NOTICE

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NEC

UM8000 MAIL

USER GUIDE

ACCESSING YOUR MAILBOX

Accessing your mailbox by computer

1. Launch Internet browser such as Windows Internet Explorer.

2. In the Address window enter the IP Address of voice mail:

    IP Address _____

3. When the Mailbox Manager page is seen, enter:

    User ID (9+extension number) _____

    Security Code _____

4. Choose your preferred language from the available system languages, and click "Login".

Accessing your mailbox by telephone from inside your organization

1. Call the voice messaging system.

2. When the system greets you, enter:

    Personal ID _____

    Security Code _____

For assistance, call:

Name _____

Extension _____

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LIST OF FIGURES

INTRODUCTION

Welcome to UM8000 Mail User Guide. The UM8000 Mail is a simple yet powerful voice messaging system that can greet your callers and record your messages. You will find it quick and easy to use.

On the Telephone

The voice messaging system lets you control how your mailbox receives messages and plays them back. You can change these settings whenever you like, from any telephone. The telephone options consist of:

❑   **Menu Conversation**

The menu conversation leads you quickly to your destination. You will hear a menu of options. Enter the number associated with the option to perform the particular task. The voice messaging system's menu options are diagrammed as "System Menus" on page 72.

❑   **1 for Yes, 2 for No**

If you prefer, ask your system manager to set up your mailbox with the 1 for Yes, 2 for No conversation. This conversation leads you step by step through all of your options with easy, yes-and-no questions. Just enter 1 for Yes, 2 for No.

❑   **Shortcuts**

To perform routine tasks quickly, you can enter a sequence of numbers in advance of the conversation questions or menus.

❑   **Rotary Telephones**

If your system uses dial pulse detection, you can use a rotary dial (pulse tone) telephone to send and receive messages and to change your feature settings.

❑   **Help**

When the system conversation asks you a question, enter 3 to hear a Help menu of options.

❑   **Softkeys**

If equipped you can use the softkeys on your display telephone. The visual display of softkeys quickly leads you to your destination. You will see a menu of options. Press the softkey associated with the option to perform the particular task for your feature settings.

On the Computer

If your system has TeLANophy®, you can manage live telephone calls and all types of messages visually on your computer screen. TeLANophy is a suite of unified messaging and call management modules. TeLANophy consists of:

❑   **ViewMail®**

All of your voice messages are brought together in one window with ViewMail. You can access and prioritize your messages and respond to them by using your personal computer.

❑   **ViewMail for Microsoft® Messaging**

You can access all of your messages — voice mail and e-mail — in your Microsoft Inbox, whether you are using Outlook 98, Outlook 2000, Outlook XP, or Outlook 2003.

❑ **ViewCall® Plus**

All of your inbound and outbound calls can be managed visually from your desktop computer. You can customize your call control applications by integrating ViewCall Plus with other applications, such as Microsoft's Office suite.

❑ **Help**

For more detailed information about TeLANophy, use the:

◼ Online Help system (press F1 or use the Help menu)

SETTING UP YOUR MAILBOX

First, fill in the blanks on "Accessing your mailbox by computer" and "Accessing your mailbox by telephone from inside your organization" in the front of this guide and perform the procedure **Accessing your mailbox from inside your organization** provided. This makes your mailbox ready to use and enrolls you on the system as a subscriber.

The system asks you to record your name, spell your name (if required), record a personal greeting, and set your security code.

You should set a security code that only you know. This prevents someone else from hearing your messages and changing your mailbox settings. You can change your security code as often as you like.

After you have set up your mailbox by telephone, you can also begin using TeLANophy. Contact your system manager to get TeLANophy set up on your desktop.

To set up your mailbox

1. Access your mailbox by telephone (refer to "Accessing your mailbox by telephone from inside your organization").

2. Answer the system questions. Enter **1** for Yes, **2** for No. If you are not sure, enter 2. You can always change the option later.

3. When the system asks you if you are satisfied with your settings, enter 1 to confirm.

CHECKING AND LEAVING MESSAGES

Depending on your system, you can use a telephone or computer to:

❏ Check new messages

❏ Leave a message to one or more subscribers or guests

❏ Leave a message to a group

❏ Review messages

❏ Redirect a message

❏ Modify or cancel a message after leaving it

❏ Archive a message

❏ Record a conversation

Checking New Messages

Checking New Messages by Telephone

New messages are messages that you have not yet heard. The system notifies you when you have new messages.

It also sorts your messages by sender. If the system does not know who left a message, it says that the message is *from your message box*.

After you listen to the messages from a subscriber, you can reply immediately; you do not have to dial the subscriber's extension.

To check new messages by telephone

1. Access your mailbox.

2. Press the New softkey or enter **4** to check new messages. Follow the system instructions. Enter **1** for Yes, **2** for No.

Optional Playback Features

The system manager can set up special options for your mailbox to:

❏ Play your new messages automatically each time you call the system.

❏ Provide additional security by always requiring both a personal ID and a security code to play messages.

❏ Tell you how long it will take to play your messages.

✎ *One or more of these features may not be available at your site.*

Checking New Messages by Computer

If your system uses ViewMail or ViewMail for Microsoft Messaging, you can check messages visually from your computer.

Information about each message is provided on the screen. When available, names, telephone numbers, and a subject are included with messages. ViewMail also provides the length of the message and the time it was sent.

You can listen to messages either with a computer sound device or a telephone.

To check new messages from your computer

1. Start ViewMail or Outlook with View Mail for Microsoft Messaging installed and connect to voice mail.

2. Double-click the message to open it.

3. Use the VCR-style buttons to play and respond to the message.

ViewMail

File   Edit   View   Message   Tools   Help

From			Phone	Acco...	Date	Time	Contents	Subject
A24			1002		07/19/2...	13:50	0:05	
A24			1002		07/19/2...	13:49	0:09	
NEC AMERICA			2142622000		07/19/2...	14:39	0:07	
A26			1005		07/19/2...	13:55	0:08	

New Message

For Help, press F1

Inbox - Microsoft Outlook

New | Reply   Reply to All   Forward | Send/Receive

File   Edit   View   Favorites   Tools   Actions   Help

Inbox

Folder List

- Outlook Today - [Mailbox - Delzer, Mark]
  - Calendar
  - Contacts
  - Deleted Items
  - Drafts
  - **Inbox** (2)
  - Journal
  - Notes
  - Outbox
  - Quarantine
  - Sent Items
  - Tasks
- Personal Folders
- Public Folders

!				From	Subject	Received ▽
				NEC AMERICA (214-262-2000)		**Mon 7/19/2004 2:39 ...**
!				Tamer Barkana	RE: Tried...	Mon 7/19/2004 2:27 PM
				A26 (1005)		**Mon 7/19/2004 1:55 ...**
				A24 (1002)		Mon 7/19/2004 1:51 PM

Urgent Message

My Shortcuts

Other Shortcuts

4 Items, 2 Unread

Outlook Shortcuts: Outlook Today, Inbox (2), Calendar, Contacts, Tasks, Notes, Deleted Items
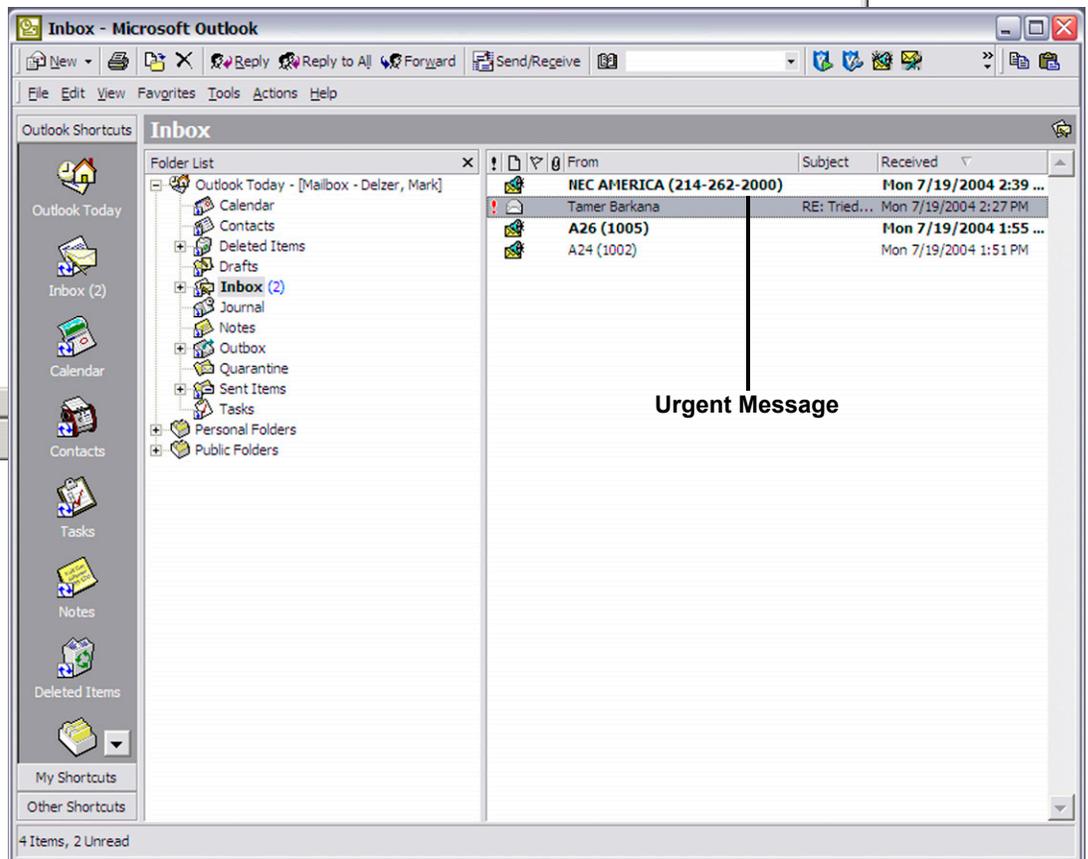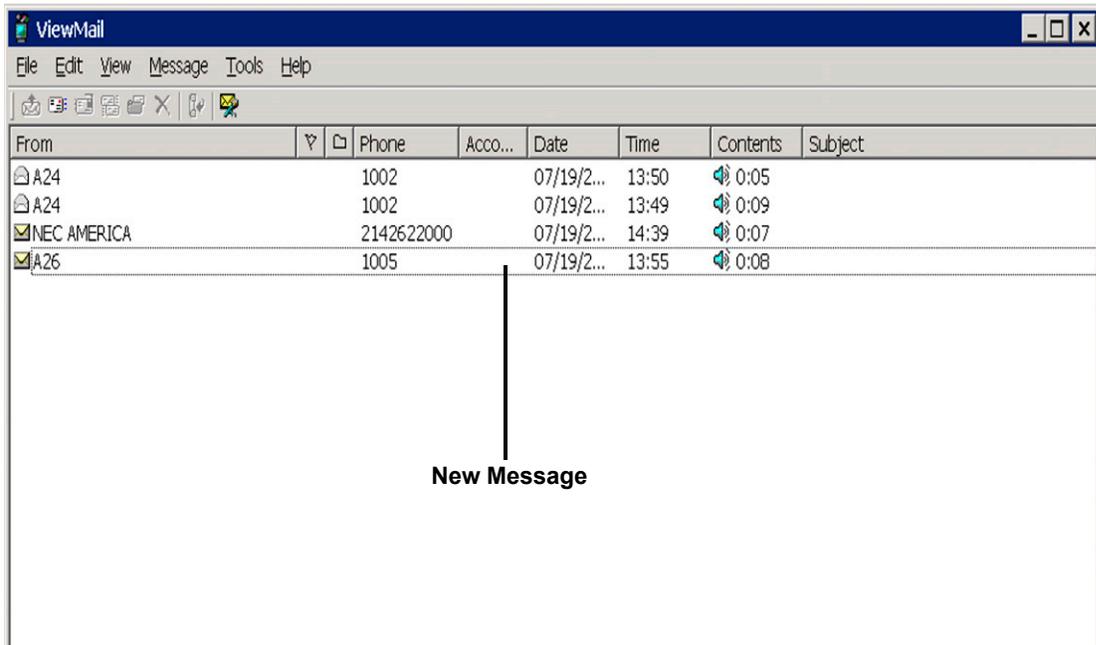
Figure 1 New Message Check

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Leaving a Message by Telephone

The system lets you leave voice messages for subscribers, groups, or guests. If you call a subscriber's extension and the call is unanswered, your call is automatically routed to the subscriber's mailbox, where you can leave a message. You can also leave messages directly from a subscriber's mailbox.

Directory Assistance

Your system may use automatic directory assistance, numeric directory assistance, or both, to help callers find subscribers' extension numbers.

Callers with letters on their telephones can use automatic directory assistance, which identifies subscribers by their last names. All callers can use numeric directory assistance, which groups subscribers by department, location, or other categories.

Special Delivery Options

When you leave a subscriber message, you can mark it with one or more of these special delivery options:

Urgent	The message is played first, before regular messages.
Private	The message cannot be redirected.
Return Receipt	The system tells you when a subscriber has heard the message.
Future Delivery	The message is delivered at the time and on the day you specify.

SEE ALSO:

"Modifying a Message" on page 16
"Canceling a Message" on page 17
"E-Mail Integration Package" on page 71

To leave another subscriber a message

1. Call another subscriber. When the subscriber does not answer, the call is forwarded to voice mail.

2. Leave a message.

3. Follow the system instructions. Enter 1 for Yes, 2 for No.

To leave a message directly in a subscriber's mailbox

1. Access your mailbox by telephone (refer to "Accessing your mailbox by telephone from inside your organization").

2. Press the LVMSG softkey or enter 5 to leave any messages.

3. On the telephone, you may be asked spell the subscriber's name or enter the extension number. You can alternate between name and number by pressing the **#** key twice.

    When spelling a subscriber's last name, a "wild-card" number (typically 0 or 1) can be used for any letter in the last name you do not know.

4. Enter 2 until you hear the name of the subscriber you want, then enter 1.

5. Record your message at the beep. The message must be at least three seconds long to be delivered.

6. Enter **#** to start over or **✻** to stop recording.

Sending a Message by Computer

Depending on the optional TeLANophy applications on your system, you can use ViewMail or ViewMail for Microsoft Messaging to send voice messages by computer.

To send a message by computer

1. If you are using ViewMail, click Send. If you are using ViewMail for Microsoft Messaging, click New voice message.

2. Click To and then use the ViewMail address book to select recipients' names.

3. Type in a subject and set delivery options as needed.

4. Use the VCR-style buttons and your telephone or a sound device to record the message. You can also add sounds from the clipboard or from a WAV file.

5. To send the message, choose Send.

For composing and sending a message

For selecting special delivery options
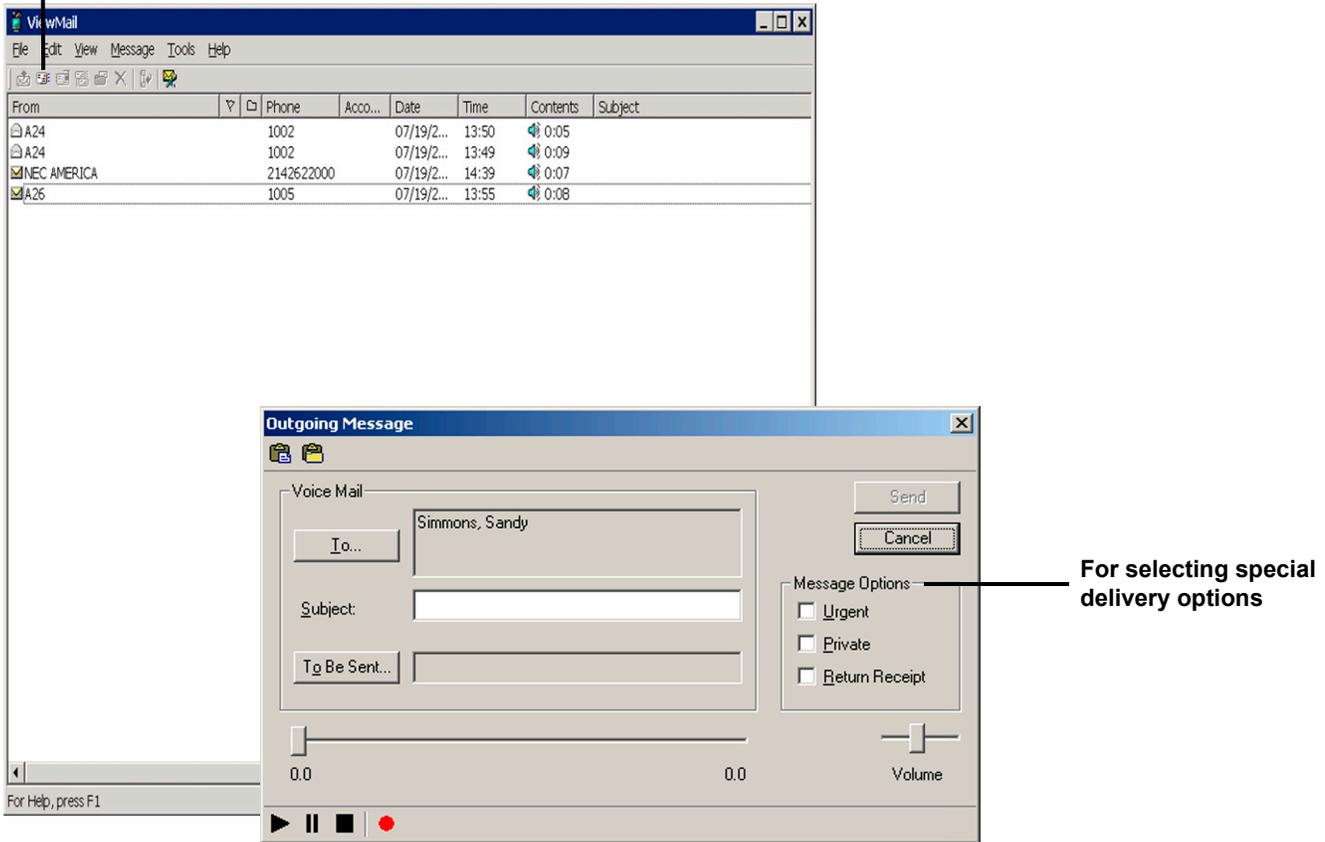
Figure 2 Sending a Message

With ViewMail for Microsoft Messaging, you can send a ViewMail message to another subscriber by using the ViewMail address book.

You also can send a ViewMail message to someone outside the voice messaging system. When you use the Microsoft Messaging address book, the ViewMail message is sent as an e-mail message with an attached WAV file.

For composing and sending a message

For addressing a new message to multiple subscribers or message groups

For selecting an address
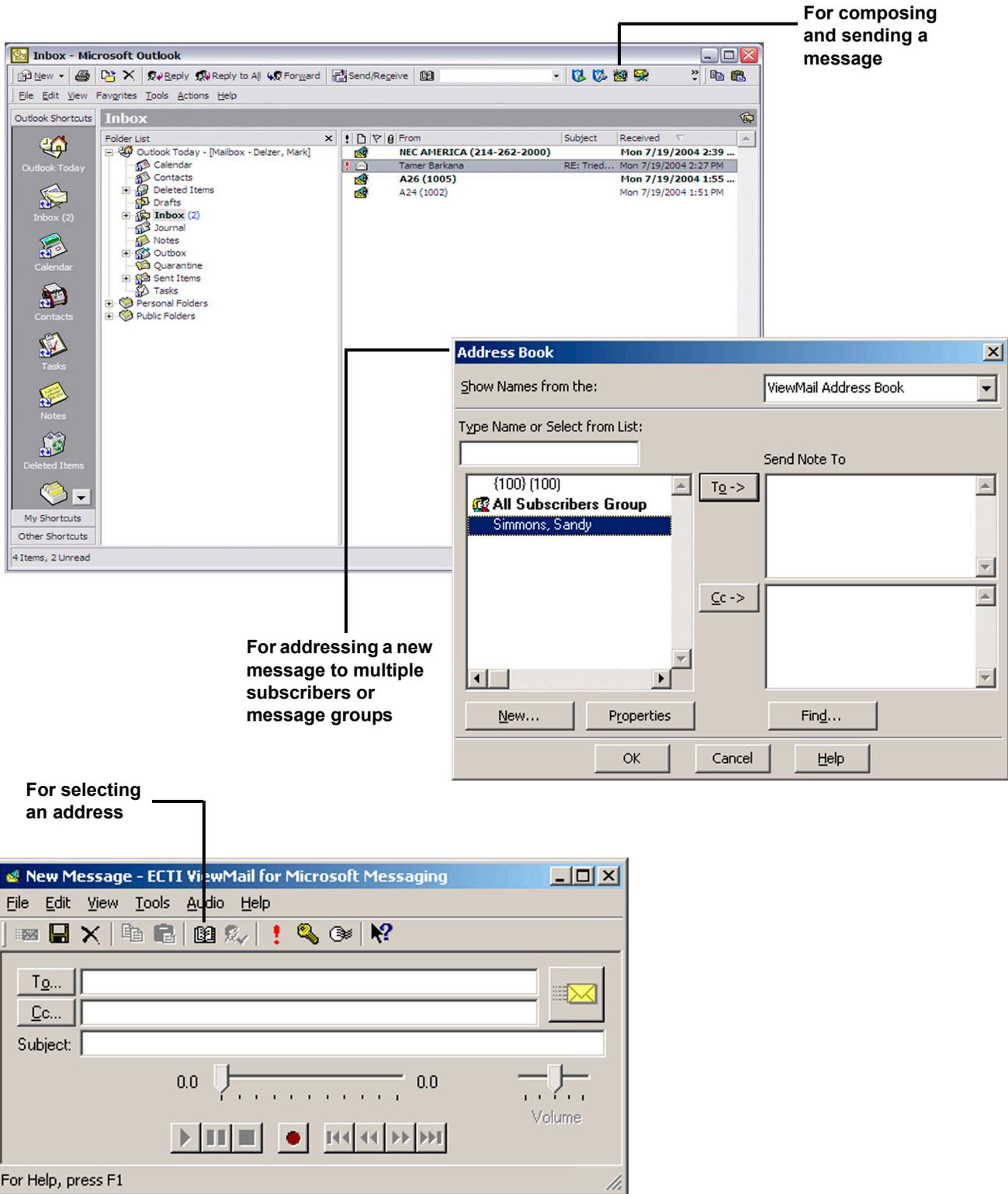
Figure 3 Sending a Message via Microsoft Messaging

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Leaving a Group Message

You can leave a message for more than one subscriber by:

❑   Leaving the message for a message group.

