# KONNECT™

# KONNECT™ Application Note: Voicemail

# AN-0004-00-00

| Abstract |
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|  |
| This Application Note talks about how to manage and use voicemail of the KONNECT™ Office Phone System. |

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# Table of Contents

# 1   Overview

An incoming call can be sent to voicemail. The caller will hear a pre-recorded greeting and then they can leave a voice message of up to 90 seconds long. The phone can store up to 30 minutes of voicemail.

The KONNECT™ phone supports voicemail on any extension type, private FXO calls (landline, for model 600PL only), and calls to a VoIP account (if any). The KONNECT™ phone supports voicemail stored on the phone, and to voicemail sent to an email address. The following table summarizes the voicemail capability for each type of call:

| Type of Call | Voicemail Capability | Voicemail on Phone Set | Send Voicemail to Email |
|---|---|---|---|
| System Extension | X | X | X |
| Local Third Party Extension | X | | X |
| General Extension | X | | X |
| Group Extension | X | | X |
| Private FXO (model 600PL only) | X | X | X |
| VoIP Account | X | X | X |

## 2   Voicemail Setup

Voicemail can be easily enabled, configured or disabled using the web interface on the phone.

### 2.1   Local Voicemail

Voicemail will pick up any incoming calls on your KONNECT™ phone (refer to Figure 1 below for details). When a call comes in on your phone, you will see a "Voicemail" softkey which will send the call to voicemail.



**Figure 1 Local Voicemail Settings on My Extension**

- **Store Voicemail on Phone:** store the voicemail on the phone.
- **Require Voicemail Password:** use your "user" or "admin" password to protect your voicemails on the phone.
- **Take Voicemail for Group Extensions:** set this phone as the Group Master. We will cover this topic in a later section.
- **Send Voicemail to Email:** send the voicemail to your email. We will cover this topic in a later section.
- **Delay before answering call (seconds):** time delay (in seconds) before the voicemail answers an incoming call.
- **Limit to voicemail time (seconds):** maximum length of time (in seconds) for a voicemail. The maximum setting is 90s.

### 2.2   Voicemail on Local Third Party Extensions and General Extensions

Local Third Party Extensions and General Extensions support voicemail only if they are sent to email. Ensure you provide a valid email address when voicemail is enabled for Local Third Party Extensions or General Extensions.

### 2.3   Voicemail for Private Phone Line (Model 600PL only)

If you have a landline attached to your phone, and its sharing property is set to "Private", you can enable voicemail for the line. The phone will use its local voicemail settings for the line. Please refer to Figure 2 for more details on how to enable this feature.
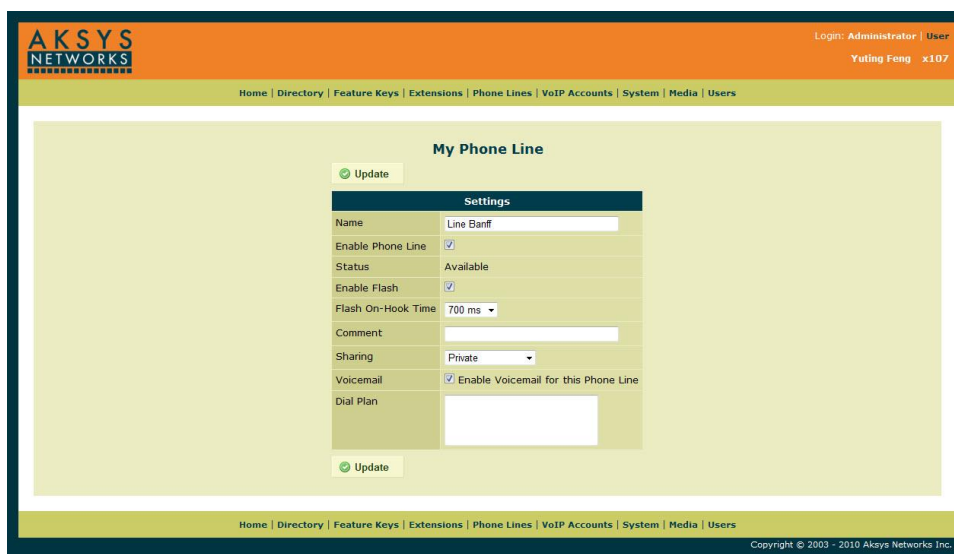
**Figure 2 Voicemail on Private Phone Line**

## 2.4    Voicemail for VoIP Accounts

If you have a VoIP account you can enable local voicemail for the VoIP account. The phone will use its local voicemail settings for the VoIP account. In most cases your VoIP service provider will also provide voicemail, where the voicemails are stored on the VoIP server. We recommend that you use voicemail function provided by your service provider, but if you prefer local voicemail feature, we recommend you contact your VoIP service provider and disable your hosted voicemail.

