



User Guide

Before you begin...

This guide describes all the possible features for managing your calls and messages. Depending on your class of service, some features may not be available to you. Contact your administrator or service provider for further information.



Telephone Tips

Common keys you can use on the telephone:

Key	Function
*	Press at any time to cancel your current action and return to the previous menu.
*	From the main menu, press to disconnect your call and log you out of your mailbox.
#	To complete an entry. If you do not press #, the system assumes you are finished after several seconds.
5	From the main menu, press to restart your session. You are returned to the voicemail access area.

Caller Shortcuts

Callers to your mailbox can use the following keys:

Key	When
#	Skip directly to voicemail to leave a voice message while greetings are played.
*	Go back to the access area while greetings are played.
0	Re-direct caller to an attendant, instead of leaving a message in your mailbox. Must be before the recording beep or the beginning of the mailbox full warning. Note: An attendant destination is usually configured for you by your administrator.
1	For more options after recording a message.
3	To skip the transfer greeting. The system immediately attempts to connect the call.

Access Your Mailbox

From any telephone:

- Call your mailbox number, then press 9, or
- Call your voicemail access number

Depending on how your mailbox is set up, and which telephone you use, you may need to enter your mailbox number or passcode.

On the Web, enter your mailbox number and passcode.

Change Your Passcode

personal
options

4

A temporary passcode is assigned to your new mailbox. Change your passcode when you log in to your mailbox for the first time, and regularly thereafter.

How

On the telephone, or on the **SETTINGS – passcode settings** Web page.

Note: If you forget your passcode, contact your administrator or service provider.

Passcode Skip

personal
options

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Passcode skip allows you to log in to your mailbox on the telephone without having to enter your passcode.

How

On the telephone, or on the **SETTINGS – voice settings** Web page.

Voice Message Autoplay

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options

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Voice message autoplay automatically plays your mailbox status and your unheard voice messages after you have logged in to your mailbox. When you have no more unheard voice messages, the system automatically hangs up unless you press # to continue using it.

You can set how your messages are handled after autoplay. Autoplayed messages can be immediately marked heard, saved or for deletion by the system.

Note: To skip messages, press # during autoplay. If a message is skipped, it remains 'unheard.'

How

On the telephone, or on the **SETTINGS – voice settings** Web page.

Change Your Message Order

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options

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When you review your messages on the telephone, your mailbox plays unheard messages first, followed by heard then saved messages.

You can set the order your voice and fax messages are played on the telephone and listed on the Web.

How

On the telephone, or on the **SETTINGS – message settings** Web page.

Note: Changing the message order on the telephone also changes the order on the Web, and vice versa.

Message Envelope

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options

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The message envelope includes the date and time of arrival, and the sender's telephone or mailbox number. Press **5** during or after listening to a message to hear the envelope.

You can also set the envelope to play automatically for every message.

How

On the telephone, or on the **SETTINGS – message settings** Web page.

Reviewing Your Messages

review
messages

1

You can review messages, comments and envelopes after logging into your mailbox.

Broadcast and system messages are played before your personal messages.

How

On the telephone, or on the **MESSAGES – new voice** or **MESSAGES – new fax** Web pages.

Replying to Voice Messages

review
messages

1

You can reply to a received voice message in two ways:

- Call the sender
- Reply by voice message to the sender

How

On the telephone only.

Note: When calling the sender, to terminate the call and return to your mailbox, press ##. If you hang up, you must login to your mailbox again to review messages.

Forwarding Messages

review
messages

1

You can forward voice or fax messages to one or more users or distribution lists on a system. You can also record a comment to send with a forwarded message.

Note: You cannot forward a private message.

How

On the telephone only.

Undeleting Messages

review
messages

1

Once you end your call, the messages you marked for deletion are permanently removed from your mailbox. Messages that you have marked for deletion can be recovered, or undeleted, before you end your telephone session only.

Tip!

Undelete an unimportant message so you know how to do it when you need it most.

How

On the telephone only.

Printing Fax Messages

review
messages

1

You set fax messages to print automatically upon arrival, or you can print on demand.

How

On the telephone, or on the **SETTINGS – voice and fax** settings Web page.