❑   Adding names to the address list.

A message group is a mailing list of subscribers and/or guests. Your system manager can create message groups or you can create your own message groups.

To leave a group message by telephone

1. Access your mailbox (refer to "Accessing your mailbox by telephone from inside your organization").

2. Press the LVMSG softkey or dial 5 to leave a message.

3. Spell the group name, or enter the special group ID and group number. Enter 2 until you hear the name of the group you want, then enter 1.

4. After the beep, record your message. The message must be at least three seconds long to be delivered.

To leave a message to several subscribers by telephone

1. Leave a message for the first subscriber.

2. Enter ✱ to stop recording.

3. Follow the system instructions to add a subscriber as a message recipient.

4. Repeat step 3 for each subscriber you want to receive the message.

To find out who has not heard a group message by telephone

1. Start to leave a new message to the group.

2. The system says that some members have not heard your last message. Enter **1** to review the message.

3. Listen to the message or enter **2** to interrupt it.

4. Enter **2** to avoid canceling the message.

5. Enter **7** to list who has not heard the message.

6. Enter ✱ to stop the list.

Sending a Group Message by Computer

With ViewMail and ViewMail for Microsoft Messaging, you can either choose more subscriber names or a group name from the ViewMail address book.

For addressing a message to multiple subscribers or message groups
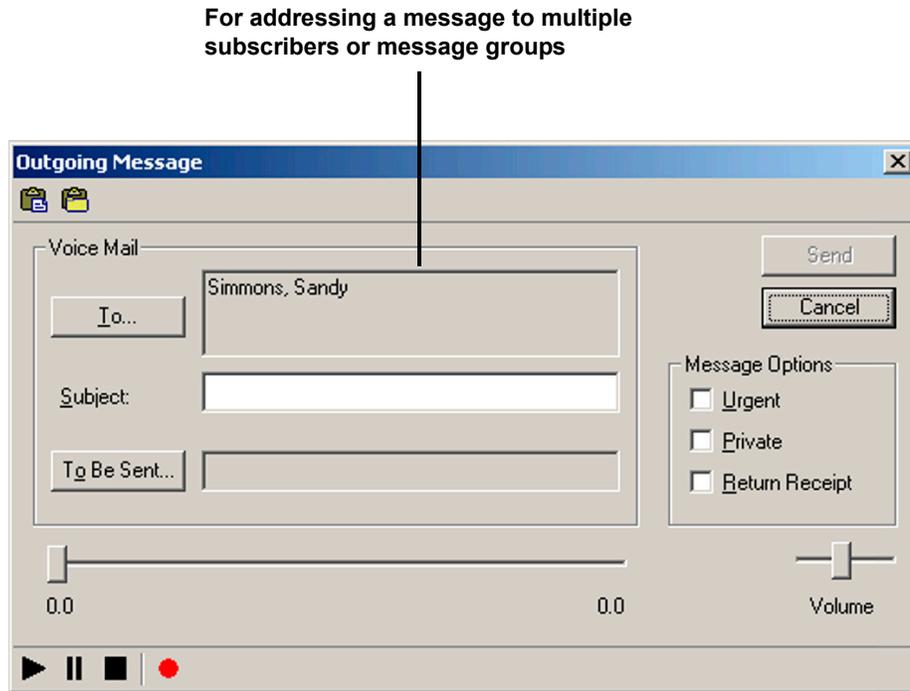
Figure 4 Sending a Group Message

Reviewing Messages

You can review old messages and archived messages by telephone or by computer.

Reviewing Messages by Telephone

After you have heard a new message, the system saves it for a set amount of time (for example, until midnight).

To review messages by telephone

1. Access your mailbox.

2. Press the Old softkey or dial 6 to review old messages.

3. Follow the system instructions. Enter 1 for Yes, 2 for No.

   Press the Next softkey or dial * to skip a message. Press the ARCHV softkey or dial 3 7 to archive a message.

Reviewing Messages by Computer

ViewMail and ViewMail for Microsoft Messaging list all of your opened (old) messages in your mailbox until the system deletes them at the set time, usually at midnight every night.

To review an old message by computer

1. Double-click the message.

2. Use the VCR-style buttons to play the message.

✎   *This feature may not be available at your site.*
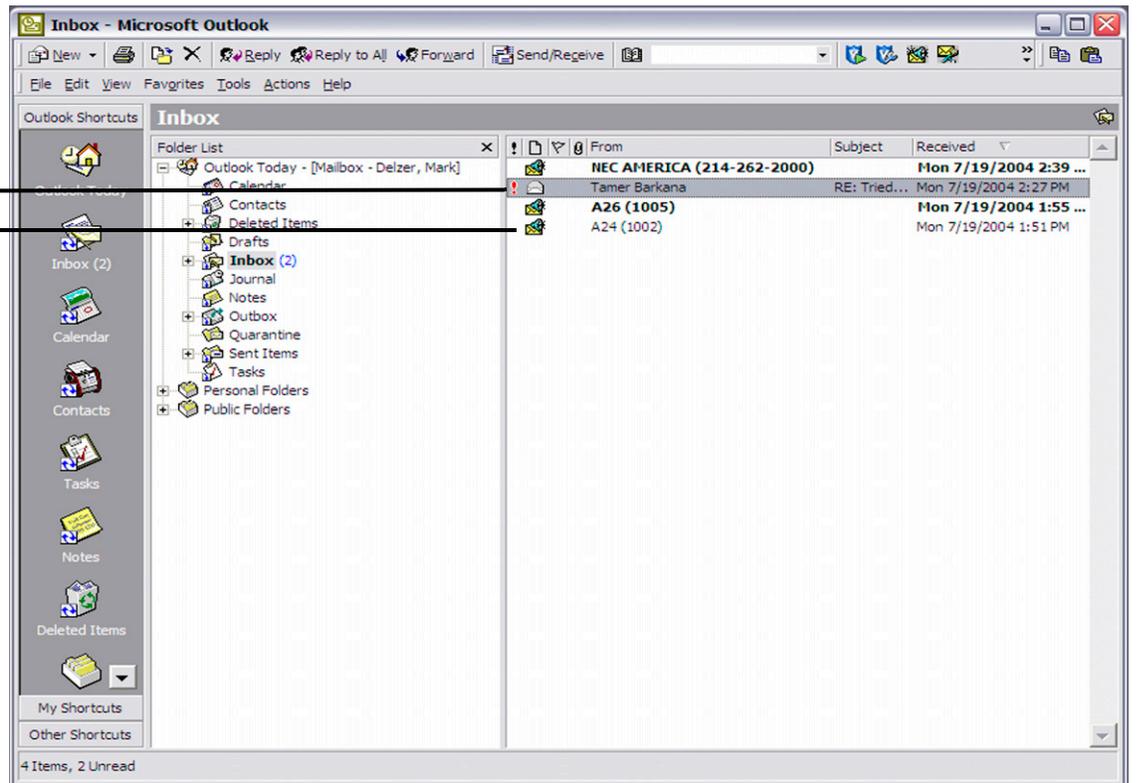
Figure 5 Reviewing Messages via Computer

Redirecting a Message

The system lets you:

❑ Redirect a message to another subscriber.

❑ Record an introduction to the message.

❑ Use special delivery options.

To redirect a message by telephone

1. While listening to a message press the "**>>>>**" softkey to get to more options, then press the REDIR softkey.

2. Spell the last name of the subscriber to whom you are redirecting the message or press # twice to enter the extension number.

3. Enter 1 to confirm the recipient of the redirected message.

✎ *A message that is marked Private by the sender cannot be redirected.*
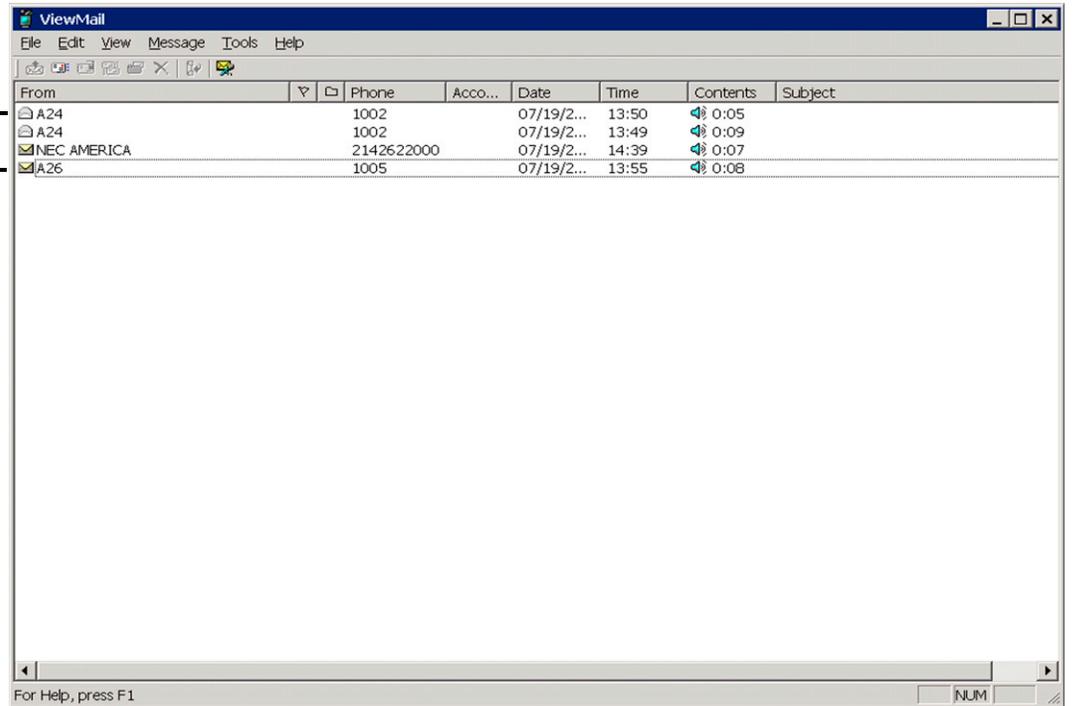
To redirect a message by computer

You can redirect a message to other subscribers using ViewMail and ViewMail for Microsoft Messaging. When you redirect a voice message, the New Message form opens as follows:

❑ The subject contains "FW:" to indicate the message is being redirected.

❑ The original voice message is included.

✎ *This feature may not be available at your site.*

SEE ALSO:

"Leaving a Message by Telephone" on page 6
"Changing Message Delivery Options" on page 51
Online Help
    ViewMail, Redirecting messages
    ViewMail for Microsoft Messaging, Forwarding a voice message

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To redirect a message by computer

1. Select the message.

2. Click Redirect.

3. Click To and then use the ViewMail address book to select recipients' names.

4. Type in a subject and set delivery options as needed.

5. Use the VCR-style buttons and your telephone or a sound device to record an introduction.

6. Choose Send to send your message.

✎ *A message that is marked Private by the sender cannot be redirected.*

For redirecting the message to other subscribers, groups, or guests
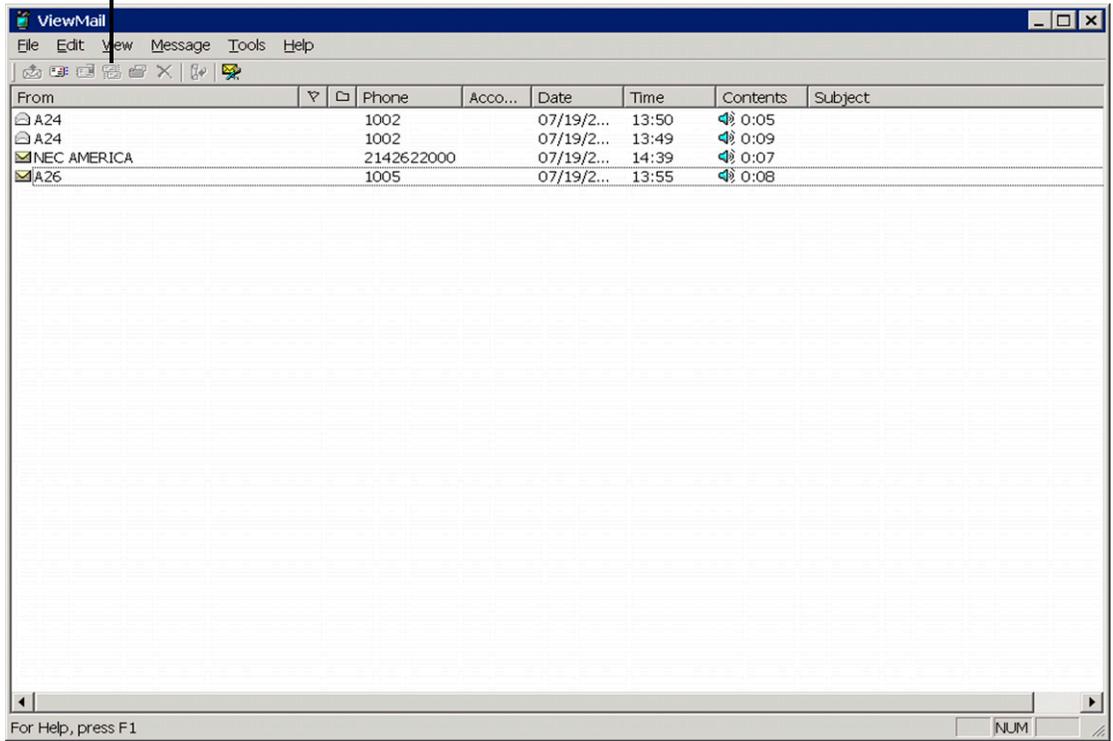
For redirecting a message
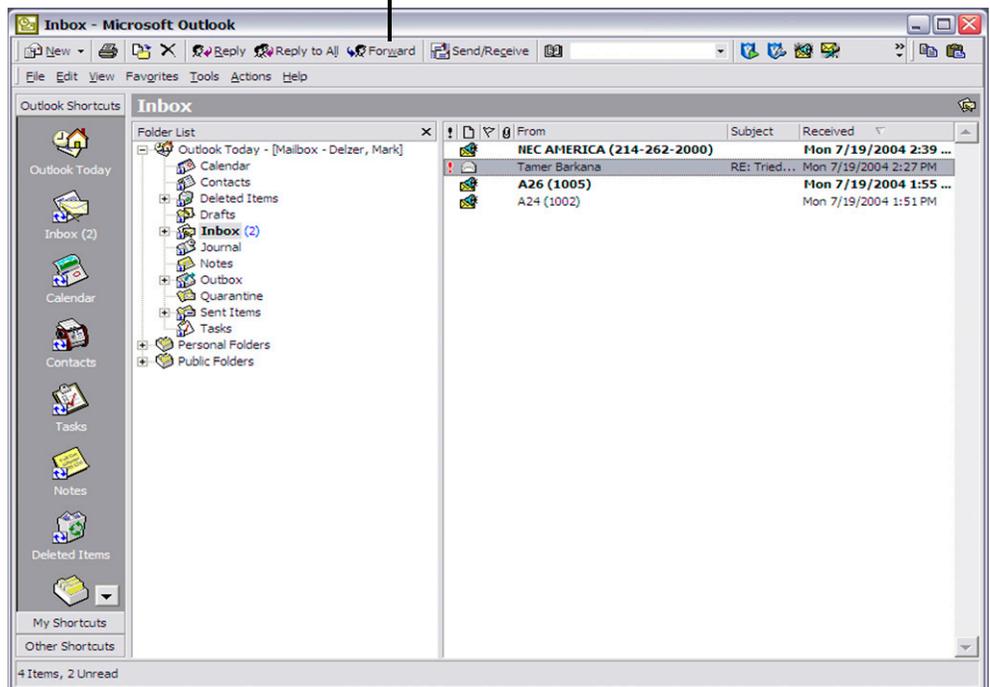
Figure 6 Redirecting Messages via Computer

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Modifying a Message

Depending on system settings, you can use one or more of these message options after you record a message:

❑   Modify the message.

❑   Modify its delivery options.

❑   Mark it for special delivery.

❑   Redirect it to others.

To modify a message by telephone

1. Record a message.

2. Enter ✱ 4 to stop recording.

3. While modifying, you can enter 4 to add to the end of the message or 5 to listen to it. If you have a touchtone telephone, you can enter 6 to rerecord the message.

4. Enter ✱ when you finish modifying.

SEE ALSO:

"Leaving a Message by Telephone" on page 6
"Redirecting a Message" on page 14
"Canceling a Message" on page 17
Online Help:
     ViewMail, Changing or revoking sent messages
     ViewMail for Microsoft Messaging, Revoking a voice message you have sent

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To modify a message by computer

With ViewMail, you can modify a voice message you have sent if the recipient has not opened it.

ViewMail displays the message in your ViewMail mailbox until the person has opened it. If the message is still in your mailbox, simply open and modify it.

With ViewMail for Microsoft Messaging, you can modify the message by telephone or delete it and send a new message.

✎   *This feature may not be available at your site.*

Unopened sent message

For modifying message delivery options for an unopened message
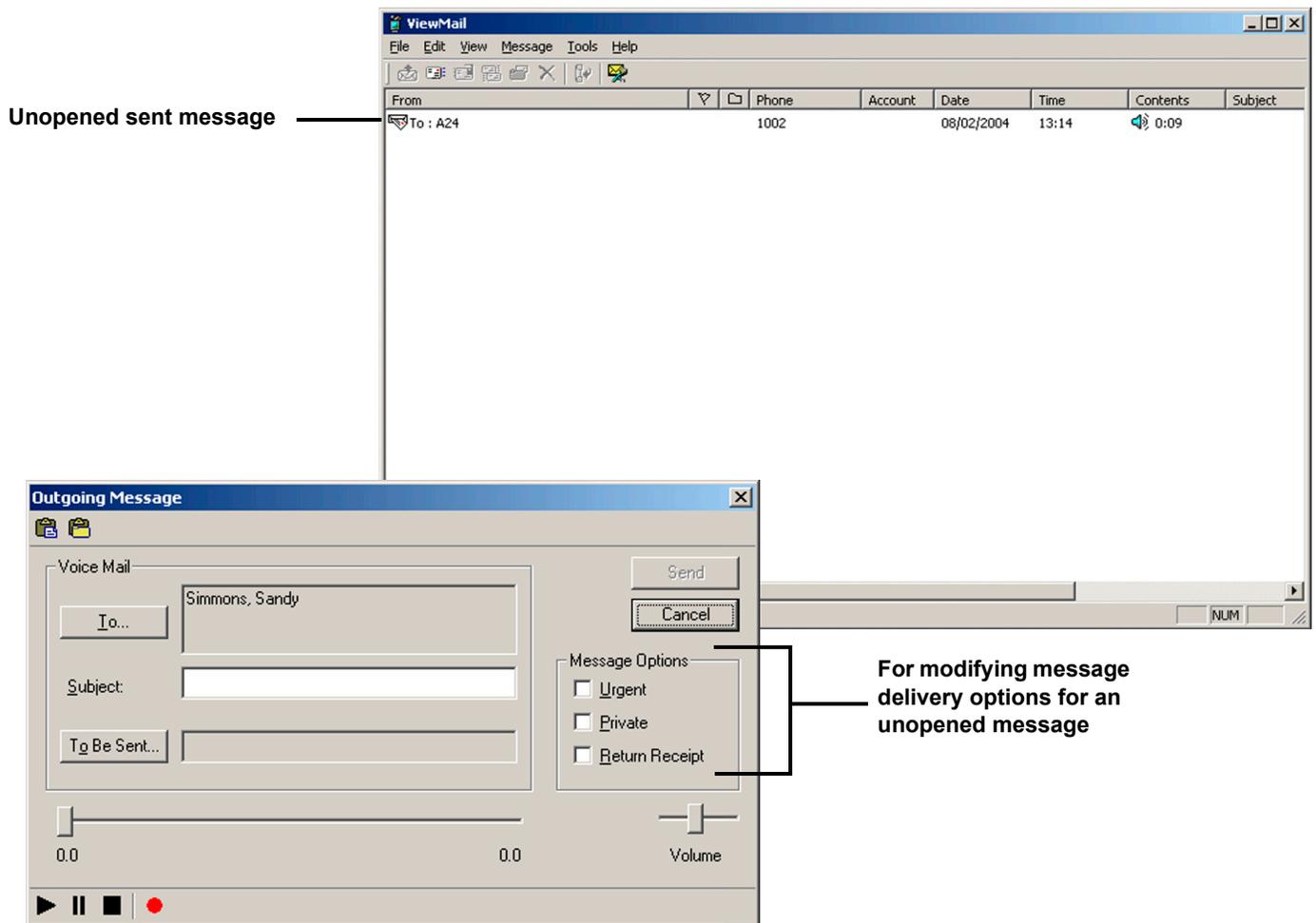
Figure 7 Modifying a Message via Computer

Canceling a Message

If the recipient has not heard your last message, the system lets you cancel it. You can then record a new message.

