



Benemen Voicemail User Guide

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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.

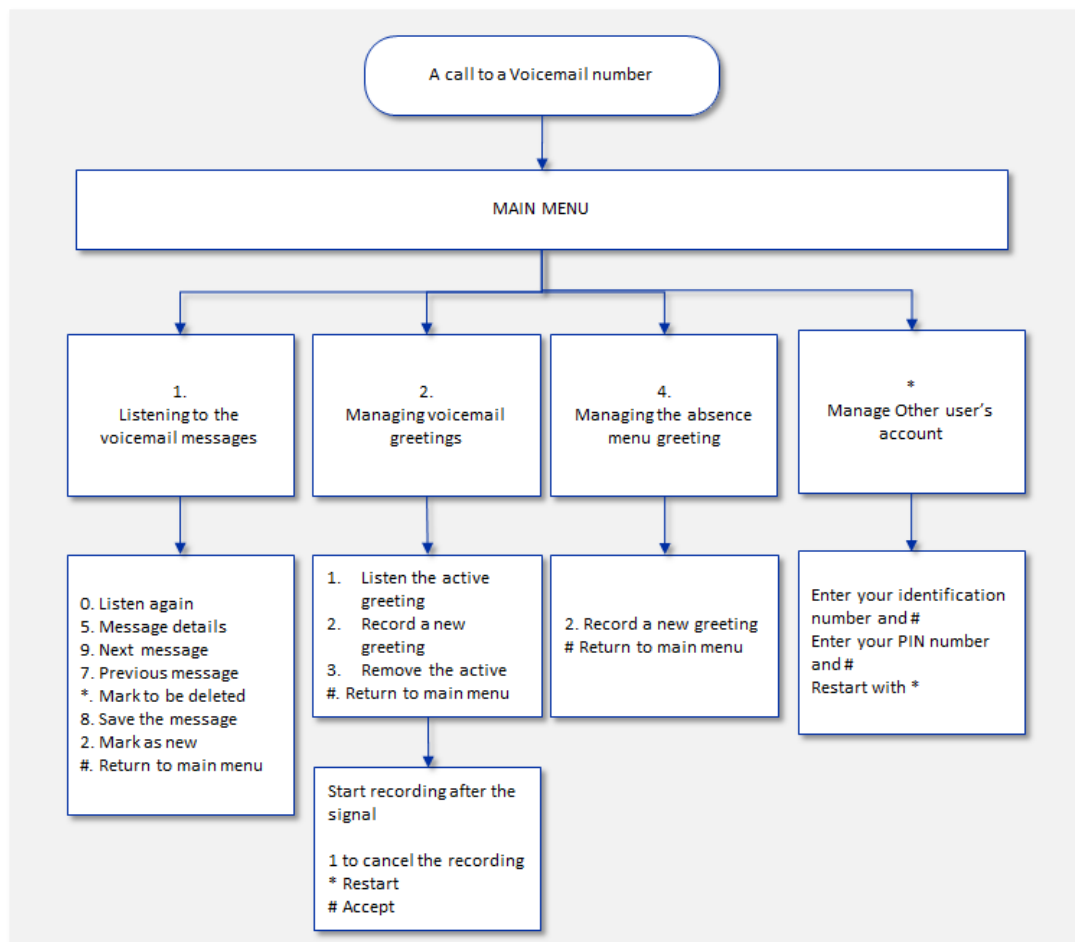


Figure 1. The Voicemail menu structure.

