

Voice Intercept Messaging Card



Voice Intercept Messaging (VIM)¹ provides your callers with informative messages about your schedule when you're not available to answer the telephone. For example, your diversion message could say you're "in a meeting," then indicate when you might be available. Callers can then leave a message, transfer to an operator or personal assistant, transfer to your mobile telephone² or other number, or hear the menu choices again in another language. You can set a diversion so it begins immediately, or specify future diversions for scheduled activities such as meetings and vacations.

Each company can designate a number of unique diversion codes for its employees. Check with the system administrator to find out what diversions are available for use. For handy reference, you might want to mark the ones you use most frequently in the box below.

The Quick Reference on the back of this card gives an overview of VIM. To use this feature, check with the system administrator to find out if it's available and if you have privileges. Also, for this card to be correct, the telephone user interface (TUI) setting in your subscriber mailbox must be set for the UNIVERGE UM8700 Emulation for the Octel Aria TUI. The system administrator can advise you if this setting matches yours and provide you with an alternate quick reference card if necessary.

Setting a diversion through PhoneManager

1. Access your subscriber mailbox.
2. Press 4 to access PhoneManager, then press 3 to access Automated Attendant Options.
3. Press 4 to access Diverted Call Processing and press 1 to set a diversion.
4. Press 1 again and enter the 3-digit absence reason code for the desired diversion.
5. If necessary, specify when the diversion should begin. To start the diversion immediately, press # to accept the current month, then press # again for the day.
6. If necessary, specify when you'll return or press # to have your callers told that you'll return the next work day. You'll hear the message "One moment please while your diversion is registered."

Clearing a diversion from PhoneManager

1. Access your subscriber mailbox.
2. Press 4 to access PhoneManager, then press 3 to access Automated Attendant Options.
3. Press 4 to access Diverted Call Processing.
4. Press 1, then press 9 to clear the *current* diversion.

Frequently used VIM diversions

<u>1</u>	<u>6</u>
<u>2</u>	<u>7</u>
<u>3</u>	<u>8</u>
<u>4</u>	<u>9</u>
<u>5</u>	<u>10</u>

1. This feature may be restricted or not available. Check with the system administrator for availability.
2. Some options that your callers can choose, such as transferring to a mobile telephone, might not be available. Check with the system administrator to find out what's available.

VIM Quick Reference Card

Access Your Subscriber Mailbox

To access your UNIVERGE UM8700 subscriber mailbox:

1. Call the UNIVERGE UM8700 internal or external telephone number:
Internal _____ External _____
2. Enter any other keys that your system requires: _____
3. Enter your subscriber mailbox number: _____
4. Enter your security code.

You can press * at any time to cancel the current feature.

4

Access PhoneManager

3

Access Automated Attendant Options

4

Access Diverted Call Processing

1

Set or Clear a Diversion

1

Set a Diversion

9

Cancel Current Diversion

#

Obtain Status of Current Diversion

2

Change Your Personal Assistant

1

Specify New Personal Assistant

9

Clear a Personal Assistant

3

Change Your Mobile Number

1

Specify New External Number

9

Clear an External Number

4

Select a Welcome Greeting

1

Select Welcome Greeting Heard by External Callers

1

Select a New Greeting

2

Set to System Standard Announcement

9

Clear Greeting

2

Select Welcome Greeting Heard by Internal Callers

1

Select a New Greeting

2

Set to System Standard Announcement

9

Clear Greeting