Aristel

Voice Mail
User Guide

Arista Systems Corporation

Table Of Contents

1. **Introduction.**

   This document describes the major features of the Voice-Mail for Aristel DV38/96 Digital Key Telephone Systems. The Voice-Mail can be configured to support up to 66 mailboxes, and 4 voice channels, which can handle up to 4 simultaneous incoming calls. Maximum recording time is 30 hours. The product features are:

   ● Auto Attendant.
   ● With DV38: Standard.
   ● With DV96: Requires one additional Flash memory card.
   ● Two Company Voice System: Requires 2 more DSP cards.
   ● Maximum length for an external message is 1 minute and for an internal message 30 Seconds.
   ● Maximum length for recording greeting is 30 Seconds.
   ● Maximum length for recording Day-Service, Lunch-Break, Night-Service & Holiday-Service greeting is 3 Minutes.
   ● Base Capacity: Two channels and one 128Mbits Flash memory card. (Recording time 6 hr.)
   ● Maximum Capacity: Four channels and five 128Mbits Flash cards. (Recording time 30 hr.)

2. Quick Reference Guide

2.1 Operational Flowchart.

```
Dial To Extension ────────► VM Disable ? ──────────────────────────► "# 1" ───► Leave Message (A)
                                    │                                  "9"➜Console
Extension No.                       ▼                                  Dial To another Extension
"9"➜Console                       Ring ──► Busy
                                           Off-Hook
External Call

"#2" ──► WELCOME
              │  # ──► Exit
              │  * ──► System Func. Setting (B) ──► Input Password & Function Code
              │            1.Record Greeting
              │            2.Listen Greeting
              │            3.Delete Greeting
              │            #.Return to Menu
# 6 3 ──────► WELCOME
              Extension No. (C) ──► Password
                 1.Play New Message ──► 1.Replay Message
                                        2.Delete Message
                 2.Play Old Message     3.Play Next Message
                 3.Record Personal Greeting ──► 1.Record
                 4.Listen Personal Greeting     2.Listen
                 5. Delete Personal Greeting    3.Delete
                 6. Change Password ──► Password ──► Yes "1" / No "0"
                 7.Change to another extension

# 862 (D) ──► WELCOME
              1. Play Next Prompt
              2. Play Previous Prompt
              3. Play Present Prompt
              4. Play First Prompt
              Others: Play Present Prompt

Message LED Blinking (E) ──► # 8 5
                             MW/Cal
```

(A). refer to Appendix I.   (B). refer to 3.2 "System Function Setting"
(C). refer to 2.1 "Personal Mailbox Function" (D). refer to 5 "Play Prompts"
(E). refer to Appendix II.

2.2 Operational Steps
- Set Function Zone.
- Record Personal Greeting.
- Enable VM.

3. Personal Mailbox Function

```
           ┌─────────────────────┐
           │   # 6 3 (# 63~66)   │
           └─────────────────────┘
                      │
                      ▼
           ┌─────────────────────┐
           │ Welcome Greeting (A)│
           └─────────────────────┘
                      │
                      ▼
```

Extension No. (**3.1**)	*(**3.2**)	# (**3.3**)
Extension No. (B)	System Func. Setting (C)	Exit. (D)
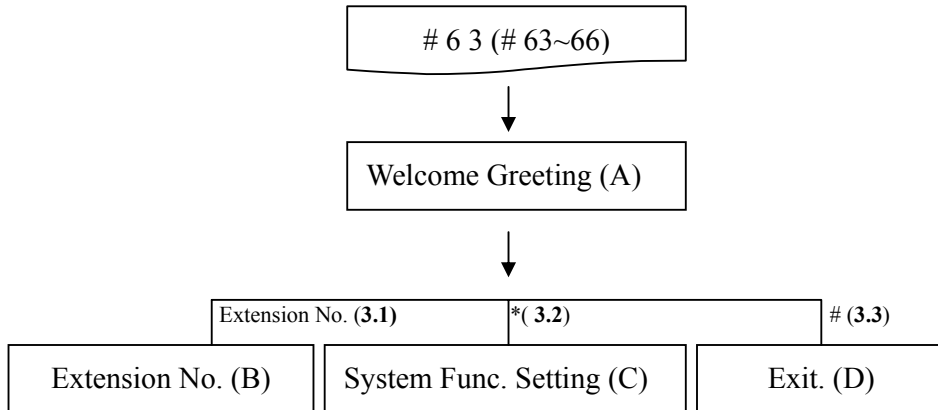
(A). Welcome to the Voice Mail System, please dial the extension number or press "*" to enter system function setting, If you want to leave, please press "#".

(B). You have entered the Voice Mail, key in your password please.

(C). Please key in Four digitals for the password.

(D). Thanks for calling, good-bye.

3.1 Dial Extension Directly

```
                    ┌──────────────────┐
                    │  Dial Extension  │◄──────────┐
                    └──────────────────┘           │
                             │                     │
                             ▼                     │
                        ◇ password ◇ ──────►  ◇ Wrong ? Max. 3 ◇
                             │                     │
                             ▼                     │
           ┌────────────────────────────────────┐ │
           │ Leave Message & Play Message.(A)    │ │
           └────────────────────────────────────┘ │
                             │                     │
                             ▼                     ▼
```