Note: Contact your administrator or service provider to find out how fax machine numbers must be entered.

Tip! When printing a fax message via the telephone, confirm the fax has been printed before deleting it from your mailbox.

Create and Review a Voice Message

create
messages

2

You can record and review a voice message to send to another user on the system.

How

On the telephone only.

Private Messages

create
messages

2

You can mark a message sent from your mailbox as private. Private messages cannot be forwarded by the recipient.

How

On the telephone only.

Urgent Messages

create
messages

2

You can mark a message sent from your mailbox as urgent. Urgent messages are played before non-urgent messages in the recipient's mailbox.

How

On the telephone only.

Delivery Options

create
messages

2

You can choose any or all of these delivery options when sending a recorded voice message:

Private, Urgent, Future Delivery, Message Confirmation.

Future Delivery

create
messages

2

You can select a future delivery date for a message you send from your mailbox. The delivery outcome is not known until the future delivery date.

When you have reached your mailbox's future delivery message limit, you are not allowed to send another future delivery message until one of your outstanding future delivery messages has been delivered.

Note: If your service is discontinued, messages you had flagged for future delivery will not be sent.

How

On the telephone only.

Message Confirmation

create
messages

2

You can request confirmation that a message sent from your mailbox has been received.

How

On the telephone only.

Recording Greetings

Your mailbox has standard greetings that are used if you do not record your own.

How

On the telephone only.

You may record the following greetings:

Greeting Type	Description
Spoken Name	→ Used in place of the mailbox number → Used in response to various prompts throughout the system.
Personal	→ Callers hear this greeting if it has been recorded and selected.
Transfer	→ If calls are directed to your Follow Me list, callers hear the transfer greeting when the system answers and continues to connect the call.
Transfer-Unavailable Greeting	→ If calls are directed to your Follow Me list, callers hear the transfer-unavailable greeting if the call is not answered. → The transfer-unavailable greeting is always used in conjunction with the transfer greeting.
Extended Absence	→ Callers hear this greeting when extended absence is enabled for your mailbox.
Busy	→ Callers hear this greeting when their call is directed to your mailbox when you are on the telephone.

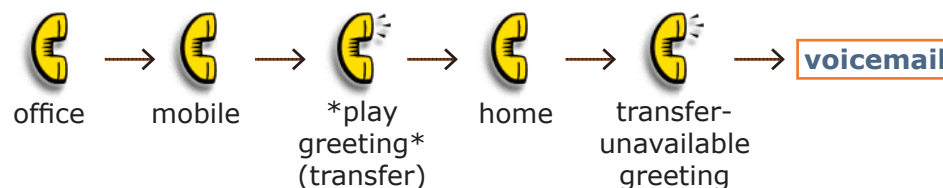
Tip!

Add some brief instructions for caller options in your recorded greetings.

Find Me / Follow Me Greetings

The **transfer** and **transfer-unavailable** greetings are played when you have a Follow Me list configured and are directing all incoming calls to use your Follow Me list.

Callers hear your **transfer greeting** if the system reaches your Follow Me list's **play greeting** entry and the call has not been answered.



For numbers after the **play greeting** entry, callers hear on-hold music while the system continues transferring the call according to your call connect settings.

While the call is being transferred, a message is played periodically to let callers know they can leave a message if they do not want to wait:

"Please continue to hold while your call is connected, or, if you would rather leave a message, press pound."

If the call is not answered at any of the Follow Me numbers, callers eventually hear your **transfer-unavailable greeting** and are sent to your voicemail.

If you do not record your transfer or transfer-unavailable greetings, callers hear your mailbox number or spoken name as part of the standard transfer and standard transfer-unavailable greetings. You can select to use these standard greetings at any time.

Note: See [Follow Me List](#) for more information.

Greeting Examples

The **standard personal** greeting is:

"You have reached the mailbox for <spoken name if recorded, otherwise mailbox number>. At the tone, please record your message. When you are finished recording, you may hang up or press one for more options."

A **recorded personal** greeting could be:

"You have reached <your name here>. Please leave a message after the tone and I will return your call as soon as possible."

The **standard transfer** greeting is:

"You have reached the mailbox for <spoken name if recorded, otherwise mailbox number>. Please wait while the system connects your call."

