



UM8000

USER GUIDE

NEC

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Technology Development

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■ Introduction

Welcome to UNIVERGE® UM8000, a simple yet powerful unified messaging system that greets your callers and records caller messages. When the e-mail integration is installed, the messaging system enables you to manage your e-mail and voice messages using a phone or an e-mail client.

This means you can listen to, reply to, forward messages, delete messages, and archive messages using the e-mail client or a phone as well as manage your personal preferences.

This chapter provides a basic introduction to the messaging system and instructions for accessing the system using a phone or by Internet.

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Introducing the Messaging System

On the unified messaging system, you and other associates in the organization are known as subscribers. Subscribers of the messaging system manage their voice messages, faxes, and e-mail messages using a touchtone phone, a computer that is connected to the Internet.

About this Guide

Some system features documented in this guide require additional licensing that may not be available in your organization. For detailed information about the messaging system features available in your organization contact your system administrator.

This document provides instructions for using a full-featured unified messaging system. Some of the features available in your organization might behave differently or are not available.

This document explains how to manage your voice messages, fax messages, e-mail messages, and change settings that define how you work with the messaging system. Detailed information about managing e-mail messages should be obtained from the manufacturer's documentation.

Instructions for using any of the Visual Messaging applications can be found in the online Help for those applications, a list of the Visual Messaging applications is available in "[Visual Messaging Applications](#)" on page 5.

Document Conventions

The following conventions are used in this document:

- **Key Names.** Names of keys on the keyboard are shown in capital letters. For example, **ESC**, **ALT**, **SHIFT**, and so on.

When two keys must be pressed simultaneously they are joined by a + sign; for example, **ALT+TAB**.
- **Icon and Button Names.** Names of icons and buttons on the application are shown in bold font. The capitalization matches the user interface. For example, **OK**, **Ok**, **DELETE**, or **Delete**.
- **Menu Selections.** Menu selections are shown in a distinctive font. For example: **File > Save and Actions > New Voice Message**.
- **User Input.** Information you are required to type is shown in a distinctive font. For example, type msgorder.

Caution is required when typing a zero (0) or capital-O (O); a one (1) or a lowercase l .

NOTE

When using the command line prompt, always press the **ENTER** after typing a command.

- **Phone Input.** Keys you are required to press on the phone keypad are shown in a special font.

For example, **1** to press one; **#** to press #; and so on.
- **Placeholder Text.** Variable text that is replaced by specific text is shown in italics between angle brackets. Do not type the angle brackets. For example,

`vm_ctl <action> <service>`
where *<action>* = the command and
<service> = the name of the service.
- **Hypertext Links.** When viewing the Adobe® Acrobat® PDF document, links to other locations within the document and external Internet links appear in blue. Click a link to go to the referenced topic, page, or URL.

- **Notes, Cautions, and Warnings.** Text for notes, cautions, and warnings appear as shown:

NOTE

A note provides additional information to supplement the main text. A note provides helpful information, but is not essential to understanding the current topic.




CAUTION!

A caution advises you that failure to avoid or to take a specific action might lead to unwanted or undesirable results.

WARNING!

A warning advises you that failure to avoid or to take a specific action might result in physical harm to the user, damage to the hardware or loss of data.












- **Procedural Icons.** Different tools can be used to configure your personal preferences in the messaging system:

Icon	Tool
	Phone. Use the phone to listen to and send messages, set personal profiles, and set personal preferences for greetings, playback, call transfer/screening, message notification, groups, and e-mail.
	Repartini® Mailbox Manager. Use the Mailbox Manager to read and send messages, set personal profiles, and set personal preferences for greetings, playback, call transfer/screening, message notification, groups, and e-mail. This document provides detailed information about using the Mailbox Manager.
	E-mail Inbox. Use e-mail tool to send or listen to your unified messages.

Additional details about these tools can be found in [“Using the Messaging System Tools” on page 11.](#)

Repartini® Mailbox Manager Icons

The following are Mailbox Manager icons. If an icon is gray it is not available:

Icon	Description
	Mobile. Click to open the Mobile Home Page. Use this page to configure mobile device settings.
	RSS Feed. Click to subscribe to messages using a RSS web feed.
	Podcast Feed. Click to subscribe to message using a Podcast.
	PDF-View Fax. Click to view the fax message as an Adobe® Acrobat® PDF.
	View Fax. Click to view the fax message. The messaging system provides a TIF file and a PDF for viewing the fax.
 (14)	Archived Message. Indicates the message is archived. The number of days the message is archived is displayed.
	Play Message. Click to play the message.
	Stop Message Playback. Click to stop message playback.
	Private Message. Indicates a private message.
	Urgent Message. Indicates an urgent message.
	Message Receipt. This icon appears on the Sent Items page. When this icon appears next to a message, it indicates that the message has been read.

Optional Licensed Features

Some system features documented require additional licensing that might not be available in your organization. See your system administrator for details about which features are available.

- **Repartini® Mailbox Manager.** Mailbox Manager is a Web-based application that enables you to control many of your personal mailbox settings, listen to voice messages, view fax messages, as well as archive any of your messages using a Web browser on any computer connected to the same network as the messaging system.

Place check in the Available column if the feature is installed in your organization.

Available	Feature Name	Feature Description
✓	Mailbox Manager	The Mailbox Manager is a Web-based application that enables you to personalize your messaging system phone settings.
	Text-to-speech	Text-to-speech enables you to hear the text portion of e-mail messages and meeting requests using computer speakers or a phone.
	ActiveFax®	With ActiveFax, you can manage faxes using a phone.
	Unified Messaging	Unified Messaging enables you to manage all of your messages, no matter what type, using your e-mail application.
Visual Messaging Applications		
	ViewMail®	ViewMail brings all of your voice and fax messages are brought together in one place.
	ViewFax™	ViewFax enables you to send, receive, and redirect faxes from your computer.
	ViewCall® Plus	ViewCall enables you to view and manage your phone calls directly from your computer.

- **ActiveFax®.** When your system is licensed for ActiveFax, you can manage your faxes using a phone or the Mailbox Manager. Faxes are included with voice messages, and can be delivered to a fax machine using a phone. See [“Working with Faxes” on page 97](#).
- **Unified Messaging.** When your system is licensed for unified messaging, voice and fax messages can be automatically forwarded to your e-mail inbox. You can manage all of your messages using your e-mail application. Refer to your e-mail application documentation for help managing messages in your e-mail inbox.
- **Text-to-speech.** When your system is licensed for text-to-speech, you can use a phone to listen to your e-mail messages. See [“Using a Phone to Check E-mail” on page 87](#).

Visual Messaging Applications

If the messaging system in your organization includes Visual Messaging applications, you can manage all types of messages and phone calls using your computer.

The Visual Messaging applications provide alternate interfaces for working with voice and fax messages. The Visual Messaging applications consist of:

- **ViewMail®.** All of your voice and fax messages are brought together in one place using ViewMail. You can access and prioritize your messages and respond to them using your computer.
- **ViewFax™.** Send, receive, and redirect faxes using your computer.
- **ViewCall® Plus.** Manage all of your inbound and outbound calls using your computer. You can customize your call control by integrating ViewCall Plus with other programs when PhoneBASIC® is installed.

Phone Numbers, Names, and IP Addresses

Use this space to record information for your messaging system:

Messaging System Internal Phone Extension: _____

Messaging System External Phone (calling from outside): _____

Personal ID: _____

Mailbox Manager URL: _____

Server Name or IP Address: _____

System Administrator Name: _____

System Administrator-Phone Number/Extension: _____

■ Getting Started

If your organization requires you to enroll with the messaging system before you can start to access your messages, use the procedures in this chapter to enroll.

This chapter provides the information you need to use the first-time enrollment process.

CAUTION!

Whenever you use the Mailbox Manager to make configuration changes, you must remember to save your changes. If you do not save your changes before navigating away from a page, the change made might be lost.

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Enrolling on the System

The first-time enrollment process requires you to:

- **Verify Your First and Last Name.** In most situations the system administrator has already typed your name and extension number into the messaging system. If your system administrator has not typed your first and last names, you must provide this information.

If your system administrator has already completed this information, and cannot be changed. Contact your system administrator if your name is incorrect.

- **Record Your Name.** Record a name that is used to greet callers. Your extension number is used to greet callers if you do not record a voice name.
- **Record a Greeting.** Record a personal greeting that callers hear when they reach your phone and your phone is not answered.
- **Specify a Phone Directory Setting.** The phone directory enables callers to locate your name in the company directory if they do not know your extension number.

Your system might use automatic directory assistance, numeric directory assistance, or both.

- **Configure a Security Code.** A security code is a password that enables you to log on to Mailbox Manager.

The system administrator might provide an initial security code, you are required to change this code after you log on during first-time enrollment or if the administrator has reset your password. The full-time enrollment task might be optional; however, for security purposes you should configure a security code the first time you log on.

After completing these requirements, you are enrolled on the system as a subscriber, and your mailbox is ready to use. You can now use the Visual Messaging applications, if they are available. Contact your system administrator for details.



USING A PHONE

To enroll on the messaging system

- 1 Dial the messaging system extension.
See [“Phone Numbers, Names, and IP Addresses” on page 6](#).
- 2 Enter your personal ID.
- 3 Enter your security code or the temporary security code.
- 4 Answer the system questions (prompts) by pressing the appropriate phone keys.
- 5 When the system informs you that your mailbox is set up, press **1** to confirm your settings.
If you do not press **1**, your changes might be discarded.

Congratulations, you are now enrolled with the messaging system.



USING THE MAILBOX MANAGER

To enroll on the messaging system

- 1 Open a Web browser.
- 2 Type the URL for the messaging system in the Browser **Address** bar, then press **ENTER**.

`http://<server name or IP Address>/mm`

If you do not know the *server name* or *IP Address*, contact your system administrator.

The Mailbox Manager Welcome page appears.

Messages | Profile | Greetings | Playback | Transfer | Screening | Notification | Groups

Welcome to the Voice Messaging System!

As a new voice mailbox owner, please take a moment to personalize your new mailbox.

Enter your name:

Last Name: First Name:

Change Security Code:

Enter current code:
Enter new code:
Verify new code:

Change Recordings:

Recorded name:
Standard greeting:
Busy greeting:

Directory listings:

List in the phone directory

- 3 Verify the **Last Name** and **First Name** fields.

Your name appears as greyed out data. This means that your system administrator has completed the information.

NOTE

You cannot change the information. Contact your system administrator if your name is incorrect.

- 4 Type the temporary security code you used to log on to the Mailbox Manager in the **Enter current code** field.
- 5 Type a new security code in the **Enter New Code** field.
The minimum length of the security code is set by the system administrator. Your new security code must be the minimum length, must be numeric, and must not be shared with anyone. Using this code to log on to Mailbox Manager provides an additional level of security for your mailbox.
- 6 Retype the new security code in the **Verify New Code** field.
- 7 Click the **Recorded name Edit** button, to record your name.
- 8 Click **Standard greeting Edit** button, to record your standard greeting.
- 9 Click **Busy greeting Edit** button, to record the greeting callers hear if your line is busy.
- 10 Select if you want to be listed in the company phone directory.
 - If you want to be listed in the company phone directory, confirm that the **List in the phone directory** check box is selected.
 - If you do not want to be listed in the company phone directory, clear the check box.


11 Click **Save**.

The Enrollment page closes and the Messages page appears.

Congratulations, you have completed the First-Time Enrollment.

■ Using the Messaging System Tools

This chapter explains the three of the tools you use to manage messages and your messaging system settings:

Icon	Tool
	Touchtone phone. Use a touchtone phone to listen to messages, record greetings, change your security code.
	Mailbox Manager. Use the Mailbox Manager to manage your messaging system settings and preferences.
	E-mail Inbox. Use your e-mail tool to send or listen to your unified messages.

This chapter assumes that you have completed the first-time enrollment process and know how to dial the messaging system from an outside phone or within the organization.

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Using a Phone

Call the messaging system using the phone number for outside calls or the internal extension number. Once you are connected enter your personal ID and security code.



USING A PHONE

To access your mailbox

- 1 Call the messaging system.
- 2 When the system greets you, enter your Personal ID and Security Code.

The system conversation prompts you for responses. Use the following tables to skip the prompts.

Use these keys on the Main Menu

TASK	KEY	TASK	KEY
Check new messages	4	Send a message	5
Check old messages	6	Change setup options	7

Use these keys anytime

TASK	KEY	TASK	KEY
Main menu	*	Previous menu	#
Answer Yes	1	Answer No	2

Using the Mailbox Manager

The Mailbox Manager is a Web-based application that enables you to personalize your messaging system settings and manage your messages.

With the Mailbox Manager, you can create and change your:

- security code
- recorded name
- greetings
- playback options
- call transfer options
- call screening options
- call holding options
- message delivery options
- message groups
- e-mail settings

This document and the Mailbox Manager online help topics provide detailed instructions for personalizing the messaging system settings.



USING THE MAILBOX MANAGER

To access your mailbox

- 1 Open a Web browser.
- 2 Type the messaging system URL in the Location bar (Firefox) or Address bar (Internet Explorer), then press **ENTER**.

`http://<server name or IP Address>/mm`

If you do not know the *server name* or *IP Address*, contact your system administrator.

- 3 Bookmark the Mailbox Manager site to your list of favorites in your Web browser, or add a shortcut on your desktop.

To add a shortcut to your desktop

- Drag the URL in the Address or Location bar to the desktop.

