

The Advanced IP-PBX Communication Solution

PHILIPS

SOPHO IPC 100

**Voice Mail
and
Voice Response System
User Guide**

Programming a Voice Mail Key

1. Press **SPK** key.
2. Dial **851**.
3. Press the key you want to program.
4. Enter the 2-digit function number, followed by any additional information required. (See table below.)
5. Press **HOLD**.

To Check the Function of a Programmable Function Key

1. Press **CHECK**.
2. Press the programmed key.
The programmed function is displayed.

Voice Mail Function Numbers
67 + Mail Box - Mail Box Key - for direct access to mailbox
68 + 0 - Voice Mail Service - skip message forward and replaying
68 + 1 - Voice Mail Service - skip message backward and replaying
69 + 0 - Conversation Record - Start/stop manual conversation record
69 + 1 - Conversation Record - Delete conversation and re-record
69 + 2 - Conversation Record - Cancel call record and delete
70 + Mailbox - Automated Attendant - set call forward to Voice Mail.
71 + Mailbox - Greeting Message - select one of three greetings.

Mailbox Password

VMS

Setting Your Password

System and Display Phone

1. Press Voice Mail Access key (SC 851:67).
2. Dial service code **65#**.
3. Dial new four digit password.
4. Dial **#**.
5. Your password will be spoken to you.
6. Dial **0#** to confirm (or **1#** to cancel).
7. Hang up.

Single Line Telephone

1. Lift handset.
2. Dial **884** (default).
3. Enter mailbox number (and password).
4. Dial service code **65#**.
5. Dial new four digit password.
6. Dial **#**.
7. Your password will be spoken to you.
8. Dial **0#** to confirm (or **1#** to cancel).
9. Hang up.

Deleting Your Password

System and Display Phone

1. Press Voice Mail Access key (SC 851:67).
2. Dial service code **65#**.
3. Dial **9999**.
4. Dial **#**.
5. Dial **0#** to confirm (or **1#** to cancel).

Single Line Telephone

1. Lift handset.
2. Dial **884** (default).
3. Enter mailbox number (and password).
4. Dial service code **65#**.
5. Dial **9999**.
6. Dial **#**.
7. Dial **0#** to confirm (or **1#** to cancel).
8. Hang up.

Function	Service Code	Optional Function	Option Code
Help	0#		
Play Message	1#	Replay Message	1#
		Pause/Restart the Playback	4#
		Erase Message and Play Next Message <i>(during message playback)</i>	7#
		Save Message and Play Next Message	9#
		Copy the Message	2#
		Skip Playback Forward 8 seconds	3#
		Skip Playback Backward 8 seconds	6#
		Broadcast the Message	28#
Erase All Messages	7#	Confirm Erase	0#
End Recording of Message	9#		
Broadcast Message to a Multiple Address Group	2#		
Greeting Message 1	Play	31#	
	Record	32#	
	Erase	37#	
Greeting Message 2	Play	35#	
	Record	33#	
	Erase	38#	
Greeting Message 3	Play	36#	
	Record	34#	
	Erase	39#	
Message Notification	61#	Notify to an Extension	1#
		Notify to an External Number	2#
		Cancel Notification	0#
		Exit	*#
Set Automated Attendant	62#		
Play Messages "First In First Out"	63#		
Play Messages "Last In First Out"	64#		
Password Setting	65#		
Message Registration Control Setting	66#		
Exit	*#		

Listening to Messages**System and Display Phone**

1. Press Voice Mail Access key (SC 851:67).
2. Messages are automatically played back.

Single Line Telephone

1. Lift handset.
2. Dial **884** (default).
3. Enter mailbox number (and password).
4. Dial service code **1#**.
5. Listen to messages.

Recording a Message to Send to a Mailbox

1. Press **SPK** key or lift handset.
2. Dial **884** (default).
3. Dial *****.
4. Dial the mailbox number you wish to send a message to.
5. Dial **#**.
6. Record message.
7. Hang up.

Voice Mail Access from Outside

1. Dial in to listen to your personal greeting.
2. After your greeting has ended, two short beeps will be heard.
3. Enter your password (if set).
4. Dial **#**.
5. You now have access to the service code options for your mailbox (e.g. dial **1#** to listen to your messages).

Broadcast List**System and Display Phone**

1. Press Voice Mail Access key (SC 851:67).
2. Dial service code **2#**.
3. Dial abbreviated broadcast list number (0-9).
4. Dial **#**.
5. Record Message.
6. Hang up.