A **personal transfer** greeting could be:

"You have reached <your name here>. If you wish to speak to me, please hold while your call is connected, or press the pound key at anytime to leave me a message."

The **standard transfer-unavailable** greeting is:

"<Spoken name if recorded, otherwise mailbox number> is unavailable. At the tone, please record your message. When you are finished recording, you may hang up or press one for more options."

A **personal transfer-unavailable** greeting could be:

"Thank you for waiting. I'm sorry I am unavailable right now. Please leave a message after the tone and I will return your call as soon as possible."

Greeting Examples

The **standard busy greeting** is the same as the standard personal greeting:

"You have reached the mailbox for <spoken name if recorded, otherwise mailbox number>. At the tone, please record your message. When you are finished recording, you may hang up or press one for more options."

A **personal busy greeting** could be:

"You have reached <your name here>. I'm on the telephone right now. Please leave a message after the tone and I will return your call as soon as I'm finished with this call."

Extended Absence Greeting

personal
options

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An extended absence greeting can be used when you will be unavailable for an extended period of time.

Turn It On

On the telephone, or on the **SETTINGS – voice settings** Web page.

You can quickly enable a standard Extended Absence greeting and choose to accept or block new messages.

Note: When extended absence is turned on, your extended absence settings override your call connect settings, and your extended absence greeting is played for all incoming calls.

OR

Record a personal extended absence greeting on the telephone and choose to accept or block new messages.

Allow or Block Messages

After recording your extended absence greeting, you are prompted to allow or block message receipt:

- If message receipt is allowed, calls are transferred to your voicemail
- If message receipt is blocked, calls are disconnected after the greeting

Extended Absence Greeting Examples

The **standard extended absence** greeting with message receipt allowed is:

"You have reached the mailbox for <Spoken name if recorded, otherwise mailbox number>. The owner of this mailbox is unavailable. At the tone, please record your message. When you are finished recording, you may hang up or press one for more options."

The **standard extended absence** greeting with message receipt blocked is:

"You have reached the mailbox for <Spoken name if recorded, otherwise mailbox number>. The owner of this mailbox is unavailable, and has chosen not to receive messages at this time. Goodbye."

A **personal extended absence** greeting with message receipt blocked could be:

"Hello, this is Catharine Thompson. I am away on holidays until January 5th, and am not receiving messages during this time. Please call back after I return. Thank you for calling. Goodbye."

Tip!

You must record a new personal extended absence greeting each time you want to use one.

Turn It Off

On the telephone, or on the **SETTINGS – voice settings** Web page.

When you turn off extended absence, your extended absence greeting is deleted immediately and message receipt is once again allowed for your mailbox, according to your mailbox settings.

Alternate numbers

A mailbox can have multiple alternate numbers assigned to it, allowing a single mailbox to have different 'identities' or aliases as desired. No matter which number is dialed by callers, messages are deposited into a single mailbox, greatly simplifying message retrieval and management.

For example, a mailbox may have a ten digit publicly dialable mailbox number, and a four digit alternate number which is internally dialable within an enterprise.

If you have alternate numbers **without their own greetings**, callers who dial your mailbox number and callers who dial your alternate numbers hear the same greetings. Any greeting changes you make when logged in to your mailbox via either your mailbox or alternate numbers affect this one set of greetings.

If you have one or more alternate numbers **with their own greetings**, greeting modifications you make using an alternate number affect that alternate number only. Callers to an alternate number hear the greetings you personalized via that alternate number; callers to your mailbox number hear the recordings you personalized via your mailbox number.

Tip!

Alternate numbers with their own greetings are a powerful, effective way to communicate with and manage messages from disparate callers such as customers, suppliers, and co-workers, using a single mailbox.

Notification Options

Message Waiting Indication

personal
options

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Message waiting indication (MWI) is a light or unique dial tone on your telephone. It lets you know when a new message is waiting in your mailbox.

How

On the telephone, or on the **SETTINGS – message settings** Web page.

Outcall Notification

personal
options

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Outcall Notification can alert you to new messages at the phone numbers you choose, on the schedules you desire. You can create up to four normal and two temporary schedules. When active, temporary schedules override normal schedules.