- 4 Type your **User ID** and **Security Code**.

Optionally, if you do not want to provide your logon credentials each time you access the Mailbox Manager, select the **Remember me on this computer**. The next time you log on, Mailbox Manager automatically opens to the Messages page.

NOTE

If your logon credentials have changed, the messaging system is restarted, or if you log off of Mailbox Manager by clicking the Logoff link on a page, the next time you log on to Mailbox Manager you are prompted to supply the new credentials.

- 5 Select a language from the **Language** list.

This is the default language heard when you use a phone to interact with the messaging system and the Mailbox Manager pages.

NOTE

The language displayed in the interface is not the same as the language used for spoken voice messaging prompts.

6 Click **Sign in**.

The Messages page appears and you are now able to start using the Mailbox Manager.



USING THE MAILBOX MANAGER

To set your playback device

- 1 Sign in to the Mailbox Manager.
- 2 Click the **Profile** tab. The Profile page appears.
- 3 Select the **Message playback device** you want to use:

Speakers. Your messages are played back through your desktop computer speakers.

Extension. Your messages are played back through you phone.

Alternate phone. Your messages are played back through the phone number listed in the **Automatically login calls from** field on the Profile page.

NOTE

This selection is only available if a number is entered in the **Automatically login calls from** field.

- 4 Click **Save**.



USING THE MAILBOX MANAGER

To log off Mailbox Manager

- 1 Click **Sign out** on the upper-right corner of any Mailbox Manager page.

Logging off from Mailbox Manager returns you to the log in page. Any credentials stored on this computer are erased. The next time you open Mailbox Manager, you are prompted to resupply your logon credentials.

Using Mailbox Manager Search

Mailbox Manager provides a search tool to use to search for subscribers to add to groups and to assign a subscriber extension for copying messages. Use the following procedure to search for and select subscribers.



USING THE MAILBOX MANAGER

To search for a subscriber

- 1 Click **Search** on the page where you want to search for a specific subscriber or extension.

The Search for page appears.

- 2 In the **Search for** section, search for subscribers or an extension to add using any of the following methods:

- On the Group: <Group Name> page, select **Subscriber**, **My guests**, or **All** as the search type. Or, on the Transfer|Screening page, select **Subscriber** or **Extension**. Leave the Search for member field blank.

NOTE

Guests are special clients, contacts, friends, or family. These callers are enrolled on the system as guests of a host subscriber and are greeted by name and given direct access to exchange messages with the host subscriber.

- Type the full last name, then first name of the member. For example, type Si mmons, Sandy.
- Type the extension number. For example, 9102.
- Type any part of the subscriber's name using wild cards (*) before and after a range of letters in the name.

For example, type *tons* to retrieve all member records with tons in the first or last name. Or, type any part of the extension number. For example, type *102* to retrieve all extension numbers where 102 is a part of the extension number.

- Type any part of the member's last name, then type a wildcard at the end. For example, type Si mmons* to retrieve all member records where the last name includes Simmons. Or, type 102* to retrieve a list of extensions that start with 102.
- Type a wildcard at the start of the member's first name or at the start of the extension. For example, type *Sandy to retrieve any records where the first name of the member is Sandy. Or, type *102 to retrieve a list of extensions that end with 102.

- 3 Click **Search**.
- 4 Select the subscribers to be added to the group.
- 5 Click **Add**.
- 6 Click **Close Window**.

The Search page closes and returns you to the page where you clicked Search. The selected members or extension numbers automatically populates the field.

NOTE

On the Transfer|Screening page the Search for page automatically closes after selecting an extension to auto copy messages to.

Using the Audio Applet

The Audio Applet appears in Mailbox Manager. The Audio Applet is used to record or change your voice name or greetings. A voice name identifies you to other callers and subscribers, while greetings are used to personalize the messages callers hear if you are unable to answer the phone. Voice names and greetings are set on the following pages:

- Profile page
- Greetings page
- Groups - Group Name page, where Group Name is the name of a message group you created.

For information more information about using the Audio Applet, see the Mailbox Manager Help.

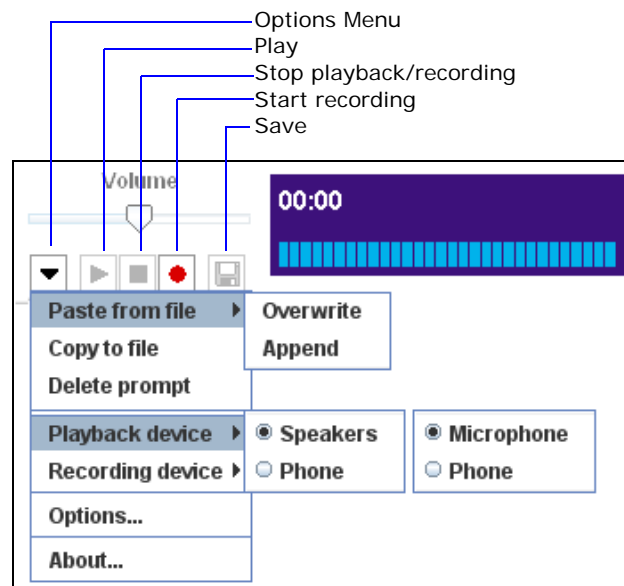


USING THE MAILBOX MANAGER

To Record or Rerecord a Name or Greeting

- 1 Sign in to the Mailbox Manager.
- 2 Click the button to edit a recording on the appropriate Mailbox Manager page.

The Audio Applet appears.



- 3 If you have already selected your recording and playback devices, skip this step. Otherwise, select the recording and playback devices:
 - a Click **Options Menu** and select **Playback device**.
 - b Select **Speakers** or **Phone**.

If you select **Speakers**, a speaker system must be connected to the computer.

If you select **Phone**, you are prompted to type an Extension of a phone to use as the device.
 - c Click **Options Menu** and select **Recording device**.
 - d Select either **Microphone** or **Phone**.

If you select **Microphone**, a microphone must be connected to the computer.

If you select **Phone**, you must type an Extension of a phone to use as the device.

-
- e To set a permanent extension for the playback and recording devices, click **Options Menu > Options**.
 - f Type an extension in the **Extension** field, then click **OK**.
If a phone is used for both the recording and playback device, the same phone number must be used in the **Extension** field. Multiple phone numbers cannot be used.
- 4 Click **Record**.
 - If **Microphone** is the recording device, begin speaking into the microphone.
 - If **Phone** is the recording device, the phone rings at the extension set in the **Extension** field. Pick up the handset and begin speaking.
 - 5 Click **Stop** to stop recording.
 - 6 Click **Play** to listen to the recording.
The Audio Applet displays the length of the recording in minutes and seconds. If a name or greeting has not been recorded 00:00 is displayed.
 - 7 If you are satisfied with the recording, click **Save**.
 - 8 When prompted to save the recording to the voice messaging server, click **Yes**.
 - 9 Close the Audio Applet.

NOTE

Greetings and prompts can be created using WAV files that are copied into the media control using **Paste from File**. WAV files must be in the (AD) PCM audio format, with 16-bit audio sample size, 96-kbps bit rate, 1 (mono) channel and 8-kHz audio sample rate. No other formats are supported.

Using Your E-mail Inbox

With unified messaging, you can access your voice, fax, and e-mail messages in your e-mail mailbox. All of your messages, no matter what type, are stored in your e-mail inbox.

In your e-mail inbox:

- a voice message is attached as a WAV file to an e-mail message.
- a fax message is attached as a TIF file to an e-mail message.

For steps to manage messages in your e-mail inbox, see your e-mail program's online help.

If your messaging system includes text-to-speech, you can hear your e-mail messages using a phone. The system plays any WAV file attachments, as well. See ["Using a Phone to Check E-mail"](#) on page 87.

Using the Phone Soft Keys

Some display telephones have unmarked buttons associated with the display, these buttons are called soft keys. The action each soft key performs is listed in the display by the button and changes based on what the phone is doing at the current moment.

If your telephone has soft keys, and they are enabled, you can use the soft keys to move through the messaging system. A menu of options appears on the display. Press the soft key associated with the option to complete the associated task.

The following tables provide a summary of the soft key menus and the actions associated with each option.

NOTE

Some of the soft key menus might not be available. For more information about the messaging system setup in your organization and which features are available, contact your system administrator.

Soft Key Main Menu

KEY TEXT	ACTION
NEW	Check new messages Go to New Message Menu
LVMSG	Record and send a message

KEY TEXT	ACTION
OLD	Check old messages Go to Old Message Menu
SETUP	Go to Setup Menu

Soft Key New/Old Message Menus

KEY TEXT	ACTION
ARCH	Archive (save) message
REW	Rewind four seconds
RESUME	Resume playing the message
REDIR	Redirect (forward) message
NEXT	Check next message
CALL	Call the sender
>>>	View more options

KEY TEXT	ACTION
DEL	Delete message
PAUSE	Stop playing message
FFWD	Fast forward four seconds
REPLY	Reply to the sender
CID	Display called ID of message
NEW	Save message as new ^a
BACK	view previous menu

a.

Soft Key Setup Menu

KEY TEXT	ACTION
GREET	Go to Greetings Menu
TRFR	Go to Transfer Options Menu
DELIV	Go to Delivery Options Menu
>>>	View more options

KEY TEXT	ACTION
PERS	Go to Personal Options Menu
GRPS	Go to Groups Menu
BACK	View previous menu

Soft Key Greetings Menu

KEY TEXT	ACTION
CURR	Edit/Select Current greeting
STD	Edit/Select Standard greeting
BUSY	Edit/Select Busy greeting
>>>	View more options

KEY TEXT	ACTION
SWITCH	Switch active greeting
ALT	Edit/Select Alternate greeting
BACK	View previous menu

Soft Key Personal Options Menu

KEY TEXT	ACTION
CODE	Change security code
DIR	Directory listing on/off
EMAIL	Change e-mail settings
>>>	View more options

KEY TEXT	ACTION
SPELL	Respell name
RCNAM	Rerecord mailbox name
BACK	View previous menu

Soft Key Transfer Options Menu

KEY TEXT	ACTION
ON/OFF	Call Transfer, Message Delivery on/off
SCRN	Call Screening on/off
>>>	View more options

KEY TEXT	ACTION
CHG#	Change phone number
HLDNG	Call Holding on/off
BACK	View previous menu

Soft Key Groups Menu

KEY TEXT	ACTION
CREATE	Create a group
LIST	List your groups
>>>	View more options

KEY TEXT	ACTION
EDIT	Edit a group
DEL	Delete a group
BACK	View previous menu

Soft Key Delivery Options Menu

KEY TEXT	ACTION
WORK	Change work phone delivery
PAGER	Change pager delivery
>>>	View more options

KEY TEXT	ACTION
HOME	Change home phone delivery
SPARE	Change spare phone delivery
BACK	View previous menu

Soft Key Change Delivery Menu

KEY TEXT	ACTION
ON/OFF	Message delivery on/off
SCHED	Change schedule
FAX	Change fax delivery
>>>	View more options

KEY TEXT	ACTION
PH.#	Change phone number
URG	Urgent only on/off
BACK	View previous menu

Soft Key Call Screening Menu

KEY TEXT	ACTION
ACCEPT	Accepts the call

KEY TEXT	ACTION
REJECT	Send call to mailbox

Soft Key Live Record Menu

KEY TEXT	ACTION
RECORD	Starts Live Record
RESUME	Resume recording
REREC	Stop and begin new recording
URG	Urgent message delivery
BACK	View previous menu

KEY TEXT	ACTION
PAUSE	pause recording
END	Stop and save recording
ERASE	Stop and erase recording
>>>	View more options

Soft Key Live Monitor Menu

KEY TEXT	ACTION
START	Start a Live Monitor session

KEY TEXT	ACTION
CANCEL	Stop a Live Monitor session

■ Checking Messages

This chapter describes how to check your new messages, review old messages, reply to a message, delete a message, archive a message, and forward a message to another subscriber.

You can interact with messages using a phone and the Mailbox Manager. If your organization has the optional unified messaging integration installed, your messages are forwarded to your e-mail inbox. From your client e-mail application you can manage your messages.

The list of new messages in your e-mail inbox might include voice, fax, and your e-mail messages.

Refer to your e-mail documentation for information about managing messages in your inbox.

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Checking Messages








New messages are messages that have not been heard or read. You can use a phone or Mailbox Manager to listen to voice messages.

When using a phone to check your messages the system plays urgent messages first and then plays other messages. Urgent messages in the Mailbox Manager or e-mail inbox are marked with an urgent icon.

After listening to messages from another subscriber, you can immediately reply, it is not necessary to hang up and call the subscriber.