Single Line Telephone

1. Lift handset.
2. Dial **884** (default).
3. Enter mailbox number (and password).
4. Dial service code **2#**.
5. Dial abbreviated broadcast list number (**0-9**).
6. Dial **#**.
7. Record Message.
8. Hang up.

Transferring a Message to a Broadcast List

1. After the message playback has ended,
2. Dial **28#**.
3. Dial abbreviated broadcast list number (**0-9**).
4. Dial **#**.
5. Dial **0#** to accept.
6. Hang up.

Setting Message Notification**System and Display Phone**

1. Press Voice Mail Access key (SC 851:67).
2. Dial service code **61#**.
3. Dial **1#** for an extension call, **2#** for an outside call, or **0#** to cancel.
4. If either **1#** or **2#** is dialled, enter telephone number followed by **#** (it is not necessary to enter a trunk access code).
5. The dialled number will be read out.
6. Dial **0#** to confirm (or **1#** to cancel).
7. Hang up.

Single Line Telephone

1. Lift handset.
2. Dial **884** (default).
3. Enter mailbox number (and password).
4. Dial service code **61#**.
5. Dial **1#** for an extension call, **2#** for an outside call, or **0#** to cancel.
6. If either **1#** or **2#** is dialled, enter telephone number followed by **#** (it is not necessary to enter a trunk access code).
7. The dialled number will be read out.
8. Dial **0#** to confirm (or **1#** to cancel).
9. Hang up.

Cancelling Message Notification**System and Display Phone**

1. Press Voice Mail Access key (SC 851:67).
2. Dial service code **61#**.
3. Dial **0#** to cancel.
4. Dial **0#** to confirm (or **1#** to cancel).
5. Hang up.

Single Line Telephone

1. Lift handset.
2. Dial **884** (default).
3. Enter mailbox number (and password).
4. Dial service code **61#**.
5. Dial **0#** to cancel.
6. Dial **0#** to confirm (or **1#** to cancel).
7. Hang up.

Forwarding Your Calls to Voice Mail**System Phone**

1. Press Automated Attendant key (SC 851:70) repeatedly until the desired call forward setting is made – *All, No Answer, Busy, Busy/No Answer, Cancel*.
-OR-
2. Press **SPK** key or lift handset.
3. Dial **790** and then select the desired call forward setting.
 - 1** for All Calls.
 - 2** for No Answer.
 - 3** for Busy.
 - 4** for Busy/No Answer
 - 0** Cancel call forward.
5. Hang up.

Single Line Telephone

1. Lift Handset.
2. Dial **790** and then select the desired call forward setting.
 - 1** for All Calls.
 - 2** for No Answer.
 - 3** for Busy.
 - 4** for Busy/No Answer
 - 0** Cancel call forward.
3. Hang up.

You can also set call forward while accessing your mailbox by selecting the Voice Mail service code **62#** (Automated Attendant).

To Record a Greeting Message**System Phone**

1. Press Voice Mail Access key (SC 851:67)
2. Dial service code (see table below).
3. Record your message, after the beep.
4. Dial **9#** to end the recording.
5. Hang up.

Single Line Telephone

1. Lift Handset.
2. Dial **884** (default).
3. Enter mailbox number (& password).
4. Dial service code (see table below).
5. Record your message, after the beep.
6. Dial **9#** to end the recording.
7. Hang up.

To Listen to a Greeting Message**System Phone**

1. Press Voice Mail Access key (SC 851:67).
2. Dial service code (see table below).
3. Listen to the message and hang up.

Single Line Telephone

1. Lift Handset.
2. Dial **884** (default).
3. Enter mailbox number (and password).
4. Dial service code (see table below).
5. Listen to the message and hang up.

To Erase a Greeting Message

System Phone

1. Press Voice Mail Access key (SC 851:67).
2. Dial service code (see table below).
3. Dial **0#** to erase message.

Single Line Telephone

1. Lift Handset.
2. Dial **884** (default).
3. Enter mailbox number (and password).
4. Dial service code (see table below).
5. Dial **0#** to erase message.

37# Erase Message 1
38# Erase Message 2
39# Erase Message 3

Selecting a Greeting Message to Play

System Phone

1. Press Change Attendant Message key (SC 851:71) repeatedly to toggle:
 Message 1 = Lamp extinguished
 Message 2 = lamp steady
 Message 3 = lamp flashing.

A Single Line Telephone or a System Phone without a 'Change Attendant Message' key, cannot change the Greeting Message.