How

On the telephone, or on the **SETTINGS – message settings** Web page.

Email Notification

New voice and fax messages can be sent to you by email.

How

On the **SETTINGS – message settings** Web page only.

Messages can be emailed in one of four ways:

website link in email body	Email notification includes a link to your mailbox's Web log in page
attachment to email	Email includes an attached file of the voice or fax message. You can select your preferred audio or fax file format where available. Note: If you are concerned about internet security, do not send messages as attachments.
mailbox number in email subject	Caller's number is displayed in the subject line Note: Use this option for a pager.
Notification message in email subject	Message type and caller's number are displayed in the subject line Note: Use this option for SMS.

Note: Contact your SMS or pager service provider for a unique SMS or pager email address.

Note: If you want new messages to trigger a light or unique dial tone, don't set your mailbox to delete messages after they are sent as email attachments.

Attendant

You can allow callers to press 0 while listening to your greeting to be redirected to another number specified by you, and create a custom schedule to meet your needs.

How

On the **SETTINGS – voice settings** Web page.

While your personal attendant is active, callers reaching your mailbox during the time periods covered by your attendant schedule can redirect their call when they press 0. Up to two separate numbers and schedules can be specified.

While your personal attendant is inactive, callers who press 0 will be redirected to an attendant destination specified by your administrator, if one is available.

Note: Contact your administrator or service provider to find out how attendant numbers must be entered.

Caller experience

Callers can press 0 at any time after the mailbox greeting begins playing, but before they hear the beep signal for recording a voice message.

Tip!

Add brief instructions in your greetings for callers directing them to press 0 to reach you.

Distribution Lists

personal
options

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A distribution list is a group of user mailbox numbers to which you can send or forward a message at once.

How

On the telephone, or on the **SETTINGS – distributions lists** Web page.

Label your distribution lists with a two-digit ID number and a name. Each number in a distribution list is called a 'member'.

Note: Deleting all the members in a distribution list does not delete the distribution list.

Fax Options

personal
options

4

You can set fax messages to:

- Print to a stored fax machine number
- Print to a different fax machine number that you enter using the telephone
- Print all at once or one at a time
- Print automatically upon receipt

How

On the telephone, or on the **SETTINGS – voice and fax settings** Web page.

Note: Contact your administrator or service provider to find out how fax machine numbers must be entered.

Note: Forwarded fax messages are not automatically printed. The autoprint setting only applies to messages faxed directly to your mailbox number.

Language Options

Mailbox Language Settings

You can choose a language setting for your standard mailbox greetings, telephone and Web interfaces. Callers reaching your mailbox will hear all system prompts and standard mailbox greetings in this language.

When logged into your mailbox via the telephone, you will hear all prompts in this language.

How

On the **SETTINGS - voice and fax settings** Web page.

Your Web browser will display your mailbox's Web interface in this language. You may need to modify your Web browser's language settings to enable display of your chosen language.

Web Browser language settings

Set Language Preferences in Internet Explorer 6.0 and 7.0

- Open Internet Explorer and select the Tools menu, then Internet Options.
- Select the General tab, then Languages.
- Click Add in the Languages Preference dialog box.
- Select one or more languages from the Add Language dialog box, click OK.

Caller Language Settings

If multiple languages are available for your mailbox, you can choose to enable any or all available languages and set the order in which callers hear the language choices. You can also choose to record separate greetings for each enabled language.

Caller Experience

Callers reaching your mailbox will hear your spoken name (or mailbox number if not recorded) in whichever language you have placed first in your order. Then they will be prompted to select a language from the ones available. Once chosen, callers will hear all subsequent system prompts and standard mailbox greetings in the chosen language.

Tip!

Recording your greetings in each language you enable allows you to personalize your mailbox for all your callers.

How

On the **SETTINGS - voice and fax settings** Web page.

Call Direction

call
connect

6

You can specify where incoming calls are directed.

How

On the telephone, or on the **SETTINGS - Call Connect settings** Web page.

Note: You are prompted to enter your telephone numbers before directing your calls.