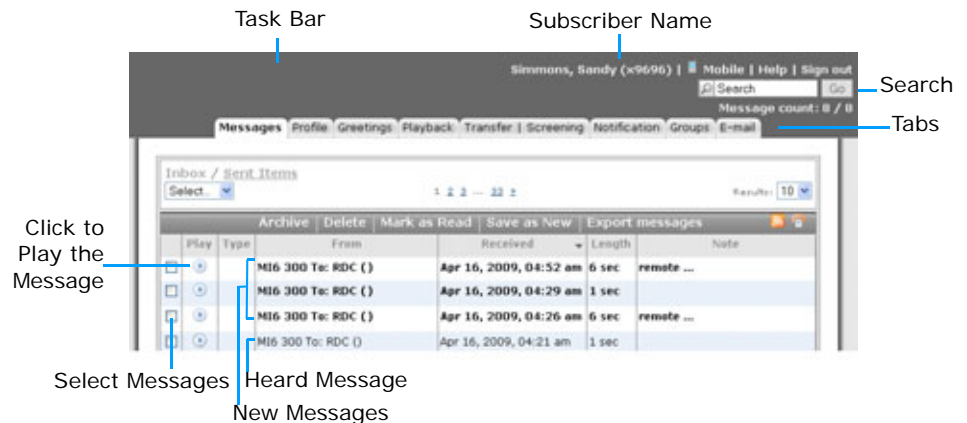
Mailbox Manager Message Icons

The following are Mailbox Manager icons. If an icon is gray, this indicates that it is not available:

Icon	Description
	PDF-View Fax. Click to view the fax message as an Adobe® Acrobat® PDF.
	View Fax. Click to view the fax message. The default file format for this fax is TIF.
	Archived Message. Indicates the message is archived. The number of days the message is archived is displayed.
	Play Message. Click to play the message.
	Stop Message Playback. Click to stop message playback.
	Private Message. Indicates a private message.
	Urgent Message. Indicates an urgent message.

New Messages

In Mailbox Manager, new messages are in bold font, while read messages are in normal font.





USING A PHONE

To check messages

- 1 Call the messaging system and log on.
- 2 Press **4** to check new messages.

Follow the system instructions. Press **1** for **Yes** or **2** for **No** to respond to any questions.

- 3 Use the following commands during and after message playback:

During a Message

TASK	KEY	TASK	KEY
Menu options	3	Adjust volume	5
Rewind	7	Pause or continue	8
Fast forward	9	Repeat	#
Save as new	*	Skip to next message	3 5

After a Message

TASK	KEY	TASK	KEY
Menu options	3	Repeat message	#
Save as new	0	Reply to sender	4
Check next message	5	Delete message	6
Archive message	7	Hear time stamp	8
Redirect message	9		



USING THE MAILBOX MANAGER

To check messages

- 1 Sign in to the Mailbox Manager.
- 2 Click the **Messages** tab
- 3 Click **Play**.

The message is played using the selected Playback Device. See “[Changing Message Playback Options](#)” on page 73.

- 4 After listening to the message, you can save it as a new message, archive the message, or delete the message.

The screenshot shows the Mailbox Manager interface with the following elements:

- Tabs:** Messages, Profile, Greetings, Playback, Transfer, Screening, Notification, Groups, E-mail
- Select List:** A dropdown menu showing options: Select..., All, None, Archived, Read, Unread.
- Select Individual Messages:** A checkbox next to a message in the list.
- Commands:** A row of action buttons: Archive, Delete, Mark as Read, Save as New, Export messages.
- Message List:** A table with columns: Play, Type, From, Received, Length, Note. It contains three messages from MI6 300 To: RDC () with various received times and lengths.

To save a message as new

- a Select the message check box or use the **Select** list to select All messages, Read messages, or Unread messages.

NOTE

An archived messages cannot be marked **Save as New**.

- b Click **Save as New**.

The selected messages are flagged as new. The Message count field is updated to include these messages in the new messages count.

To archive a message

- a Select the message check box or use the **Select** list to select All messages, Archived messages, Read messages, or Unread messages.
- b Click **Archive**.

The messages are archived for the default number of days set by the system administrator.

The Archived message icon appears in the Play column for each message archived. The number of days that the message will be archived appears next to the icon.

For example, if the icon displays (14), the message is archived for fourteen days. After the archive expires, the message is deleted when old messages are deleted from the system. Messages can be re-archived before its expiration date.

To delete a message

- a Select the message check box or use the **Select** list to select All messages, Archived messages, Read messages, or Unread messages.
- b Click **Delete**.

The selected messages are deleted.

@ USING E-MAIL

To check messages

NOTE

This procedure is only applicable if one of the optional unified messaging applications installed. These applications send messages to your e-mail inbox. Voice messages are attached to your e-mail messages as WAV files. A fax message has the fax attached to your e-mail message as a graphics file.

- 1 Open your e-mail inbox.
- 2 Open the e-mail message that contains a file attachment.
- 3 Double-click the attachment to open it.
 - Voice messages are played on your computer speakers with your multi-media software.
 - Fax messages are displayed in your graphics viewer software.

Reviewing Old and Archived Messages

Old messages are messages you have already heard, this includes messages that you have archived.

After you have listened to a message, the system saves it for a specified period of time. To keep a message for an extended period of time, you must archive the message.

Contact your system manager to find out how long your system saves old messages.



USING A PHONE

To review old messages

- 1 Call the messaging system and log on.
- 2 Press **6** to check old messages.
Follow the system instructions. Press **1** for **Yes** or **2** for **No** to respond to any questions.
- 3 Use the following commands during and after message playback.

NOTE

After you listen to an archived message, the system gives you the option of archive the message again. If you do not archive the message, it will be deleted.

Use these keys during a message

TASK	KEY	TASK	KEY
Menu options	3	Adjust volume	5
Rewind	7	Pause or continue	8
Fast forward	9	Repeat	#
		Skip to next message	3 5

Use these keys after a message

TASK	KEY	TASK	KEY
Menu options	3	Repeat message	#
Reply to sender	4	Check next message	5
Delete message	6	Archive message	7
Hear time stamp	8	Redirect message	9



USING THE MAILBOX MANAGER

To review old messages

- 1 Sign in to the Mailbox Manager.
- 2 Click the **Messages** tab.
- 3 Select **Read** from the **Select** list to review messages you have already listened to (or read) or select **Archive** from the **Select** list to review archived messages.
A check mark appears in the message check box for the messages
- 4 Find the message you want to review and click **Play** to play a message.
The message is played using the selected Playback Device.
- 5 After listening to the message you can save the message as new, archive the message, or delete the message.

To save a message as new

NOTE

Archived messages cannot be marked **Save as New**.

- a Select the message check box or use the **Select** list to select All messages, Read messages, or Unread messages.
- b Click **Save as New**. The selected messages are flagged as new. The Message count field updates to include these messages in the new messages count.

To archive a message

- a Select the message check box or use the **Select** list to select All messages, Archived messages, Read messages, or Unread messages.
- b Click **Archive**. The messages are archived for the default number of days set by the system administrator.

The Archived message icon appears in the Play column of each message. Next to the icon is the number of days that the message will be archived. For example, if the icon displays (2), the message is archived for two days. After that, it is deleted the next time old messages are deleted from the system. You can re-archive a message before its expiration date.

To delete a message

- a Select the message check box or use the **Select** list to select All messages, Archived messages, Read messages, or Unread messages.
- b Click **Delete**.

The selected messages are deleted.

Replying to Messages

If the message is from another subscriber on the messaging system, you can record a reply using the messaging system.



USING A PHONE

To reply to a message

- 1 While listening to a message, press **3** **4**, or listen to the message, and then press **4**.
- 2 Record your reply after the beep, and then press ***** to end the recording.
- 3 Press ***** to send the reply, or follow the system prompts to edit the reply, set special delivery, or address the reply to others.
- 4 After you send your reply, follow the system prompts to handle the original message.

Archiving Messages

The system saves old messages for a specified period of time. Your system administrator configures the length of time old messages are retained in the database. You can archive a message to save it for a longer period of time.

NOTE

Archived messages cannot be marked **Save as New**.

Contact your system manager to find out how long your system saves old messages.



USING A PHONE

To archive a message

- 1 While listening to a message, press **3 7**, or after listening to the message, press **7**.
- 2 After archiving the message, follow the system prompts.



USING THE MAILBOX MANAGER

To archive a message

- 1 Sign in to the Mailbox Manager.
- 2 Click the **Messages** tab.
- 3 To archive a message
 - a Select the message or use the **Select** list to select **All messages**, **Read messages**, or **Unread messages**.
 - b Click **Archive**. The selected messages are archived for the default number of days set by the system administrator.

The Archived message icon appears in the **Play** column of each message. Next to the icon is the number of days that the message is archived.

For example, if the icon displays (2), the message is archived for two days. After that, it is deleted the next time old messages are deleted from the system. A message can be archived again before its expiration date.

Forwarding Messages to Another Subscriber

When you forward a message, you send a copy of the message to another subscriber.

The messaging system enables you to:

- redirect a message to another subscriber.
- record an introduction for the message.
- edit your introduction or set special delivery options for the redirected message.

NOTE

Private messages cannot be redirected to another subscriber.



USING A PHONE

To redirect a message

- 1 During message playback, press **3 9** to interrupt it, or after listening to the message, press **9**.
- 2 Press **1** to start recording an introduction for the message, then press ***** when finished.
Or, press **2** to skip recording an introduction.
- 3 Follow the system prompts to edit the introduction or set special delivery options.
- 4 Use the phone keys to spell the last name of the subscriber, usually the first three letters of the subscriber's last name. Or enter the subscriber's extension number.

The system lists the subscribers that match last name or extension criteria you entered.

- Press **1** when you hear the name of the subscriber you want.
 - Press **2** to hear the next matching name.
- 5 Wait while the system redirects the message.
 - 6 After the message is redirected, press **1** to redirect the message to additional subscribers, then follow the system prompts.
Or, press **2** to skip redirecting the message to other subscribers.
 - 7 After redirecting the message, follow the system prompts to handle the original message.

■ Sending Messages

This chapter describes how to send messages using the messaging system.

You can use a phone to:

- Send a message to one or more subscribers or guests.
- Mark a message for urgent, private, return receipt, or future delivery.
- Modify or cancel a message after leaving it.
- Leave a message to a group.
- Send a message to a subscriber at another voice messaging location.

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Sending Messages Directly to a Subscriber Mailbox

The messaging system enables you to leave voice messages for subscribers, groups, or subscriber guests. You can also send messages directly to another subscriber's mailbox without calling the extension.

Messages sent directly to another subscriber can be addressed by name or by the extension number. Ask your system administrator which method of addressing a message is configured for your organization.



USING A PHONE

To send a message to a subscriber mailbox

- 1 Call the messaging system and log on.
- 2 Press **5** to leave a message.
- 3 Use the phone keys to spell the subscriber's last name. Usually the first three letters of the subscriber's last name are sufficient enough to identify a subscriber or enter the subscriber's extension number.

The system lists the subscribers that meet last name or extension criteria entered.

- Press **1** when you hear the name of the correct subscriber.
 - Press **2** to hear the next matching name.
- 4 Record your message after the beep.

NOTE

The message must be at least two seconds in duration or it will not be delivered.

- 5 Press **#** to re-record the message, or press ***** to stop recording the message.
- 6 Press ***** to send the message to the subscriber's mailbox.

Listening to and Editing Messages Before Delivery

Depending on system settings, you can listen to and edit a message before you send it.

When editing a message, you can add to the end of the message, review the message you recorded, or rerecord the entire message.

If you do not know if these options are available on your message system, contact your system administrator.



USING A PHONE

To listen to and edit a message before sending

- 1 After recording a message, press **4** **5** to review the message.
- 2 After listening to the message, you can:
 - Press **4** to add to the end of the message. Record after the beep and press ***** to stop recording.
 - Press **6** to delete the current message and rerecord it. Record the new message after the beep and press ***** to stop recording.
- 3 Press **5** to listen to the edited message. Repeat step 2 to make any other changes to the message.
- 4 Press ***** after editing the message.
- 5 Press ***** to send the message.

Sending Urgent Messages

You can mark a message as urgent before you send it. The system plays urgent messages first, before other messages.

Messages can be marked as urgent when you leave a message directly in a subscriber's mailbox or when you call an unanswered extension.



USING A PHONE

To send an urgent message

- 1 Call the messaging system and log on.
- 2 Press **5** to leave a message.
- 3 Use the phone keys to spell the last name of the subscriber, usually the first three letters of the subscriber's last name. Or enter the extension number.

The system lists the subscribers that meet last name or extension criteria you entered.

- Press **1** when you hear the name of the subscriber you want.
 - Press **2** to hear the next matching name.
- 4 Record your message after the beep. The message must be at least three seconds long to be delivered.
 - 5 Press **#** to start over, or press ***** to stop recording.
 - 6 Press **5 4 *** to mark the message as urgent.
 - 7 Press ***** to send the message and return to the main menu.

Sending Private Messages

You can mark a message as private. A private message cannot be redirected (forwarded) to another subscriber.



USING A PHONE

To send a private message

- 1 Call the messaging system and log on.
- 2 Press **5** to leave a message.
- 3 Use the phone keys to spell the last name of the subscriber, or enter the subscriber's extension number.

The system lists the subscribers that meet last name or extension criteria entered.

- Press **1** when you hear the name of the subscriber you want.
 - Press **2** to hear the next matching name.
- 4 Record your message after the beep. The message must be at least two seconds long to be delivered.
 - 5 Press **#** to start over, or press ***** to stop recording.
 - 6 Press **5 5 *** to mark the message private.
 - 7 Press ***** to send the message and return to the main menu.
 - 8 Repeat the steps above to leave another private message.

Requesting Message Delivery Receipt

You can request a return receipt delivery option for messages you send. The messaging system sends a receipt to your mailbox when the recipient listens to or opens the message.

When you request a return receipt delivery for a message sent to a group, the messaging system sends a receipt for each group member that listens to or opens the message.



