

# **Alcatel 4635 User Guide**

**Using Any Reflexes Set**

# Contents

<b>1</b>	<b>INTRODUCTION .....</b>	<b>3</b>
<b>2</b>	<b>SYMBOLS USED IN THIS GUIDE .....</b>	<b>3</b>
<b>3</b>	<b>LINKING TO THE MAILBOX .....</b>	<b>4</b>
<b>4</b>	<b>OPENING YOUR MAILBOX .....</b>	<b>5</b>
<b>5</b>	<b>GENERAL TIPS .....</b>	<b>6</b>
<b>6</b>	<b>REVIEWING MESSAGES .....</b>	<b>7</b>
	6.1 Reviewing voice messages .....	7
	6.2 Reviewing FAX messages .....	9
	6.2.1 Printing a FAX .....	9
	6.2.2 Setting up Fax printing .....	9
<b>7</b>	<b>SENDING VOICE MAIL MESSAGES .....</b>	<b>10</b>
<b>8</b>	<b>PERSONAL OPTIONS .....</b>	<b>11</b>
	8.1 Password .....	11
	8.2 Greetings .....	12
	8.3 New Message Notification schedule ...	13

Note: This Guide is written for any member of the Reflexes family including Premium, Easy, First, Analog, and other sets.









# 1 INTRODUCTION

This user guide is designed to familiarize you with the A4635 Voice and Fax Messaging Services. Models include the A4635H and A4635J. The difference between the two models is that the A4635H can support Fax Messaging.

This user guide concentrates on the most important features of your voice mail system. In addition to this guide, voice prompts provide direction for keypad operations. Refer to the Alcatel 4635H/J Voice mail system management manual for additional information.

# 2 SYMBOLS USED IN THIS GUIDE

The icons on the left hand side of each description box have the following meanings.

 Press or dial	 Record
 Listen	 Message waiting
 Enter Password	 Open the mailbox





This icon will draw your attention to warnings.

### 3 LINKING TO THE MAILBOX

Callers can reach your mailbox when there is a link to it. Two primary types of links are: associated number or forwarding number (see your System Administrator for the codes specific to your installation).

We recommend using the associated number feature, because it is your default link to your mailbox. This ensures that the caller is connected to your mailbox, if you do not answer.



▼ To activate the associated number feature:

 Feature code	<input type="text"/>
 Access code of the mailbox system	<input type="text"/>

Enter the associated number feature code followed by the extension number to which you are forwarding.

▼ To activate forwarding, dial the corresponding feature code:

- Forwarding immediately
- Forwarding on busy
- Forwarding on no answer
- Forwarding on busy or no answer


 Feature code	<input type="text"/>
 Access code of the mailbox system	<input type="text"/>

Enter the forwarding feature code followed by the extension number to which you are forwarding.



When you activate a forwarding feature to another telephone, your previously activated forwarding to the mailbox will be deactivated unless you are using the associated number feature.

▼ To cancel forwarding:

 Feature code	<input type="text"/>
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Enter the feature code to cancel.

## 4 OPENING YOUR MAILBOX

### ▼ Telephone set *with* dedicated mailbox key:



Mailbox key



Press the mailbox key.

If your station is equipped with a display:



*Listen OK*

To see number of new messages.



*Listen OK*

again



Password

Enter your personal password.

### ▼ Telephone *without* dedicated mailbox key:



Access code



Greeting





Voice mail access



Password

Dial the access code of the system.

Press the  key while listening to the general greeting.

Enter your personal password, and confirm it with .

This basic procedure 'open your mailbox' is represented by the following symbol.



## 5 GENERAL TIPS

Here are a few general tips to help you use the system effectively. After you have entered your mailbox, you may:

- ▼ Press **0** if you need help, more explanation, or want more options. (If you don't press anything, the system will repeat the previous options to help you.) Press **0** - **0** while in your mailbox to reach an attendant if one is available.
- ▼ Press **\*** whenever you want to cancel a previous entry or exit a menu. When you exit a menu, in most cases you return to a previous menu. For instance, **\*** in the Administrative Options menu takes you back to the Personal Options menu; one more **\*** returns you to the Main Menu. Pressing **\*** while at the Main Menu disconnects you from the system.
- ▼ Press **#** to confirm your entry. For instance, press **#** when you have finished recording your personal greeting, or press **#** when you enter a destination mailbox number.
- ▼ New subscribers automatically hear the Standard Prompt selection, which offers only the Review and Send prompts from the Main Menu. As soon as you are comfortable with the basics, you will probably want to use Extended Prompts to hear prompts for all options or later to hear Rapid Prompts.
- ▼ When a message is erased, you cannot get it back.
- ▼ Saved messages are "archived" for the time specified by your system administrator.
- ▼ The voice prompts give numeric keypad options.

## 6 REVIEWING MESSAGES

This option allows you to listen to messages, send copies of them to someone else, reply to and receive your messages at other locations.