## 2.5    Group Extension Voicemail and Group Master

Voicemail can be enabled on a group extension only if you provide a valid email address. Voicemail will then be sent to the email address. Please refer to the next section for more details. You can specify the delay before the voicemail picks up a call, and also set the maximum length for the voicemail.
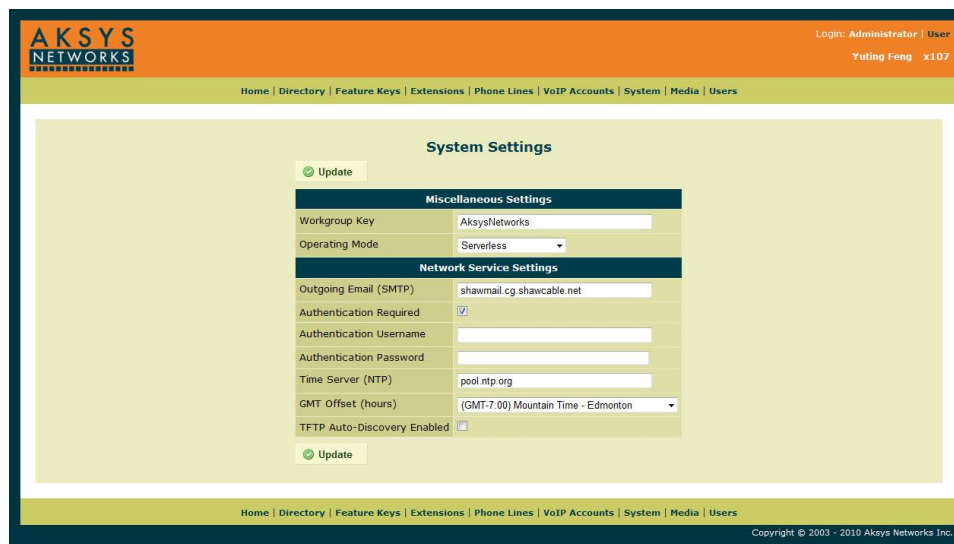
As a member in the group extension, you can also take voicemail for the group on your phone. If you check "Take Voicemail for Group Extensions" option in your local voicemail settings (Figure 1), the voicemail will be left on your phone and be sent to your email if you enable your "Send Voicemail to Email" option if the "Delay before answering call" in your local voicemail settings is the same or shorter than the delay for the group extension voicemail. If the delay in your local voicemail settings is longer than the delay for the group extension, the voicemail will always be sent to the email address specified in the group extension voicemail.

## 3   Managing Voicemails

### 3.1   Send Voicemail to Email

Voicemail stored on the phone can also be sent to your email as an attachment. To use this function, you need to specify an SMTP server, and enable "Voicemail to Email".

To set an SMTP server, log in to the web page of the phone as the "admin" and go to "System" page. Refer to Figure 3 for details.



**Figure 3 SMTP Server Configuration**

If authentication is not enabled, the phone will use SMTP port 25 by default. If authentication is enabled, the phone will use SMTP port 587. If your SMTP server uses a different port number, you may specify it by adding a colon followed by the port number at the end of the SMTP server name. For example, "smtp.example.com:555" tells the phone to send the voicemail to email to smtp.example.com on port 555.

Please contact your IT department or network administrator for the correct SMTP server name, port number and authentication information.

### 3.2   Listening to Voicemails

If a voicemail on your phone has not been played yet, the Ringer LED above the screen will blink, until all new voicemails have been played. For instructions on how to listen to a voicemail, please refer to user guide UG-0000-00-00 for more details.

If a voicemail is sent to your email, you may listen to it using standard media player application such as Windows Media Player. Please refer to user guide UG-0000-00-00 for more details.

In the "Media" tab of the KONNECT™ phone's web interface, you may adjust the number of rings a caller will hear before the Auto Attendant answers the call.

### 3.3   Changing the Voicemail Greeting

By default, the phone provides a pre-recorded voicemail greeting "The personal at extension # is unavailable, please leave a message".

If you want to customize your voicemail greeting you can record a new one by pressing the "Settings" softkey on your phone, then "Voice Greetings" and then "Select". Then select "My Voicemail Greeting(s)", press "Select" and choose "Default Personal Greeting", and press "Select". Lift the handset and press "Record". You will be asked for the user password. Use your dial pad to enter your password, and press "Done". Press "Start" and record your new voicemail greeting. When you're done, press "Stop". Now you can press "Play" to review your recording, and if you're satisfied with your greeting, press "Save". Your new voicemail greeting is now completed.

If in the future you want to use the default greeting, simply go to "Settings", "Voice Greetings", "My Voicemail Greeting(s)", "Default Personal Greeting", and press "Set to Default". The phone will erase your previous recording and use the default greeting.

### 3.4   Voicemail Storage

The maximum length of each individual voicemail is 90 seconds. The phone can store about 30 minutes of voicemail. Once the voicemail box is full, the phone will not be able to store any new voicemail and a caller leaving a voicemail will hear 3 short beeps and the call will be terminated. For instructions on how to delete voicemails, please refer to UG-0000-00-00.

If you enable the voicemail to email function, the phone will send out the voicemail that has not been emailed out yet. If a new voicemail comes in and the phone's voicemail box is full, the phone will purge the oldest voicemail to make room for the incoming voicemail.

## 4  Troubleshooting

- The Ringer LED is flashing but I don't have any new voicemail in my phone.

  Most likely you have a VoIP account that has hosted voicemail enabled. When a new voicemail is left on your hosted voicemail, the phone will flash the Ringer LED. You need to check your hosted voicemail to stop flashing the LED.

- Someone left a voicemail on my phone. How come I cannot play it (there is no "Play" softkey)?

  If you have a VoIP account that supports G.711 codec, the voicemail left on this account on your phone will be converted to G.723 format which has much less size. The amount of time it takes to convert the voicemail equals the length of the voicemail itself, and during this period the phone should be uninterrupted (i.e. no key press). If you are using the phone during this period, the phone will wait until it's freed up. You will be able to listen to the voicemail once the conversion is done.

- There is an error message flashing on my screen, saying "Email error (xxx)", where xxx is a 3-digit number. What do I do?

  Please double check your SMTP settings, including SMTP server, port number (if any), authentication option, user name and password, and your email address. If you are not sure about the correct settings, please contact your network administrator.

## Document Revision Record

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