1.	2.	3.	4.	5.	6.	7.	#.
Play New Message	Play Old Message	Record Personal Greeting	Play Personal Greeting	Delete Personal Greeting	Change Personal Code	Change To Another Message Box	Exit
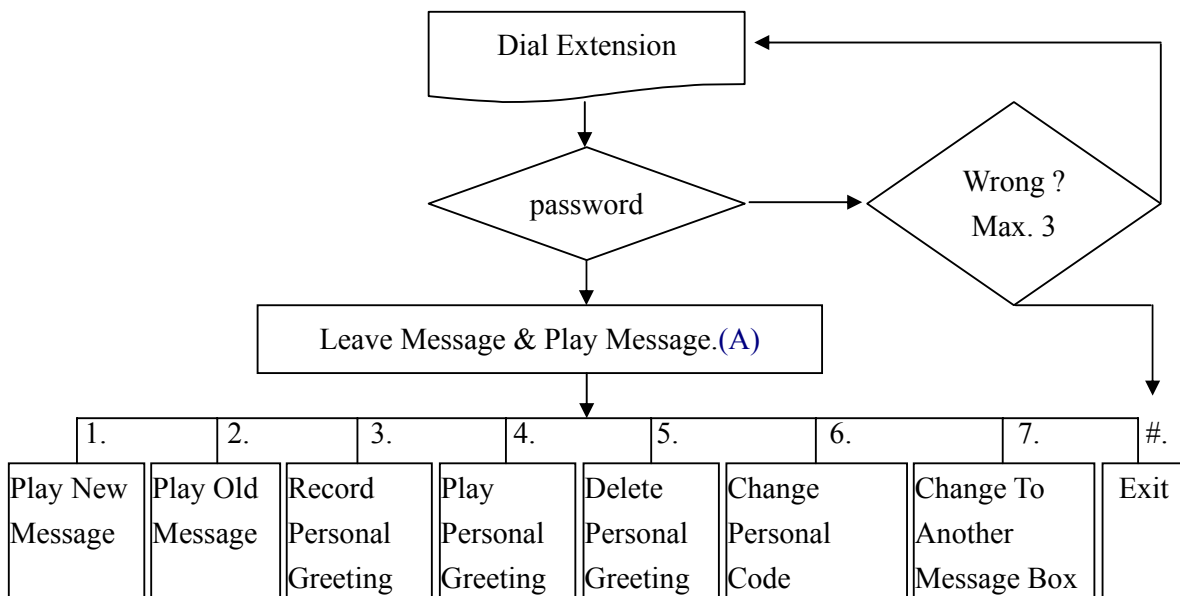
(A). You have__ new messages ,__ old messages, press "1" to listen to your new messages, press "2" to listen to your old messages, press "3" to record your personal greeting, press "4" to listen to your personal greeting, press "5" to delete your personal greeting, press "6" to change your password, press "7" to listen to other messages, press "#" to leave this menu.

1. Play New Message or 2. Play Old Message

```
                    ┌──────────────────────────┐
                    │   Play New (Old) Message  │
                    └──────────────────────────┘
                                 │
                                 ▼
                    ┌──────────────────────────┐
          ┌────────→│  Play Date & Time Message │
          │         └──────────────────────────┘
          │                      │
          │                      ▼
          │         ┌──────────────────────────┐
          │         │     Play Leave Message    │
          │         └──────────────────────────┘
          │                      │
          │     1.         2.          3.            #.
          │  ┌─────────┐ ┌─────────┐ ┌──────────┐ ┌──────┐
          │  │ Replay  │ │ Delete  │ │Play next │ │ Exit │
          │  │ Message │ │ Message │ │ message  │ │      │
          │  └─────────┘ └─────────┘ └──────────┘ └──────┘
          │       │          │            │
          │       │          ▼            │
          │       │    ◇ Next Message ◇   │
          │       │      *    │    #       │
          │       │   ┌────────┐┌─────┐    │
          │       │   │Return To││Exit │    │
          │       │   │ Menu   ││     │    │
          │       │   └────────┘└─────┘    │
          └───────┴────────────────────────┘
```

3. Record Personal Greeting
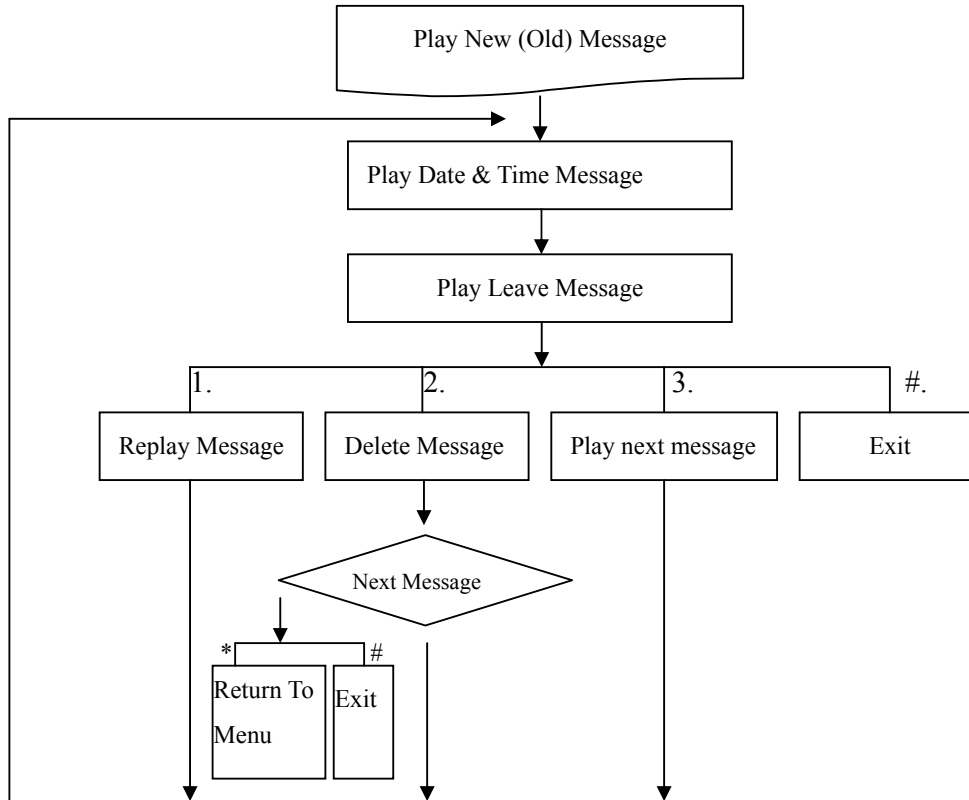
```
              ┌──────────────────────────┐
              │ Record Personal Greeting  │
              └──────────────────────────┘
                           │
                           ▼
              ┌──────────────────────────┐
    ┌────────→│ Play Operational Message (A). │←────────┐
    │         └──────────────────────────┘             │
    │                      │                            │
    │                      ▼                            │
    │         ┌──────────────────────────┐             │
    │  ┌─────→│        Recording          │             │
    │  │      └──────────────────────────┘             │
    │  │                   │ (B).                        │
    │  │    1.        2.         3.           #.         │
    │  │ ┌────────┐┌────────┐┌────────┐┌──────────────┐│
    │  │ │ Record ││  Play  ││ Delete ││Return To Menu├┘
    │  │ │Personal││Personal││Personal││              │
    │  │ │Greeting││Greeting││Greeting││              │
    │  │ └────────┘└────────┘└────────┘└──────────────┘
    │  │     │         │         │
    └──┴─────┴─────────┴─────────┘
```

(A) Please leave your message after the beep, and press # when you have finished.