Note: If extended absence is turned on, your extended absence settings override your call connect settings, and your extended absence greeting is played for all incoming calls.

Tip!

Set the **# of rings** less than those used by another number's separate voicemail system. This ensures the call continues to be transferred before it is answered by another voicemail system.

Note: Contact your administrator or service provider to find out how Call Direction numbers must be entered.

Call Announce

call
connect

6

Call announce lets the person answering the phone know for whom the call is intended and allows them to:

- Accept the call
- Send the call to voicemail
- Let the system continue looking according to your call connect settings

How

On the telephone, or on the **SETTINGS - Call Connect settings** Web page.

Tip!

Lengthen your greeting on a **separate** voicemail system (for example: your mobile) so that it is longer than the call announce prompt.

Call Screening

call
connect

6

Call screening lets you hear the caller's name before accepting a call.

How

On the telephone, or on the **SETTINGS - call connect settings** Web page.

Note: Call screening is available only if calls are directed to your Follow Me list, and is used only for telephone numbers after the greeting.

Caller Experience

The caller is prompted to record their name. When the call is answered, a prompt is played that includes the caller's name. The call can be accepted, or rejected and sent to voicemail.

Follow Me List

call
connect
6

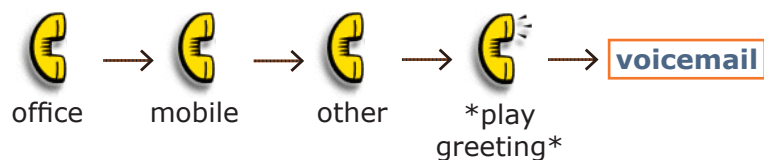
Your Follow Me list is a list of telephone numbers that will be tried until a call is answered or the list is completed. If the list is completed, your call is transferred to voicemail.

How

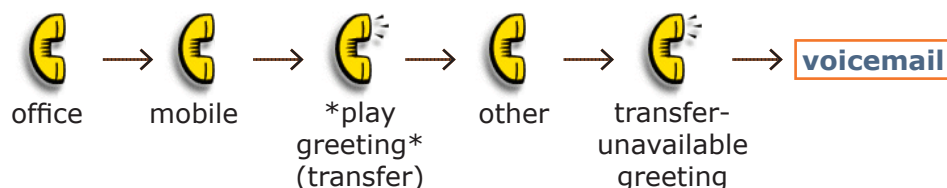
On the telephone, or on the **SETTINGS - Call Connect settings** Web page.

Caller Experience

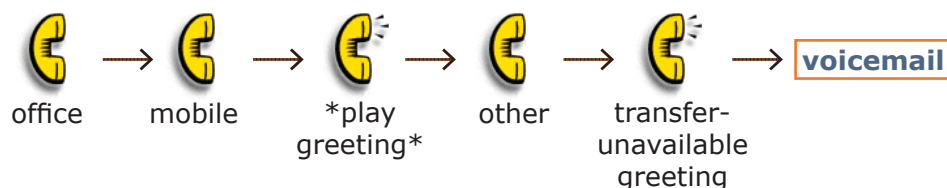
Your **personal greeting** is played if *play greeting* is the last entry.



Your [transfer greeting](#) is played if *play greeting* is not the last entry.



Your [transfer-unavailable greeting](#) is played when your Follow Me list is completed and the call has not been answered.



Plug-ins

To review your messages and comments on the Web, you need a plug-in for listening to sound files (.WAV or .MP3) and reading fax files (.TIFF or .PDF).

Voice

You may already have these plug-ins installed; Windows Media Player comes with the Windows operating system. QuickTime and Preview come with the MacOS X operating system.

Windows	Windows Media Player	www.microsoft.com/windows/windowsmedia/download
Mac	QuickTime	www.apple.com/quicktime/download

Fax

If your fax messages are in .TIFF format, use either:

Windows	AlternaTIFF	www.alternatiff.com
Mac	Preview	

Note for Windows users: QuickTime can cause problems when trying to view .TIFF files.

For fax viewing with earlier versions of MacOS, consult the internet for an appropriate viewer.

If your fax messages are in .PDF format, use:

Adobe Reader	http://www.adobe.com/products/acrobat/readmain.html
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