USING A PHONE

To request a delivery receipt

- 1 Call the messaging system and log on.
- 2 Press **5** to leave a message.
- 3 Use the phone keys to spell the subscriber's last name or enter the subscriber's extension.
The system lists the subscribers that meet last name or extension criteria you entered.
 - Press **1** when you hear the name of the subscriber you want.
 - Press **2** to hear the next matching name.
- 4 Record your message after the beep.
The message must be at least three seconds long to be delivered.
- 5 Press **#** to start over, or press ***** to stop recording.
- 6 Press **5 6 *** to request a delivery receipt.
- 7 Press ***** to send the message and return to the main menu.

Sending a Message with Future Delivery

Messages can be marked for future delivery. The messaging system does not send the message until the specified date and time.



USING A PHONE

To send a message with future delivery

- 1 Call the messaging system and log on.
- 2 Press **5** to leave a message.
- 3 Use the phone keys to spell the last name of the subscriber, usually the first three letters of the subscriber's last name or enter the extension number.

The system lists the subscribers that meet last name or extension criteria you entered.

- Press **1** when you hear the name of the subscriber you want.
- Press **2** to hear the next matching name.

- 4 Record your message after the beep.

The message must be at least three seconds long to be delivered.

- 5 Press **#** to start over, or press ***** to stop recording.

- 6 Press **5 7** to mark the message for future delivery

- 7 Select the delivery day for the message:

- Press **0** to have the message delivered later today.
- Press **1** to have the message delivered tomorrow.
- Press **2** to have the message delivered in two days.
- Press **9** to have the message delivered on a specific date.

Enter the month using a number for the month, 1 to 12. Enter the date using a number from 1 to 31.

- 8 Enter the message delivery time, include the hour and minutes, then press *****.

For an A.M. delivery, press **1**. For a P. M. delivery, press **2**.

- 9 The messaging system confirms the date and time specified.
- 10 Press ***** to exit special delivery menu.
- 11 Press ***** to send the message and return to the Main Menu.

Canceling a Sent Message

You can cancel a message if the recipient has not heard the message.



USING A PHONE

To cancel a sent message

- 1 Call the messaging system and log on.
- 2 Start to leave another message to the same subscriber.
- 3 If the subscriber has not yet heard your last message, the messaging system asks if you want to review it.

Press **1** to review the message.

- 4 When you hear the message you want to cancel, press **5** to cancel the message.

- 5 Press **1** to confirm the cancellation.



USING THE MAILBOX MANAGER

To cancel a sent message

- 1 Sign in to the Mailbox Manager.
- 2 On the **Messages** tab, click the **Sent items** to review messages you have sent.
- 3 Select the check box adjacent to each message you want to cancel.
- 4 Click **Delete**.

The selected messages are deleted.

Sending a Message to Additional Subscribers

After sending a message to one subscriber, the messaging system allows you to send the message to additional subscribers.



USING A PHONE

To send a message to additional subscribers

- 1 Call the messaging system and log on.
- 2 Press **5** to leave a message.
- 3 Use the phone keys to spell the last name of the subscriber, usually the first three letters of the subscriber's last name, to whom you sending the message. Or enter the extension number of the subscriber to whom you are sending the message.

The system lists the subscribers that meet last name or extension criteria you entered.

- Press **1** when you hear the name of the subscriber you want.
 - Press **2** to hear the next matching name.
- 4 Record your message after the beep. The message must be at least three seconds long to be delivered.
Press **#** to start recording the message again, or press *** 6** to stop recording the message.
 - 5 Follow the system prompts to address the message.

After you select a name, The messaging system confirms that a copy of the message has been sent.

- 6 Repeat step 5 for each additional recipient.
- 7 Press ***** to finish sending the message to additional subscribers.
- 8 Repeat the steps above another leave another message for several subscribers.

Sending a Message to a Group

A message group is a mailing list of subscribers and guests. A message group makes it easier to send the same message to several subscribers. Your system manager can create message groups or you can create your own.

See [“Working with Message Groups” on page 51](#) for more information about group settings.



USING A PHONE

To send a message to a group

- 1 Call the messaging system and log on.
- 2 Press **5** to leave a message.
- 3 Use the phone keys to spell the group name or enter the group number.

NOTE

When searching for group names, the digit 1 can be used as a wild card. However, you should minimize the use of the wild card feature since it can result in increased search times and use additional messaging system resources.

After pressing the first few letters of a group name, pressing ***** can reduce the amount of time the system takes to return group names.

The system lists the groups that match the search criteria you entered.

- Press **1** when you hear the name of the group.
 - Press **2** to hear the next matching group name.
- 4 Record your message after the beep.
The message must be at least three seconds long to be delivered.
Press **#** to start recording the message again, or press ***** to stop recording the message.
 - 5 Follow the system prompts to edit the message, set special delivery options, or address the message to others.
 - 6 Press ***** to send the message.

Finding Out Who Has Not Received a Group Message

The system tells you who in the group has not yet heard the message.



USING A PHONE

To find out who has not received a group message

- 1 Call the messaging system and log on.
- 2 Press **5** to leave a message.
- 3 Use the phone keys to spell the group member's name.

NOTE

When searching for group names, the digit 1 can be used as a wild card. However, you should minimize the use of the wild card feature since it can result in increased search times and use additional messaging system resources.

After pressing the first few letters of a group name, pressing ***** can reduce the amount of time the system takes to return group names.

The system lists the names that meet criteria you specified.

- Press ① when you hear the name of the group member you want.
 - Press ② to hear the next matching name.
- 4 The system informs you that some members have not heard your last message.
Press ① to review the message.
 - 5 Listen to the message or press ② to interrupt it.
 - 6 Press ② to listen to a list who has not heard the message.
 - 7 Press * to stop the list.

Sending Messages to Guest Subscribers

You can host special clients, contacts, friends, or family on the messaging system by asking your system manager to add them as your guests. The system manager configures a recorded name, personal ID, language, and message notification for the guest. Guests cannot change their recorded name or notification options using a phone.

Once added, your guests can call the messaging system and enter their personal ID to hear messages for them and to leave messages directly in your mailbox without having to dial your extension.

If your guests want to leave a message for another subscriber or try another extension, they must do so as an unidentified caller.



USING A PHONE

To send a message to a guest subscriber

- 1 Call the messaging system and log on.
- 2 Press **5** to leave a message.
- 3 Use the phone keys to spell the guest's name.
The system lists the names that meet criteria you entered.
 - Press **1** when you hear the name of the guest you want.
 - Press **2** to hear the next matching name.
- 4 Record your message after the beep. The message must be at least three seconds long to be delivered.
Press **#** to start recording the message again, or press ***** to stop recording the message.
- 5 Follow the system prompts to edit the message, set special delivery options, or address the message to others.
- 6 Press ***** to send the message.

Sending Messages to a Remote Subscriber

NOTE

This feature is only available if your organization has purchased a remote site license.

Messages can be sent to subscribers who use a messaging system at another location. When addressing a message to a subscriber at a remote site, you must identify the location as well as the subscriber. Remote subscribers are subscribers who use a different messaging system server that is connected using a wide-area network.

Your system manager can provide location names or numbers you should use.



USING A PHONE

To send a message to a subscriber at another location

- 1 Call the messaging system and log on.
- 2 Press **5** to leave a message.
- 3 Use the phone keys to find the subscriber.

Depending on how your system works with the other location, use the phone keys to spell the location name, then the subscriber's extension OR use the phone keys to spell the subscriber's name.

The system lists the names that match the search criteria entered.

- Press **1** when you hear the name of the subscriber.
 - Press **2** to hear the next matching name.
- 4 Record your message after the beep. The message must be at least three seconds long to be delivered.
Press **#** to start recording the message again, or press ***** to stop recording the message.
 - 5 Follow the system prompts to edit the message, set special delivery options, or address the message to others.
 - 6 Press ***** to send the message.

■ Recording Conversations and Monitoring Messages

This chapter describes how to use the Live Record and Live Monitor features.

Depending on how your phone messaging system is configured you can record calls and store them as voice messages and you can monitor messages as they are being recorded.

Some NEC phone systems can use the Live Record feature. But the phone system must be configured and telephone keys programmed to enable this feature. Contact your system administrator to see if this feature is enabled.

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Monitoring a Message as it is Recorded	49
Turning Live Monitor On and Off	49

Recording a Conversation

When your messaging system supports recording conversations, you can record a phone conversation and manage the recorded conversation. This feature is called Live Record.

The recorded conversation is stored as a message in your mailbox. In your mailbox, you can review, delete, or add an introduction and then redirect the recorded message to another subscriber.

Use the keys on your phone to manage the recording or use the program feature keys on the phone for Live Record.

WARNING!

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



USING A PHONE

To record a conversation

- 1 Press the phone pad **RECORD** key during the phone conversation.

The Record lamp turns on.

- 2 Press the phone pad **END** key or disconnect the call to save the recorded message to your mailbox.

The Record lamp turns off.

See “[Checking Messages](#)” on page 24 for information about reviewing, redirecting, and deleting a recorded message.

Soft Key Live Record Menu

KEY TEXT	ACTION
RECORD	Starts Live Record
RESUME	Resume recording
REREC	Stop and start a recording
URG	Urgent message delivery
BACK	View previous menu

KEY TEXT	ACTION
PAUSE	Pause recording
END	Stop and save recording
ERASE	Stop and erase recording
> > >	View more options

Monitoring a Message as it is Recorded

When your phone system supports the Live Monitor feature, you can use the speaker on your phone to listen as an outside caller records a message. You can pick up the handset to connect to a caller as they are leaving the message.

NOTE

Messages left by other subscribers cannot be monitored.

The phone system can be configured to allow you to automatically monitor all incoming calls. Your system administrator needs to configure this feature for you. Then, you can turn the live monitor feature on or off. If you are going to be out of the office and all of your messages are automatically monitored, you can turn off the live monitor feature to keep messages from playing on your speaker while you are away. See “[Turning Live Monitor On and Off](#)”.



USING A PHONE

To monitor a message as it is recorded

- When your extension rings, wait until the caller's message is played.

The Live Monitor LED should blink green.

- Press the **CANCEL** key to stop listening to the message.
- Pick up the handset to connect to the caller.

Turning Live Monitor On and Off

If the Live Monitor feature is supported by your phone system, you can use your phone to listen while an outside caller records a message.

If you will be out of the office and all of your messages are monitored automatically, you can turn off the live monitor feature to keep messages from playing on your speaker while you are away. Turn off the live monitor feature using setup options.



USING A PHONE

To turn Live Monitor on or off

- 1 Call the messaging system and log on.
- 2 Press **7 7 9** to turn live monitor on or off.
- 3 Follow the system instructions, pressing **1** for **Yes** or **2** for **No** after each question.

■ Working with Message Groups

This chapter describes how to create, manage, and delete message groups.

Message groups provide a convenient way to deliver the same message to several subscribers at the same time. When you send a message to a message group, it is automatically sent to all subscribers who are members of that group.

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Creating Message Groups

Message groups provide a convenient way to deliver the same message to several subscribers at the same time. When you send a message to a message group, it is automatically sent to all subscribers who are members of that group.

You can create as many message groups as you need and customize membership in each of the groups.

There are three types of groups: public, private, and local.

- **Public Groups.** Other subscribers can send messages to a public group.
- **Private Groups.** Only the owner of a private group can send messages to the group.
- **Local Groups.** This message group type is only available if your installation has been licensed for Networking. Members of a Local group can include both subscribers of the local system and remote subscribers added to the local system. Local subscribers, with the appropriate access options set by the system administrator, can send messages to either the Local or Open group types. Remote subscribers cannot send messages to a Local group. They can, however, send messages to an Open group.

You can use a phone or Mailbox Manager to create groups.



USING A PHONE

To create a message group

- 1 Call the messaging system and log on.
- 2 Press **7 5 4** to create a new group.
 - For numbered groups, use the phone keys to enter a three-digit group number.
 - For named groups, use the phone keys to enter the first three letters of the group's name.

NOTE

Limit the use of the digit 1 in group names. When searching for a group name from a phone the digit 1 is interpreted as a wild card, this can result in delays and use additional messaging system resources while searching for a matching group name.

- 3 Record a name for the group. Press ***** when finished.
- 4 Press **1** to make the group a public group or press **2** to make it a private group.
- 5 Follow the system instructions to add members to the group. You can add members by name or extension number.

Guests do not have extension numbers, spell their names or enter their personal IDs to add them to the group.
- 6 Press ***** when you are finished adding members.
- 7 Press **1** to leave a message for this group now or press **2** to continue.



USING THE MAILBOX MANAGER

To create a message group

- 1 Sign in to the Mailbox Manager.
- 2 Click the **Groups** tab.

The Groups page appears, displaying the list of current groups.
- 3 Click **Add New Group**.

The Add New Group, page 1 of 2 page appears.

-
- 4 In the **Name** field, type a name identifying the group.

NOTE

Limit the use of the digit 1 in group names. When searching for a group name from a phone the digit 1 is interpreted as a wild card, this can result in delays and use additional messaging system resources while searching for a matching group name.

- 5 From the **Type** list, select one of the following types for the group:
- **Private.** Only you can send messages to the group.
 - **Open.** All local subscribers in the messaging system in the group can send messages to the group. In addition, any subscriber on the messaging system can send messages to that group.
 - **Local.** This message group type is only available if your installation has been licensed for Networking. Members of a Local group can include both subscribers of the local system and remote subscribers added to the local system. Local subscribers, with the appropriate access options set by the system administrator, can send messages to either the Local or Open group types. Remote subscribers cannot send messages to a Local group. They can, however, send messages to an Open group.
- 6 Optionally, select the **Enable dispatch messaging** check box. When you select this check box the first group member to listen to a message is the only person to hear the message. The message is retained in the inbox of the group member that first listens to the message and is automatically deleted from the other member's inboxes after the first person hears the message.
- If this check box is not selected the messaging type is automatically set to **Broadcast**. When set to broadcast, all members of the group can listen to a message.
- 7 Click **Next**. The Add new group, page 2 of 2 page appears.
- 8 Optionally, click **Record Group Name** to make a voice recording of the group name. The Audio Applet appears. See "[Using the Audio Applet](#)" on page 16.
- 9 Click **Search** to create the group membership. The Search for page appears, displaying the list of system members. You cannot add subscribers to this list. If a subscriber is not listed, contact the system administrator.

