



Benemen Voicemail

User Guide

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benemen

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1 How does the voicemail work?

When a call is redirected to the voicemail, a greeting is played to the caller with a tone, after which the caller can leave a message (max 2 min.) to you.

A notification about new a message will be sent by a SMS and/or email. The SMS will be sent to the mobile number and/or email address provided to Benemen.

The new voicemail messages will stay as new until they are marked to be deleted from the menu.

1.1 Voicemail Menu

The voicemail supports Finnish and English languages. The voicemail language settings can be modified from the *BeneDesk* language settings. The menu options are described in the picture below.

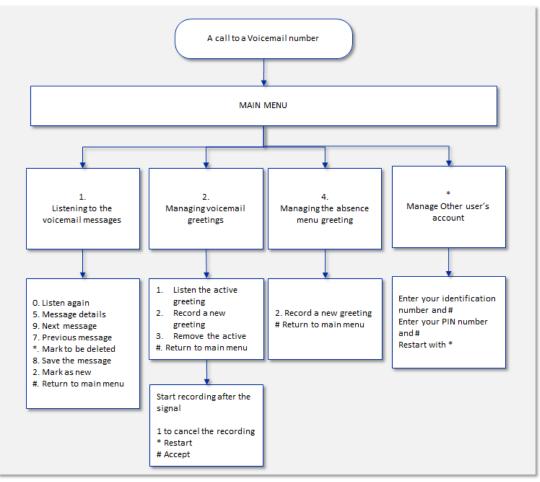


Figure 1. The Voicemail menu structure.

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2 Setting up voicemail on the Benemen network

The voicemail is activated in the Work time transfer section (Figure 2) of the BeneDesk Settings.

BeneD	esk			Set availability	g ra@benemen.com
Home Availability		Settings	Call information		BeneCC
	Set your avail Availability str BeneDe	ability from here. Manage the settings atus affects to the considering the usage	View your call history and	Directory Directory of company's employees with their contact • Set av	See employees who are operating in the company's call
Call		Call handling	🕒 Work schedule	Co Work time transfer	Additional features
G ∎	Home	Mobile phone and number usage mode ?	Change availability work time based ?	Action when unavailable ?	Voicemail greeting ?
Directory	8	Full work use	Yes •	Transfer, no announcement *	
0	Availability	Mobile stays in work use ?	Start time End time	No answer	Menu target y
BeneCC	14	No Call offering mode ?	8:00 AM Mon + 5:00 PM Mon +	No transfer •	No transfer
8	Settings	One by one *		Do not disturb 🛑	No transfer
Service pool managemen	a a a a a a a a a a a a a a a a a a a	Alerting time (seconds) 7	8:00 AM Tue * 5:00 PM Tue *	No transfer •	To voicemail To menu
ø	Call information	45 •	8:00 AM Wed * 5:00 PM Wed *	Off work O	To number
Service calls		Terminal list ?		No transier	
6	Directory	1. Mobile 1 4 2. Lyne 21 1	8:00 AM Thu • 5:00 PM Thu •		
Call	0	3, Wep 1 2 1 4	8:00 AM Fri + 5:00 PM Fri +		
nanoing	BeneCC	4, 9992 8 7 4	Off work *		
	8	5. Weakto 😥 🕈 4			
	Service pool managemen	6, Other	Off work *		
	.0	Call waiting 7			
	Service calls	Call waiting •			
	CP	Work call recording ?			
	Call	Off •			
	handling				
	2	✓ Save	✓ Save	✓ Save	✓ Save

Figure 2. Setting up the voicemail.

When the voicemail is activated the following transfers will be applied automatically:

- Call is not answered in 30 seconds
- User is in" Do not disturb" status
- Work calls, when in "Off work" state

The settings can be changed from *BeneDesk* according to users' needs.

2.1 How to set up a personal greeting

To greet callers and let them know they have reached the correct person, users can record their own personal greeting or enter it by using the text to speech feature in *BeneDesk*.

The greeting can be recorded via voicemail menu and maximum duration of the greeting is two minutes.



2.2 How to set up a PIN code

The default PIN code is 1234. To access messages from another phone or when abroad, users need to set personal four digits PIN code. The PIN code can be set in *BeneDesk* "Manage Account" –section, which is available only for the user him/herself.