To cancel a message by telephone

1. Start to leave another message to the same subscriber.

2. If the subscriber has not yet heard your last message, the system asks if you want to review it.

3. Enter 1 to review it.

4. When you hear the message you want to cancel, enter 5 to cancel it.

5. Enter 1 to confirm the cancellation.

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Online Help:
    ViewMail, Changing or revoking sent messages
    ViewMail for Microsoft Messaging, Revoking a voice message you have sent

Canceling a Message by Computer

With ViewMail or ViewMail for Microsoft Messaging, you can cancel a voice message you have sent if the recipient has not opened it. A message remains in your mailbox until the recipient opens it.

To cancel a message by computer

1. Select the message.

2. Click Delete.

With ViewMail for Microsoft Messaging, all unopened voice messages you have sent appear in the Unopened folder, which is located in the Sent Items folders.

✎   *This feature may not be available at your site.*

> *The unopened folder does display unopened voice messages sent to subscribers of the voice messaging system but not voice messages sent to e-mail addresses.*

For canceling a message that has been sent
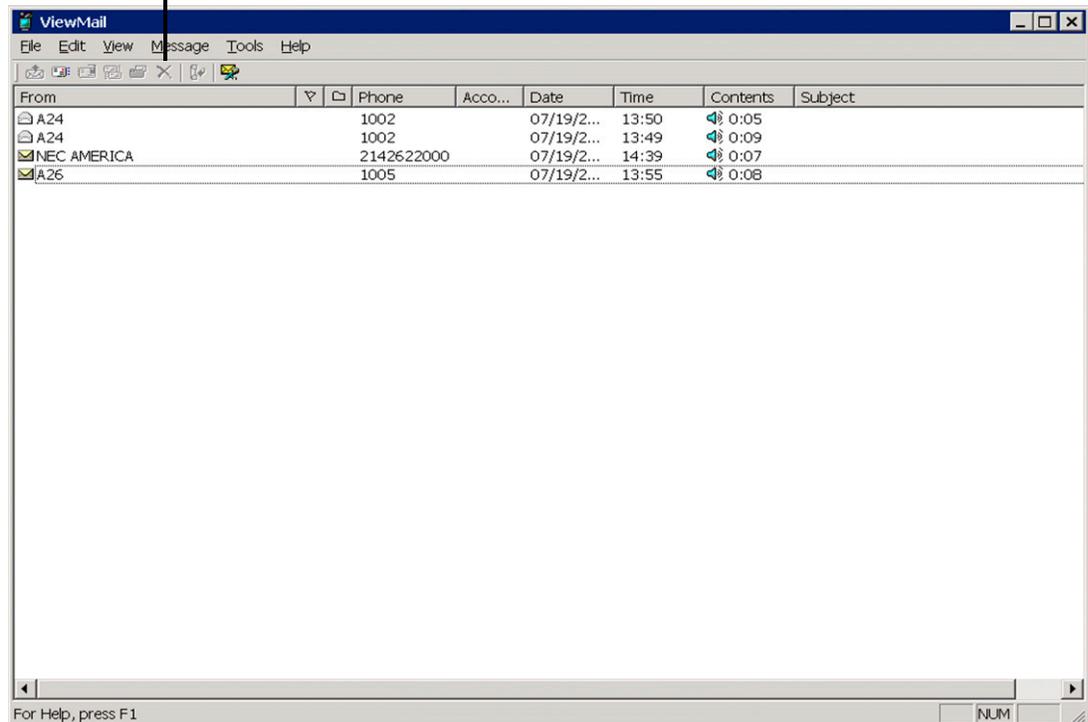
Figure 8 Canceling a Message via Computer

Archiving a Message

The system saves old messages for a set time (for example, until midnight). To keep a message for a longer period, you can archive it. The system manager can tell you how long your system saves archived messages.

You can hear your archived messages when you review messages. The only difference between archived messages and old messages is that archived messages are typically saved for a longer period of time.

After you listen to your archived messages, the system gives you the option of archiving the messages again.

> *WARNING. After listening to an archived message you must press the ARCHV softkey or dial 3 7 to archive it again or it is deleted.*

To archive a message by telephone

While listening to a message, press the **ARCHV** softkey or dial **3 7** to archive it.

Archiving Messages by Computer

You can archive a message using ViewMail or ViewMail for Microsoft Messaging.

When the number of days to archive reaches zero, the voice message is deleted with other old voice messages.

In the ViewMail mailbox, archived messages appear with an Archive icon. The number of days the voice message remains archived is displayed in the Archive Days column, which appears before the Phone column in the ViewMail mailbox.

With ViewMail for Microsoft Messaging, you can see how many days are left for an archived message by opening the voice message.

✎   *This feature may not be available at your site.*

To archive a message by computer

1. Select the message.

2. If you have ViewMail, click Archive. If you have ViewMail for Microsoft Messaging, select Archive Voice Message from the File menu.

    💡   *As the archive time decreases for a message, you can archive it again, which resets the archive time to the maximum value.*

.

For archiving messages
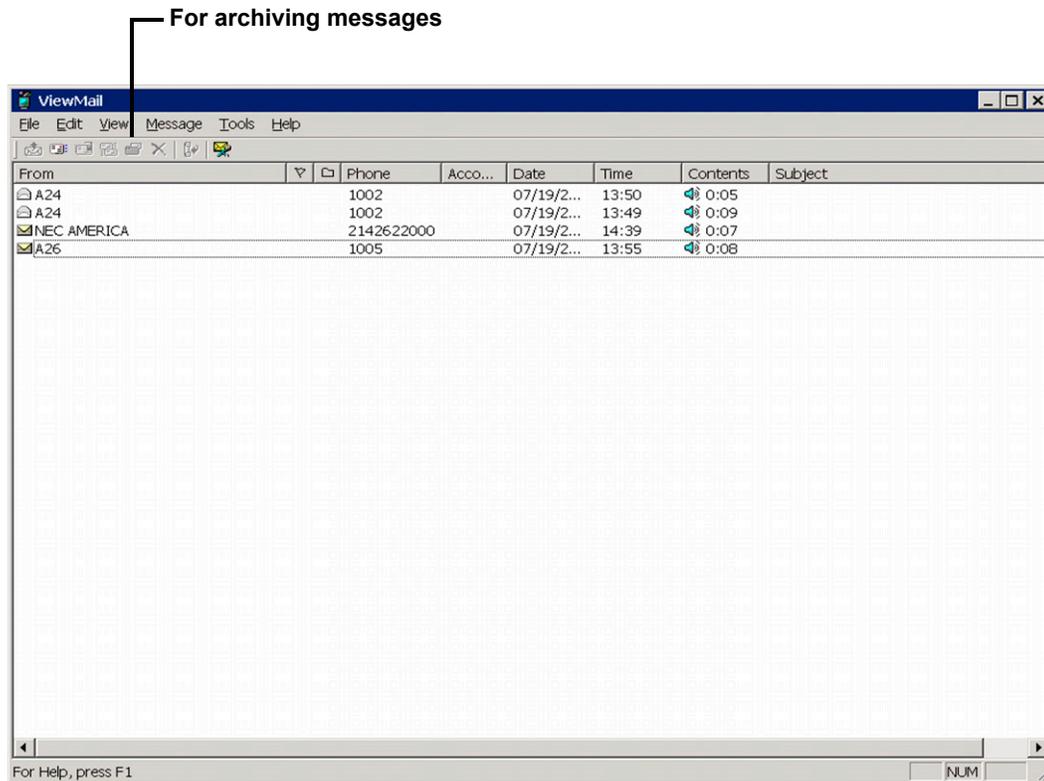
Figure 9 Archiving a Message via Computer

Recording a Conversation by Telephone

You can record a telephone conversation and manage the recorded message just as you would a voice mail message. The recorded message can be addressed to another subscriber while you are recording, or you can forward it to a subscriber or group of subscribers after it has been saved in your message box. Recorded messages can also be archived.

Depending on how the telephone is set up, you may be able to manage your recording sessions using the buttons in the list on the next page.

To record a conversation by telephone

1. During a telephone conversation, press RECORD on the telephone.

2. Press END or hang up to stop recording.

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To redirect or save a conversation by telephone

1. To save a recorded message to your mailbox, press END or disconnect the call.

2. To redirect the recorded message, enter a subscriber's extension while you are recording. The recorded message is automatically sent when you press END.

   OR

   Press ADDRESS to end the recording and disconnect the call. Then follow the address conversation to redirect the message.

Live Record Telephone Button Options

Pause	Pauses and resumes the recording.
Address	Ends the recording and disconnects the call. Then follow the address conversation to review, delete, or address the recorded message with an optional introduction.
End	Ends the recording without disconnecting the call. The recorded message is automatically sent to the specified address. Or, if no address is specified, the message is sent to your mailbox.
Erase	Erases the recorded message without disconnecting the caller.
Rerecord	Erases the existing recorded message and starts a new recording.

To record a conversation by computer

1. If you are using ViewMail, click Live record. If you are using ViewMail for Microsoft Messaging, click New live record message.

2. If you are using ViewMail, the Live Record Message dialog box appears. To begin recording, choose Live record.

   If you are using ViewMail for Microsoft Messaging, the New Message dialog box appears. To begin recording, click Record.

3. Click Pause to stop recording temporarily. Click Resume to restart.

4. To end the recording, click Stop or hang up. Or click Cancel to stop and erase the recording.

5. To review the message, click Play.

6. To send the message to your mailbox, click Send.

7. If the Request Redirect dialog box appears, click Yes to forward the message. Click No to save the recorded message in your mailbox.

CAUTION. The use of monitoring, recording, or listening devices to eavesdrop, monitor, retrieve, or record telephone conversations or other sound activities, whether or not contemporaneous with transmission, may be illegal in certain circumstances under federal or state laws. Legal advice should be sought prior to implementing any practice that monitors or records any telephone conversation. Some federal and state laws require some form of notification to all parties to a telephone conversation, such as using a beep tone or other notification methods or requiring the consent of all parties to the telephone conversation, prior to monitoring or recording the telephone conversation. Some of these laws incorporate strict penalties.

Changing Your Mailbox Setup

Mailbox Manager allows you to control your personal mailbox settings, such as:

- ❑ Your profile

- ❑ Security code

- ❑ Recorded and spelled names

- ❑ Greetings

- ❑ Playback options

- ❑ Call transfer options

- ❑ Call screening options

- ❑ Call holding options

- ❑ Message delivery options

- ❑ Message groups

- ❑ Message Auto Copy

You can also change most of these setup options for your personal mailbox by telephone. When you make a change, the system leads you step by step through a series of simple yes-and-no questions.

To make changes to your TeLANophy applications, refer to the application's online Help.

Working with the Mailbox Manager

The Mailbox Manager allows you to control how you and your callers interact with the voice messaging system by telephone. This feature must be enable by the voice mail system manager.

To access your Mailbox Manager open your Internet browser and type the IP address of the voice mail in the address bar and press [Enter].

A Certificate Error: Navigation Blocked screen will appear.
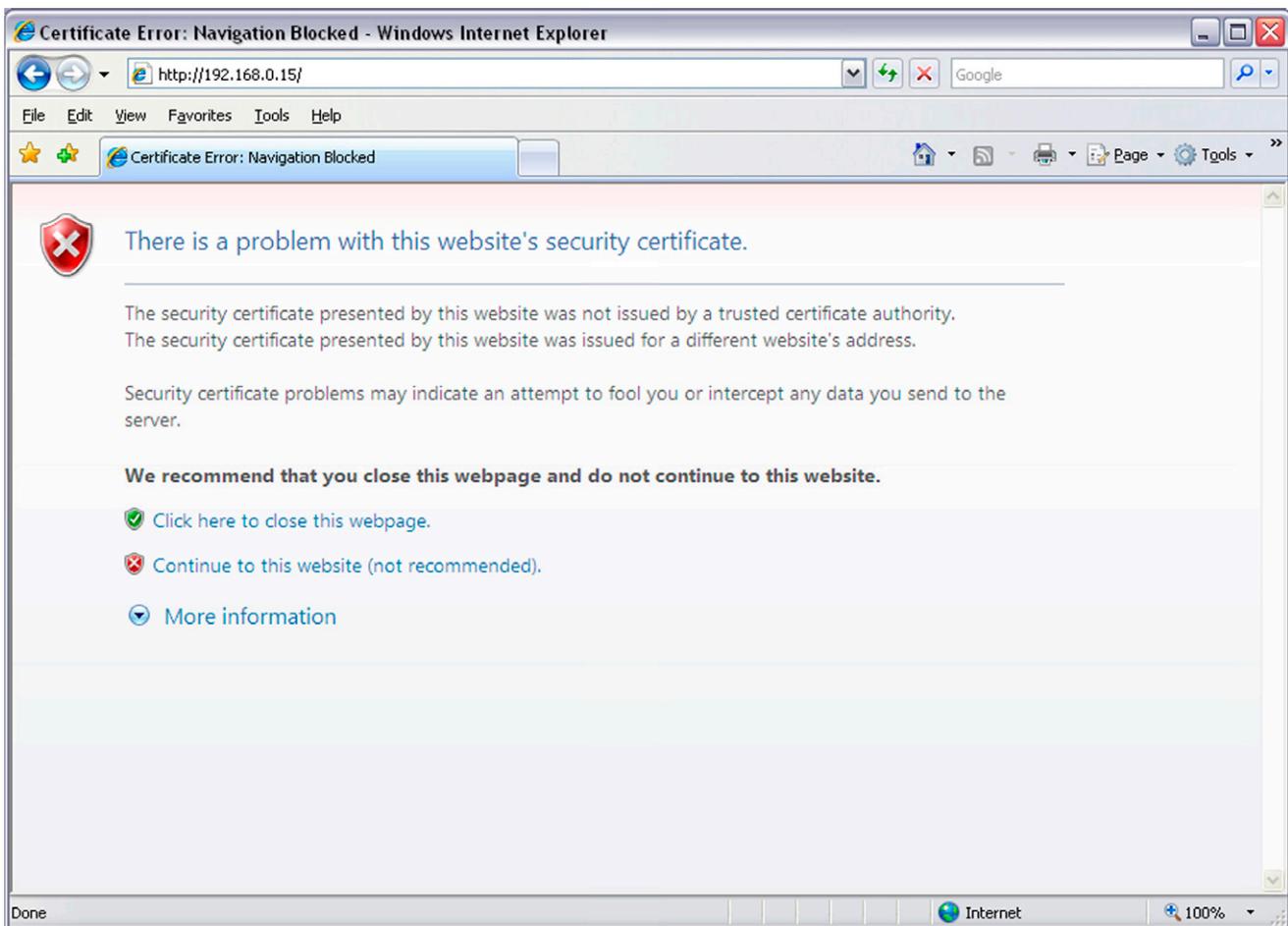
Figure 10 Certificate Error: Navigation Blocked Screen

Click on the "Continue to this website (not recommended)." line.

The UM8000 Mailbox Manager screen appears.
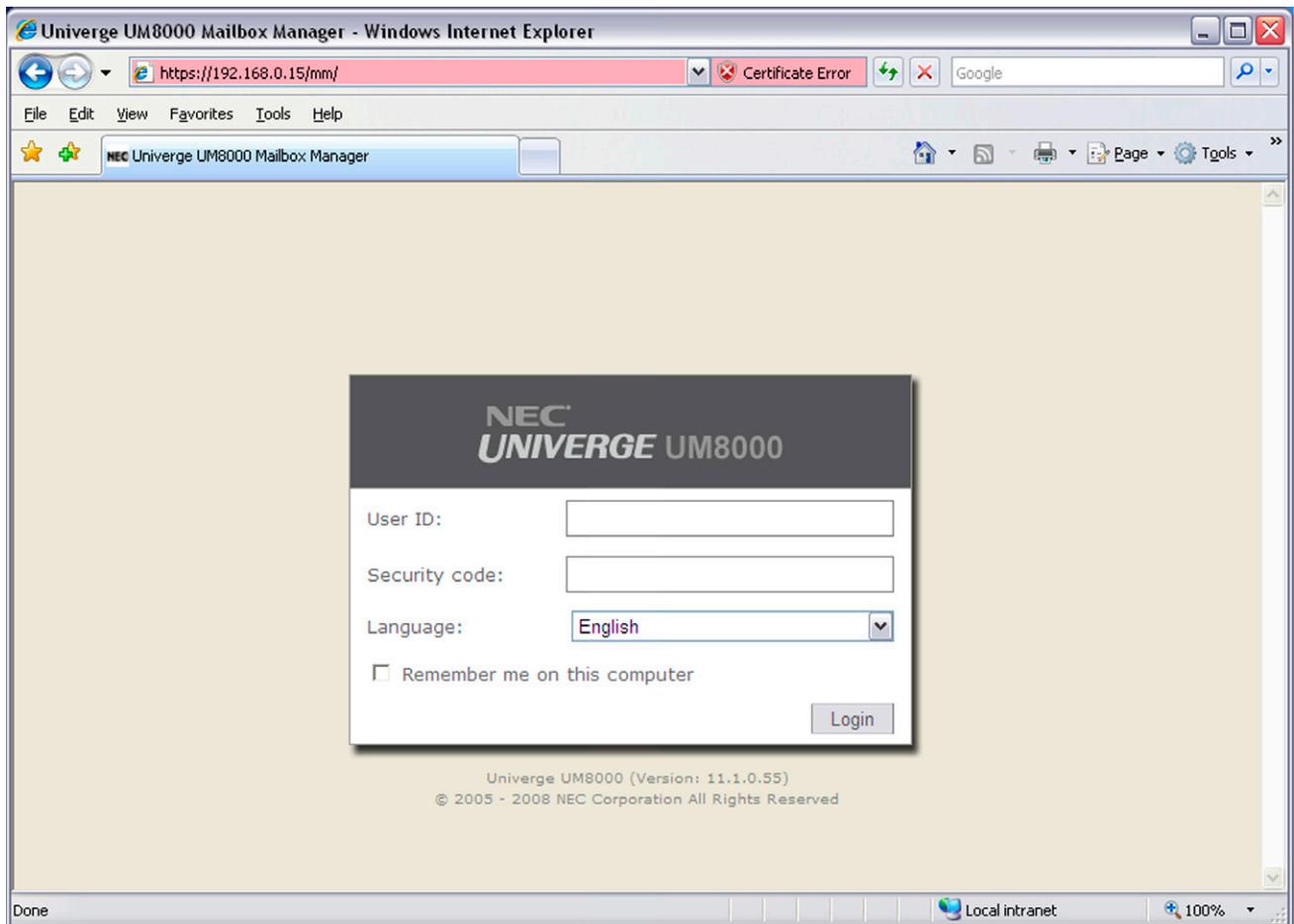
Figure 11 Mailbox Manager Login Screen

Enter your user ID (usually 9 + extension number), your security code (if set), and choose your preferred language at the login screen.