The Search for member page appears:

- a The list of system members is shown. You cannot add subscribers to this list. If a subscriber is not listed, contact the system administrator.
See "[Using Mailbox Manager Search](#)" on page 15.
 - b From the list of subscribers, select the subscriber to add to the group, then click **Add**. The check box for each subscriber you add to the message group is then grayed out and cannot be selected again unless you delete the member from the group.
 - c Click **Close Window** to close the Search for member page and return to the Add new group, page 2 of 2 page.
- 10 Click **Save and Return**.
- The new group appears on the Groups page.

Changing a Message Group Name

You can change and rerecord a group name, or change a group number.



USING A PHONE

To change a message group name or number

- 1 Call the messaging system and log on.
- 2 Press **7 5 5** to change a group name or number.
- 3 Use the phone keys to enter the first three letters of the group's name.
Press **1** when you hear the name of the group.
Press **2** to hear the next matching name.
- 4 Press **7** to change the group name or group number.
- 5 Follow the system prompts to change the group name.

NOTE

Limit the use of the digit 1 in group names. When searching for a group name from a phone the digit 1 is interpreted as a wild card, this can result in delays and use additional messaging system resources while searching for a matching group name.



USING THE MAILBOX MANAGER

To change a message group name or number

- 1 Sign in to the Mailbox Manager.
- 2 Click the **Groups** tab.
The Groups page appears, displaying the list of current groups.
- 3 Click the message group name for the group you want to modify.
- 4 The Groups: <Group Name> page appears. The basic information about the group, including the name of the group and the current membership, is shown on this page.

On the Groups:< Group Name> page, you can do any of the following:

- Type a new Name.

NOTE

Limit the use of the digit 1 in group names. When searching for a group name from a phone the digit 1 is interpreted as a wild card, this can result in delays and use additional messaging system resources while searching for a matching group name.

- Select or clear the **Enable dispatch messaging** check box. When selected the first group member to listen to a message sent to the group can listen to the message. The message is then deleted automatically after it is listened to. If this is not selected, messages are set as Broadcast messages, which are heard by the entire group.
 - Click **Record Group Name** to make a voice recording of the group name.
- 5 Click **Save**.

The Groups: Group Name page closes, returning you to the Groups page.

Adding or Deleting Message Group Members

You can add and delete members of your message groups.



USING A PHONE

To add or delete message group members

- 1 Call the messaging system and log on.
- 2 Press **7 5 5** to edit a group.
- 3 Use the phone keys to enter the group name or number:
Press **1** when you hear the name of the group.
Press **2** to hear the next matching name.
- 4 After selecting the group:
Press **4** to add members. Follow the system instructions to add members to the group. You can add members by name or extension number.
Press **5** to delete members from the group. To delete a group member, use the phone keys to enter the first three letters of the person's last name, or press **1 1 1** to list each group member, then select the members you want to delete.
- 5 To confirm your changes, press **1**.
- 6 Press ***** when finished.



USING THE MAILBOX MANAGER

To add or delete message group members

- 1 Sign in to the Mailbox Manager.
- 2 Click the **Groups** tab.
The Groups page appears, displaying the list of current groups.
- 3 Click the message group name for the group to add or delete members.
- 4 The Groups: <Group Name> page appears.

To add group members

- a Click **Add**. The Search for page appears.
- b From the list of members, select the check box by each member whom you want to add to the group, then click **Add**.

NOTE

The list of members you can add to a group are only those added to the voice messaging system by the system administrator. You cannot add subscribers. If a member is not listed, contact the system administrator.

- c When all new members are added, click **Close Window**. The Search for page closes, returning you to the Groups: Group Name page.

To delete group members

- a In the membership list field, select the name of the member you want to remove.
 - ◆ To delete multiple members, select the first member to remove from the group. Then press **CTRL** and select each other member to remove from the message group. Members are highlighted as they are selected.
 - ◆ To delete a range of members, click the first member in the range to remove from the group. Then press **SHIFT** and select the last member in the range to remove

from the group. All members within the first and last selected members are highlighted.

b Click **Delete**.

5 The updated group membership appears in the current members field on the page.

6 Click **Save**.

The Groups: <Group Name> page closes, returning you to the Groups page.

Listing Groups and Group Members

The messaging system can provide you with a list of the groups available to you, as well as a list of members belonging to each group.



USING A PHONE

To hear a list of groups and group members

- 1 Call the messaging system and log on.
 - To list your groups, press **7 5 6**.
 - To list members of a group
 - ◆ Press **7 5 5**, then use the phone keys to enter the group name or number. Press **1** when you hear the name of the group or Press **2** to hear the next matching name.
 - ◆ After selecting the group, press **6** to list group members.
- 2 Follow the system prompts to list group members and other groups.



USING THE MAILBOX MANAGER

To see a list of groups and group members

- 1 Sign in to the Mailbox Manager.
- 2 Click the **Groups** tab.

The Groups page appears, displaying the list of current groups.

NOTE

Only the groups owned by you are displayed. You are still able to send messages to other subscribers' public message groups. However, you cannot view groups owned by other subscribers.

- 3 Click the message group name to view the members of the group.
- 4 Click the **Groups** tab to return to the Groups page.

Deleting Message Groups

You can delete any message group that you own.



USING A PHONE

To delete a message group

- 1 Call the messaging system and log on.
- 2 Press **7 5 7** to delete a group.
- 3 Use the phone keys to enter the group name or number:
Press **1** when you hear the name of the group.
Press **2** to hear the next matching name.
- 4 Follow the system prompts to delete the group.



USING THE MAILBOX MANAGER

To delete a message group

- 1 Sign in to the Mailbox Manager.
- 2 Click the **Groups** tab.
The Groups page appears, displaying the list of your current groups.
- 3 On the Groups page, select the check box next to the group you want to delete.
- 4 Click **Delete**.

NOTE

When you delete a group, all the group messages, including archived messages, are automatically deleted.

Recording a Group Name



USING THE MAILBOX MANAGER

To Record or Rerecord a Group Name

- 1 Sign in to the Mailbox Manager.
- 2 Click the **Groups** tab.

The Groups page appears, displaying the list of current groups.
- 3 Click the message group name for the group to which you want to record or rerecord the name or greeting.
- 4 The Groups: <Group Name> page appears.
- 5 Click **Record Group Name**. The Audio Applet appears.

See “[Using the Audio Applet](#)” on page 16 for information on using the Audio Applet.
- 6 Click **Record**.
 - If **Microphone** is the recording device, begin speaking into the microphone.
 - If **Phone** is the recording device, the phone rings at the extension set in the **Extension** field. Pick up the handset and begin speaking.
- 7 Click **Stop** to stop recording.
- 8 Click **Play** to listen to the recording.

The Audio Applet displays the length of the recording in minutes and seconds. If a name has not been recorded 00:00 is displayed.
- 9 If you are satisfied with the recording, click **Save**.
- 10 When prompted to save the recording to the voice messaging server, click **Yes**.
- 11 Close the Audio Applet.

NOTE

Greetings and prompts can be created using WAV files that are copied into the media control using **Paste from File**. WAV files must be in the (AD) PCM audio format, with 16-bit audio sample size, 96-kbps bit rate, 1 (mono) channel and 8-kHz audio sample rate. No other formats are supported.

■ Working with Greetings

This chapter explains how to use and change your greetings.

Greetings are used to provide callers with information and instructions when you are not able to take calls. The messaging system plays your greetings in the appropriate situations, depending on business hours and the currently selected greeting.

When callers leave you a message, or you are recording a greeting, there are three ways to stop the recording:

- press * on the phone keypad.
- hang up, or
- pause for more than 5-seconds. The messaging system stops recording after 5-seconds.

You can change your greeting settings using a phone or Mailbox Manager.

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System Greetings

The greetings that are available in the messaging system include:

- **Standard Greeting.** The standard greeting that plays when your phone is unanswered.
- **Alternate Greeting.** This greeting is played during special occasions, such as when you are out of the office or on vacation. When you enable your alternate greeting, the system plays it in place of all standard or busy greetings.
- **Busy Greeting.** This greeting is played when you are on your phone. You must enable the busy greeting. Otherwise, callers hear the standard greeting.
- **Default Greetings.** The system includes default standard, alternate, and busy greetings.

You should record a standard greeting, but you can use the default recordings for other system greetings. You can record your own greeting for any system greeting. You can enable or disable the greetings using the phone or the Mailbox Manager.

NOTE

Your greetings should include references to any available one-key dial options that your system administrator has enabled for you. This may include transfer to a fax box, park & page, and other call routing information.

Using the System Default Greetings

The messaging system plays the default greetings when you do not record personalized greetings.

For example:

- For a standard greeting: *“The person you are trying to reach is not available right now.”*
- For a busy greeting: *“The person you are trying to reach is on the phone now.”*
- For an alternate greeting: *“The person you are trying to reach is out today.”*

During enrollment, you are asked to record your own standard greeting. When your phone is unanswered the system plays the default standard greeting that comes with the system if you do not record a personalized greeting.

Using System Greetings with Recorded Names

When you record your name, but do not record custom greetings, the messaging system plays greetings that include your recorded name.

For example:

- For a standard greeting: *“Paul Green is not available right now.”*
- For a busy greeting: *“Paul Green is on the phone now.”*
- For an alternate greeting: *“Paul Green is out today.”*

To use the default alternate greeting, you must turn it on to make it active. When an alternate greeting is active, the system plays it instead of any of your other greetings. See [“Switching Between the Standard and Alternate Greetings” on page 65](#).

For callers to hear the default busy greeting, you must turn it on. See [“Turning the Busy Greetings On or Off” on page 67](#).

To return to using a default standard, alternate, or busy greeting after you have recorded a custom recording, you must delete the custom recording. Ask your system manager for assistance, or delete the greeting by using Mailbox Manager.

Changing Standard Greetings

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

The messaging system plays the default greeting and includes your recorded name, if you do not record a standard greeting. For example, *“Paul Green is not available right now.”*

During enrollment, record your custom greeting, if you prefer to use the standard greeting, do not record a greeting. Your personalized greeting might say, *“Hi this is Paul, I cannot take your call right now. Please leave a message and I will return your call as soon as I am available.”*



USING A PHONE

To change your standard greeting

- 1 Call the messaging system and log on.
- 2 Press **7 4 6 1** to record a standard greeting.
- 3 After the beep, start recording your greeting, then press ***** to stop recording.

NOTE

To stop recording you can also hang up or pause for more than five seconds.

The system plays the new recording.

- 4 Press **1** to rerecord the greeting, or press **2** to accept the default greeting.



USING THE MAILBOX MANAGER

To change your standard greeting

- 1 Sign in to the Mailbox Manager.
- 2 Click the **Greetings** tab.
- 3 Click **Edit** next to **Enable standard greeting**, **Enable busy greeting**, or **Enable alternate greeting**.

The Audio Applet window appears.

- 4 Use the Audio Applet to record the greeting.
See [“Using the Audio Applet” on page 16](#) for more information about using the applet.
- 5 If you are satisfied with the recording, click **Save**.
- 6 When prompted to save the recording to the voice messaging server, click **Yes**.
- 7 Close the Audio Applet.

NOTE

Greetings and prompts can be created using WAV files that are copied into the media control using **Paste from File**. WAV files must be in the (AD) PCM audio format, with 16-bit audio sample size, 96-kbps bit rate, 1 (mono) channel and 8-kHz audio sample rate. No other formats are supported.

Changing Alternate Greetings

The alternate greeting can be used during special occasions. For example, you can use an alternate greeting if you will be on vacation. A typical alternate greeting is *“Hello, this is Paul Green. I am out of the office today and will return tomorrow.”*

The alternate greeting is turned on and is active using the configuration options. When your alternate greeting is active, the system plays it instead of your other greetings.

If you do not record an alternate greeting, the system plays the default alternate greeting that includes your recorded name. For example, *“Paul Green is out today.”*

When you record an alternate greeting, you should include any special instructions for your callers.



USING A PHONE

To change your alternate greeting

- 1 Call the messaging system and log on.
- 2 Press **7 4 7 1** to record your alternate greeting.
- 3 Record your greeting after the beep, then press ***** to stop recording.

The system plays the new recording. Press **1** to rerecord the greeting or press **2** to accept the greeting.

- 4 Press **1** to make the alternate greeting active, or press **2** to turn off the busy greeting.



USING THE MAILBOX MANAGER

To change your alternate greeting

- 1 Sign in to the Mailbox Manager.
- 2 Click the **Greetings** tab.
- 3 Click **Edit** adjacent to Enable alternate greeting. The Audio Applet window appears.
- 4 Use the Audio Applet to record a new greeting.

See [“Using the Audio Applet” on page 16](#) for more information about using the applet. The Audio Applet displays the length of the greeting. If a greeting has not been recorded then 00:00 is displayed.