2 Setting up voicemail on the Benemen network

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

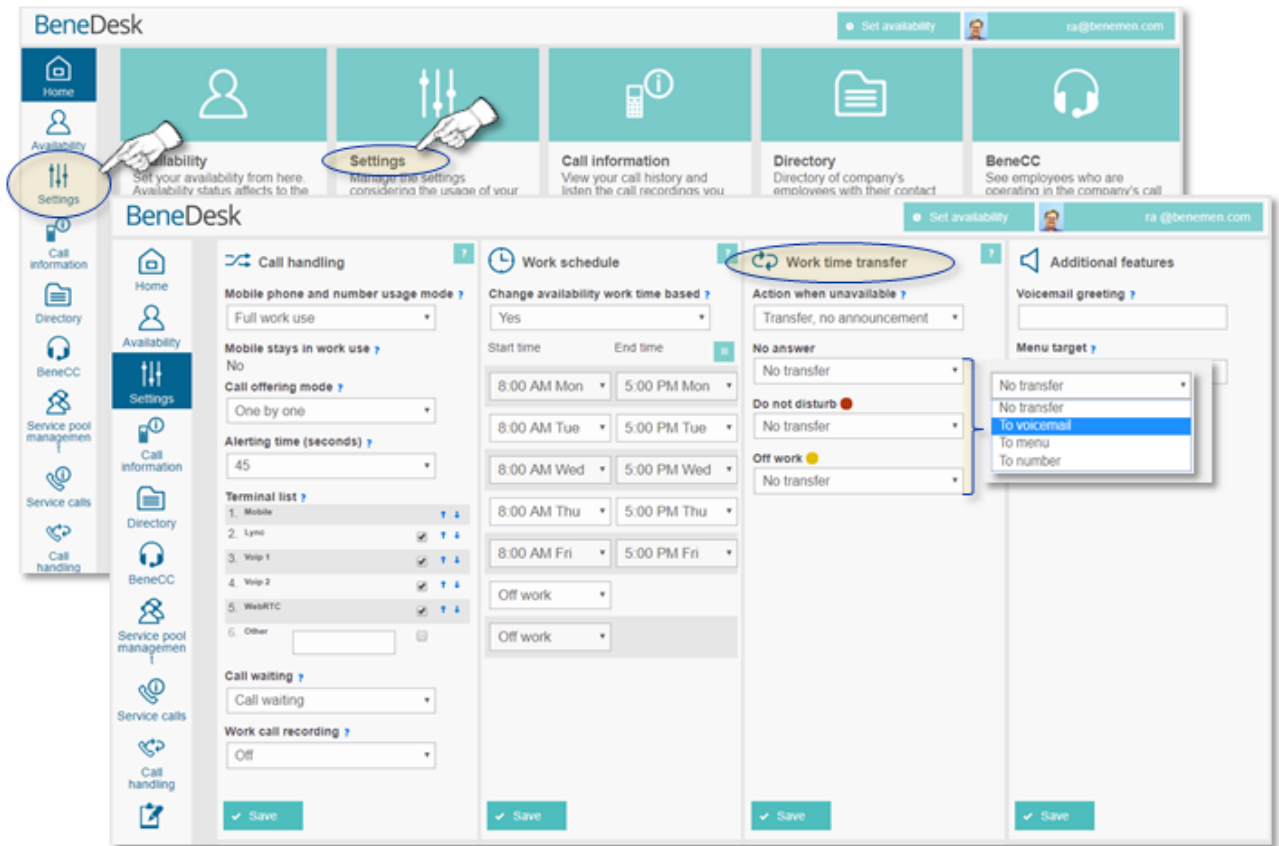


Figure 2. Setting up the voicemail.

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.