(B) Press "1" to record your personal greeting, press "2" to listen to your personal greeting, press "3" to delete your personal greeting, or press "#" to return to the menu.
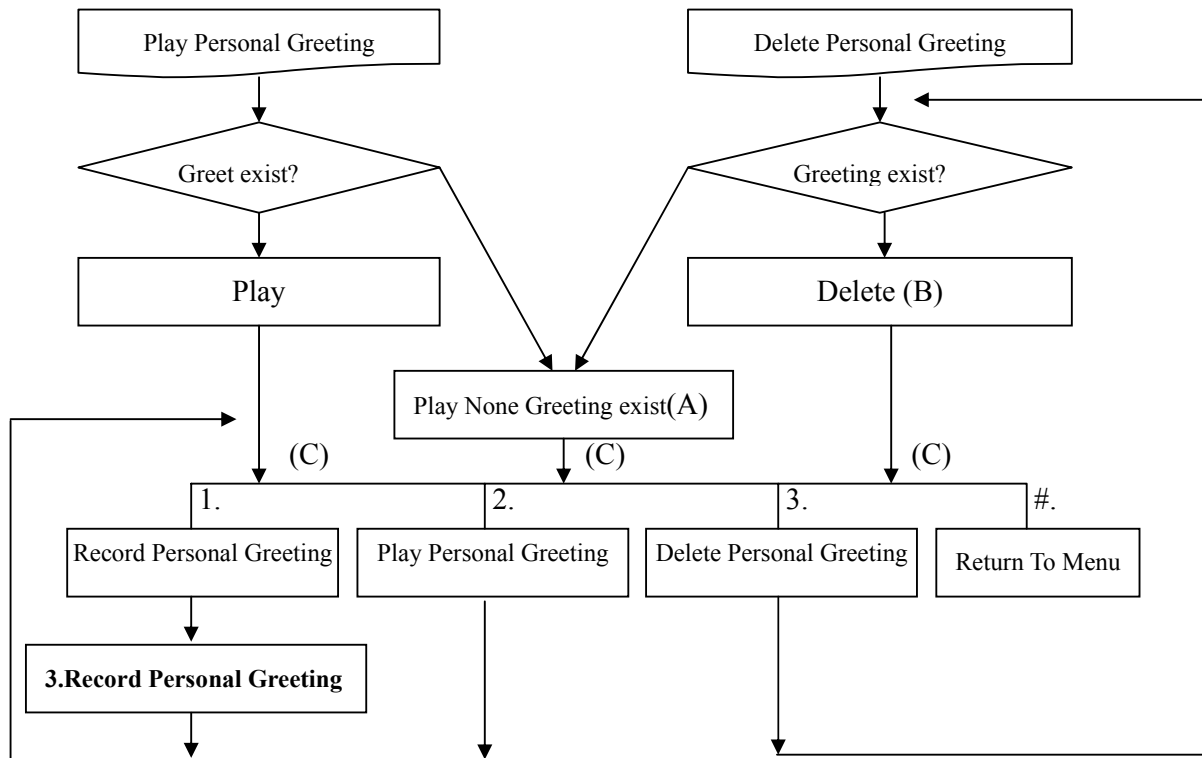
4. Play Personal Greeting   **5. Delete Personal Greeting**

```
  ┌──────────────────────┐              ┌──────────────────────────┐
  │ Play Personal Greeting│              │ Delete Personal Greeting │
  └──────────┬───────────┘              └────────────┬─────────────┘
             │                                        │
        ╱Greet exist?╲                          ╱Greeting exist?╲
             │                                        │
        ┌────┴────┐                          ┌────────┴─────────┐
        │  Play   │                          │   Delete (B)     │
        └────┬────┘                          └────────┬─────────┘
             │    ┌───────────────────────┐           │
             │    │ Play None Greeting exist(A)│       │
             │    └───────────┬───────────┘           │
         (C) │        (C)     │              (C)      │
  ┌──────────┼────────────────┼──────────────────────┼──────────┐
  │ 1.       │      2.        │         3.            │    #.    │
  │┌─────────┴────────┐┌──────┴────────┐┌─────────────┴──────┐┌──┴─────────┐
  ││Record Personal   ││Play Personal  ││Delete Personal     ││Return To   │
  ││Greeting          ││Greeting       ││Greeting            ││Menu        │
  │└────────┬─────────┘└──────┬────────┘└──────────┬─────────┘└────────────┘
  │┌────────┴─────────┐
  ││3.Record Personal Greeting│
  │└──────────────────┘
```
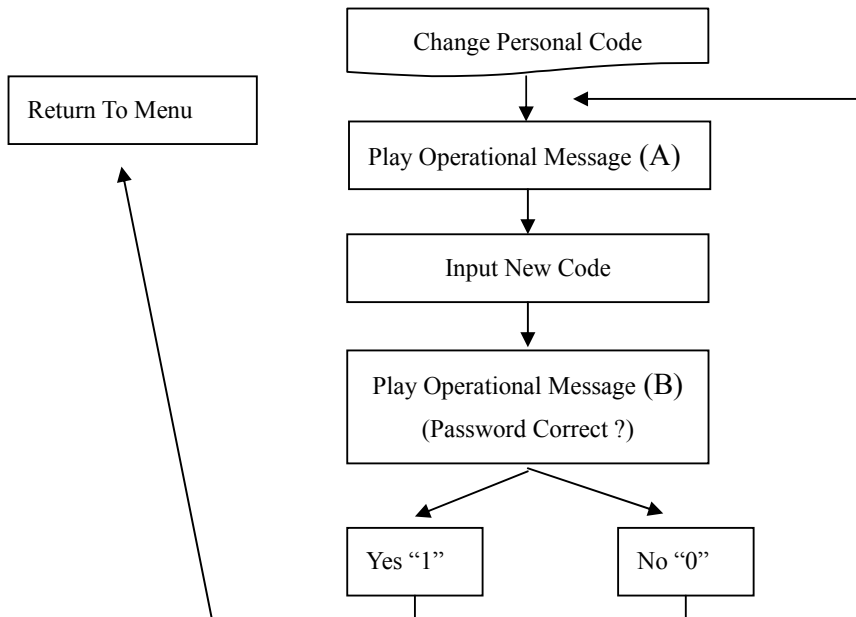
(A) You do not have any personal greeting.