- 5 If you are satisfied with the recording, click **Save**.
- 6 When prompted to save the recording to the voice messaging server, click **Yes**.
- 7 Close the Audio Applet.

NOTE

Greetings and prompts can be created using WAV files that are copied into the media control using **Paste from File**. WAV files must be in the (AD) PCM audio format, with 16-bit audio sample size, 96-kbps bit rate, 1 (mono) channel and 8-kHz audio sample rate. No other formats are supported.

Switching Between the Standard and Alternate Greetings

When you switch between standard and alternate greetings, one greeting becomes active while the other is inactive. The system stores the inactive greeting recording so that it can be activated again.



USING A PHONE

To switch between the standard and alternate greetings

- 1 Call the messaging system and log on.
- 2 Press **7 4 5** to switch your greeting.
- 3 Follow the system prompts.



USING THE MAILBOX MANAGER

To switch between the standard and alternate greetings

- 1 Sign in to the Mailbox Manager.
- 2 Click the **Greetings** tab.
- 3 On the Greetings page, select your greeting option:
 - **Enable standard greeting.** Select this option if you want callers to hear the standard greeting. If you select this option, but do not record a greeting, a system-generated greeting is used.
 - **Enable alternate greeting.** Select this option if you want callers to hear your alternate greeting. If you select this option, but do not record a greeting, a system-generated alternate greeting is used.

NOTE

The standard and alternate greetings cannot both be enabled at the same time.

- 4 Click **Save**.

Changing Busy Greetings

Personalized busy greetings can be recorded. A typical busy greeting might be “*Hello, this is Paul Green. I am on the phone now. Please leave a message.*” The busy greeting must be activated or callers will not hear the greeting.

The messaging system plays the default busy greeting if you turn activate the busy greeting but do not record a personalized busy greeting.



USING A PHONE

To change your busy greeting

- 1 Call the messaging system and log on.
- 2 Press **7 4 8 1** to record a busy greeting.
- 3 Record the greeting after the Beep.
- 4 Press ***** to stop recording.
The system plays the new recording.
- 5 Press **1** to rerecord the greeting or press **2** to accept the greeting.
- 6 Press **1** to turn on the busy greeting, or press **2** to turn off the busy greeting.



USING THE MAILBOX MANAGER

To change your busy greeting

- 1 Sign in to the Mailbox Manager.
- 2 Click the **Greetings** tab.
- 3 Click **Edit** next to **Enable busy greeting**.
The Audio Applet window appears.
- 4 Use the Audio Applet to record a new greeting.
See “[Using the Audio Applet](#)” on page 16 for more information about using the applet.
- 5 If you are satisfied with the recording, click **Save**.
- 6 When prompted to save the recording to the voice messaging server, click **Yes**.
- 7 Close the Audio Applet.

NOTE

Greetings and prompts can be created using WAV files that are copied into the media control using **Paste from File**. WAV files must be in the (AD) PCM audio format, with 16-bit audio sample size, 96-kbps bit rate, 1 (mono) channel and 8-kHz audio sample rate. No other formats are supported.

Turning the Busy Greetings On or Off

You must turn on busy greetings before callers will hear the busy greeting.



USING A PHONE

To turn the busy greeting on or off

- 1 Call the messaging system and log on.
- 2 Press **7 4 8** to hear your busy greeting.
- 3 Press **1** to record or rerecord your busy greeting. Otherwise, press **2** and go to step 4.

Record your greeting after the beep, then press ***** to stop recording.

The system plays the new recording. Press **1** to rerecord the greeting or press **2** to accept the greeting.

- 4 Press **1** to turn on the busy greeting, or press **2** to turn off the busy greeting.



USING THE MAILBOX MANAGER

To turn the busy greeting on or off

- 1 Sign in to the Mailbox Manager.
- 2 Click the **Greetings** tab.
- 3 On the Greetings page

NOTE

The Standard Greeting must be enabled to use the Busy greeting.

- Select **Enable busy greeting** to turn on the busy greeting.
 - Clear **Enable busy greeting** to turn off the busy greeting.
- 4 Click **Save**.

■ Changing Mailbox Setup Options

This chapter explains how to change your mailbox setup options. Mailbox options are initially configured by your system administrator when you are added to the messaging system database. After enrolling on the messaging system and depending on your system configuration, you can change the following mailbox options.

- security code
- recorded and spelled names
- playback options
- call transfer options
- call screening options
- call holding options
- directory listing
- automatically copy messages to another extension

CAUTION

When you make any changes, save the changes before going to another page in Mailbox Manager or the changes are lost.

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Changing Security Codes

Your security code prevents others from using your personal ID to listen to your messages. Your security code should be three to ten digits long, based on the policy for your organization. The messaging system informs you if the security code you are trying to use does not meet the minimum security code length for your organization. You can change your security code as often as you like.

When you change your mailbox security code, you should also update your security code for any Visual Messaging applications. See the online Help for steps to update the security code in Visual Messaging applications.

CAUTION!

Your system administrator cannot look up your security code. However, your administrator can reset your password, enabling you to log on using a temporary security code then select a new security code.



USING A PHONE

To change your security code

- 1 Call the messaging system and log on.
- 2 Press **7 7 4** to change your security code.
- 3 Follow the system prompts to change your code.

NOTE

You cannot change your security code to be the same as the initial security code given to you by your system administrator.

- 4 Press **1** for Yes or **2** for No to respond to system questions.



USING THE MAILBOX MANAGER

To change your security code

- 1 Sign in to the Mailbox Manager.
- 2 Click the **Profile** tab.
- 3 Click **Change Code**.
The Change Security Code page appears.
- 4 In the Enter current code field, type your current security code. If there was no security code assigned to you, leave this field blank. If you do not remember your security code, contact your system administrator.
- 5 Type a new security code in the **Enter new code** field, then confirm the new security code by typing it in the **Verify new code** field.
- 6 Click **Save**.

The Change Security Code page closes.

Changing Recorded Name

The messaging system uses your recorded name to identify you and your messages to other callers.



USING A PHONE

To change your recorded name

- 1 Call the messaging system and log on.
- 2 Press **7 7 5** to change your recorded name.
- 3 Follow the system prompts to change your recorded name.
- 4 Press **1** for Yes or **2** for No to respond to system questions.



USING THE MAILBOX MANAGER

To change your recorded name

- 1 Sign in to the Mailbox Manager.
- 2 Click the **Profile** tab.
- 3 Click **Edit** below the **Recorded name** field.
The Audio Applet dialog box appears.
- 4 Use the Audio Applet to record your name.
See [“Using the Audio Applet” on page 16](#).
- 5 If you are satisfied with the recording, click **Save**.
- 6 When prompted to save the recording to the voice messaging server, click **Yes**.
- 7 Close the Audio Applet.

NOTE

Greetings and prompts can be created using WAV files that are copied into the media control using **Paste from File**. WAV files must be in the (AD) PCM audio format, with 16-bit audio sample size, 96-kbps bit rate, 1 (mono) channel and 8-kHz audio sample rate. No other formats are supported.

Changing the Spelling of Your Name

You can only change your spelled name using a phone. If the spelling of your name is incorrect, contact your system administrator.

Your spelled name is used by the messaging system for the directory. Callers can enter the first letters (usually three or more letters) of your name to locate you in the directory. You can remove your name from this directory.

NOTE

If your system uses unified messaging features (such as e-mail or a Visual Messaging application) it is recommended that you contact your system administrator to correct any spelling issues with your name.



USING A PHONE

To change the spelling of your name

- 1 Call the messaging system and log on.
- 2 Press **7 7 6** to change your spelled name.
- 3 Follow the system prompts to change your spelled name.

NOTE

Changing your name using this method changes how your name is displayed for messages and e-mail notifications. With this change your name appears as the first letter on the first key pressed followed by the other numbers pressed.

Example: If the directory displays three letters and the user Smith is changing the name to the letters SMI, the display will show P64.

- 4 Press **1** for Yes or **2** for No to respond to system questions.

Changing Message Playback Options

Message playback options are the options available to you when you call the messaging system. These message playback options can only be changed using the Mailbox Manager.



USING THE MAILBOX MANAGER

To change your message playback options

- 1 Sign in to the Mailbox Manager.
- 2 Click the **Playback** tab.
- 3 Select or clear the **Voice message length** check box.

When selected, the system announces the total length, in minutes, of new voice messages. For example, the system might say *“You have three new messages totaling 3 minutes, 20 seconds. Would you like to hear them?”*

- 4 Select one of the following **Telephone conversation type** options:
 - **Menu mode conversation.** The system plays menus of options instead of the Yes/No conversation mode. This option requires that you enter the number associated with the option to perform the particular task.
 - **Yes/No conversation.** The system plays a series of yes-and-no questions throughout the conversation. This option requires that you press 1 for Yes or 2 for No at the end of every question.
- 5 Select one of the following **Announce voice message timestamp** options:
 - **Before the message.** Before playing the message, the system plays the date and time that the message was recorded, or
 - **After the message.** After playing the message, the system plays the date and time that the message was recorded.
- 6 Set the **New Message Order** option:
 - **LIFO.** (Last In First Out). The most recent message is played first.
 - **FIFO.** (First In First Out). The oldest message is played first.
- 7 Set the **Old Message Order** option:
 - **LIFO.** (Last In First Out). The most recent message is played first.
 - **FIFO.** (First In First Out). The oldest message is played first.
- 8 Click **Save**.

Turning Call Transfer On or Off

The messaging system transfers calls automatically to your extension. When you are unavailable or busy with another call, the system takes a message for you. If you will be away for a while, you can turn off call transfer or transfer your calls to a different phone number.

Call transfer must be turned on before your calls can be transferred to a different phone number.



USING A PHONE

To turn call transfer on or off

- 1 Call the messaging system and log on.
- 2 Press **7 6 4** to turn call transfer on or off.
- 3 Follow the system prompts.

NOTE

The system does not accept ten digit numbers.

- 4 Press **1** for Yes or **2** for No to respond to system questions.



USING THE MAILBOX MANAGER

To set call transfer options

- 1 Sign in to the Mailbox Manager.
- 2 Click the **Transfer | Screening** tab.
- 3 Select one of the following options under **Transfer incoming calls from the automated attendant to:**
 - **My extension.** Click to transfer callers to the extension number assigned to you by the system administrator. Your extension number appears in the **Extension** field of the Profile page.
 - **This number.** Click to transfer callers to a number other than your extension. If you select this option, you must type the phone number or extension where the calls are sent.

NOTE

You should speak with your system administrator before setting up a transfer to an external number to determine if any special numbers or settings are needed to dial an external number.

- **My voice mail.** Click to transfer callers directly to your voice mail.

NOTE

If you select My voice mail as a transfer option, you will not be able to select any screening options or allow callers to hold if the line is busy.

- 4 Click **Save**.

Changing the Call Transfer Number

The messaging system transfers calls automatically to your extension. When you are unavailable or busy with another call, the system takes a message for you. If you will be away for a while, you can turn off call transfer or transfer your calls to a different phone number.

You can enter up to nine digits for the transfer-to phone number.

Call transfer must be turned on before your calls can be transferred to a different phone number.



USING A PHONE

To change the call transfer number

- 1 Call the messaging system and log on.
- 2 Press **7 6 4 1 4** to change the call transfer number.
- 3 Follow the system prompts.

NOTE

The system does not accept ten digit numbers.

- 4 Press **1** for Yes or **2** for No to respond to system questions.



USING THE MAILBOX MANAGER

To change the call transfer number

- 1 Sign in to the Mailbox Manager.
- 2 Click the **Transfer | Screening** tab.
- 3 Select **This number**.
- 4 Type the phone number or extension to where calls should be transferred.

NOTE

You should speak with your system administrator before setting up a transfer to an external number to determine if any special numbers or settings are needed to dial an external number.

- 5 Click **Save**.

Turning Call Screening On or Off

Call screening options set what you hear when you answer your phone.

This feature must be enabled by your system administrator. When the feature is enabled, you can turn call screening on and off using a phone. However, call screening options can only be changed using Mailbox Manager. See “[Changing Call Screening Options](#)” on page 77 for more information.



USING A PHONE

To turn call screening on or off

- 1 Call the messaging system and log on.
- 2 Press **7 6 4 1 5** to turn call screening on or off.
- 3 Press **1** to turn call screening on or **2** to turn call screening off.



USING THE MAILBOX MANAGER

To turn call screening on or off

- 1 Sign in to the Mailbox Manager.
- 2 Click the **Transfer | Screening** tab.
- 3 Select **Enable screening options** to turn call screening on or clear to turn call screening off.
- 4 Click **Save**.

Changing Call Screening Options

When the call screening feature is available, you can ask your system manager to change your call screening options. Call screening options affect what you hear when you answer your phone.

Call screening options cannot be set using a phone. If your system administrator has set up call screening for your extension, you can turn call screening on and off using a phone. However, call screening options can only be changed using the Mailbox Manager.



USING THE MAILBOX MANAGER

To change your call screening options

- 1 Sign in to the Mailbox Manager.
- 2 Click the **Transfer | Screening** tab.
- 3 Select the **Enable screening options** check box.
- 4 Select any of the following call screening options.
 - **Play a tone before connecting a caller.** The system plays a tone before connecting the call.
 - **Play screened name before connecting.** The system asks the caller for his or her name before ringing your extension. The system plays *“Call from <caller’s name spoken by the caller>”* before connecting the call.
 - **Ask me if I want to take the call.** The system plays *“Press 1 to take the call, or 2 and I’ll take a message”* then waits for your response before connecting the call.
 - **Play screened name in voice message.** The system plays the caller’s name in the body of the message.
 - **Announce who the call is for.** The system plays the subscriber name before transferring the call. This option can be used if multiple people share one extension.