✎   *The first time you use the Mailbox Manager you maybe prompted to install a Java applet. This is needed to change greetings in Mailbox Manager. Follow the prompts to go the Java web site and install the applet.*

The Menu bar allows you to navigate through the screens of the Mailbox Manager.
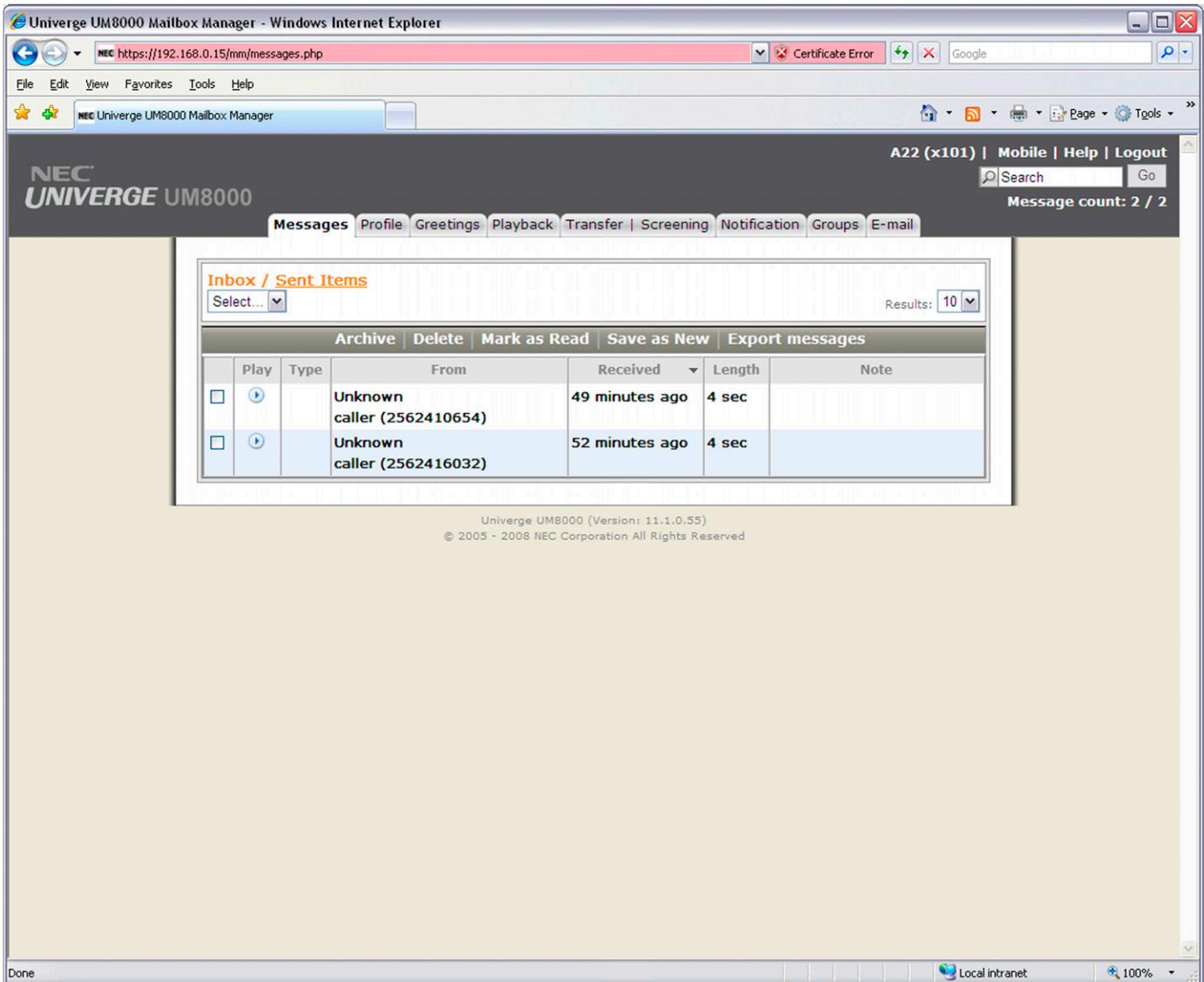
Figure 12 The Menu Bar

Click Save to save changes before you move to another screen within Mailbox Manager. Without saving changes first, you are prompted to save before proceeding.

The Profile screen is where the system stores your name, extension number, delivery number, and other settings.

Figure 13 The Mailbox Manager - Profile Screen

To change your profile

1. Access the Mailbox Manager (refer to "Accessing your mailbox by telephone from inside your organization").

2. Click Profile.

3. Confirm and change settings as needed.

4. Click Save.

   You must select a recording device before you can record greetings, your recorded name, or the names of groups. If your computer is equipped with a microphone and speakers, select Microphone. Otherwise, select Phone.

Recording Greetings from the Mailbox Manager

The Mailbox Manager interface allows the recording or replacement of greetings and prompts. There may be instances where professional recordings need to be used instead of user recorded or default greetings and prompts. There may also be instances where you need to quickly re-record a greeting.

A PC with sound card and microphone, or a telephone in the phone system can be used also to record greetings from the Mailbox Manager.

Recording a greeting using a telephone within the phone system:

✎   *You need a PC that can access the Mailbox Manager with a system telephone next to it to perform this procedure.*

1. Sign into Mailbox Manager.

2. Navigate to the Greetings tab.
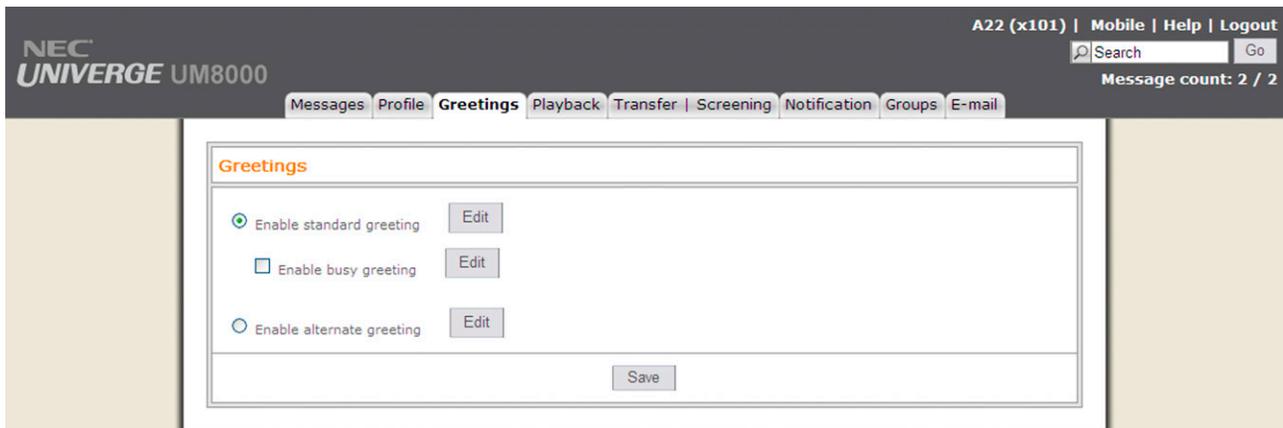
Figure 14 Subscribers Screen

3. Click on the **Edit** icon of the greeting you wish to change.

4. You will get a security warning, click on **Yes** to accept.
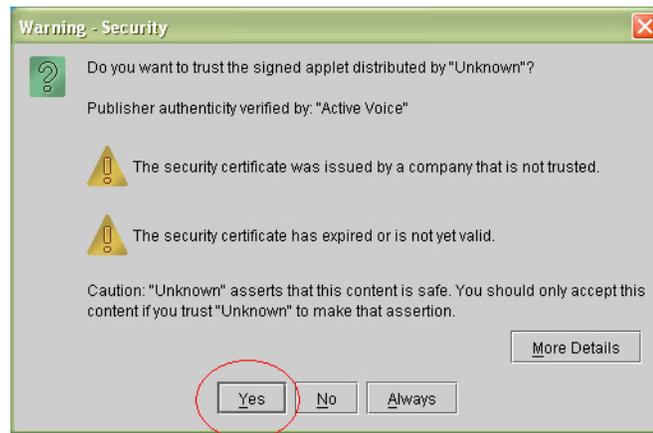
Figure 15 Security Screen

5. Click on the down arrow ▼ and set the telephone to be the recording device.
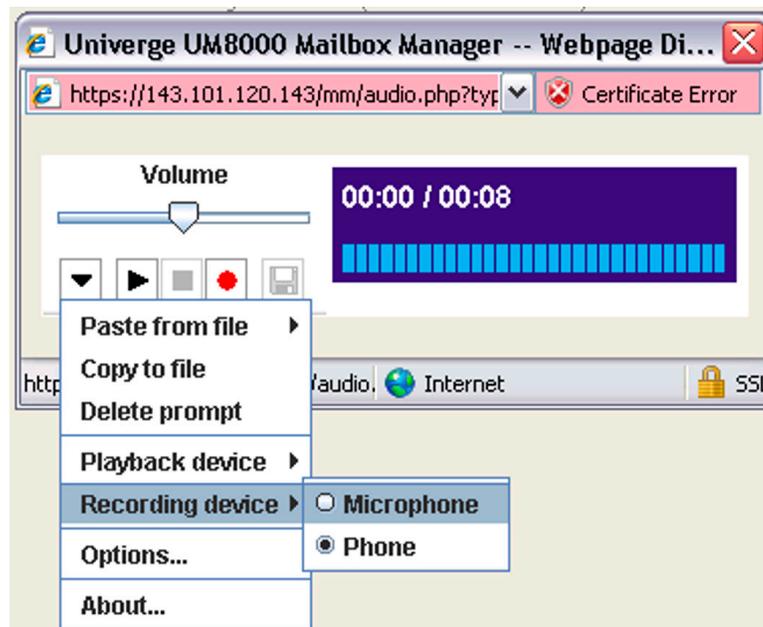
Figure 16 Media Player Screen

6. Next go to **options** and enter the extension number of the telephone to be used.
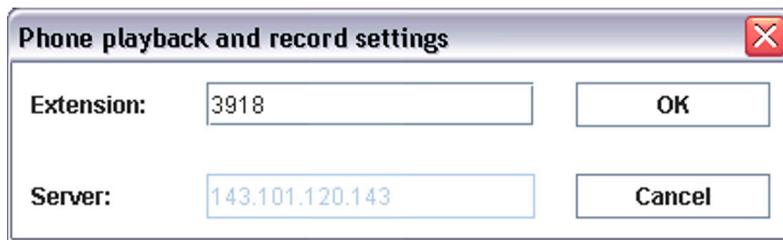
Figure 17   Phone Playback and Record Settings Screen

7. To start recording, click on the record icon 🔴 . The system calls the telephone set in options and waits until it hears a voice before starting to record. If you answer with a normal "hello" it beeps and starts recording.
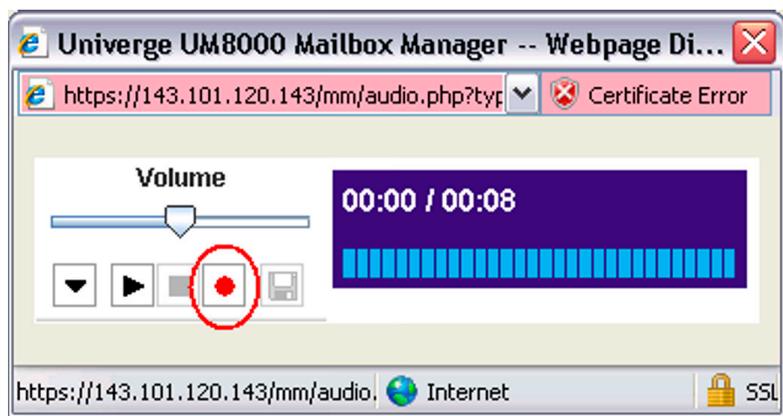
Figure 18   Record Screen

8. When you have finished recording click the stop button ■ .
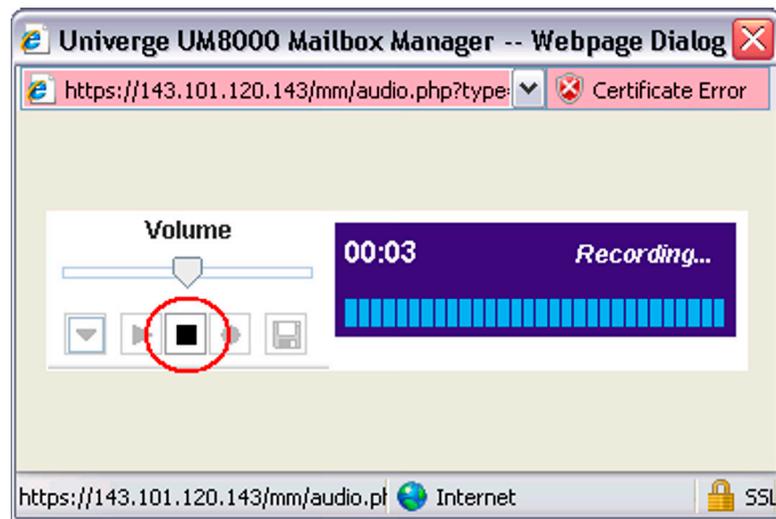
Figure 19   Stop Recording Screen

9. The recording is not saved on the voice mail automatically, you must click the save icon 💾 to save it on the voice mail. Note you must hang up the phone before you can save the recording.
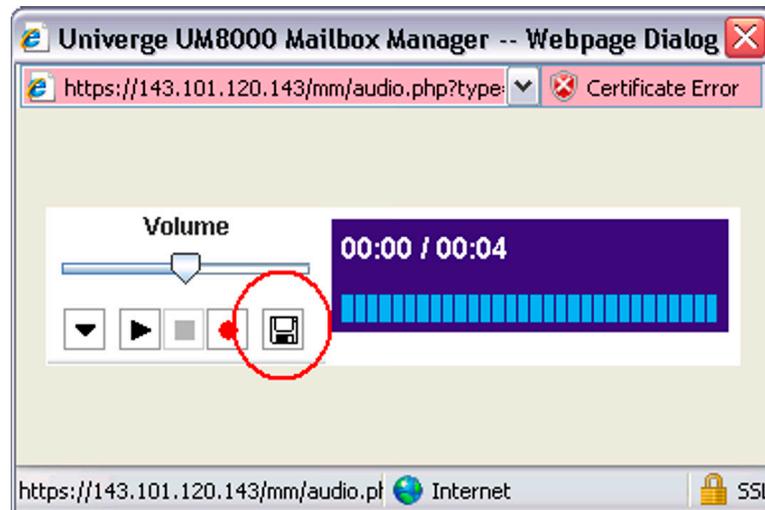
Figure 20   Save Screen

10. If you are finished making changes to the recording, click the **X** in the upper right hand corner to close the window.

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Recording a Greeting using a PC Microphone

1. Sign into Mailbox Manager.

2. Navigate to the page containing the greeting you wish to change.

Figure 21   Greetings Screen

3. Click on the **Edit** icon of the greeting you wish to change.

4. You get a security warning, click on **Yes** to accept.
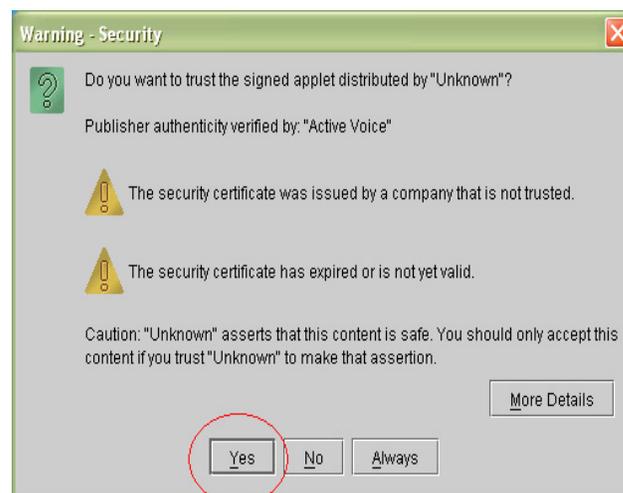
Figure 22   Security Screen

5. Click on the down arrow ▼ and set the Microphone to be the recording device.
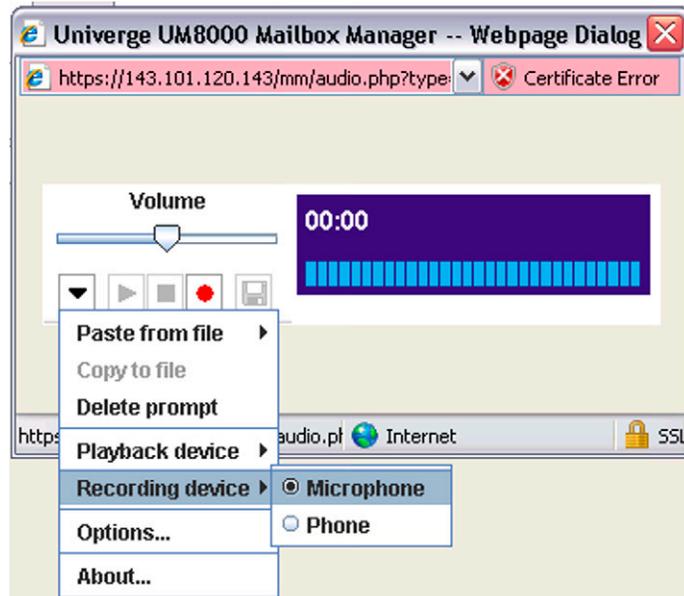
Figure 23   Recording Device Screen

6. To start recording click on the "record" icon 🔴 . The system starts recording immediately.
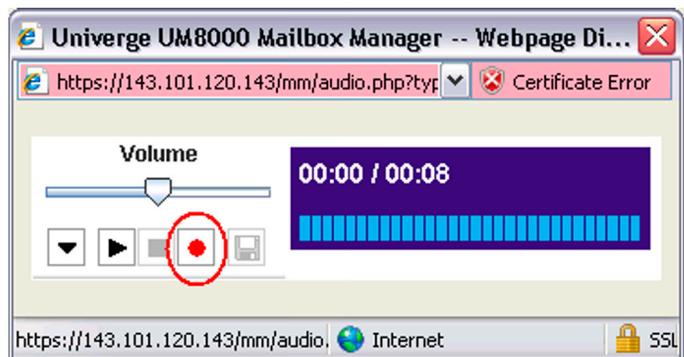
Figure 24   Record Screen

7. When you have finished recording click the stop button ▣ and hang up the telephone.
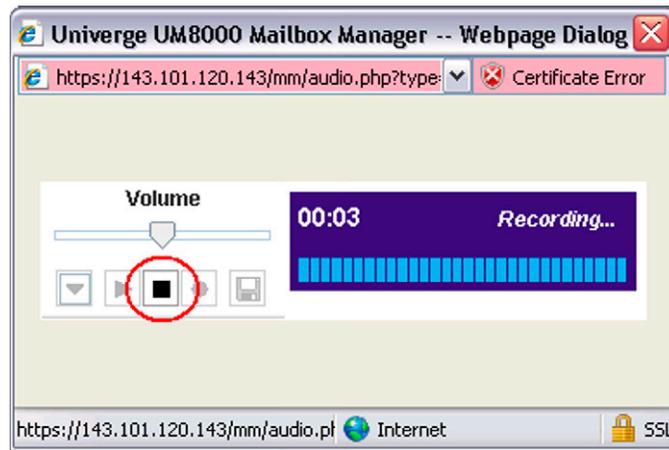
Figure 25   Stop Recording Screen

8. The recording is not saved on the voice mail automatically, you must click the save icon 🖫 to save it on the voice mail.
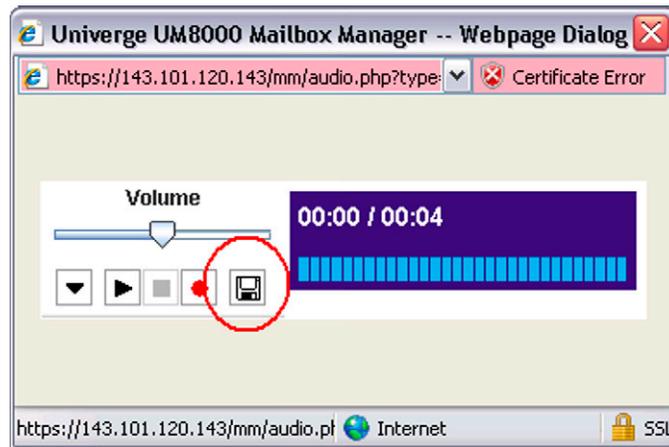
Figure 26   Save Screen

9. If you are finished making changes to the recording click the **X** in the upper right hand corner to close the window.

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Replacing a Greeting from a WAV file

The .wav files used in this system must be recorded in Dialogic ADPCM 6KHz, 16-bit, Mono format. If they are not, an error message is received when uploading the file.

