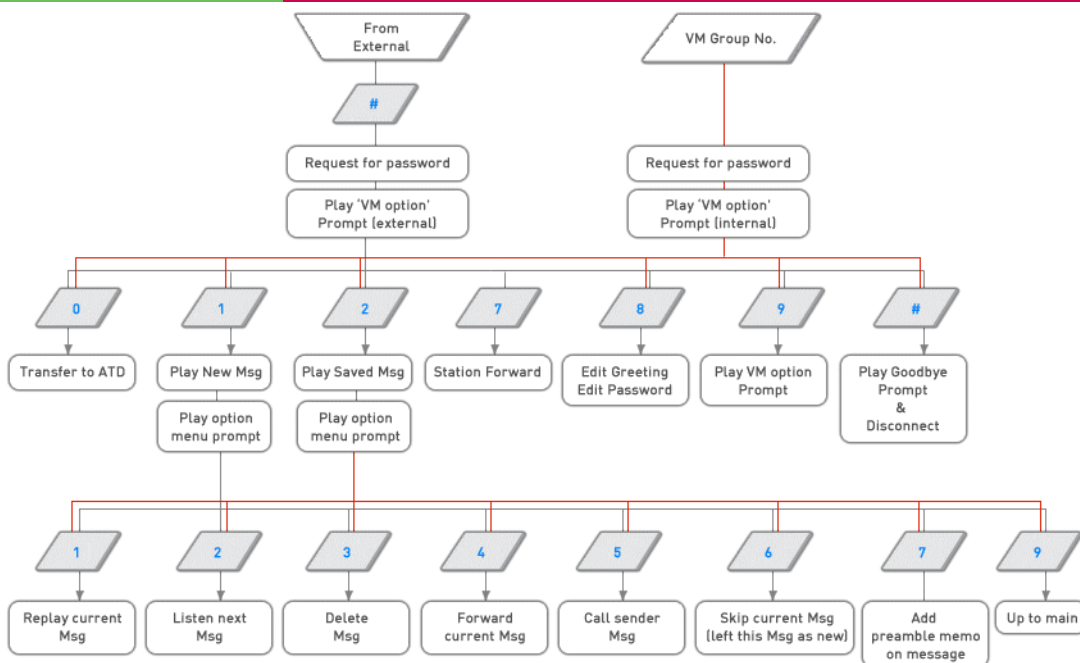
VOICEMAIL TO EMAIL

You can retrieve and manage all your voicemails from any email client (PC/Mobile/webmail) by enabling the Voicemail to Email service on the IPECS. This feature will send you a notification (with option to attach the voicemail recording as a .wav file) to your email inbox.

This allows you to listen, save and forward your messages from your computer email inbox whilst retaining a copy on the IPECS for archive / playback later.

Please ask your LG-Nortel representative for more information, or visit www.ipecs.co.uk

VOICEMAIL MENU STRUCTURE



Being able to access my Voicemail easily and securely from anywhere allows me to work more productively. I even get my Voicemails sent to my phone automatically so I can listen to them without making a call.

Text Entry Codes

- A = 2,1
- B = 2,2
- C = 2,3
- D = 3,1
- E = 3,2
- F = 3,3
- G = 4,1
- H = 4,2
- I = 4,3
- J = 5,1
- K = 5,2
- L = 5,3
- M = 6,1
- N = 6,2
- O = 6,3
- P = 7,1
- Q = 7,2
- R = 7,3
- S = 7,0
- T = 8,1
- U = 8,2
- V = 8,3
- W = 9,1
- X = 9,2
- Y = 9,3
- Z = 9,#
- 1 = 1,0
- 2 = 2,0
- 3 = 2,0
- 4 = 4,0
- 5 = 5,0
- 6 = 6,0
- 7 = 7,0
- 8 = 8,0
- 9 = 9,0
- 0 = 0,0
- . = 1,3
- ; = *,2
- : = *,3
- Blank = *,1