These options can be combined. For example, if you select **Play screened name before connecting** and **Ask me if I want to take the call**, the system asks for the caller for his or her name, then rings your extension. When you answer the call, the system plays the recorded name, then asks if you want to take the call.

NOTE

You can only select **Play the caller’s name before connecting** or **Play the screened name in voice message**. You cannot select both of these options.

- 5 Click **Save**.

Turning Call Holding On or Off

Depending on your phone system, the messaging system can hold a call until your extension is available. If your system administrator has set up call holding for your extension, you can turn call holding on and off.

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

The system administrator sets the number of calls that the messaging system can hold for you.



USING A PHONE

To turn call holding on or off

- 1 Call the messaging system and log on.
- 2 Press **7 6 4 1 6** to turn call holding on or off.
- 3 Press **1** to turn call holding on or **2** to turn call holding off.



USING THE MAILBOX MANAGER

To turn call holding on or off

- 1 Sign in to the Mailbox Manager.
- 2 Click the **Transfer | Screening** tab.
- 3 Select the **Allow incoming callers to hold** check box to turn call holding on or clear the check box to turn call holding off.
- 4 Click **Save**.

Listing Your Extension in the Directory

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

NOTE

You must have a recorded spelled name to be listed in your company phone directory.

If your name is listed in your company phone directory, callers can enter the first three letters of your name to locate you in the directory.

You can turn directory listing on and off using a phone or from the Mailbox Manager.



USING A PHONE

To list your extension in the directory

- 1 Call the messaging system and log on.
- 2 Press **7 7 7** to change your directory listing.
- 3 Press **1** to turn directory listing on or **2** to turn directory listing off.



USING THE MAILBOX MANAGER

To list your extension in the directory

- 1 Sign in to the Mailbox Manager.
- 2 Click the **Profile** tab.
- 3 Select if you want to be listed in the company phone directory:
 - Select **List in the phone directory** to have your extension listed in the directory.
 - Clear **List in the phone directory** to remove your extension from the directory.
- 4 Click **Save**.

NOTE

If you do not save your changes before navigating away, the changes are not saved.

Automatically Copy Messages to Another Extension

When the message auto-copy feature is available, you can have a copy of new voice messages automatically sent to another mailbox. Your system administrator can tell you whether this feature is available.

You can set the auto copy feature to copy received messages to another subscriber's extension in the messaging system.



USING THE MAILBOX MANAGER

To auto copy messages to another extension

- 1 Sign in to the Mailbox Manager.
- 2 Click the **Transfer | Screening** tab.
- 3 Select **Message Auto Copy to** and then:
 - Type the extension number where messages are copied, or
 - Click **Search** to search for an extension. See [“Using Mailbox Manager Search” on page 15](#)
- 4 Click **Save**.

■ Changing Message Notification Device Settings

The messaging system can call a phone or pager to notify you when new messages arrive. When you answer a notification call, you can log on to the messaging system immediately to check your messages.

The messaging system calls a phone or pager based on notification schedules and options that are configured in the Mailbox Manager. The phone or pager must be turned on to receive the notifications.

Notification can be turned on and off, change notification numbers, notification schedules, and delivery type options using a phone or using the Mailbox Manager.

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Initial Device Message Notification Setup

While there are some differences in how the messaging system interacts with phones and pagers, they are generically referred to as devices.

When the messaging system receives a new message, and message notification is enabled for a device, the system contacts the device. You can have up to five notification devices. Each device has a configurable schedule:

- Work Phone
- Home Phone
- Pager
- Spare Phone
- Fax

When setting notification options, note that:

- You cannot add devices to this list. If the system administrator has not set up a device for message notification, you will not be able to enable it as a notification device.
- You cannot modify notification settings unless the system administrator has already set the messaging system to allow message notification.

You can also set a specified device to temporarily stop receiving message notification.

After your system administrator has configured the default values for each of notification device, you can modify the values to more closely fit your schedule, or simply leave the values as-is and enable the device for message delivery.

The Mailbox Manager Notifications page displays message delivery devices and schedules, allowing you to set alternate devices and phone numbers to notify you when a message is received. You can customize the delivery by setting specific days, times, and phone numbers for each of the devices. you can set the interval between delivery attempts, along with the number of rings to wait before ending the notification call, or set the system to deliver only urgent messages.

Enabling or Disabling a Device

You can use a phone or the Mailbox Manager to turn device notification on or off. Turning off a device does not change the configured notification settings.



USING A PHONE

To enable or disable a notification device

- 1 Call the messaging system and log on.
- 2 To enable or disable the device, press the keys:

Device	Enable/Disable
Work phone	7 6 5 4
Home phone	7 6 5 5
Pager	7 6 5 6
Spare phone	7 6 5 7
Fax	7 6 5 8

- 3 Press 1 to turn on delivery for that number or 2 to turn off delivery.

Repeat this procedure to change other device settings.



USING THE MAILBOX MANAGER

To enable or disable a notification device

- 1 Sign in to the Mailbox Manager.
- 2 Click the **Notification** tab.
- 3 Use the following to enable or disable the device:
 - To enable the device:
 - a click the link for the device you want to enable. The Notifications - Device page appears, where Device is the message device, such as Home Phone or Pager.

NOTE

If the notification device does not have a link, the system administrator has not set this option for you.

- b Verify the information on the page is correct and click **Save**.
If the information is not correct, See "[Changing Notification Device Options](#)" on page 84.
- Clear the **Enable** check box to disable the device.
- 4 Click **Save**.

Changing Notification Device Options

You can change the options for your notification devices using the phone or the Mailbox Manager.

The messaging system does not contact a device if the device schedule is set to inactive. You can customize message notification schedules: setting specific days, times, and phone numbers for each notification device, as well as the interval between delivery attempts. You can also set the system to deliver only urgent messages.

The system administrator may have already set default values for each of these devices. You can modify the values to more closely fit your schedule, or use the default schedule.



USING A PHONE

To change notification device options

- 1 Call the messaging system and log on.
- 2 To change the options for your:

Work phone	7 6 5 4
Home phone	7 6 5 5
Pager	7 6 5 6
Spare phone	7 6 5 7
Fax phone	7 6 5 8

- 3 Press 1 to turn on delivery for the device or 2 to turn off delivery.
- 4 Press 4 to change the phone number.

Enter the new phone number, then press * after you enter a phone number to end the entry.

NOTE

To include pauses in a dialing string, use the # key on the phone key pad.

- 5 Press 5 to change the schedule, then follow the system prompts, pressing 1 for Yes, or pressing 2 for No.
- 6 Press 6 to change the delivery type for messages delivered to this number, then follow the system prompts, pressing 1 for Yes, or pressing 2 for No.
- 7 Change any other device options by repeating the previous steps.



USING THE MAILBOX MANAGER

To change notification device options

- 1 Sign in to the Mailbox Manager.
- 2 Click the **Notification** tab.
- 3 Click the device link to modify.

The Notifications - Device page appears, where Device is the message device, such as Home Phone or Pager.

- 4 Type the device **Area Code + Phone Number**.

The messaging system assumes that any delivery to an external number will include the outside line access code.

Do not use special characters, hyphens and parentheses, when typing the area code and phone number. If the notification number is 555-1212, type 5551212 or 555 1212, if an area code is required type 1235551212 or 123 555 1212.

Type a comma to insert a one-second pause where you want the system to pause between the digits that are being dialing.

NOTE

When entering dialing pause characters on the phone use #. When typing pause strings on the Mailbox Manager use the comma (,).

- 5 Set the schedule for the device.
 - a Select the **From** and **To** times that the schedule for the device is in effect.
For example, if notification for the device is in effect from 10:00 AM to 3:30 PM, select 10, 00, and AM from the **From** time lists and select 3, 30, and PM from the **To** time lists.
 - b Select the check box for each day that the schedule is in effect.

- 6 Select a **Delivery type** option:
 - **Each.** Starts message delivery as soon as each new message arrives, then repeats delivery each time a new message arrives. Selecting Each overrides the Initial Delay (min.) setting.
 - **Urgent.** Starts message delivery only when a new urgent message arrives, then repeats delivery each time a new urgent message arrives.
 - **Batch.** Starts message delivery using the Deliver interval (min.) time. The system does not deliver messages more frequently than the set interval.

- 7 Type a delay time in the **Initial delay (min.)** field.

Initial delay (min.) is the time between the arrival of the first message and the first attempt to deliver it. Use this setting to assign priorities to each message delivery device. For example, if you specify 0 (zero) for Work Phone and 60 for Home Phone: for the first 60 minutes the messaging system tries to deliver new messages only to the Work Phone. After 60 minutes, it tries to deliver new messages to both phones.

NOTE

If the Delivery Method is set to **Each** or **Urgent**, you cannot configure an initial delay. Messages are forwarded to the notification device immediately without an initial delay.

- 8 Type the number of **Rings to wait for answer**, indicating how many rings the messaging system waits for an answer before ending the notification attempt.
- 9 Type in the **Delivery Interval (min.)** field the time the messaging system waits before trying the notification device again if a new message still exists.
- 10 Type in the **Number of retries** field the number of times the messaging system tries to contact the device before considering the notification a failure.
- 11 If you selected the Fax notification device, optionally select the **Phones to notify for fax** check box. For other notification devices, this option is not displayed on the page.
- 12 Click **Save**.

The Notifications - Device page closes and returns to the Notifications page. The Notifications page is updated to display the current information for each device.

- 13 Click **Save**.

Repeat steps 3 through 13 to modify another notification device.

Temporarily Stopping Message Notification

You can temporarily stop message notification to a device for a message. When message notification is stopped, the messaging system stops sending notification messages to the device for the last message. Message notification restarts when a new message arrives or all new messages have been retrieved. Stopping message notification applies only to the selected device and the latest message.



USING A PHONE

To stop message notification

- When receiving a notification on the device, press **#** on the device keypad. This turns off message notification on the device, and the messaging system suspends message notification for the last message received.

■ Using a Phone to Check E-mail

Depending on how your system is configured, you can check your voice and fax messages using your e-mail inbox. If voice and fax messages are delivered to your e-mail inbox, the messages are deleted from your voice mailbox to avoid duplication.

With Text-to-Speech technology, when you check your messages using a phone, the system reads the text portion of your e-mail messages and plays any attached WAV files.

With e-mail integration, when you check voice and fax messages using a phone, you can hear the number of new e-mail messages you have received. You can also turn off e-mail totaling.

With ActiveFax, you can fax your e-mail messages to any fax machine.

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Configuring E-mail Settings

E-mail settings are configured using the Mailbox Manager. Depending upon how the options were set by the system administrator when your account created, some of the following options might not be available, while others might be selected for you by default. If you do not see an option as described in the procedure below, or if an option has been preselected that you want to change, contact the system administrator.

NOTE

If your messaging system is not setup to process e-mail, this option is not available in Mailbox Manager.



USING THE MAILBOX MANAGER

To set e-mail options

- 1 Sign in to the Mailbox Manager.
- 2 Click the **E-mail** tab.
- 3 In the **E-mail address** field, type the e-mail address where you want to receive notifications of new voice and fax messages.

NOTE

The system administrator might have already set e-mail address. You can only change it if the administrator has set your account to allow changes to the e-mail notification address.

If the e-mail address is an e-mail account outside the company, the E-mail Reader feature is not available.

- 4 Select an option for forwarding voice mail to e-mail:
 - a Select the **Forward voice mail to the e-mail system** check box to forward voice messages to your e-mail inbox. Messages are forwarded as WAV attachments.
 - b Select an option for processing old and new voice mail:
 - **Remove forwarded messages from voice mail system.** Configures the system, after forwarding a message to the e-mail system, to remove the message from the messaging system.
 - **Keep old messages in the voice mail system.** Configures the system, after forwarding a message to the e-mail system, to retain a copy on the messaging system and mark it as an old message.
 - **Keep new messages in the voice mail system.** Configures the system, after forwarding a message to the e-mail system, to retain a copy on the messaging system and announce it as a new message when the subscriber checks voice messages.
- 5 Select an option for forwarding fax messages to e-mail:
 - a Select the **Forward faxes to the e-mail system** check box to forward any incoming faxes as an attachment to your e-mail inbox.

NOTE

If you select this check box, the **Receive e-mail notification of messages** option is not available. Selecting this option also requires that your voice messaging system is able to process faxes.

- b Choose an option for processing old and new fax messages:
 - **Remove forwarded messages from voice mail system.** Configures the system, after forwarding a fax message to the e-mail system, to remove the message from the messaging system.

-
- **Keep old messages in the voice mail system.** Configures the system, after forwarding a fax message to the e-mail system, to retain a copy on the messaging system and mark it as an old message.
 - **Keep new messages in voice mail system.** Configures the system, after forwarding a fax message to the e-mail system, to retain a copy on the messaging system and announce it as a new message when the subscriber checks fax messages. The option is only available if **Forward faxes to the e-mail system** is selected.
- 6 Select the **Receive e-mail notification of new messages** check box if you want to receive notification of a new voice mail or fax, but do not want the voice mail or fax forwarded to your e-mail inbox.

If you select either the **Forward voice mail to the e-mail system** or **Forward faxes to the e-mail system** this check box is unavailable.