(B) Your personal greeting has been deleted.

(C) Press "1" to record your personal greeting, press "2" to listen to your personal greeting, press "3" to delete your personal greeting, or press "#" to return to the menu.

6. Change Personal Code

```
                              ┌─────────────────────────┐
                              │   Change Personal Code  │
                              └─────────────────────────┘
  ┌──────────────────┐                   │         ◄──────────────┐
  │  Return To Menu  │                   ▼                        │
  └──────────────────┘        ┌─────────────────────────┐        │
            ▲                  │ Play Operational Message (A) │    │
            │                  └─────────────────────────┘        │
            │                             │                       │
            │                             ▼                       │
            │                  ┌─────────────────────────┐        │
            │                  │     Input New Code      │        │
            │                  └─────────────────────────┘        │
            │                             │                       │
            │                             ▼                       │
            │                  ┌─────────────────────────┐        │
            │                  │ Play Operational Message (B) │    │
            │                  │    (Password Correct ?) │        │
            │                  └─────────────────────────┘        │
            │                      ╱             ╲                 │
            │                     ▼               ▼                │
            │          ┌────────────┐      ┌────────────┐          │
            │          │  Yes "1"   │      │   No "0"   │          │
            └──────────┴────────────┘      └────────────┴──────────┘
```
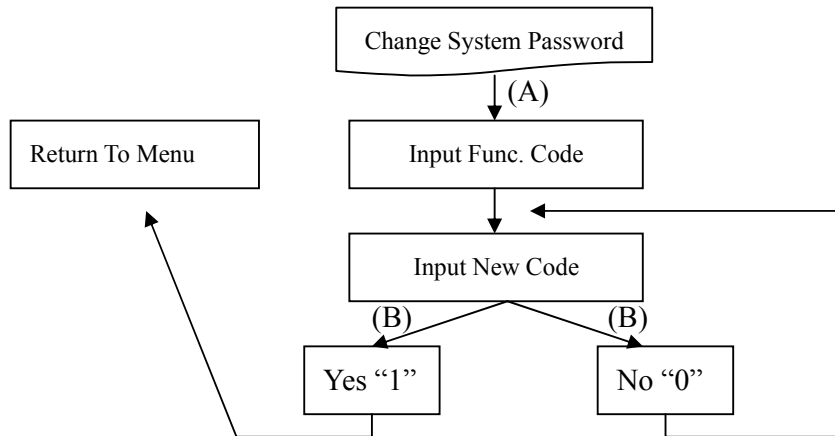
(A) Key in new four digital password please.

(B) The password is   XXXX , press "1" for correct, press "0" for incorrect.
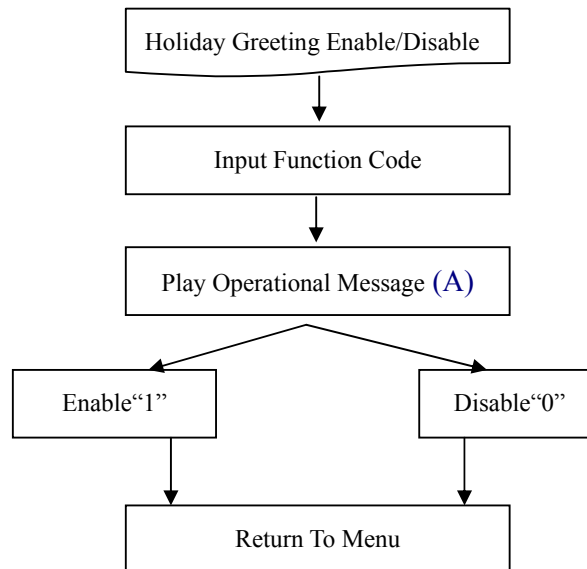
3.2 System Function Setting

3.2-1 Change System Password (Function Code: A-company:100, B-company:200)

```
                          ┌──────────────────────────┐
                          │ Change System Password   │
                          └──────────────────────────┘
                                      │ (A)
                                      ▼
┌─────────────────┐       ┌──────────────────────────┐
│ Return To Menu  │       │     Input Func. Code     │
└─────────────────┘       └──────────────────────────┘
        ▲                             │
        │                             ▼
        │                 ┌──────────────────────────┐ ◄──┐
        │                 │      Input New Code       │    │
        │                 └──────────────────────────┘    │
        │              (B)        ╱        ╲   (B)         │
        │          ┌──────────────┐   ┌──────────────┐    │
        └──────────│   Yes "1"    │   │    No "0"    │────┘
                   └──────────────┘   └──────────────┘
```

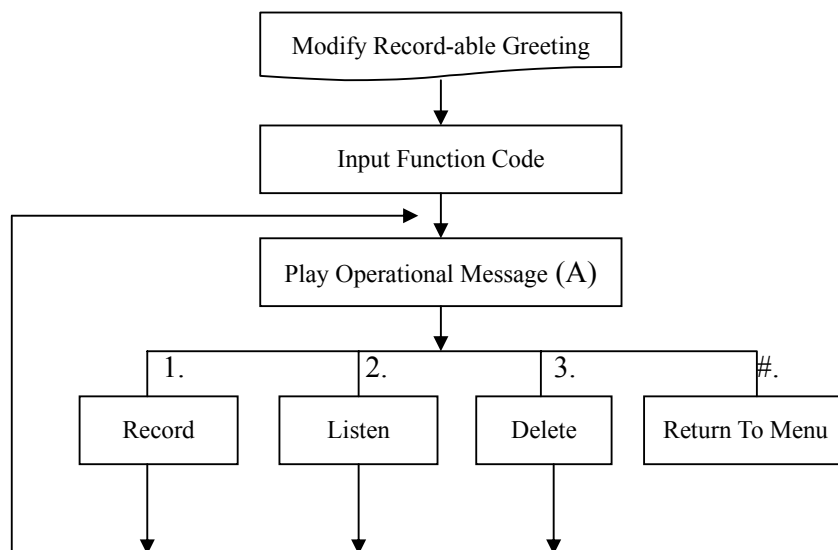(A) Please enter three-digit function-code.