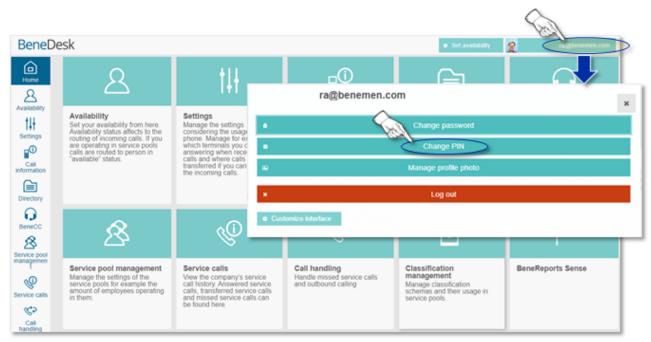


Figure 3. Managing the PIN code.

Benemen cannot retrieve nor reset the PIN code due to the security reasons.

2.3 How to set alert types

Available alert types are **SMS**, **Email** and **BeneDesk**. An email will be sent to the user's email address provided during provisioning of the subscription and to the mobile provided by Benemen.

Alert types can be changed by Benemen helpdesk.



3 Using the voicemail

3.1 Listening to the messages

You can dial into the number **500** or **+358409207000**, **+4530155500** or **+447458820500** from any terminal you have. The voicemail will recognize your subscription automatically from any of your terminals.

You can also listen to your voicemail message abroad or from another phone by dialing a long voicemail number **+358409207000**, **+4530155500** or **+447458820500**, instead of the short dial.

3.2 Listen to your messages with your own subscription abroad

While in roaming network abroad you can listen to your voicemail by dialing into the full voicemail number **+358409207000**, **+4530155500** or **+447458820500**. You can dial into the voicemail number and enter your subscription number (your phone number) and pin code, in a case it is asked.

3.3 Listen to your voicemail messages from another operator's subscription.

Please dial to long the voicemail number **+358409207000**, **+4530155500** or **+447458820500** and enter subscription number (your phone number) and a pin code.



4 Additional menu

With the additional menu, it is possible to control the voicemail and incoming call settings during holidays. Notice, that the additional menu short dial number is 501.

4.1 How does the additional menu work?

When call is redirected to **additional menu**, a caller will hear the menu as described in the picture below (Figure 4).

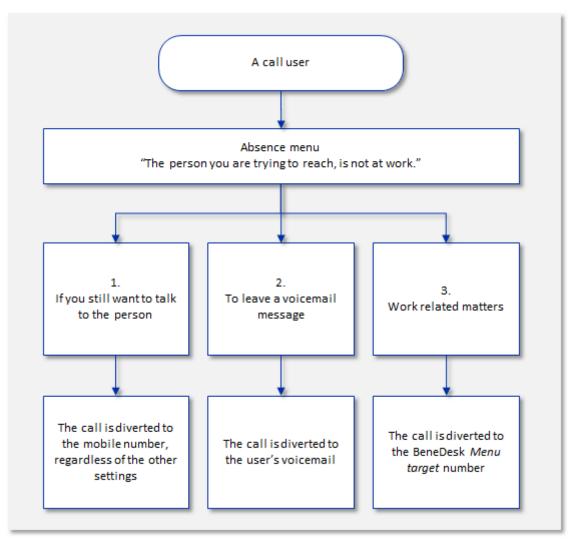


Figure 4. The additional menu structure.

4.2 How to turn on the additional menu?

With the additional menu a user sets a menu to be played to the caller. The menu can be activated by transferring calls to **menu** in BeneDesk transfer fields.



The easiest way to activate additional menu is to transfer all calls to 501 in "Off work" state.

usy during active call ?		Busy during active ca	1 7
Yes	٠	Yes	*
lerting time ?		Alerting time ?	
60	٣	60	•
e transfers ?		Use transfers ?	
Yes	۳	Yes	٣
ransfer - All calls ?		Transfer - All calls ?	
To menu	٣	To menu	*
No transfer		Transfer - No answer	
To number		No transfer	٣
		No transfer	

Figure 5. Setting up the additional menu.

4.3 How to manage the additional menu?

A user can manage the additional menu by entering unique greeting in the beginning of the menu. If there is no personalized greeting a default greeting will be played.

4	Additional features
Voice	mail greeting ?
l'm c	urrently unable to take your
Menu	target ?
+358	404503001

Figure 6. Adding a personal greeting in the BeneDesk.

A user can also enter a target for business calls. If the target is defined a caller will hear a third option, "in business related matter, please press 3" and call will be transferred to the defined target. If there is no target defined a caller will not hear the third option at all.

The user can record a greeting via voicemail number menu by choosing option number three.