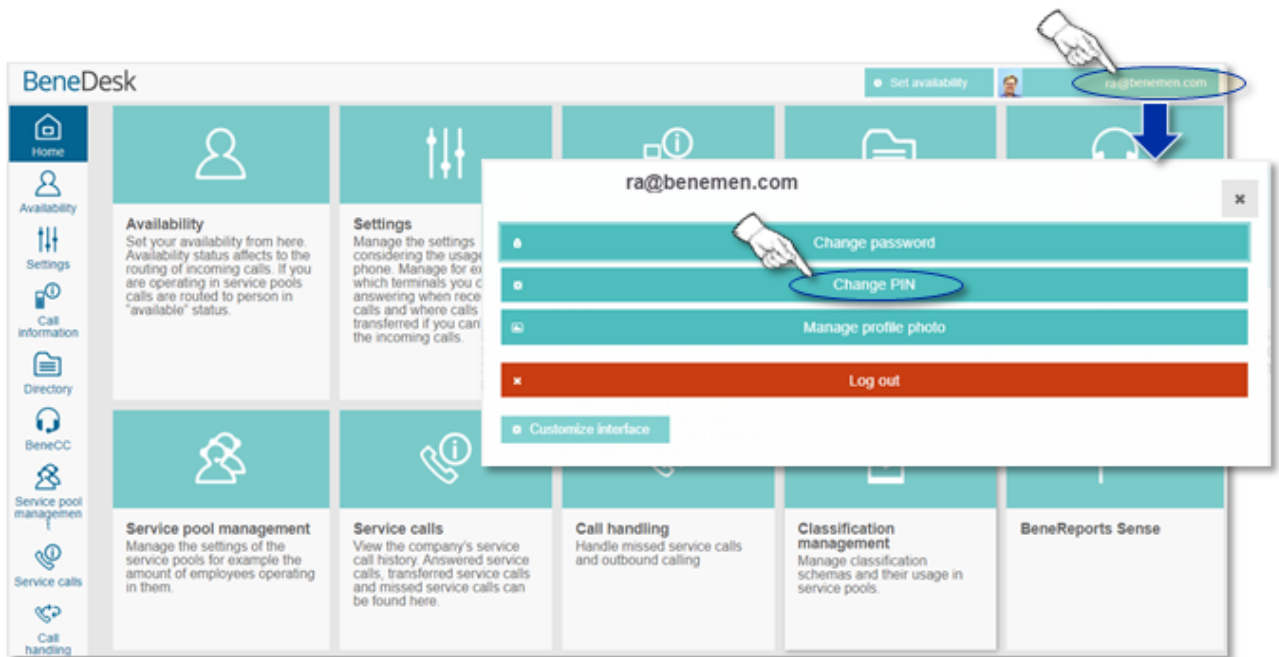


Figure 3. Managing the PIN code.

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).