(B) The password is XXXX, press "1" for correct, press "0" for incorrect.

3.2-2 Holiday Greeting Enable/Disable (Function Code:A-company:122, B-company:222)

```
                ┌──────────────────────────────────┐
                │  Holiday Greeting Enable/Disable  │
                └──────────────────────────────────┘
                                 │
                                 ▼
                ┌──────────────────────────────────┐
                │       Input Function Code         │
                └──────────────────────────────────┘
                                 │
                                 ▼
                ┌──────────────────────────────────┐
                │   Play Operational Message (A)    │
                └──────────────────────────────────┘
                        ╱                 ╲
            ┌──────────────┐        ┌──────────────┐
            │  Enable"1"   │        │  Disable"0"  │
            └──────────────┘        └──────────────┘
                   │                        │
                   ▼                        ▼
                ┌──────────────────────────────────┐
                │          Return To Menu           │
                └──────────────────────────────────┘
```

(A) The holiday service greeting is Disabled (Enabled), press "1" to Enable, press "0" to Disable.

3.2.3 Modify Record-able Greeting

```
           ┌──────────────────────────────┐
           │  Modify Record-able Greeting  │
           └──────────────────────────────┘
                          │
                          ▼
           ┌──────────────────────────────┐
           │      Input Function Code      │
           └──────────────────────────────┘
                          │
                          ▼
           ┌──────────────────────────────┐
           │  Play Operational Message (A) │
           └──────────────────────────────┘
                          │
      ┌──────────┬────────┴────────┬──────────────┐
      1.         2.                3.             #.
  ┌────────┐ ┌────────┐       ┌────────┐   ┌──────────────┐
  │ Record │ │ Listen │       │ Delete │   │ Return To Menu│
  └────────┘ └────────┘       └────────┘   └──────────────┘
```

(A) Press "1" to record XX message, press "2" to listen XX message, press "3" to delete   XX message, press "#" to return to the menu.

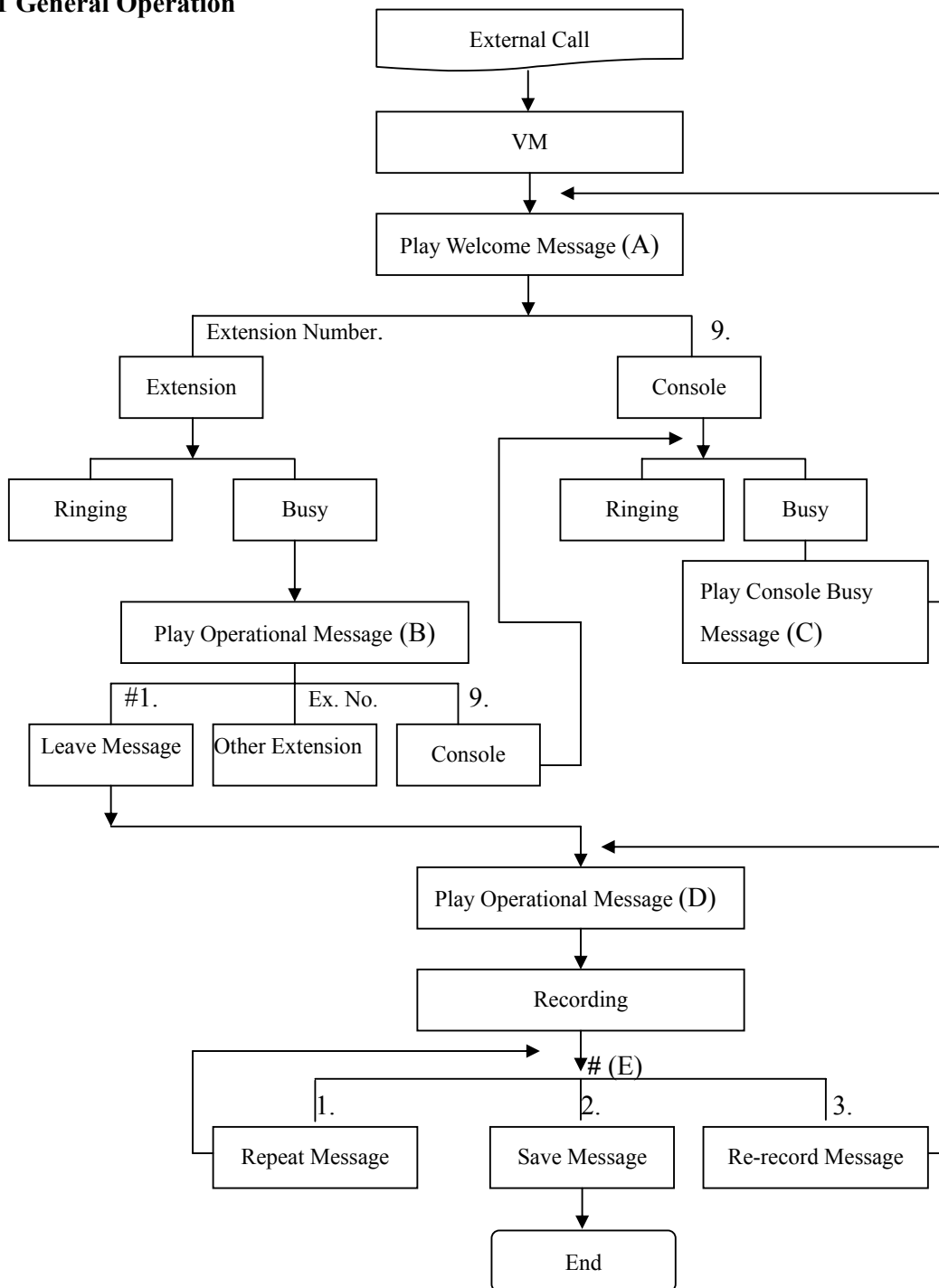Recordable greeting as below:(A-company:101~131, B-company:201~231)

101(201): Day-Service Greeting	120(220): Morning Call Greeting.
102(202): Busy Greeting	121(221): Holiday Service Greeting.
103(203): Null-Number Greeting	123(223): Department Greeting.
104(204): Console Busy Greeting	124(224): First Group Department Greeting.
105(205): Extension No-Answer Greeting	125(225): Second Group Department Greeting.
106(206): Waiting greeting	126(226): Third Group Department Greeting.
107(207): Voice Serve Ending Greeting	127(227): Fourth Group Department Greeting.
116(216): Second Group ACD greeting.	128(228): Fifth Group Department Greeting.
117(217): First Group ACD greeting.	129(229): Sixth Group Department Greeting.
118(218): Lunch Break Greeting.	130(230): Seventh Group Department Greeting.
119(219): Night Service Greeting.	131(231): Eighth Group Department Greeting.