- 7 Optionally, click **Set saved e-mail password** to change the password used to retrieve voice messages through e-mail. See [“Changing Your E-mail Password”](#) on page 96 for information on changing your e-mail password.
- 8 Click **Save**.

Checking E-mail Messages Using a Phone

The e-mail integration and Text-to-Speech feature enables you to manage your e-mail messages using phone. For example, you can:

- Hear the e-mail message, its length, who sent it, the time it was sent, who else received it, and any attachments.
- Record a reply. Depending on the system, subscribers can hear the reply using a phone or receive the reply as an e-mail attachment (WAV file).
- Redirect an e-mail message to another subscriber's e-mail inbox.
- Delete any e-mail message you have heard from the e-mail system.

NOTE

The system cannot read e-mail messages sent in UTF-8 encoded HTML format. If you cannot hear an e-mail message using a phone, contact your system manager.



USING A PHONE

To check your e-mail messages

- 1 Call the messaging system and log on.
- 2 Select the messages you want to check
 - Press **4** to check new e-mail messages.
 - Press **6** to check e-mail messages you have already read.

The system presents any voice or fax messages first.

- 3 If prompted, enter your e-mail password, followed by *****.

If your password uses any letters, press **# #**, use the password table on [page 92](#) to enter your password, then press *****.

- 4 Follow the system prompts. Press **1** for Yes or **2** for No after any questions.
- 5 Use the following commands during and after message playback.

Use these keys during a message

TASK	KEY	TASK	KEY
Menu options	3	Adjust volume	5
Rewind	7	Pause or continue	8
Fast forward	9	Repeat	#
Save as new	*	Skip to next message	3 5

Use these keys after a message

TASK	KEY	TASK	KEY
Menu options	3	Repeat message	#
Save as new	*	Reply to sender	4
Check next message	5	Delete message	6
Archive message	7	Hear time stamp	8
Redirect message	9		

Hearing Who Else Received an E-mail Message

While listening to an e-mail message, you can hear who else received the e-mail message.



USING A PHONE

To hear who else received an e-mail message

- 1 Call the messaging system and log on.
- 2 Select the messages you want to check:
 - Press **4** to check new e-mail messages.
 - Press **6** to check e-mail messages you have already read.

The system presents any voice or fax messages first.

- 3 If prompted, enter your e-mail password, followed by *****.
If your password uses any letters, press **#** **#**, use the password table on [page 92](#) to enter your password, then press *****.
- 4 While listening to the message, press **3** **3** to hear the other recipients.

Using a Phone to Enter Your E-mail Password

In addition to using a phone to entering your security code to check your e-mail messages, you might be required to enter your e-mail password. When your e-mail password uses numbers only, press each digit for the password, then press *.

When your e-mail password has letters use the corresponding phone keys below followed by #.

Password Table

LOWERCASE LETTERS		UPPERCASE LETTERS		NUMBERS
a = 2 1	n = 6 2	A = 2 4	N = 6 5	1 = 1 1
b = 2 2	o = 6 3	B = 2 5	O = 6 6	2 = 1 2
c = 2 3	p = 7 1	C = 2 6	P = 7 4	3 = 1 3
d = 3 1	q = 0 1	D = 3 4	Q = 0 4	4 = 1 4
e = 3 2	r = 7 2	E = 3 5	R = 7 5	5 = 1 5
f = 3 3	s = 7 3	F = 3 6	S = 7 6	6 = 1 6
g = 4 1	t = 8 1	G = 4 4	T = 8 4	7 = 1 7
h = 4 2	u = 8 2	H = 4 5	U = 8 5	8 = 1 8
i = 4 3	v = 8 3	I = 4 6	V = 8 6	9 = 1 9
j = 5 1	w = 9 1	J = 5 4	W = 9 4	0 = 1 0
k = 5 2	x = 9 2	K = 5 5	X = 9 5	
l = 5 3	y = 9 3	L = 5 6	Y = 9 6	
m = 6 1	z = 0 2	M = 6 4	Z = 0 5	
* = End		* = End		* = End

E-mail Password Examples:

Password	Phone Keys
today	8 1 6 3 3 1 2 1 9 3
TODAY	8 4 6 6 3 4 2 4 9 6
2day	1 2 3 1 2 1 9 3
ToDay	8 4 6 3 3 4 2 1 9 3

Turning Your E-mail Message Count On or Off

When you call the system to check your messages, the messaging system tells you the total number of messages you have. E-mail message can be included in the message count.



USING A PHONE

To turn you e-mail message totaling on or off

- 1 Call the messaging system and log on.
- 2 Press **7 7 8 4**.
- 3 Press **1** to turn on e-mail message count or press **2** to turn off e-mail message count.

Faxing an E-mail Message

With the messaging system fax features, you can deliver your e-mail messages, plus any text attachments, to any fax machine. Your system administrator must turn on this feature for you.

You can receive a fax of a particular e-mail message, or you can receive all new fax and e-mail messages plus their text attachments. See “[Faxing All Messages in a Single Fax](#)” on page 95 to receive all messages with a single call.

If you have a fax machine that you use to receive your faxes, you can use that fax machine. If you want faxes delivered to a different fax machine, you need to enter that fax number.



USING A PHONE

To fax an e-mail message

- 1 Call the messaging system and log on.
- 2 Select the messages you want to check
 - Press **4** to check new e-mail messages.
 - Press **6** to check e-mail messages you have already read.

The system presents any voice or fax messages first.

- 3 If prompted, enter your e-mail password, followed by *****.

If your password uses any letters, press **# #**, use the password table on [page 92](#) to enter your password, then press *****.

- 4 When presented with the e-mail message you want fax, press **1**.
- 5 Press **3 7** to fax the message.

Follow the system prompts. Press **1** for Yes or **2** for No after any questions.

Faxing All Messages in a Single Fax

With the messaging system fax features, you can deliver all of your e-mail messages, plus any text attachments, to any fax machine. Your system administrator must turn on this feature for you.

You can also receive a fax of a particular e-mail message. See [“Faxing an E-mail Message” on page 94](#).

If you have a fax machine that you use to receive your faxes, you can use that fax machine. If you want faxes delivered to a different fax machine, you need to enter that fax number.



USING A PHONE

To fax all of your e-mail messages with a single call

- 1 Call the messaging system and log on.
- 2 Press **4** **5** to fax your e-mail messages.
- 3 Follow the system prompts. Press **1** for Yes or **2** for No after any questions.

Changing Your E-mail Password

You can change your e-mail password using a phone or using the Mailbox Manager.



USING A PHONE

To change your e-mail password

- 1 Call the messaging system and log on.
- 2 Press **7 7 8 5**.
- 3 Enter your current e-mail password, followed by *****.
If your password uses any letters, press **# #**, use the password table on [page 92](#) to enter your password, then press *****.
- 4 Enter your new e-mail password.
 - If your new password uses numbers only, enter the numbers.
 - If your password uses any letters, press **# #** when asked, then use the password table on [page 92](#) to enter your passwordWhen finished, press *****.
- 5 Enter your new e-mail password again to confirm.
- 6 When finished, press *****.



USING THE MAILBOX MANAGER

To change your e-mail password

- 1 Sign in to the Mailbox Manager.
- 2 Click the **E-mail** tab.
- 3 Click **Set saved e-mail password**. The Change E-mail Password page appears.
- 4 Type your password in the **Enter new password** field.
- 5 Retype the password in the **Verify new password** field exactly as you typed it the first time, including any capitalization, spaces, or special characters.
- 6 Click **Save**.

■ Working with Faxes

ActiveFax includes your faxes with your voice messages. When the optional Visual Messaging application is licensed and installed, ViewFax might also be available.

- **ViewFax.** Sends, receives, and redirects faxes through your computer.
- **Fax mail.** Stores faxes with your other messages in your e-mail inbox. Callers can record a short message to accompany each fax sent. Faxes can be forwarded from your mailbox to a fax machine using a phone.
- **Print-to-fax.** Fax documents to other subscribers, groups, personal database contacts, or recipients.

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Receiving Faxes

With ActiveFax, your faxes are stored in your mailbox as fax messages and might consist of two parts: the fax and an optional voice message.

Callers can record a voice message, which you hear when you check your messages. If a fax message does not have a voice message, only the time the fax arrived is announced.

A fax and its voice message always remain together as a single fax message. When a fax message is archived, the associated voice message is also archived.

Depending on your system configuration, you might have a separate fax number or a single extension for faxes and phone calls.

Your fax mailbox can have a personal greeting. The messaging system greets calls with your name or fax number if a personal fax greeting is not recorded.

The messaging system also enables you to redirect a fax to an alternate fax number. Specify a fax number for the redirect.

Multiple faxes can be delivered in the same fax delivery. The messaging system adds its own cover sheet to each delivery bundle. The bundle lists which faxes are included and the number of pages in each fax. See [“Receiving All Faxes with One Call” on page 99](#).

Faxes in your Mailbox Manager inbox are saved as TIF files and can be viewed using a TIF viewer.



USING A PHONE

To receive a fax

- 1 Call the messaging system and log on.
- 2 Press **4** to check new messages.
The messaging system plays your new voice messages, then any fax messages.
- 3 After listening to the fax message, press **9** to deliver or redirect the fax message.
Follow the system prompts. Press **1** for Yes or **2** for No after any questions.



USING THE MAILBOX MANAGER

To view a fax

- 1 Sign in to the Mailbox Manager.
- 2 Click the **Messages** tab.
- 3 Click the **View fax** icon adjacent to the fax message.
- 4 When prompted, do one of the following:
 - Click **Open** to open the fax in a TIF viewer.
 - Click **Save** to save the fax to a file on your computer or on the network.
 - Click **Cancel** to cancel this action and return to the Messages page.

Receiving All Faxes with One Call

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

If you do not have a fax box, you can still have faxes redirected to your message box; however, the shortcut feature is not available. Instead you must use the procedure previously described, see [“Receiving Faxes” on page 98](#).



USING A PHONE

To receive all your faxes with one call

- 1 Call the messaging system and log on.
- 2 At the main menu, press **4** **5** to send all of your new faxes to your usual fax machine.

Changing Fax Delivery Options

You can turn fax delivery on or off, change the phone number where your faxes are delivered, change the schedule used to deliver your faxes, and change the fax delivery type.

The messaging system can deliver your faxes in three ways:

Standard delivery. The messaging system stores your faxes until you request them. When you check messages, the system tells you which faxes are waiting.

Fully automatic delivery. The messaging system automatically delivers faxes to the fax number specified in your profile. Your system administrator may have set up this option for you.

Custom delivery. Other fax delivery options may be available depending on your messaging system set up. Contact your system administrator for information about custom delivery options.



USING A PHONE

To change your fax delivery options

- 1 Call the messaging system and log on.
- 2 Press **7 6 5 8** to change the options for your fax.
- 3 Press **1** to turn on delivery for that number or **2** to turn off delivery.
- 4 Press **4** to change the phone number.
Enter the new fax phone number, then press ***** after you enter the number to end the entry.
- 5 Press **5** to change the schedule, then follow the system prompts, pressing **1** for Yes, or pressing **2** for No.
- 6 Press **6** to change the delivery type for fax messages, then follow the system prompts, pressing **1** for Yes, or pressing **2** for No.

Changing Fax Greetings

You can change the greeting callers hear before they send you a fax.



USING A PHONE

To change your fax greeting

- 1 Call the messaging system and log on.
- 2 Press **7** **4** **9** to change your fax greeting.
- 3 Follow the system prompts to change the greeting. Press **1** for Yes or **2** for No after any questions.

■ Using Web Feeds

Unified messaging subscribers can use a RSS (Really Simple Syndication) feed reader or podcast client to receive automatic notification when new messages are received.

The RSS and podcast web feed features are available to any unified messaging subscribers with access to the Mailbox Manager.

NOTE

RSS feeds are a one way read-only notification method that does not allow synchronization from the RSS client back to the messaging system. For example, deleting a message in the RSS client will not remove it from the messaging system.

In order for some RSS clients to work correctly Mailbox Manager must be accessible from the Internet. In most cases this requires the firewall to be configured to allow outside access to the messaging system.

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Subscribing to a RSS Web Feed

You can receive notification of new messages automatically using the Mailbox Manager to subscribe to a web feed.

Once configured, RSS notifications are received as often as the RSS reader refreshes its subscription. The refresh interval is typically configured using the RSS reader application. The RSS read application automatically downloads the most up-to-date web feed list.


NOTE

Certain RSS applications only synchronize new messages and continue to cache and display old messages that might have been purged from the messaging system.



USING THE MAILBOX MANAGER

To Subscribe to a RSS Web Feed

- 1 Sign in to the Mailbox Manager.
- 2 Click the RSS feed  icon.

The RSS web feed page appears. The appearance of the RSS web feed page varies depending on the browser you are using.

- 3 Follow the on-screen instructions to subscribe to the web feed.
- 4 Click **Subscribe to this Feed**.
- 5 Click **Subscribe** or **Subscribe Now**.

Subscribing to a Podcast Web Feed

You can receive notification of new messages automatically and listen to voice messages by subscribing to a podcast web feed from the Mailbox Manager.

You must have a podcast application installed to use this feature.

Once configured, message notifications are received as often as the podcast application synchronizes with the subscription. This is typically configured through the podcast application.



USING THE MAILBOX MANAGER

To Subscribe to a Podcast Web Feed

- 1 Sign in to the Mailbox Manager.
- 2 Click the podcast  icon.

The podcast application automatically opens and a new subscription, with the message system name, is added to the subscription list.

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