### 6.1 Reviewing voice messages

▼ The “message waiting” indicator shows that a new message has arrived.



Message is waiting



Open your mailbox



Listen to the messages

The message waiting indicator LED flashes. Message waiting indication can also be a specific dial tone, voice prompt, etc.

Open your mailbox.

Listen to the messages.

While listening use the playback controls:

#### Play-back controls

- 1** **1** Start of Message
- 1** Back 10 Sec.
- 2** Pause/Restart
- 3** Forward 10 Sec.
- 3** **3** End of Message
- 4** Slower
- 6** Faster
- \*** Cancel
- #** Skip

When each message ends, use the following options:

#### Options

- 4** Replay
- 5** Envelope
- 6** Send a copy
- 7** Erase
- 8** Reply
- 9** Save

▼ Reviewing all messages (new and old):



Message is waiting



Open your mailbox



Review



Listen to the message

The message waiting indicator is active.








Open your mailbox.

Press **1** and listen to messages, including those you have previously reviewed but skipped.

## 6.2 Reviewing FAX messages






FAX capability is an option only available on the A4635H.


▼ The mailbox informs the subscriber that a new FAX message has arrived.

	Open your mailbox
 	Review
 	FAX messages
 	Unopened FAX














You hear the number of unopened FAX messages.

### 6.2.1 Printing a FAX


	Review FAX message
 	Print FAX
 	Primary destination

For an alternate destination press  and enter the FAX destination number.

### 6.2.2 Setting up Fax printing

	Open your mailbox
 	Personal options
 	Administrative options
 	FAX options
 	Establish or change
 	Enter number
 	Press #

Select FAX options and type in the number of your FAX machine.


To print all your FAXes automatically, press  to set the Auto print ON.


## 7 SENDING VOICE MAIL MESSAGES


▼ You can send a message directly to the mailbox of another voice mail subscriber.



	Open your mailbox
	Send
	Record message
	Use play-back controls
	Finish
	Enter destination number
	Delivery options
	Send





When you are recording the message you can use the playback controls:

 to stop recording and play the recorded message.

 to re-record the message.

Enter a mailbox number or a distribution list or press  to spell the name.

Press  to send or press  for 'Delivery options'.

Delivery options	
	Private
	Urgent
	Message confirmation
	Future delivery
















Dial by name		
1	ABC 2	DEF 3
GHI 4	JKL 5	MNO 6
PQRS 7	TUV 8	WXYZ 9
*	0	#

Note: Voice mail Dial by name uses the number keypad. In Dial by name, letters are represented by the number keys indicated above.

## 8 PERSONAL OPTIONS

### 8.1 Passwords

▼ Your password is numeric and was entered the first time the mailbox was opened. It can be changed using this option.

	Open your mailbox
 	Personal options
 	Administrative options
 	General
 	Password
 	Personal
 	Enter password
 	Finish

Your password prevents others from accessing your mailbox and listening to your messages.









Note: Your password for voice mail is separate from your telephone system station password.



For enhanced mailbox security, change your password regularly.

## 8.2 Greetings

- ▼ A standard greeting is provided for new mailboxes. Your greeting can be changed using this option.

	Open your mailbox
	Personal options
	Greetings
	Personal greeting
	Record personal greeting
	Select greeting type (1 or 2)
	Record greeting
	Finish





Your personal greeting is played to anyone calling or being transferred to your mailbox.

You can record two different personal greetings.

Press **1** to record a greeting that tells callers you are away from your phone (ring no answer).

Press **2** to record a greeting that tells callers you are on the phone (busy).

### Standard greetings








	Personal options
	Greetings
	Personal greeting
	Standard greeting



Indicate in the greeting where you are and when you will reply to the message. Please change your greeting as required.

### 8.3 New Message Notification schedule

▼ You may have the system call you at defined time intervals, at a designated telephone number when new messages are delivered to you.





-  Open your mailbox
-  **4** Personal options
-  **4** Notification Schedule
-  **1** 1st. schedule
-  Enter telephone number
-  Enter start and end of period where you accept calls during weekdays
-  Enter start and end of period where you accept calls during weekend
- Select type of message
-  **1** Notification for all messages
-  **5** Immediate notification for urgent messages
-  **5** Immediate notification for non urgent messages
-  **1** Confirm or press 2 to hear your schedule again

The system allows you to set two permanent schedules and one temporary schedule.

Press **#** to confirm each entry. Press **1** to continue or **2** to change.

Here, we describe the standard options. Carefully follow the instructions given by the system to take advantage of the full set of schedule features.

▼ The system offers you the option of activating or deactivating the Notification Call and your Message Waiting Indicator.

-  **4** Personal options
-  **1** Notification ON/OFF
-  **1** **2** Notification call ON/OFF
-  **3** **4** Message waiting indicator ON/OFF



<b>Important Mailboxes</b>	

<b>Personal Distribution Lists</b>	

<b>System Distribution List</b>	

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## Personal Notes





The functionality described in this user guide is subject to change without notice.

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