3.2.4 Password Over-ride

Any programmed Console (default= 11, 12, 13, 14), can set the password for any mail box to the default (1234). This is achieved by a Console pressing **SPK + # + 8 + 6 + 4.** A confirmation tone will be heard. **Enter the extension number**. A confirmation code will be heard. The password for that extension has been set to the default (1234)

4. Remote Function

4.1 General Operation

```
                        ┌─────────────────────┐
                        │    External Call    │
                        └─────────────────────┘
                                  │
                                  ▼
                        ┌─────────────────────┐
                        │         VM          │
                        └─────────────────────┘
                                  │
                                  ▼
                  ┌──────────────────────────────┐
                  │  Play Welcome Message (A)     │
                  └──────────────────────────────┘
```

Extension Number.   9.

Extension		Console

Ringing	Busy	Ringing	Busy

Play Operational Message (B)

Play Console Busy Message (C)

#1.   Ex. No.   9.

Leave Message	Other Extension	Console

Play Operational Message (D)

Recording

(E)

1.   2.   3.

Repeat Message	Save Message	Re-record Message

End

(A) Welcome to XXX, please dial the extension number or 9 for operator.

(B) The extension is busy, press "#1" to leave your message. You can dial another extension number or dial "9" for operator.

(C) All consoles are busy, please dial another extension or "9" for operator.

(D) Please leave your message after the tone, and press "#" when finished.

(E) Your message had been recorded, to repeat your message press "1", to save your message press "2",   to Re-record your message press "3".

4.2 CO-Line Enter Personal Mailbox

Aristel Voice-Mail System supports remote-user to listen to message、delete message、record

personal greeting…,etc The method of operation as below.

```
                        ┌─────────────────────────────────┐
                        │           External Call          │
                        └─────────────────────────────────┘
                                       │
                        ┌─────────────────────────────────┐        ┌──────────────────────────────┐
                        │ Press "#2" while Welcome message │        │ Password Setting: Zone 301   │
                        │       is played (A)              │────    │ Please refer to "3.11"       │
                        └─────────────────────────────────┘        └──────────────────────────────┘
                                       │
                              ◇ Password setting ? ◇
                                       │
                        ┌─────────────────────────────────┐
                        │    After Tone, Input Password     │
                        └─────────────────────────────────┘
                                       │
                        ┌─────────────────────────────────┐
                        │  Play welcome message of mailbox (B) │
                        └─────────────────────────────────┘
              Ex. No.                  *                    #
         ┌────────────┐      ┌──────────────────────┐   ┌──────────┐
         │  Extension  │      │ System Func. Setting │   │   Exit   │
         └────────────┘      └──────────────────────┘   └──────────┘
```
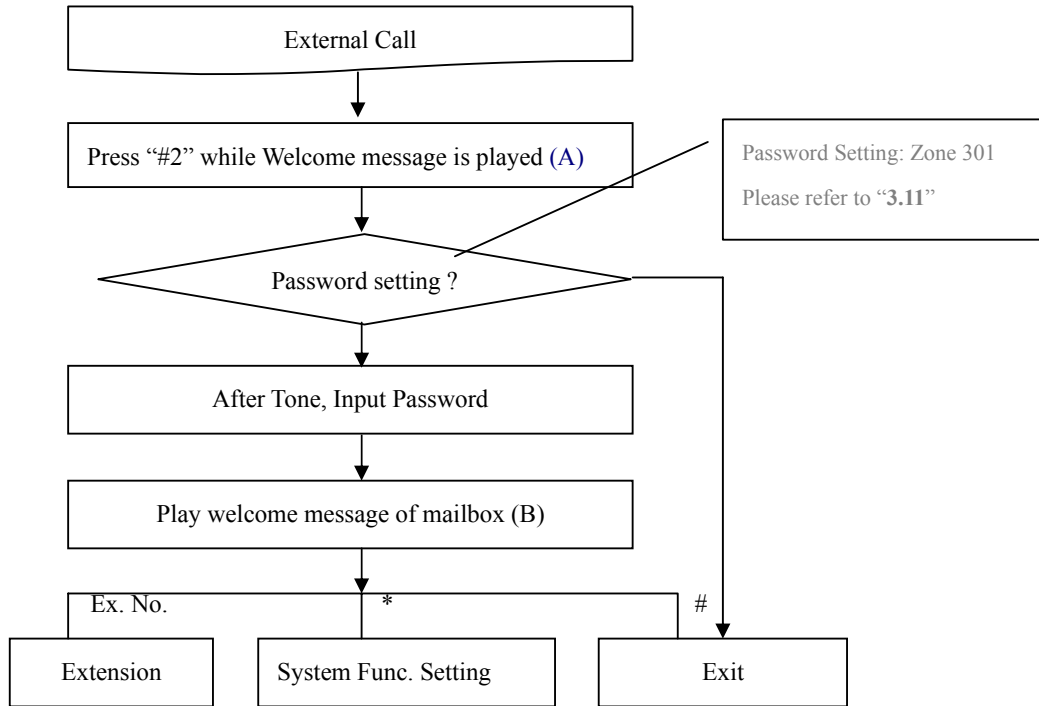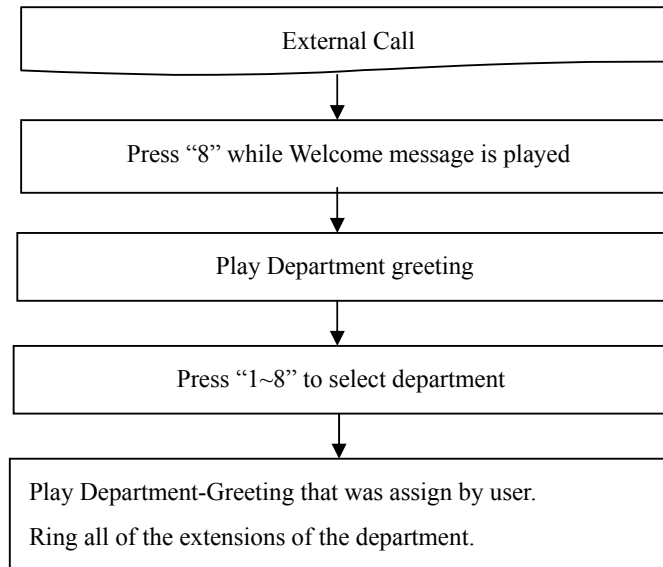
(A) Welcome to XXX, please dial the extension number or 9 for operator.