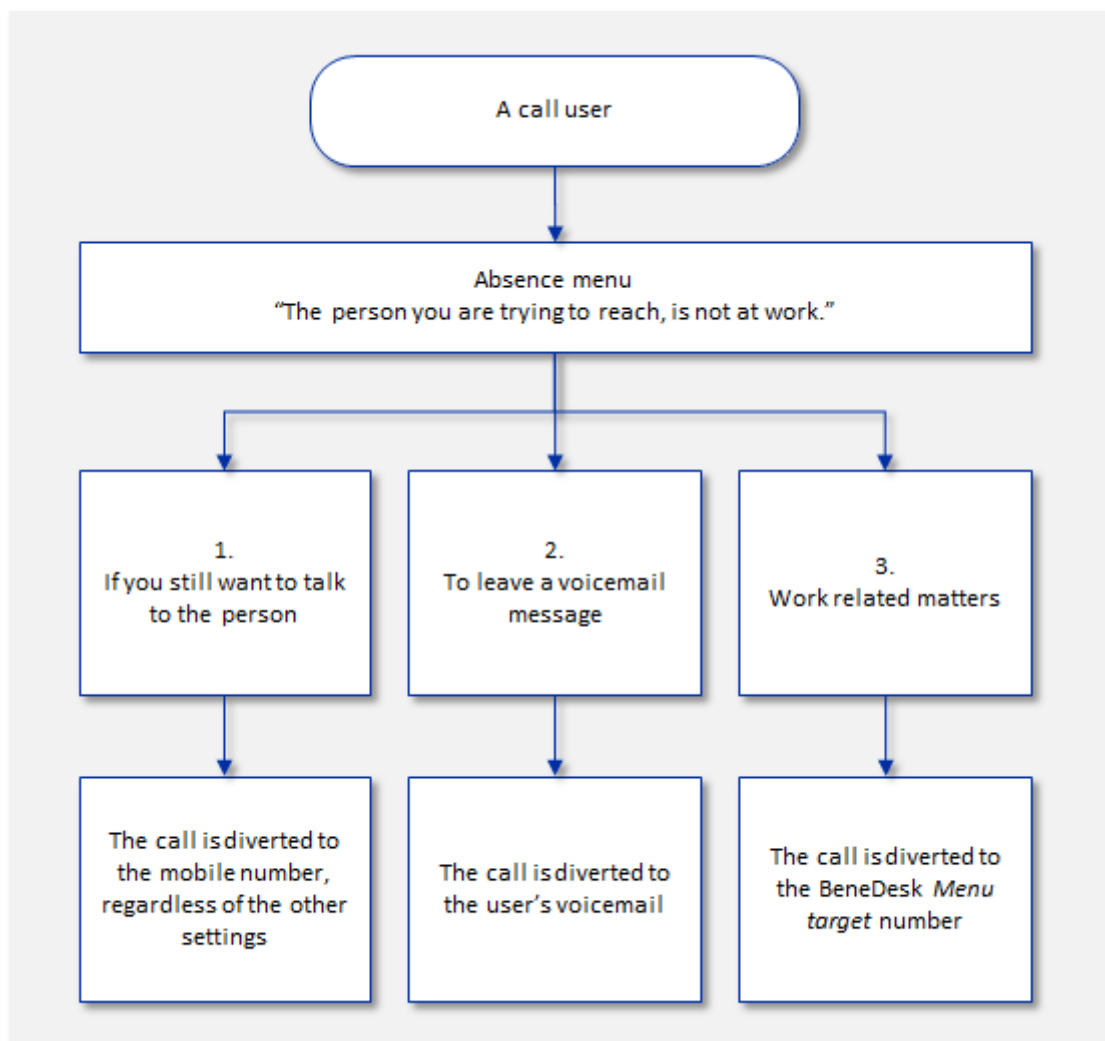


Figure 4. The additional menu structure.

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 menu** in Off work transfer settings. To menu option is the IVR menu to leave message, transfer to mobile or other number.

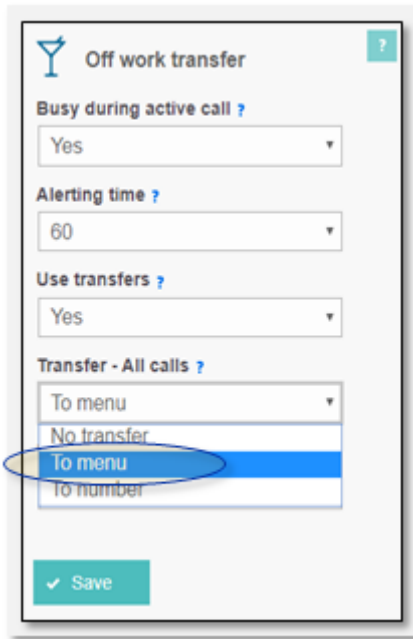


Figure 5. Off work transfer

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.

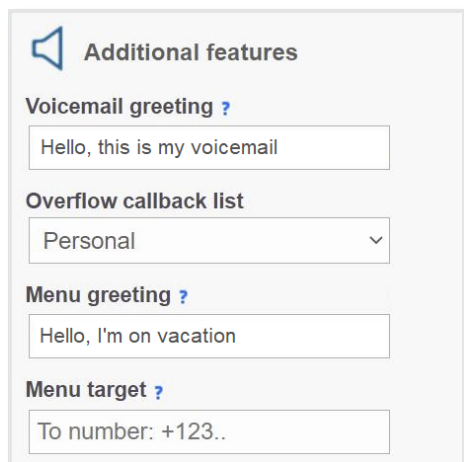


Figure 6. Additional features in BeneDesk settings.

Additional settings menu options are:

Menu greeting is played with text-to-speech for incoming calls in menu if no spoken message has been recorded. You can record a voice message by dialing the menu number. Recorded message overrides any text-to-speech greeting.

Menu target: 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.