Conversation Recording

VMS

AUTOMATIC RECORDING

Automatic Recording starts automatically when the call is answered.

MANUAL RECORDING

To Start Manual Recording

1. Press the Manual Conversation Recording Key at any time during the conversation.

Storing a Manual Recording Message

1. If prompted at end of call, enter the mailbox number where to store message.
 -OR-
 If Callback Mode is set, wait for the Voice Mail system to ring back after call has ended, then enter the mailbox number where to store the message, and dial #.
If you do not answer the callback or you do not specify a mailbox number, the recorded conversation will be deleted.

Programming a Manual Conversation Recording Key

1. Press **SPK** key.
2. Dial **851**.
3. Press the key you want to program.
4. Dial service code **69**.
5. Dial **0**.
6. Press **HOLD**.

Listening to a Recorded Conversation

System Phone

1. Press Voice Mail Access key (SC 851:67).
2. Messages are automatically played back.

Single Line Telephone

1. Lift handset.
2. Dial **884** (default).
3. Enter mailbox number (and password).
4. Dial service code **1#**.
5. Listen to messages.

To listen to the General Message**System and Display Phone**

Your MW lamp flashes when there is a new General Message. A voice message periodically reminds you.

1. While telephone is idle, dial **4**.
- OR-
2. Press the **SPK** key or lift handset.
3. Dial **711**.

Normally your MW lamp will now go off. If it continues to flash, you have unanswered Message Waiting requests or new messages in your Voice Mail mailbox.

Single Line Telephone

1. Press the **SPK** key or lift handset.
2. Dial **712**.
3. Dial **5** (Listen).
4. Listen to message.
5. Dial **5** again to repeat.
6. Hang up.

To Record the General Message

1. Press the **SPK** key or lift the handset.
2. Dial **712**.
3. Dial **7** (Record).
4. Record message, then dial **#** when finished.
5. Hang up.

To Erase the General Message

1. Press the **SPK** key or lift the handset.
2. Dial **712**.
3. Dial **3** (Erase).
4. Press **Hold** to cancel without erasing (*System Phone only*).
5. Hang up.

To enable a Personal Greeting

1. Press the **SPK** key or lift handset, and Dial **713**.
-OR-
Press the Call Forwarding (Device) key (SC 851:17).
2. Dial **7**.
3. Record your Personal Greeting, or if you already have Personal Greeting or Park and Page set up, you can dial:
7 to re-record
5 to listen (then **#** to listen again)
3 to erase (press **HOLD** to cancel erase)
4. Dial **#** + Personal Greeting condition:
2 = Busy/No Answer
4 = Immediate All Calls
6 = No Answer
5. Dial the destination to receive your calls. *The destination can be:*
 - *A co-worker's extension.*
 - *Off-premise via Common Abbreviated Dialling (by entering 813 + bin number).*
 - *Greeting without forwarding so caller hears busy (by entering your extension number).*
 - *You cannot forward to a Department Group pilot number.*
6. Dial Personal Greeting type:
2 = All calls
3 = Outside calls only
4 = Intercom calls only
7. Hang up.
Your DND or Call Forwarding (Device) Programmable Function Key flashes when Call Forwarding is activated.

To cancel your Personal Greeting

1. Press the **SPK** key or lift handset.
2. Dial **713 + 73**.
3. Hang up.

To Record a VRS Message

1. Press **SPK** key or lift handset.
2. Dial **716**.
3. Dial **7** (Record).
4. Dial the message number (**01-48**).
Ensure that the message number selected is not used for other VRS functions.
5. Record your message, after the beep.
Normally, your message cannot exceed 2 minutes. If you hear, "Recording finished," you have exceeded the allowed message length.
6. Press **#** to end the recording.
7. Hang up.

To Listen to a Recorded Message

1. Press **SPK** key or lift handset.
2. Dial **716**.
3. Dial **5** (Listen).
4. Dial the message number (**01-48**).
You'll hear the previously recorded message. If you hear a beep instead, there is no previous message recorded.
5. Press **#** to listen to the message again.
6. Repeat from step 3 to listen to another message.
7. Hang up.

To Erase a Recorded Message

1. Press **SPK** key or lift handset.
2. Dial **716**.
3. Dial **3** (Erase).
4. Dial the message number (**01-48**).
5. Press **HOLD** (system phone only) to Cancel the procedure without erasing (and return to step 3).
6. Hang up to erase the message.