(B) Welcome to the Voice Mail System, please dial the extension number or press "*" to enter system
     function setting. If you want to leave, please press "#".

PS: Please refer to "**4. Personal Mailbox Function"**

4.3 Group-Calling

```
                        ┌─────────────────────────────────┐
                        │           External Call          │
                        └─────────────────────────────────┘
                                       │
                        ┌─────────────────────────────────┐
                        │ Press "8" while Welcome message is played │
                        └─────────────────────────────────┘
                                       │
                        ┌─────────────────────────────────┐
                        │       Play Department greeting     │
                        └─────────────────────────────────┘
                                       │
                        ┌─────────────────────────────────┐
                        │   Press "1~8" to select department │
                        └─────────────────────────────────┘
                                       │
                        ┌─────────────────────────────────────────────┐
                        │ Play Department-Greeting that was assign by user. │
                        │ Ring all of the extensions of the department.     │
                        └─────────────────────────────────────────────┘
```

Record department greeting: Please refer to **3.2-3 (Function Code:123~131)**

5. Play Prompt

```
                          ┌─────────────────────────┐
                          │          #862           │
                          └─────────────────────────┘
                                       │
                                       ▼
                          ┌─────────────────────────┐
                          │ Play Operational Message (A) │
                          └─────────────────────────┘
                                       │
                                       ▼
```

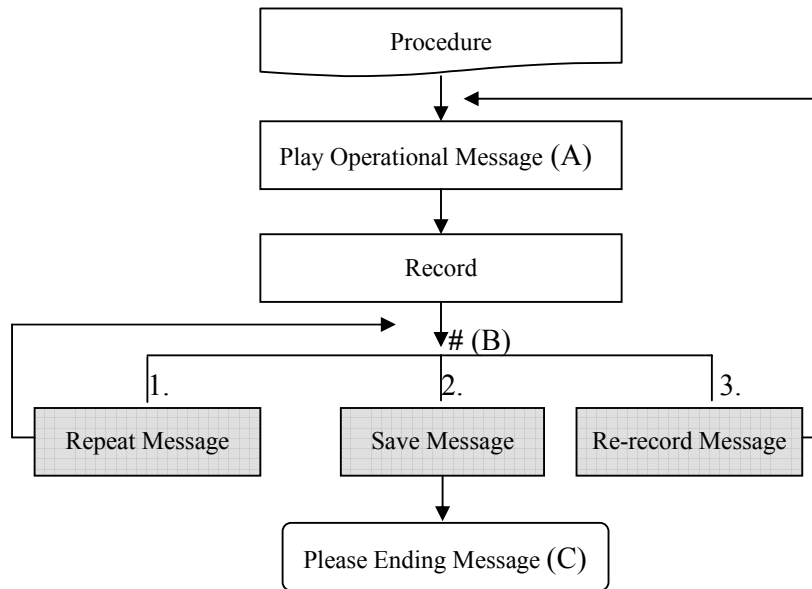| **1**	**2**	**3**	**4**	**Others**
Play Next Prompt	Play Previous Prompt	Play Present Prompt	Play First Prompt	Play Present Prompt
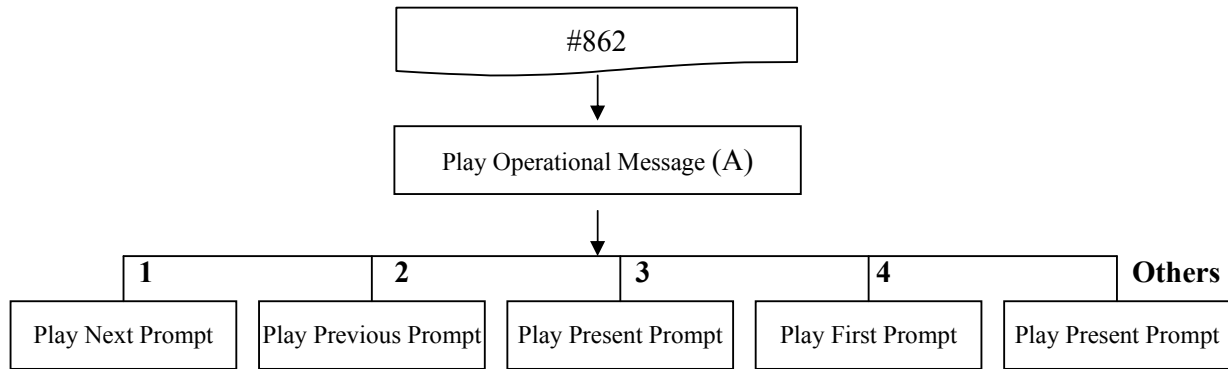
(A). Welcome to XXX, please dial the extension number or 9 for the operator.

Note:
- For Console use only.
- The tenth prompt is unsupported.