1. Sign into Mailbox Manager.

2. Navigate to the page containing the greeting you wish to change.
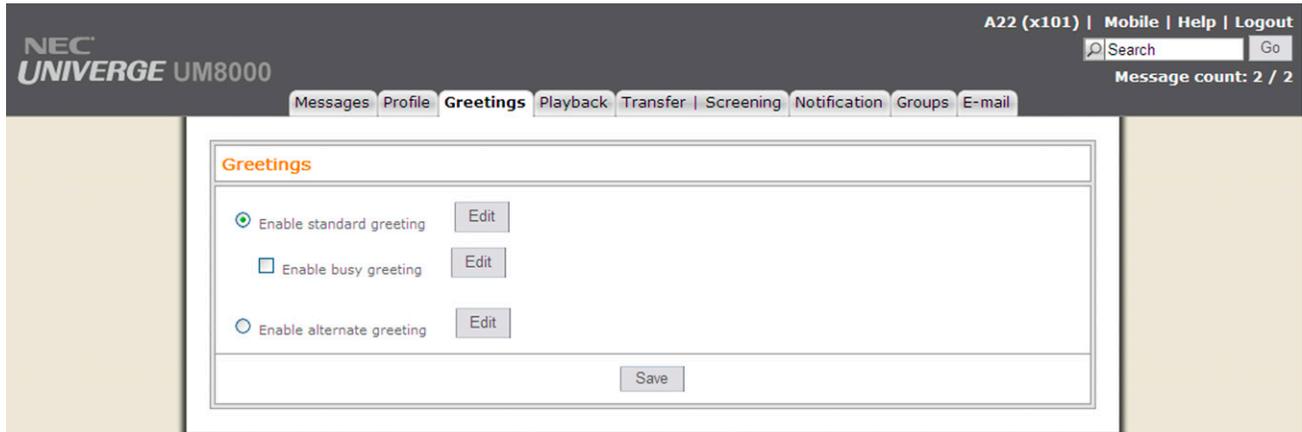

Figure 27   Greetings Screen

3. Click on the Edit icon of the greeting you wish to change.

4. You get a security warning, click on **Yes** to accept.
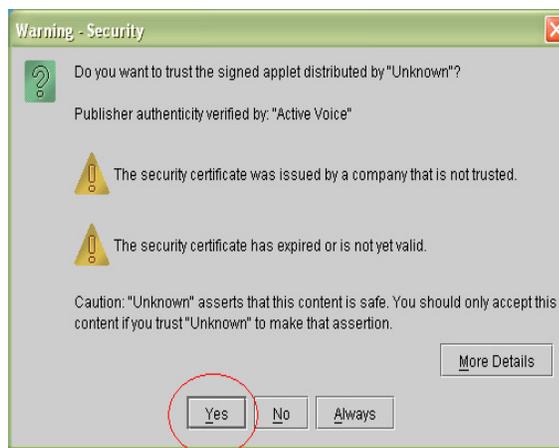
Figure 28   Security Screen

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5. Click on the down arrow and choose **Paste from file**. You can either overwrite the existing recording completely or append the .wav file to the end of the existing recording.
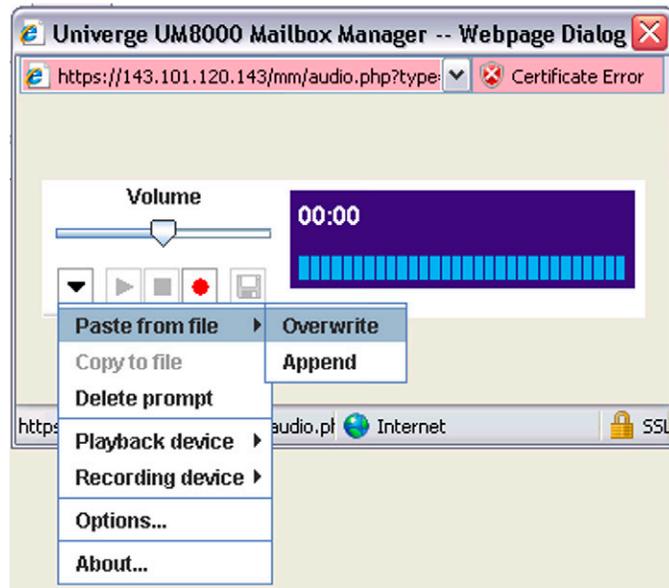
Figure 29   Overwrite/Append Screen

6. A browse window appears, and you can navigate to the location on the PC where the file is located. After uploading the file, you can listen to it before saving it by clicking the play icon.
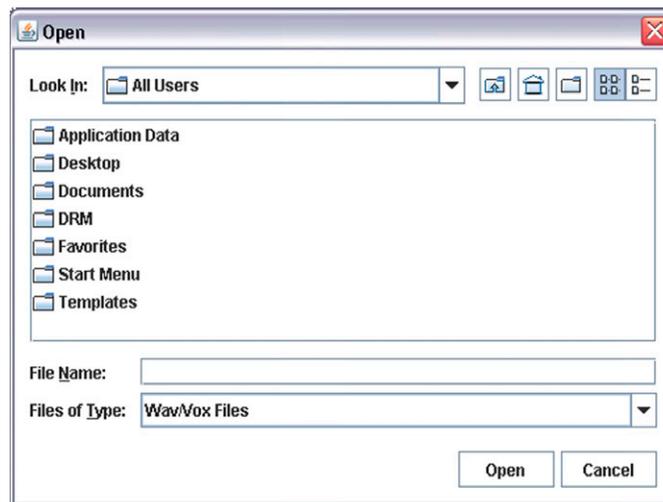
Figure 30   Browse Window

7. The recording is not saved on the voice mail automatically, you must click the save icon 💾 to save it on the voice mail.
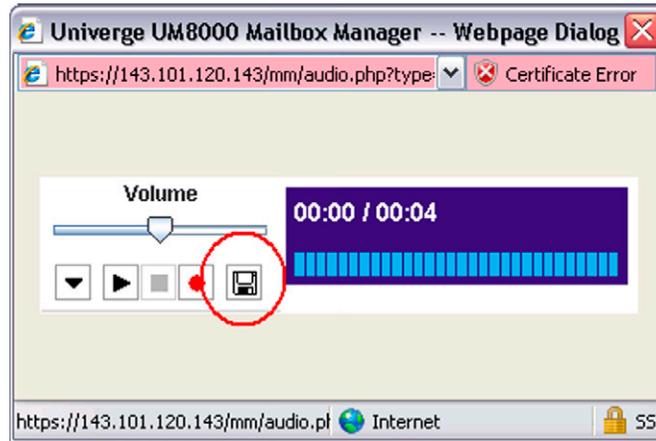
Figure 31   Save Screen

8. If you are finished making changes to the recording click the **X** in the upper right hand corner to close the window.

Setting the playback device

You can use the PC speakers or a system telephone to play back recordings on the voice mail. You can set the playback device before changing greetings, or while changing greetings. The settings are saved for the PC where you make the changes.

1. Sign into Mailbox Manager.

2. Navigate to the page containing any greeting.
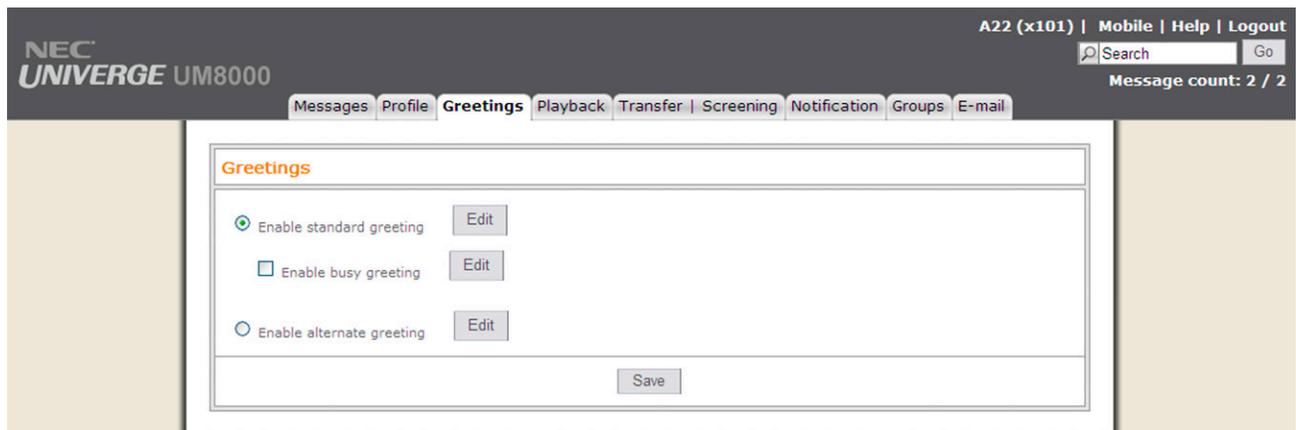
Figure 32   Greetings Screen

3. Click on any **Edit** icon.

4. You get a security warning, click on **Yes** to accept.

Figure 33   Security Screen

5. Click on the down arrow, choose **Playback device**, and choose either Speakers or Phone.
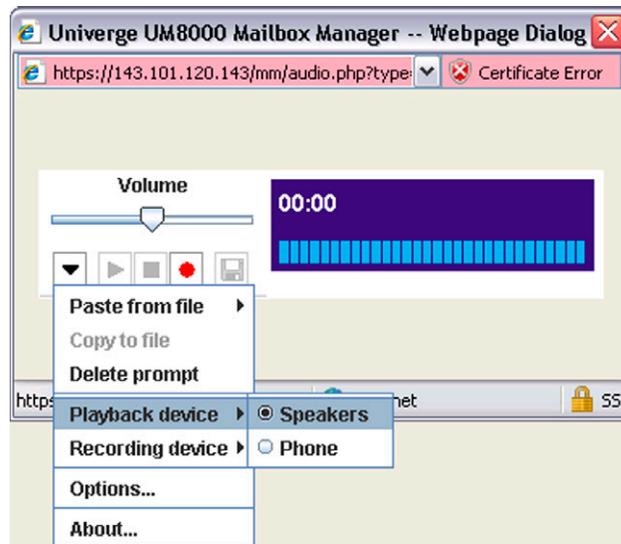
Figure 34 Playback Device Screen

6. If you are finished making changes to the recording, click the **X** in the upper right hand corner to close the window.

Copying a Recording from Voice Mail to Local PC

This procedure is used for saving individual recordings on a remote PC.

1. Sign into Mailbox Manager.

2. Navigate to the page containing the greeting you want to copy.
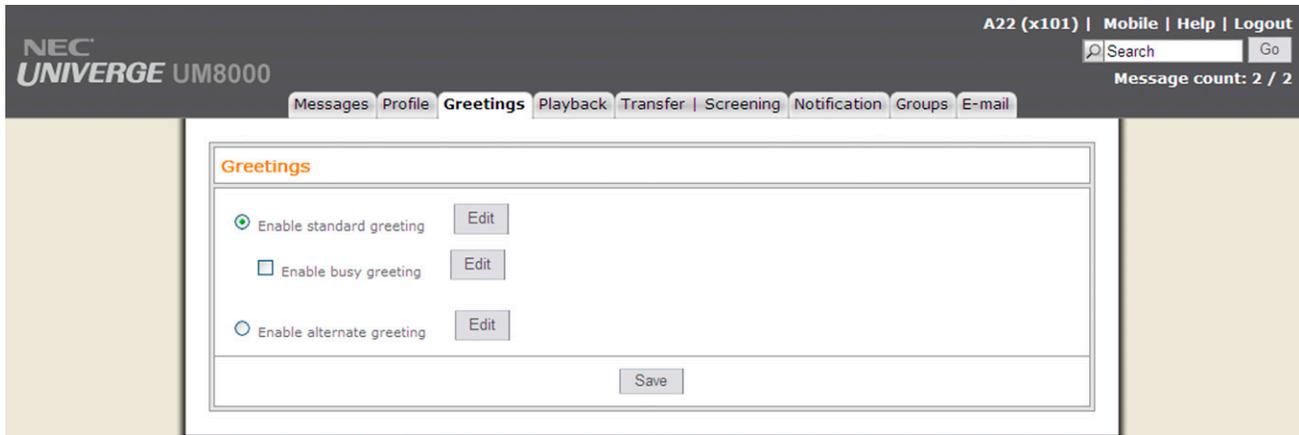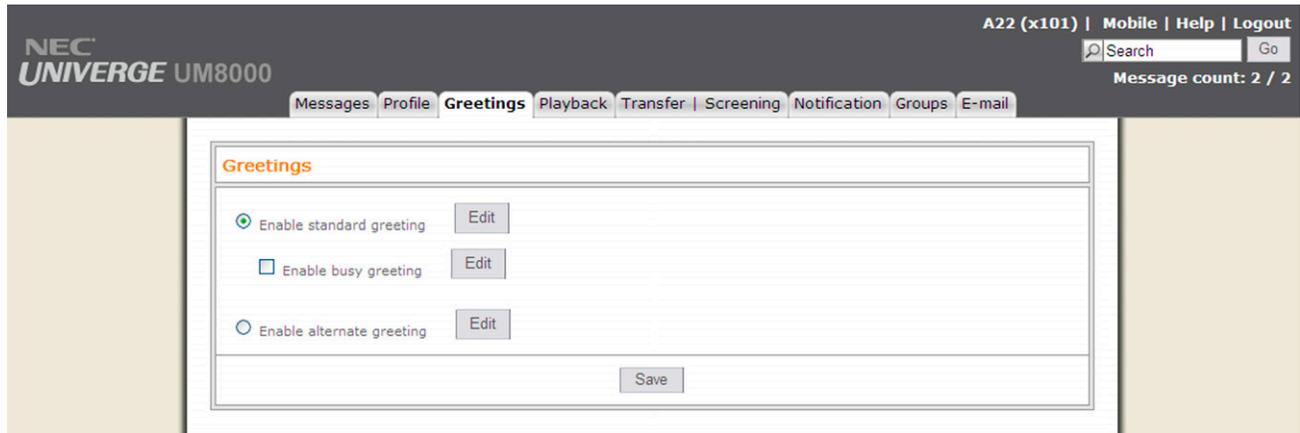

Figure 35   Greetings Screen

3. Click on any **Edit** icon of the greeting you want to copy.

4. You get a security warning, click on **Yes** to accept.
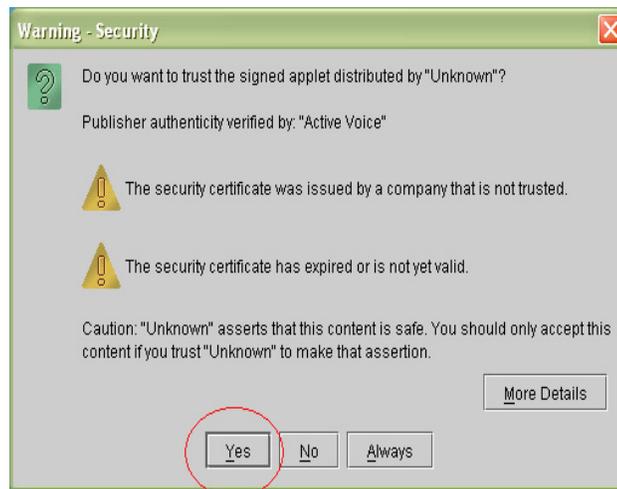
Figure 36   Security Screen

5. Click on the down arrow, choose **Copy to file**.
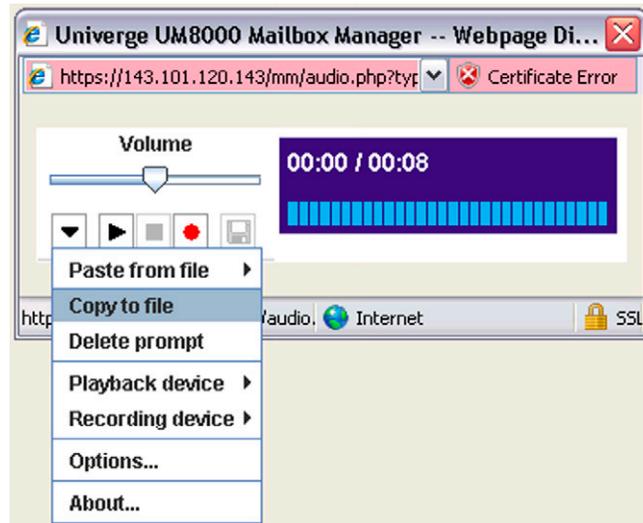
Figure 37   Copy To File Screen

6. A browser window then opens and you can navigate to a location on the local PC to save the file. The default file type is **.WAV**.
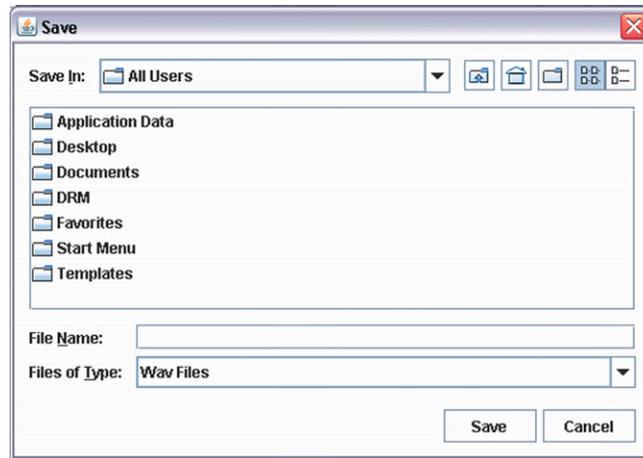
Figure 38   Browse Screen

7. Give the file a descriptive name and click **Save**.

8. If you are finished click the **X** in the upper right hand corner to close the window.

Changing Your Security Code

Your security code prevents others from using your personal ID to listen to your messages. Change your security code as often as you like. Your security code should be four to 10 digits long.

If you forget your security code, call your system manager.

To change your security code by computer

1. Access the Mailbox Manager (refer to "Accessing your mailbox by computer").

2. Click Profile.

3. Click Change Code.

4. In the Change Security Code dialog box, type your old and new passwords in the corresponding fields.

5. Click OK and then click **Save**.
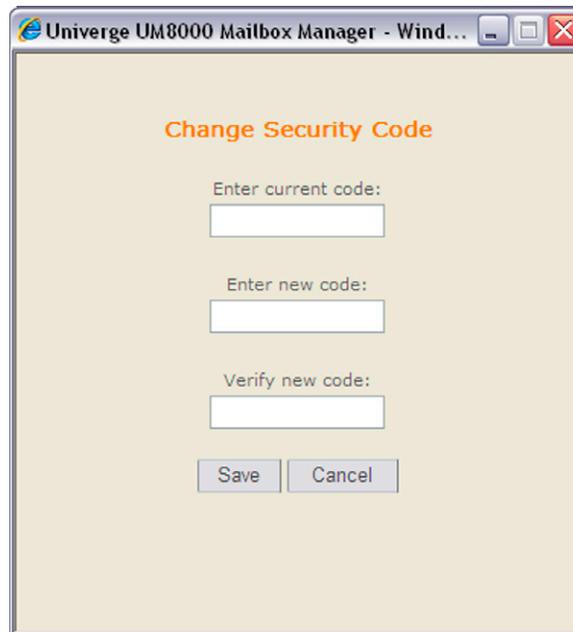
Figure 39 The Security Code Screen

To change your security code by telephone

1. Access your mailbox by telephone (refer to "Accessing your mailbox by telephone from inside your organization").

2. If using Softkeys press SETUP, PERS, CODE. Otherwise enter 7 7 4 to change your security code.

3. Follow the system instructions. Enter 1 for Yes, 2 for No.

> *You must select a recording device before you can record greetings, your recorded name, or the names of groups. If your computer is equipped with a microphone and speakers, select Microphone. Otherwise, select Phone.*

Changing Your Recorded and Spelled Names

The system uses your recorded name to identify both you and your messages to other callers. You can change your spelled name only by telephone.

The system uses your spelled name for the directory. Callers can enter the first letters of your name to locate you in the directory. You can also remove your name from this directory (so that callers cannot learn your extension number).

To add or remove your name from automatic directory assistance, enter 1 when asked to change your directory listing status after changing your recorded name.

To add or remove your name from the directory by telephone

1. Access your mailbox by telephone (refer to "Accessing your mailbox by telephone from inside your organization").

2. If using Softkeys press SETUP, PERS, DIR. Otherwise enter 7 7 7 to change your directory listing.

3. Follow the system instructions to change your spelled name. Enter 1 for Yes, 2 for No.

To change your recorded name by computer

1. Access the Mailbox Manager (refer to "Accessing your mailbox by computer").

2. Click Profile, then click Edit icon for the greeting you want to change.

3. On the Control bar, click to record your name with your recording device:

   Telephone   Pick up the handset when the telephone rings, wait for the beep, then speak into the handset.

   Computer   Wait for the tone, then speak into the microphone.

4. Click to stop recording.

To change your recorded name by telephone

1. Access your mailbox by telephone (refer to "Accessing your mailbox by telephone from inside your organization").

2. If using Softkeys press SETUP, PERS, >>>>, RCNAM. Otherwise enter 7 7 5 to change your directory listing.

3. Follow the system instructions to record your name. Enter 1 for Yes, 2 for No.

To change your spelled name by telephone

1. Access your mailbox by telephone (refer to "Accessing your mailbox by telephone from inside your organization").

2. If using Softkeys press SETUP, PERS, SPELL. Otherwise enter 7 7 6 to change your directory listing.

3. Follow the system instructions to change your spelled name. Enter 1 for Yes, 2 for No.

Changing Your Greetings

Callers hear a greeting before they leave a message. Your mailbox can have one of three greetings: standard, busy, or alternate. You can rerecord or switch between greetings by telephone or by computer.