To Record, Listen to or Erase a VRS Message via DISA

1. Place a call into the system.
2. After the system answers, dial the DISA password (default=000000).
3. Dial **716** and the VRS password.
4. Dial the function you want.
7 = Record
5 = Listen
3 = Erase
5. Dial the message number (**01-48**).
6. Record the message and press **#** to end recording.
 - *If you dialled 7 to record, you can dial # to listen to the message you just recorded.*
 - *If you dialled 5 to listen, you can dial 5 and message number to hear it again or if you want to record, listen to or erase another message, go to step 4.*
 - *If you dialled 3 to erase, you must go to step 7 (hang up).*
7. Hang up.

VRS Message Numbers

By default, VRS message numbers are not assigned. In your system, the following message numbers have been assigned to common VRS messages.

Message Name	Message Number (01~48)
Automated Attendant	
Guidance Message	
General Message	
Preamble Message	

Park and Page

VRS

To have the System Page you when you have a Call

1. Press the **SPK** key or lift handset, and Dial **713**.
-OR-
Press the Call Forwarding (Device) key (SC 851:17).
2. Dial **7**.
3. Record your Personal Greeting, or if you already have Park and Page or Personal Greeting set up, you can dial:
7 to re-record
5 to listen (then **#** to listen again)
3 to erase (press **HOLD** to cancel erase)
4. Dial **#7**.
5. Record your Page Message.
6. Dial **#** + Paging Zone Access Code.
E.g. Internal Zone 1 = 801 + 1.
External Zone 1 = 803 + 1.
Combined Zone 1 = 751 + 1.

7. Dial Park and Page type.
2 = All calls
3 = Outside calls only
8. Hang up.
Your DND or Call Forwarding (Device) Programmable Function Key flashes when Call Forwarding is activated.

To Pick Up your Park and Page

1. Press the **SPK** key or lift handset.
2. Dial **715** + your extension number.

To Cancel your Park and Page

1. Press the **SPK** key or lift handset.
2. Dial **713** + **73**.
3. Hang up.

Preamble Message

VRS

To Answer a Call with a Preamble Message

1. Answer the ringing call and wait for the preamble message to finish.
The line key turns solid red as the system automatically plays the preamble message to the caller.

2. When you hear two beeps and the line key turns green, converse with the caller.

Checking Time/Date & Station Number

VRS

To listen to the Station Number

1. While telephone is idle (handset on hook), dial **6**.

To listen to the Time/Date

1. While telephone is idle (handset on hook), dial **8**.

Feature Availability

Each feature is marked with a VMS or VRS indication.

VRS = Voice Response System

VMS = Voice Mail System

Both features are provided when the DSPDB card is installed in the XN120 system.

EU REGULATORY INFORMATION

CE Notice (European Union)



Hereby, "Philips Business Communications", declares that this system terminal for the SOPHO IPC 100 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. For a copy of the declaration of conformity please visit <http://www.sopho.philips.com/doc> or contact us at the address mentioned in this manual.

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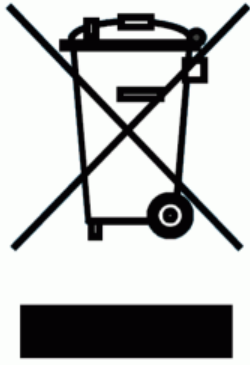
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Product disposal information

For countries in the European Union



The symbol depicted here has been affixed to your product in order to inform you that electrical and electronic products should never be disposed of as municipal waste.

Electrical and electronic products including the cables, plugs and accessories should be disposed of separately in order to allow proper treatment, recovery and recycling. These products should be taken to a designated facility where the best available treatment, recovery and recycling techniques are available. Separate disposal has significant advantages: valuable materials can be re-used and it prevents the dispersion of unwanted substances into the municipal waste stream. This contributes to the protection of human health and the environment.

Please be informed that a fine may be imposed for illegal disposal of electrical and electronic products via the general municipal waste stream.

In order to facilitate separate disposal and environmentally sound recycling, Philips Business Communications has made arrangements for local collection and recycling in all member states of the European Union. In case your electrical and electronic products need to be disposed of please refer to the contractual agreements that your company has made upon acquisition of these products. Should this information not be available, please contact the local Philips organization or contact us at www.sopho.philips.com.

For Countries outside the European Union

Disposal of electrical and electronic products in countries outside the European Union should be done in line with local regulations. If no arrangement has been made with Philips Business Communications or your supplier, please contact the local authorities for further information.