Appendix I (Leave Message Procedure)

```
                        ┌─────────────────────────┐
                        │        Procedure         │
                        └─────────────────────────┘
                                    │              ◄──────────────┐
                                    ▼                             │
                        ┌─────────────────────────┐               │
                        │ Play Operational Message (A) │          │
                        └─────────────────────────┘               │
                                    │                             │
                                    ▼                             │
                        ┌─────────────────────────┐               │
                        │         Record           │               │
                        └─────────────────────────┘               │
                       ┌────────────│ # (B) ──────────┐           │
                       │ 1.         │ 2.              │ 3.        │
                       ▼            ▼                 ▼           │
              ┌──────────────┐ ┌──────────────┐ ┌──────────────┐ │
              │Repeat Message│ │ Save Message │ │Re-record Message│
              └──────────────┘ └──────────────┘ └──────────────┘
                                    │
                                    ▼
                        ┌─────────────────────────┐
                        │ Please Ending Message (C) │
                        └─────────────────────────┘
```

(A) Please leave your message after the beep, and press "#" when finished.

(B) Your message had been recorded, to repeat your message press "1", to save your message press "2",
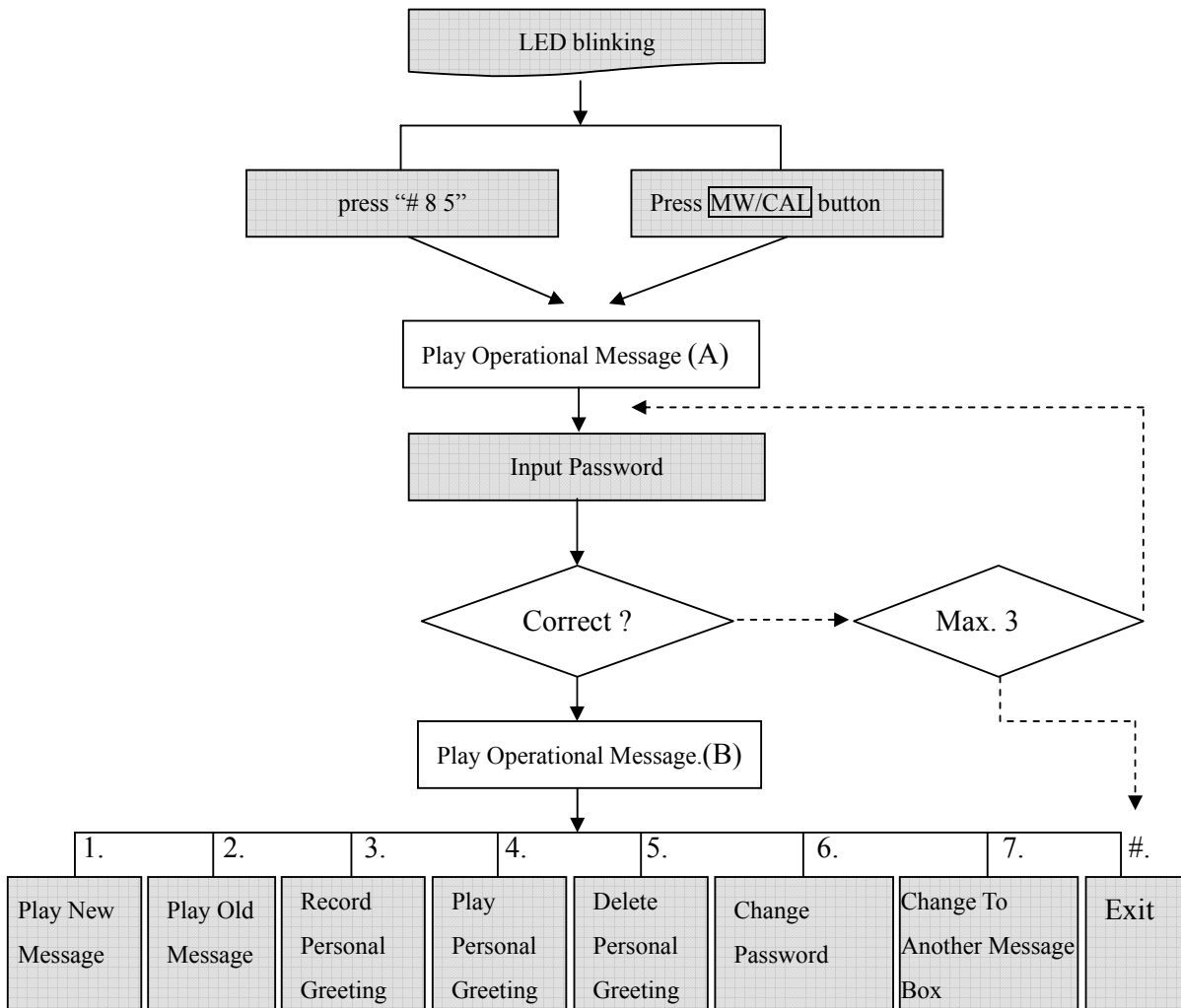   To Re-record your message press "3".

(C) Thanks for calling, good-bye.

Appendix II (Play Message Procedure)

(1) General Operation
　　PS: Please refer to "**2. Personal Mailbox Function"**

(2) The LED Of Message Is Blinking.

```
                        ┌─────────────────────┐
                        │     LED blinking     │
                        └─────────────────────┘
                                   │
              ┌────────────────────┴────────────────────┐
     ┌──────────────────┐                  ┌──────────────────────┐
     │  press "# 8 5"    │                  │ Press MW/CAL button  │
     └──────────────────┘                  └──────────────────────┘
              └────────────────────┬────────────────────┘
                        ┌─────────────────────────────┐
                        │ Play Operational Message (A) │
                        └─────────────────────────────┘
                                   │
                        ┌─────────────────────┐
                        │   Input Password     │
                        └─────────────────────┘
                                   │
                  ◇ Correct ? ◇ ─ ─ ─ ▶ ◇ Max. 3 ◇
                                   │
                        ┌─────────────────────────────┐
                        │ Play Operational Message.(B)  │
                        └─────────────────────────────┘
```

1.	2.	3.	4.	5.	6.	7.	#.
Play New Message	Play Old Message	Record Personal Greeting	Play Personal Greeting	Delete Personal Greeting	Change Password	Change To Another Message Box	Exit

(A) You have entered the Voice Mail, Key in your password please.

(B). You have＿ new messages ,＿ old messages, press "1" to listen to your new messages, press "2" to listen to your old messages, press "3" to record your personal greeting, press "4" to listen to your personal greeting, press "5" to delete your personal greeting, press "6" to change your password, press "7" to listen to other messages, press "#" to leave this menu.