Standard Greeting

The standard greeting plays when your extension is unanswered. A typical standard greeting is: "Hello, this is Pat Green. I am not at my desk right now. Please leave a message."

Busy Greeting

The busy greeting plays when your extension is busy. A typical busy greeting is: "Hello, this is Pat Green. I am on the telephone now. Please leave a message." For callers to hear your busy greeting, you must activate it.

If you do not want to use a separate busy greeting, then record a standard greeting for all situations when you are unavailable. For example: "Hello, this is Pat Green. I am not available at this time. Please leave a message."

✎   *This feature may not be available at your site.*

Alternate Greeting

The alternate greeting plays for special occasions, such as a vacation. A typical alternate greeting is: "Hello, this is Pat Green. I am out of the office today and will return tomorrow."

When your alternate greeting is active, the system plays it instead of any of your other greetings.

System-Generated Greetings

If you do not record greetings in your own voice, the system plays greetings that include your recorded name or your extension. For example:

❑   For a standard greeting, "Pat Green is not available right now."

❑   For a busy greeting, "Extension 1 2 3 is busy."

❑   For an alternate greeting, "Pat Green is out today."

To switch between your greetings by computer

1. Access the Mailbox Manager (refer to "Accessing your mailbox by computer").

2. Click Greetings Tab.

3. Use the check box to Enabled or Disable each greeting.

4. Click Save.
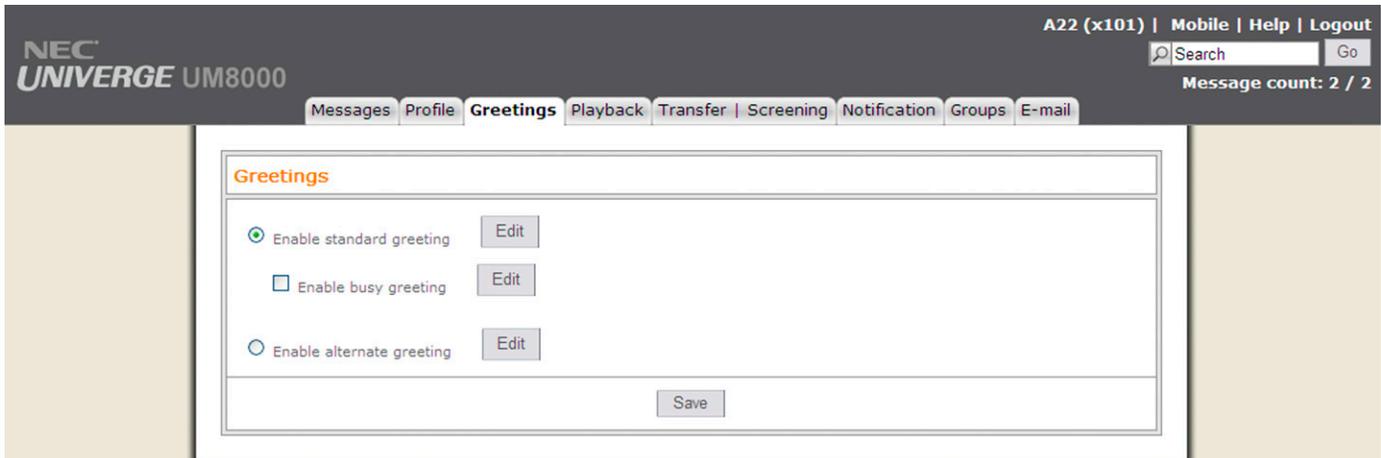
Figure 40 The Greetings Screen

To rerecord your standard, alternate, or busy greeting by computer

1. Access the Mailbox Manager (refer to "Accessing your mailbox by computer").

2. Click Greetings Tab.

3. Click on Edit for the Greeting to record.

4. On the Control bar, click 🔴 to record the greeting with your recording device:

    Telephone   Pick up the handset when the telephone rings, wait for the beep, then speak into the handset.

    Computer   Wait for the tone, then speak into the microphone.

5. Enter ⬛ to stop recording.

To switch between your standard and alternate greeting by telephone

1. Access your mailbox by telephone (refer to "Accessing your mailbox by telephone from inside your organization").

2. If using Softkeys press SETUP, GREET, SWTCH, otherwise enter 7 4 5.

To rerecord your standard, alternate, or busy greeting by telephone

1. Access your mailbox by telephone (refer to "Accessing your mailbox by telephone from inside your organization").

2. To rerecord your greeting perform one of the following:

    ❍ Standard — If using Softkeys press SETUP, GREET, STD, otherwise enter 7 4 6 1.

    ❍ Alternate — If using Softkeys press SETUP, GREET, >>>>, ALT, otherwise enter 7 4 7 1.

    ❍ Busy — If using Softkeys press SETUP, GREET, >>>>, BUSY, otherwise enter 7 4 8 1.

3. Press **✱** on the telephone dial pad to stop recording.

To activate your busy greeting by telephone

1. Access your mailbox by telephone (refer to "Accessing your mailbox by telephone from inside your organization").

2. If using Softkeys press SETUP, GREET, >>>>, BUSY, otherwise enter 7 4 8 to hear your busy greeting.

3. Follow the system instructions to activate your busy greeting. Enter 1 for Yes, 2 for No.

Playback Options

The Playback options screen stores settings for how messages are played. These options are not available by telephone. Without Mailbox Manager, you need to ask your system manager to change these options. The Playback options consist of:

❏ **Announce**

    New e-mail messages. If the optional e-mail integration package is installed, the system includes new e-mail messages in the total when announcing the number of new messages.

    Voice message length. The system announces the total length, in minutes, of new voice messages.

❏ **Telephone Conversation Type**

    Menu mode conversation. This conversation plays menus of options. Enter the number associated with the option to perform the particular task.

    Yes/No conversation. This conversation leads you step by step through all of your options with easy, yes-and-no questions. Enter 1 for Yes, 2 for No.

❏ **Voice message time stamp**

    Announce time stamp before message. The system plays the time and date that the message was recorded before playing the message.

    Announce time stamp after messages. The system plays the time and date that the message was recorded after playing the message.

To change your playback options by computer

1. Access the Mailbox Manager (refer to "Accessing your mailbox by computer").

2. Click Playback.

3. Confirm and change the settings as needed.

4. Click Save.
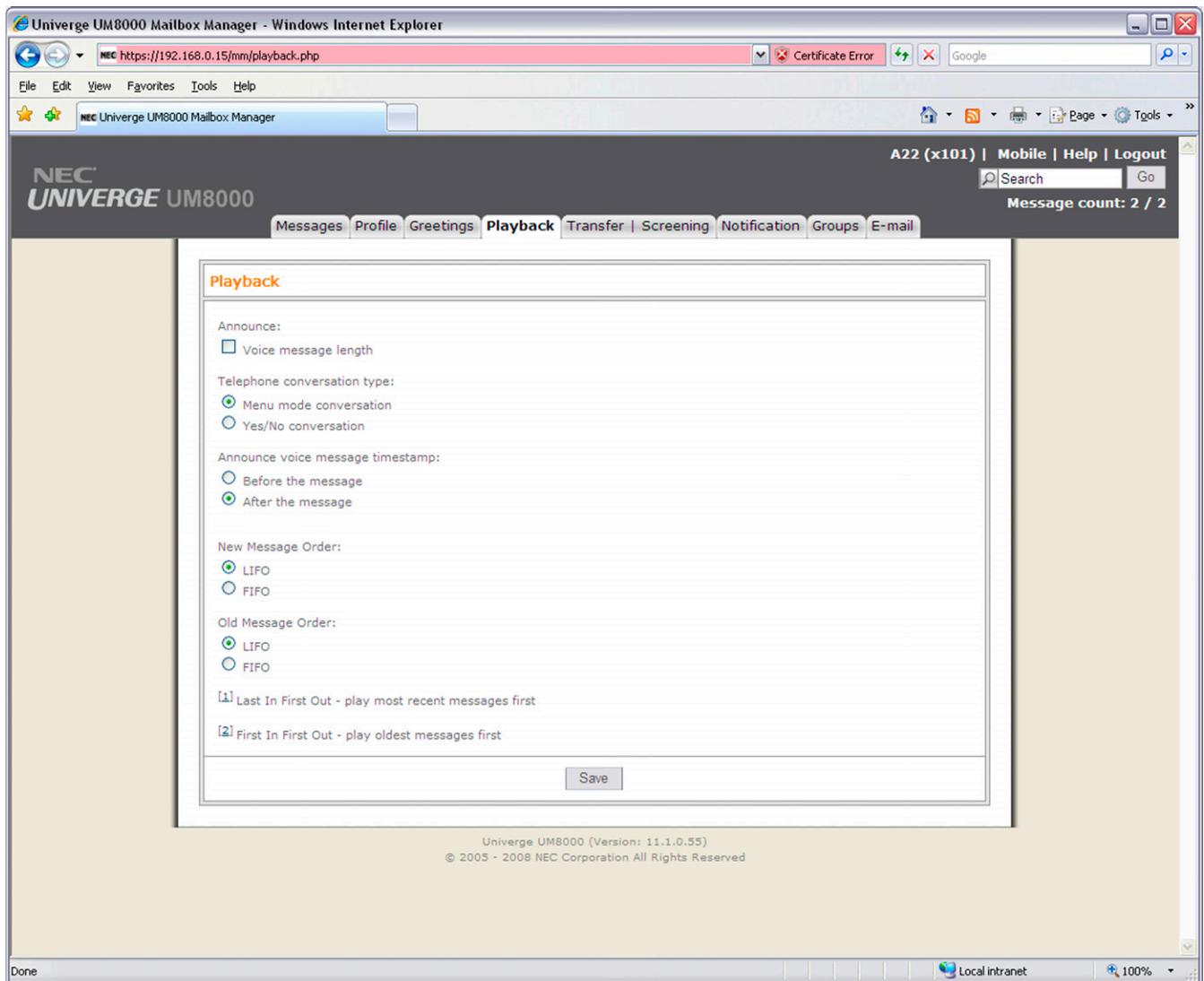
Figure 41 The Mailbox Manager - Playback Screen

Changing Call Transfer Options

The voice messaging system is set up to transfer calls to your extension as a receptionist would. When you are unavailable or on another call, the system takes a message for you. If you will be away for a while, you can turn off call transfer or have your calls transferred to a different telephone number.

Turn on call transfer before transferring your calls to a different telephone number. You can enter up to nine digits for the new telephone number.

To turn call transfer on or off by telephone

1.   Access your mailbox (refer to "Accessing your mailbox by telephone from inside your organization").

2.   If using Softkeys press SETUP, TRFR, ON/OFF. Otherwise enter 7 6 4 to turn call transfer on or off.

3.   Follow the system instructions. Enter 1 for Yes, 2 for No.

To change the number to which calls are transferred by telephone

1.   Access your mailbox (refer to "Accessing your mailbox by telephone from inside your organization").

2.   If using Softkeys press SETUP, TRFR, CHG#. Otherwise enter 7 6 4 1 4.

3.   Follow the system instructions. Enter 1 for Yes, 2 for No.

SEE ALSO:

"Changing Call Screening Options" on page 48
"Changing Call Holding Options" on page 50

To turn call transfer on or off by computer

1.   Access the Mailbox Manager (refer to "Accessing your mailbox by computer").

2.   Click Transfer/Screening.

3.   To turn call transfer on for incoming calls, select My extension or for an alternate extension use this Number. To turn call transfer off, select My Voicemail.

4.   Click Save.

To change the number to which calls are transferred by computer

1.   Access the Mailbox Manager (refer to "Accessing your mailbox by computer").

2.   Click Transfer/Screening.

3.   For Transferring Incoming Calls To, select This number. Enter the telephone number or extension.

4.   Click Save.

.
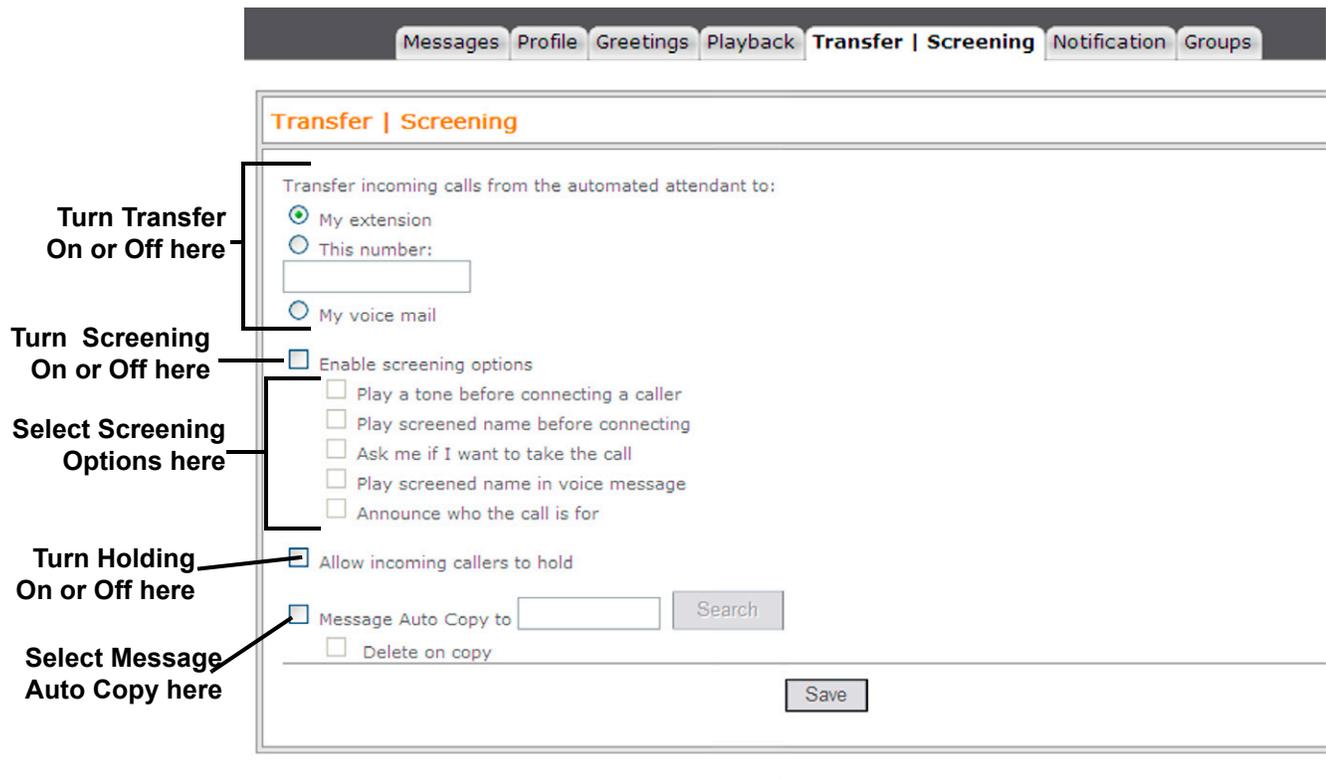
Figure 42 The Transfer Screen

Changing Call Screening Options

When available, the system can use a variety of call screening options. You can select these options on the Transfer/Screening screen of the Mailbox Manager.

If your system manager has set up call screening for your extension, you can turn call screening on and off by telephone.

✎   *This feature may not be available at your site.*

What you hear when you pick up the telephone depends on which of the following options you have selected.

❑   **Announce before connecting caller**

The system plays a beep before transferring the call.

❑   **Screen Name**

The system asks the caller's name before ringing your extension. The system plays "Call from <caller's name spoken by the caller>" before transferring the call.

❏ **Remember Screen Name**

The system asks and plays the caller's name, and if the caller leaves a message, appends the caller's name to the beginning of the message.

❏ **Tell me who the call is for**

The system says, "Call for <your name>" before transferring the call.

Two or more of these options may be combined. For example, if you select Screen name and Ask Me If I Want to Take the Call, the system asks the caller's name, then rings your extension. When you answer the call, the system plays the caller's recorded name, then asks if you want to take the call.

To change call screening options by computer

1. Access the Mailbox Manager (refer to "Accessing your mailbox by computer").

2. Click Transfer/Screening.

3. Select the Screening check box.

4. Select the Transfer/Screening options as needed.

5. Click Save.

To turn call screening on or off by telephone

1. Access your mailbox by telephone (refer to "Accessing your mailbox by telephone from inside your organization").

2. If using Softkeys press SETUP, TRFR, SCRN. Otherwise enter 7 6 4 1 5.

3. Follow system prompts to turn Call Screening on or off.

Figure 43 Selecting Screening Options

Changing Call Holding Options

The system can hold a call until your extension is available. When call holding is turned on and your extension is busy, the system asks callers if they want to hold until you are available or to leave a message. The system also tells callers how many calls are holding ahead of theirs.

If your system manager has set up call holding for you, you can turn call holding on and off. Your system manager sets the number of calls that the system can hold for you.

✎   *This feature may not be available at your site.*

To turn call holding on or off by computer

1. Access the Mailbox Manager (refer to "Accessing your mailbox by computer").

2. Click Transfer/Screening.

3. To turn call holding on, select the Holding check box. To turn it off, clear the check box.

4. Click Save.

To turn call holding on or off by telephone

1. Access your mailbox by telephone (refer to "Accessing your mailbox by telephone from inside your organization").

2. If using Softkeys press SETUP, TRFR, >>>>, HLDING. Otherwise enter 7 6 4 1 6.

3. Follow system prompts to turn call holding on or off.

Changing Message Auto Copy Options

The system can automatically copy each new message to your mailbox to one other valid voice mailbox within the system. This option can be set only using the Web Mailbox Manager and must be manually set and canceled. Once set, the destination mailbox gets a copy of every new message to your mailbox. The message exists in both mailboxes and can be redirected, archived, or deleted independently of each other.

This feature must be enabled by the System Manager before you can change it. The System Manager can also set the destination if needed.

To turn call holding on or off by computer

1. Access the Mailbox Manager (refer to "Accessing your mailbox by computer").

2. Click Transfer/Screening.

3. To turn Message Auto Copy on, select the Message Auto Copy check box. To turn it off, clear the check box.

4. Set the destination mailbox. If needed, the search icon can be used to pick a destination from any of the system mailboxes.

5. Click Save.

Changing Message Delivery Options

The system can deliver messages to several different telephone numbers. You can set a range of minutes, hours, and days that a message delivery telephone number is in effect.

You can tell the system to deliver only urgent messages or to delay message delivery to any of the numbers.

