The User Web (Informera) with VIP2000

Via the **User Web** (**Informera)** you can create presence information, send messages, call colleagues, manage calls and search for extensions in the company without requiring an operator. The **User Web** is web based and you will receive the address to it from your system's administrator.

Quick reference guide

Start your web browser and go to http://salut.lu.se

Logging in

Log in with your extension number and password. The first time you log in the password should be **your extension**. Under settings you can change the password for your account. Contact the system's administrator if you forget your password. End the session by clicking on the x in the upper right corner.

Searching for information on your colleagues

Click on the Search tab to search for colleagues or departments, to find information and/or send messages.
The search results are displayed as a list of extensions or departments that match the search.
Active presence information can be seen directly in the search result list.

Alexander Eriksson, Servicetekniker	Visionutveckling AB	Service	9299
Diverted, back on 24 Jul 00:00			
Calls are transferred to Voicemail. Vacation from 28 Jun 07:00, until 24 Jul 00:00.			
Semester			
Alexander Sifvert, Operatörslösningar	Visionutveckling AB	Marknad	9991

Click on a row in the search result list to acquire that person's presence status, complete information and an option to send them a message via SMS or e-mail.

NEW! It is now even easier to specify for what or whom you want to search for. If you want to perform a search for contact or a user make a selection in the catalogue list.

Users
Alla
Users
Contacts
SuperOffice
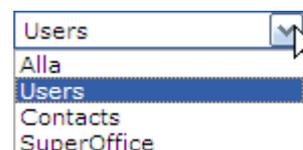
Create presence information

Manual presence information
1. Click on the "Divert my telephone" tab.
2. Enter reason and change the "to" and "from" date and time if necessary.
3. Select if the telephone should remain open and if the operator should transfer to another number.
4. Finish by entering a description in the corresponding box if needed.

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Fast diversions

If you have created your own quick launch buttons for presence information and diversions it is enough if you click on the corresponding button to create a diversion. Personal fast diversion buttons are created under Settings and become active once you click on the quick launch fast diversion button that you have created.

Messages

Once you have received a new message the Message tab will become red. Click on the tab to see the new message.

Listen to message (via the telephone)
1) Click on the light blue telephone symbol corresponding to the message you want to listen to.
2) Enter the desired number when prompted and click on call.
3) Answer the telephone and click on "OK" on the web page.

Listen to message (via the PC speaker)
- Click on corresponding to the message you want to listen to.

Save a message
- Click on the save symbol for the message you want to save.

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Forward a message
- Click on the forward message corresponding to the message you want to forward.

Delete a message
- Click on the delete message symbol for the message you want to delete.

Copy the number to the contact list
- Click on the copy symbol corresponding to the message you want to save the number for.

Change your personal information

Your own message can be found under the "My information" tab. You can change the optional information yourself and suggest changes to the administrator concerning other information .The field for miscellaneous information and comments at the bottom of the page can be used when you want to change your name, extension or if you are going to enter information entailing you work assignments and also who your replacement is.

Settings

Under the Settings tab the voice mail can be found.
It is here that you record your greetings
Record one of the greetings in the list:
1) Click on the record symbol corresponding to the message you want to record:
2) Enter the desired information on the page when prompted and click on Call.
3) Answer the telephone and click on OK on the web page.
4) Click on Record to start recording.
5) Click on Stop when you are done.
6) Click on Save to save the recording.

Change the personal PIN-code

Under the settings tab the personal PIN-code can be changed.

Your PIN-code is also used for accessing your voice mail inbox and should thus always consist of four numbers.
It may not contain * or #.

Quick reference guide

VIP2000

Help

Back to previous page in menu ✱

End: Press ⑤
Or hang up

Voice mail access number

......**26150**.....

Log in

Dial the company´s voice mail access number and follow the instructions.

External log in**

Log in from other telephone***

End with #

Main menu

Listen ①
Greetings ②
Settings and message handling ③
Other functions ④
End ⑤

Automatic listening

Rewind ⑦
Start/Stop ⑧
Forward ⑨

Greetings

General greetings ①
Further greetings ②

Settings Message handling

Settings ①
Send message ②
Saved messages ③
Listen to messages ④

Refering to/ Further connections ①

Playback paused

Rewind ⑦
Start/Stop ⑧
Forward ⑨
Other alternatives ①

General greetings

Listen ①
Record ②
Erase ③
Example**** ④
Next language* ⑤

Settings

Private settings ①
Answer settings ②

Send messages

Listen ①
Record ②
Send ③

Automatic listening

Rewind ⑦
Start/stop ⑧
Forward ⑨

Other alternative

Save ①
Send forward ②
Erase ③

Further greetings

Busy* ①
Unanswered* ②
Greetings for reference codes* ③

Private settings

Listen to the settings ①
Personal code ②
Long/short Information menus ③
Connections ④

Answer settings

Listen to the settings ①
Reference (yes/no) ②
Close/open voice mail ③

Playback paused

Rewind ⑦
Start ⑧
Forward ⑨
Other alternatives ①

Handling of further greetings

Listen ①
Record ②
Erase ③
Example**** ④
Next language* ⑤

Connections

Listen to the settings ①
Erase ②
New connection ③

New connection

Telephone ①
Minicall ②
Mobile phone with text ③

Alternative

Save ①
Send forward ②
Erase ③

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* Not available in all systems
** The voice mail access number works as a telephone extension. Therefore dial the complete number from an external number. Then follow the instructions.
*** Dial the complete voice mail access number and wait for an answer, then press #.
**** *Example:* Hello! You have reached "name". I´m not available at the moment. Please, leave a message and I`ll get back to you as soon as possible.
Press 9 to be connected to the operator.