To change message delivery options by computer

1. Access the Mailbox Manager (refer to "Accessing your mailbox by computer").

2. Click Notification.

3. To edit a message delivery device, select the device and click the device name you want to change.

4. On the Message Delivery screen, confirm and change the settings as needed and click OK.

5. Click Save.
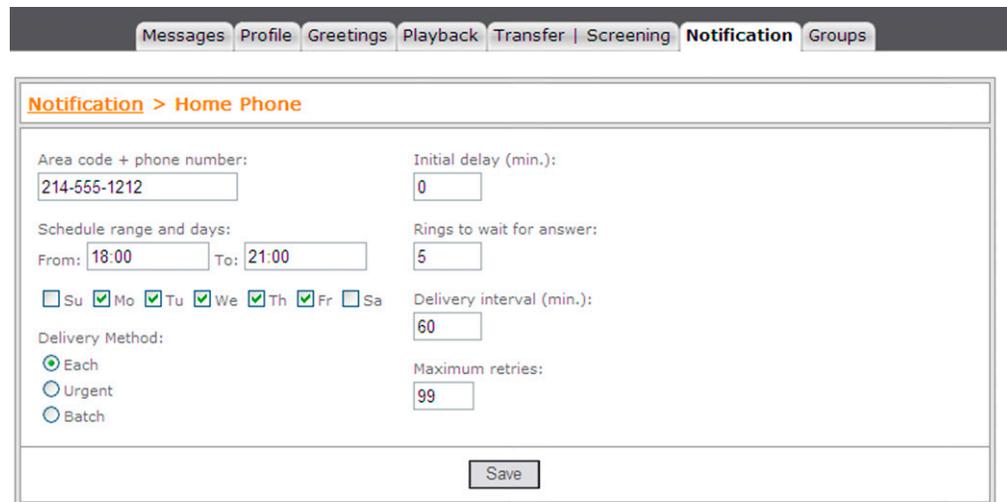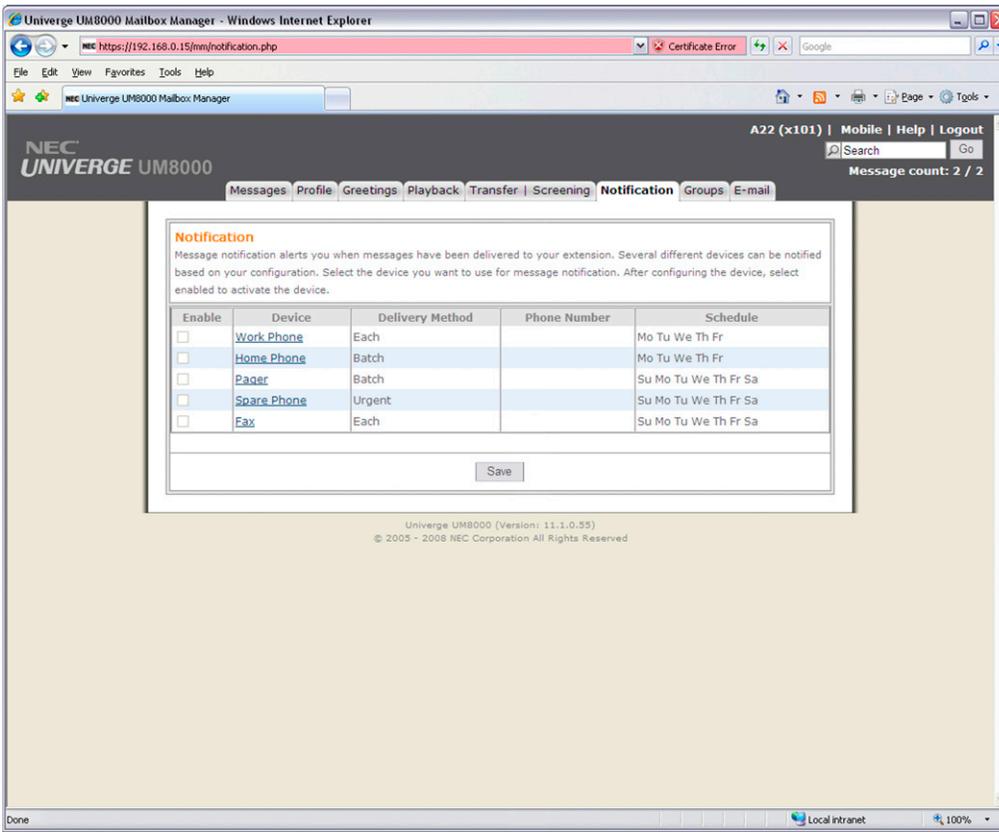
Figure 44 Message Delivery Screens

If changing message delivery by telephone, you may not be able to enter a pager number that requires special dialing characters (for example, a semicolon that represents a three second pause). Contact your system manager for assistance.

> *When changing message delivery by telephone use # to insert a 1-second pause where you want the system to pause between digits that it is dialing.*

To change message delivery by telephone

1. Access your mailbox (refer to).

2. To change your message delivery options for your:

   ❍ Work phone, if using softkeys press SETUP, >>>>, DELIV, WORK. If using menu mode enter 7 6 6 5 4, otherwise follow the prompts for setup options.

   ❍ Home phone, If using softkeys press SETUP, >>>>, DELIV, HOME. If using menu mode enter 7 6 6 5 5, otherwise follow the prompts for setup options.

   ❍ Pager phone, if using softkeys press SETUP, >>>>, DELIV, PAGER. If using menu mode enter 7 6 6 5 6, otherwise follow the prompts for setup options.

   ❍ Spare phone, if using softkeys press SETUP, >>>>, DELIV, >>>>, SPARE. If using menu mode enter 7 6 6 5 7, otherwise follow the prompts for setup options.

   ❍ Fax, if using softkeys press SETUP, >>>>, DELIV, >>>>, FAX. If using menu mode enter 7 6 6 5 8, otherwise follow the prompts for setup options.

      ✎ *This feature may not be available at your site.*

3. The particular delivery type must be enabled to change the number and schedule.

   If using softkeys press ON/OFF to turn on or off delivery for that number. If using menu mode enter 1 to turn on delivery for that number or 2 to turn off delivery, otherwise follow the prompts for setup options.

4. If using Softkeys press PH# to change the telephone number. If using menu mode enter 4, otherwise follow the system instructions to change the telephone number. After you enter a telephone number, enter ✳ to end the entry.

5. If using Softkeys press SCHED to change the time for a particular schedule. If using menu mode enter 5, otherwise follow the system instructions.

6. Change any remaining message delivery numbers by repeating the procedure.

Using Groups

You can create your own message groups. When you send a message to a group, the message is sent to all members of the group. Each group you create has a number or a name.

There are three types of message groups: private, open, and local access. When you create a private group, only you can send messages to it. When you create an open group, other subscribers also can send messages to it. When you create a local access group, only subscribers calling from an extension within the company can send messages to it.

To create a group by telephone

1. Access your mailbox (refer to).

2. If using softkeys press SETUP, >>>>, GRPS, CREATE. If using menu mode enter 7 5 4, otherwise follow the prompts for setup options.

3. For numbered groups, enter a 3-digit group number. For named groups, enter the first three letters of the group's name.

4. Record a name for the group. Enter ✳ when you are finished.

5. Enter **1** to make the group an open group or **2** to make it a private group.

6. Follow the system instructions to add members to the group. You can add them by name or extension number.

7. Enter ✱ when you are finished adding members.

8. Enter **1** to leave a message for this group now. Otherwise, enter **2**.

Guests do not have extension numbers, so add them to the group by spelling their names or by entering their personal IDs.

To create a group by computer

1. Access the Mailbox Manager (see "Accessing your mailbox by computer").

2. Click **Groups**.

3. Click **Add New Group**.
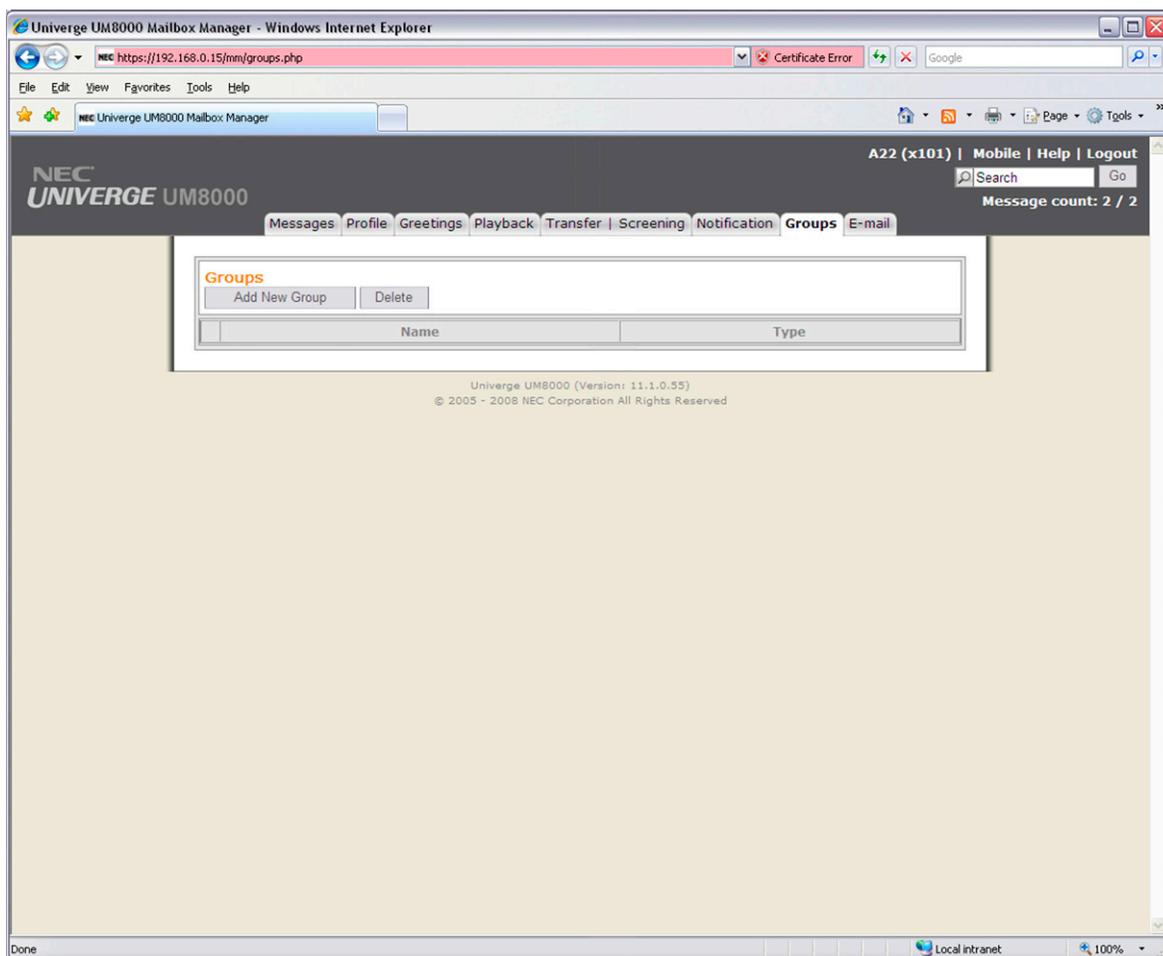
Figure 45 Add New Group Screens

4. In the Create/Modify Group dialog box, type a name for the group.

5. Select a type for the group.

6. If the group is used to dispatch messages to the first member available, select the Dispatch check box. When set to Dispatch only the first member to log in and listen to the message will hear it. If not set to Dispatch each message sent to the group is delivered to all members. Click **Next**.
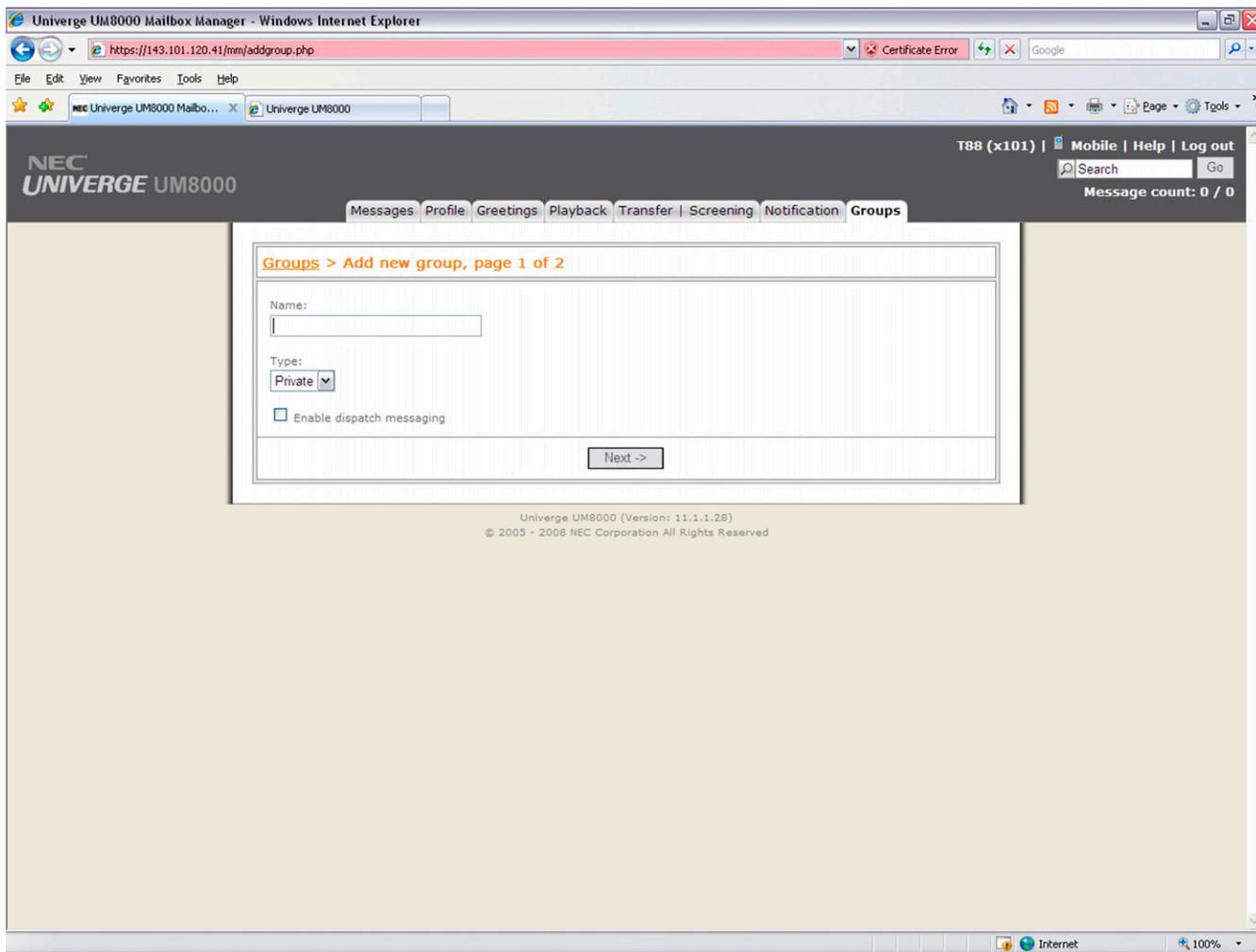
Figure 46 Group Name Screens

7. To record the group name with your recording device, click on **Record Group Name**, then click the ⬤ button:

   Telephone   Pick up the handset when the telephone rings, wait for the beep, then speak into the handset.

   Computer   Wait for the tone, then speak into the microphone.

8. Click ▪ to stop recording. If recording using the telephone, click the **Save** icon.

9. To add members to the group, click on Members / Search. In the Member List Box that pops up, check the box of each person you want to add from the list of enrolled subscribers, then click **Add**.
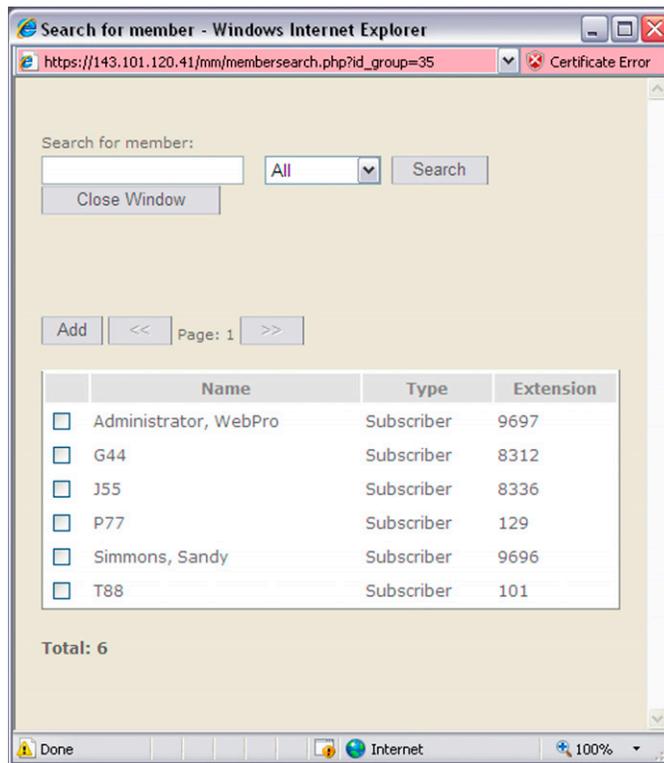
Figure 47 Members List Box

10. When you are finished adding members, click **Close Window**.

Changing Groups

You can add and delete members of your message groups.

You can also delete any message group that you own, or change the group number, spelled name, or recorded name.

To change a group by computer

1. Access the Mailbox Manager (refer to "Accessing your mailbox by computer").

2. Click **Groups**.

3. To edit a Group click on the name.
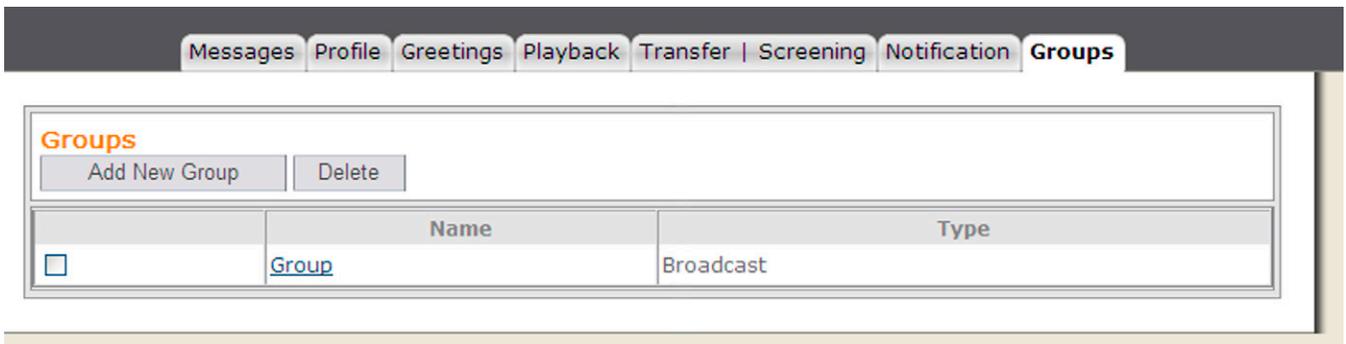
Figure 48 Changing a Group Screen

✎   *This feature may not be available at your site.*

4. On the Create/Modify Group screen, make the desired changes and click **Save**.
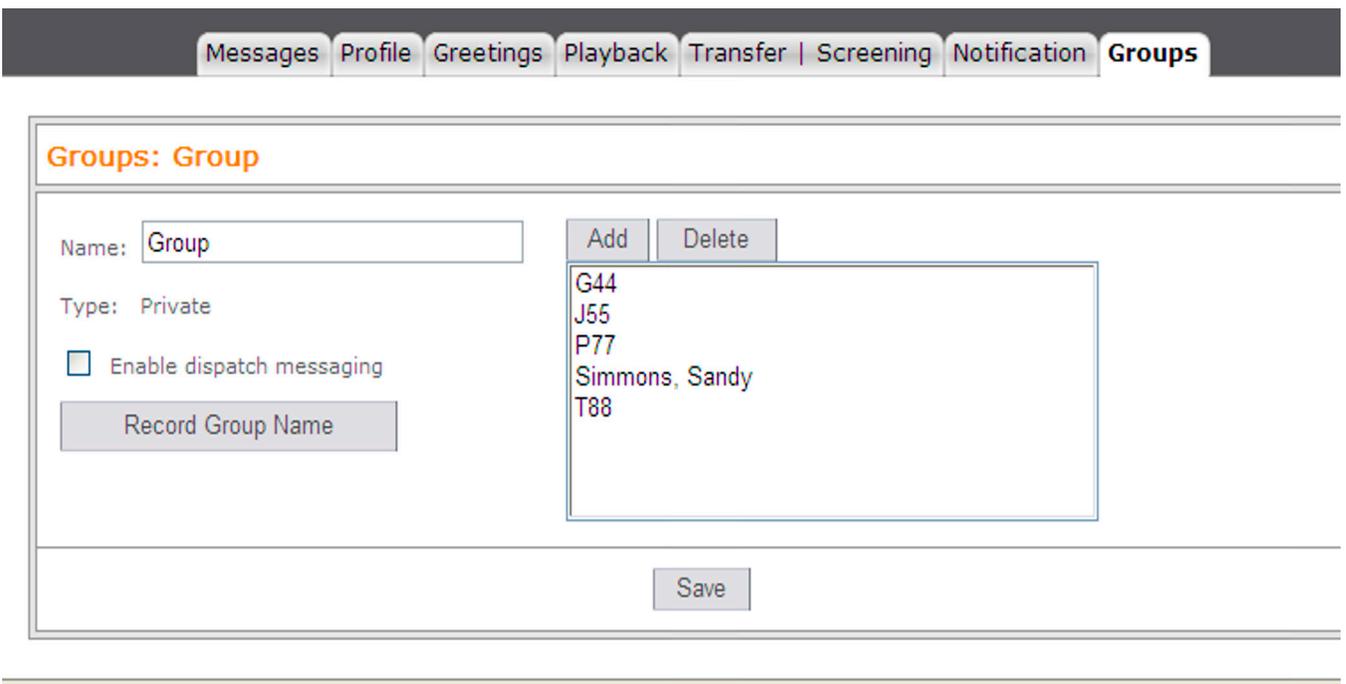
Figure 49 Create/Modify Group Screen

To add or delete group members by telephone

1. Access your mailbox (refer to "Accessing your mailbox by telephone from inside your organization").

2. If using softkeys press SETUP, >>>>, GRPS, EDIT, if using menu mode enter 7 5 5, otherwise follow the system prompts to edit a group.

3. Enter the group name or group number. Enter **2** until you hear the name of the group you want, then enter **1**.

4. Enter **4** to add members to a group.

    OR

    Enter **5** to delete members from the group.

    When deleting group members, enter the first three letters of the person's last name, or enter three wild-card numbers (for example, 1 1 1) to list each group member, then choose the member's name you want to delete.

5. To confirm your additions or deletions, enter **1**.

6. Enter ✱ when you are finished adding or deleting members.

To change a group name or number by telephone

1. Access your mailbox (refer to "Accessing your mailbox by telephone from inside your organization").

2. If using softkeys press SETUP, >>>>, GRPS, EDIT, if using menu mode enter 7 5 5, otherwise follow the system prompts to change a group name.

3. Enter the first three letters of the group name.

    OR

    Enter the first three digits of the group number.

4. Enter **1** to confirm, or enter **2** to hear the name of the next group.

5. Enter **7** to change the group name or group number.

6. Follow the system instructions to change the group recorded name. Enter **1** for Yes, **2** for No.

To hear a list of your groups and group members by telephone

1. Access your mailbox (refer to "Accessing your mailbox by telephone from inside your organization").

2. If using softkeys press SETUP, >>>>, GRPS, EDIT, if using menu mode enter 7 5 6, otherwise follow the system prompts to list your group members.

3. Follow the system instructions. Enter **1** for Yes, **2** for No.

Using ViewCall Plus

With ViewCall Plus, you can identify, manage, and track your incoming and outgoing calls from your computer.

Three integrated ViewCall Plus windows work together to control you telephone call: the Telephone Window, the Call Log window, and the Contact List window.

For TAPI- (telephone application programming interface) and TSAPI- (telephony server application programming interface) compliant telephone systems, ViewCall Plus also offers an enhanced mode that adds even more features, such as the contact list and call log.

Screening and Managing Calls

With ViewCall Plus, you can identify callers and manage your calls from your computer.

Identifying and Screening Calls

When you receive a call through the system or with a system using TAPI, the Telephone window displays the call on your computer screen. There are several ways to identify the caller before picking up the telephone:

If Call Screening is on, you can click Who is it? to play the caller's recorded name.

The system can also ask callers to enter the telephone or account number. The system then matches this data to your contact list and displays the caller contact list and displays the caller contact information.

Click Monitor to listen to a message as it is being recorded. If you decide to speak with the caller, click Take Call to pull the call out of your mailbox and transfer the call to your extension.

The system can display caller identification data when it has the additionally required equipment and system compatibility. This does require additional equipment and system compatibility though. The system can also match the telephone number to your contact list or PIM (Personal Information Manager) and display caller contact information.

SEE ALSO:

Online Help:
ViewCall Plus, Screening calls, Placing calls on Hold

Managing Calls

After you have identified the caller, ViewCall Plus supplies you with several tools to manage your telephone calls.

Connect an incoming call to your telephone.

Ask the caller to hold.

Ask the caller to transfer to another extension.

Ask the caller to leave a message.

TAPI-compliant Systems

For TAPI-compliant systems, using a TAPI adapter on the phone, ViewCall Plus offers the following enhanced mode options:

Select an identified caller's name and click this button to call the person back.

Select a name in your contact list and click this button to dial the contact.

✎   *This feature may not be available at your site.*

Tracking Calls

Call Log

You can use ViewCall Plus to keep track of your calls. The Call Log window records all call activity for your extension. It also displays information such as caller names, telephone numbers, and the caller's location.

> *You may want to create more than one call log. For example, it may be useful to begin a new call log each week or each month.*

Contact List

The Contact List window stores and displays general notes and reminders with each contact name. ViewCall Plus provides an online address book — or you can integrate ViewCall Plus with a PIM.

You can use several contact lists or PIMs at once. For example, you can keep personal contacts in a list on your computer and you can keep business contacts in a list on the LAN.

Figure 50. ViewCall Plus Contact PIM Screen

Using E-Mail Integration

The optional E-Mail Integration package that you can use with your voice messaging system is called E-Mail Notify/Delivery.

E-Mail Notify/Delivery

E-Mail Notify/Delivery lets you know when new e-mail messages arrive. When you check voice messages over the telephone, you hear the number of new e-mail messages you have received and information about those messages.

E-Mail Notify/Delivery can also alert you to voice messages in your e-mail inbox.

E-Mail Notification

Subscribers can receive an e-mail notifying them of a new voice mail and/or the actual voice mail delivered to their inbox as a **.wav** attachment. (IMAP4-compliant Mail Servers only.)

Checking E-Mail by Telephone

To check your e-mail messages

1. Access your mailbox (refer to "Accessing your mailbox by telephone from inside your organization").

2. If prompted, enter your e-mail password, followed by ✱ . If your password uses any letters, refer to the password chart later in this section.

3. Enter **4** to check new e-mail messages. Enter **6** for old (archived) messages.

4. Follow the system instructions. Enter **1** for Yes, **2** for No.

> ### SEE ALSO:
> "Your E-Mail Password" on page 64.

> 💡 *If you do not have a security code for the voice messaging system, you may be asked to create one the first time you check your e-mail by telephone.*

Changing Your E-Mail Setup Options

In your setup options, you can change whether e-mail messages are included in your message totals.

To turn your e-mail totaling on or off by computer

1. Access the Mailbox Manager (refer to "Accessing your mailbox by computer").

2. Click **Playback Options**.

3. In the Announce group, select the New E-Mail Messages check box. To turn it off, clear the check box.

4. Click **Save**.

To turn your e-mail totaling on or off by telephone

1. Access your mailbox by telephone (refer to "Accessing your mailbox by telephone from inside your organization"). If prompted, enter your e-mail password, followed by ✶ .

2. Enter 7 7 8 4 to turn e-mail totaling on or off.

Your E-Mail Password

1. If your e-mail password uses any letters, press **# #** when prompted.

2. Use the following rules for entering letters and numbers on the telephone:

    ❍ Enter upper or lowercase letters to match your e-mail password. Refer to the Password charts below for guidelines.

    ❍ Enter a digit by pressing **1**, followed by the digit.

3. Press ✶ to end the procedure.

Password charts

Lowercase letters		Uppercase letters		Numbers	Special characters	
a = 21	n = 62	A = 24	N = 65	1 = 11	@ = 20	[= 48
b = 22	o = 63	B = 25	O = 66	2 = 12	# = 30	{ = 49
c = 23	p = 71	C = 26	P = 74	3 = 13	$ = 40	] = 57
d = 31	q = 01	D = 34	Q = 04	4 = 14	% = 50	} = 58
e = 32	r = 72	E = 35	R = 75	5 = 15	^ = 60	\ = 59
f = 33	s = 73	F = 36	S = 76	6 = 16	& = 70	| = 67
g = 41	t = 81	G = 44	T = 84	7 = 17	✶ = 80	; = 68
h = 42	u = 82	H = 45	U = 85	8 = 18	(= 90	: = 69
i = 43	v = 83	I = 46	V = 86	9 = 19	) = 00	' = 77
j = 51	w = 91	J = 54	W = 94	0 = 10	! = 27	" = 78
k = 52	x = 92	K = 55	X = 95	✶ = End	' = 28	, = 79
l = 53	y = 93	L = 56	Y = 96		~ = 29	< = 87
m = 61	z = 02	M = 64	Z = 05		- = 37	. = 88
	✶ = End		✶ = End		_ = 38	> = 89
					+ = 39	/ = 97
					= = 47	? = 98
						✶ = End

Sending and Receiving Faxes

With the optional ActiveFax, your faxes are included with your voice messages. If you are also using TeLANophy, ViewFax may also be available by computer. This feature may not be available at your site.

❑ View Fax - You can send, receive, and redirect faxes by computer.

❑ Fax Mail - Faxes are stored in your mailbox with your other messages. Callers can record a short message to accompany each fax they send. Faxes can be forwarded from your mailbox to a fax machine by using any telephone.

❑ Print-to-Fax - Use the print-to-fax feature to fax documents to other subscribers, groups, personal database contacts, or other recipients.

To Receive a Fax

With ActiveFax, your faxes are stored in your mailbox as fax messages. A fax message can have two parts: a fax document and an optional voice message annotation.

Callers can record a voice annotation that you hear when you check your messages. If a fax message does not have a voice annotation, you will hear only what time the fax arrived.

A fax and its voice annotation always remain together as a single fax message. When you archive a fax message, both are archived.

Depending on your system, you may have a separate fax number or one extension for both faxes and phone calls. Your fax mailbox can have a personal greeting. Otherwise, the system greets calls with your name or fax number.

To redirect a fax to another fax number, check your fax messages. Then request fax delivery and enter the new number. This changes the fax number for that delivery only.

You can also request that more than one fax be delivered in the same fax delivery. The system adds its own cover sheet to each delivery bundle. The cover sheet lists which faxes are included and their page lengths.

Using Your Telephone

1. Call the voice messaging system. If asked, enter your personal ID and security code.

2. Press **4** to check new messages.   UM8000 Mail plays your new voice messages, then any fax messages.

3. After listening to the fax message, press **9**. While listening to the fax message, press **3 9**.

4. Follow the system instructions.

To Receive All Your Faxes with One Call

You can use a shortcut to deliver all of your new faxes to your usual fax machine.

Using your Phone

1. Call the voice messaging system. If asked, enter your personal ID and security code.

2. At the main menu, press 4 5.

Fax Delivery

The system can deliver your faxes in two ways.

❑ Standard Delivery - The system stores your faxes until you request them. When you check messages, the system tells you which faxes are waiting and asks if you want them sent to a fax machine.

❑ TeLANophy Delivery - The system stores your faxes until you connect to the system using a TeLANophy client such as View Fax or View Mail for Microsoft Messaging (VMM). At that time the faxes can be viewed on the client PC and printed using network resources.

Using Your Phone

1. Call the voice messaging system. If asked, enter your personal ID and security code.

2. Press **7 4 9** to change your fax greeting.

3. Follow the system instructions. Press **1** for Yes, **2** for No.

To Change Your Fax Notification

The system can call you at a phone number to notify you when you have new faxes waiting. You can set a range of minutes, hours, and days that a fax message delivery phone number is in effect.

If changing notification by telephone press # to insert a one-second pause where you want the system to pause between digits that it is dialing. When using Mailbox Manager to change use a comma "," to insert a 1 second pause.

Using Your Telephone

1. Call the voice messaging system. If asked, enter your personal ID and security code.

2. To change your notification for your fax phone, press **7 6 5 8**.

3. Press to **1** turn on delivery for the number or **2** to turn off delivery.

4. Press **4** to change the phone number. After you enter a telephone number, press ✱ to end the entry. Press **2** to continue.

5. Press **5** to change the schedule, and then follow the system instructions. Press **1** for Yes, for **2** No.

USING QUICK MESSAGE ACTIONS AND SHORTCUTS

You can use quick message actions while listening to a message. For example, enter **3 4 #** to repeat the message.

After accessing your mailbox, you can use the shortcuts for specific tasks. A shortcut is your personal ID + your security code + a number sequence of menu options. For example, to turn on call transfer, enter your personal ID + your security code + **7 6 4 1**.

Quick Message Actions

While listening to a message, enter **3** to hear a menu of quick message actions.

After you have learned the quick action numbers, you can enter a number right away to take action. Except as noted, these actions are available for both new and old messages.

After using a quick message action, you can continue with the next part of the conversation or take more action on a message. For example, you can:

❏   Enter **3 4** to replay to a message, then **3 5** to check the next message.

❏   Enter **3 9** to redirect a message. After you finish redirecting the message, you can enter **3 4** to reply to the original sender. After you reply, you can enter **3 6** to delete the message.

When you exit the quick message actions, the system saves your message as an old message. The system also saves your message as old when you enter **3 5** to check the next message.

Task	Quick Message Action
Reply	③④
Check the next message	③⑤
Delete	③⑥
Archive	③⑦
Hear when the message was sent	③⑧
Redirect	③⑨
Save as new (new messages only)	③⓪
Repeat the message	③#
Exit quickly, if you are using a touchtone telephone	*

Shortcuts

Use shortcuts to accelerate your responses to the system.

Voice Messaging

Enter your personal ID and security code (if required), then enter the following shortcuts to do these tasks.

Task	Shortcut
Check new messages	4
Leave a message	5
Review old messages	6
Change setup options	7
Switch personal greetings	7 4 5
Change your standard greeting	7 4 6
Change your alternate greeting	7 4 7
Change your busy greeting	7 4 8
Change your security code	7 7 4
Turn call transfer off	7 6 4 2
Turn call transfer on	7 6 4 1
Change the telephone number for call transfer	7 6 4 1 4
Turn call screening options off	7 6 4 1 5
Add a message group	7 5 4
Edit a message group	7 5 5
List your message groups	7 5 6
Change your recorded name	7 7 5

Main Menu

Task	Shortcut
Check new messages	4
Leave a message	5
Review old messages	6
Change setup options	7
Change call transfer, Message delivery	7 6
Change your security code, Voice mailbox names	7 7
Switch personal greetings	7 4 5

1 FOR YES   2 FOR NO   * CURRENT MENU

Quick Message Actions

Task	Shortcut
Repeat the message	3 #
Save message as new (new messages only)	3 0
Check the next message	3 5
Delete a message	3 6
Archive a message	3 7
Hear when the message was sent	3 8
Redirect the message	3 9
Exit quickly (touchtone telephones only)	*
Repeat message	#
Read Caller ID information if available	0
Return Call if allowed by programming	# 0

1 FOR YES   2 FOR NO   * CURRENT MENU

Message Playback Options

For	Press
Skip to end of message	`1`
Skip to end of message, do not hear Caller ID or Time Stamp	`3`
Backward	`7`
Pause	`8`
Forward	`9`
Hear Caller ID (if available)	`0`
Return call (if available)	`#` `0`
Repeat message	`#`
Save as new	`*`

To access your mailbox from outside your organization (shaded spaces provided to record your information)

1. Call the Voice Messaging system.

2. When the system greets you, enter your personal ID:

   and your security code:

E-Mail Integration Package

Enter your personal ID and security code (if required), then enter the following shortcuts to do these tasks.

Task	Shortcut
Edit your e-mail messages	4 6
Check old e-mail messages	6 6
Turn e-mail totaling on or off	7 7 8 4

✎ *This feature may not be available at your site.*

Fax Integration Package

Enter your personal ID and security code (if required), then enter the following shortcuts to do these tasks.

Task	Shortcut
To receive all your faxes with one call, press	4 5
To receive a fax, press	4 3 9
To change your fax delivery number or schedule, press	7 6 5 8
To change your fax greeting, press	7 4 9
To change your fax notification, press	7 6 5 8

✎ *This feature may not be available at your site.*

System Menus

MAIN MENU
CHECK NEW MESSAGES [4]
LEAVE MESSAGES [5]
REVIEW OLD MESSAGES [6]
CHANGE SETUP OPTIONS [7]

▲ DELIVER ALL NEW FAXES* [4] [5]

NEW MESSAGES
REPLY [4]
CHECK NEXT MESSAGE [5]
DELETE [6]
ARCHIVE [7]
HEAR TIMESTAMP [8]
REDIRECT/DELIVER [9]
FAX*
SAVE AS NEW [0]
REPEAT THE MESSAGE [#]

MESSAGE OPTIONS
EDIT THE MESSAGE [4]
SET SPECIAL DELIV- [5]
ERY
ADDRESS TO OTHERS [6]
SEND THE MESSAGE [✱]

OLD MESSAGES
REPLY [4]
CHECK NEW MESSAGES [5]
DELETE [6]
ARCHIVE [7]
HEAR TIMESTAMP [8]
REDIRECT/DELIVER [9]
FAX*
REPEAT THE MESSAGE [#]

SETUP OPTIONS
GREETINGS [4]
GROUPS [5]
TRANSFER & DELIVERY [6]
PERSONAL OPTIONS [7]

GREETINGS
HEAR CURRENT GREETING [4]
SWITCH GREETINGS [5]
EDIT STANDARD GREET- [6]
INGS
EDIT ALTERNATE GREET- [7]
ING
EDIT BUSY GREETING [8]
[9]

GROUPS
CREATE A GROUP [4]
EDIT YOUR GROUPS [5]
LIST YOUR GROUPS [6]
DELETE A GROUP [7]

EDIT GROUPS
ADD MEMBERS [4]
DELETE MEMBERS [5]
LIST MEMBERS [6]
CHANGE GROUPS NAME [7]

TRANSFER & DELIVERY
CHANGE CALL TRANS- [4]
FER
MESSAGE DELIVERY [5]

CHANGE TRANSFER
CHANGE PHONE NUMBER [4]
CALL SCREENING ON/ [5]
OFF
CALL HOLDING ON/OFF [6]

MESSAGE DELIVERY
WORK PHONE ON/OFF [4]
HOME PHONE ON/OFF [5]
PAGER PHONE ON/OFF [6]
SPARE PHONE ON/OFF [7]
FAX PHONE ON/OFF* [8]

CHANGE DELIVERY
CHANGE PHONE NUMBER [4]
CHANGE SCHEDULE [5]
URGENT ONLY ON/OFF [6]
NOTIFY FOR FAX ON/ [7]
OFF*

CHANGE FAX DELIVERY*
CHANGE PHONE NUM- [4]
BER
CHANGE SCHEDULE [5]

PERSONAL OPTIONS
CHANGE SECURITY [4]
CODE
RERECORD NAME [5]
RESPELL NAME [6]
DIRECTORY LISTING [7]
ON/OFF

This feature may not be available at your site.

Softkey Menus

NEW			MORE>
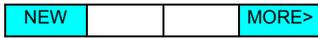
↑
|___NEW
      Check new messages

		LVMSG	

LVMSG
Leave message

ARCHV	Archive message
DEL	Delete message
REW	Rewind four seconds and play
PAUSE	Stop playing message
RESUME	Resume playing message
FFWD	Fast forward four seconds and play
REDIR	Redirect message
REPLY	Send reply to message
NEXT	Next message or view Main menu
RPLAY	Replay message
NEW	Save message as new message
TIME	Hear time and date of message
CID	Display Caller ID number/name
>>>	View more options
BACK	View previous menu

	OLD		

↑
|___OLD
      Review messages
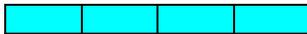
RECORD
If live record is enabled and started, the following
softkeys appear during live record session.

PAUSE	Pause recording
RESUME	Resume recording
END	Stop and save recording
REREC	Stop and begin new recording
ERASE	Stop and erase recording
URG	Urgent message delivery
>>>	View more options

ARCHV	Archive message
DEL	Delete message
REW	Rewind four seconds and play
PAUSE	Stop playing message
RESUME	Resume playing message
FFWD	Fast forward four seconds and play
REDIR	Redirect message
REPLY	Send reply to message
NEXT	Next message or view Main menu
RPLAY	Replay message
TIME	Hear time and date of message
CID	Display Caller ID number/name
>>>	View more options
BACK	View previous options

Softkey Menus

ACCEPT			REJECT

ACCEPT REJECT
If call screening is enabled, this appears for incoming calls.

ACCEPT	Accept call
REJECT	Send call to mailbox

		MGR	

MGR ✱
Lets system manager change set-up options.

CHBX	Change voice mailbox
GREET	Change opening greeting
SCHED	Change system schedule, date, time
INFO	Hear system status
OPER	Change operator box settings
>>>	View more options
BACK	View previous menu

✱ This option is available only for the system manager.

			SETUP

SETUP
Change setup options

GREET	Greetings
PERS	Personal options
TRFR	Transfer options
GRPS	Groups
DELIV	Delivery options
MSGCPY	Message auto copy options
MSGORD	Message order options
>>>	View more options
BACK	View previous menu

SETUP			

This softkey appears on this position for the system manager

Greetings	
CURR	Hear and switch current greeting
SWITCH	Switch greetings
STD	Edit standard greetings
ALT	Edit alternate greeting
BUSY	Edit busy greeting
>>>	View more options
BACK	View previous menu

Personal options	
CODE	Change security code
SPELL	Respell name
DIR	Directory listing on/off
RCNAM	Rerecord name
EMAIL	Change e-mail settings
>>>	View more options
BACK	View previous menu

Transfer options	
ON/OFF	Call transfer, message delivery on/off
CHG#	Change phone number
SCRN	Call screen on/off
HLDING	Call holding on/off
>>>	View more options
BACK	View previous menu

Groups	
CREATE	Create group
EDIT	Edit group
LIST	List your groups
DEL	Delete group
>>>	View more options
BACK	View previous menu

Delivery options	
WORK	Change work phone delivery
HOME	Change home phone delivery
PAGER	Change pager delivery
SPARE	Change spare phone delivery
>>>	View more options
BACK	View previous menu

Change delivery	
ON/OFF	Message delivery on/off
PH. #	Change phone number
SCHED	Change schedule
URG	Urgent only on/off
>>>	View more options
BACK	View previous menu

Message Copy options	
ON/OFF	Turn message auto copy on/off
CHG#	Change destination mailbox number where message copied
MORE	Advance to next page of options
DEL	Set if message is deleted on copy

Message Order options	
NEW	Set message order for new messages
OLD	Set message order for old messages

NEC