

# Repartee User Guide

To print this guide

---

- 1 On the File menu, click “Print.”
- 2 In the Print dialog box, select “All 85 pages.” Click “OK.”

Printing time is approximately 20 minutes.

© 1998, 1999, 2000 Active Voice Corporation.  
All rights reserved.  
Fourth edition 2000.

ActiveFAX, PhoneBASIC, Repartee, TeLANophy,  
ViewCall Plus, ViewFAX, and ViewMail are  
trademarks of Active Voice, LLC.

Protected by one or more of the following United  
States patents: 5,070,526; 5,434,906; 5,488,650;  
5,533,102; 5,568,540; 5,581,604; 5,625,676;  
5,651,054; 5,940,488; 6,041,114.

Active Voice Corporation  
Seattle, Washington  
U.S.A.  
[www.activevoice.com](http://www.activevoice.com)

800-02812 Yes/No

## To access your mailbox inside your organization

1. Call the voice messaging system.
2. When the system greets you, enter:

Personal ID \_\_\_\_\_

Security code (if required) \_\_\_\_\_

## For assistance, call:

Name \_\_\_\_\_

Extension \_\_\_\_\_



# Contents

<b>Introduction</b>	<b>ii</b>	Changing call holding options .....	29	<b>Managing GroupWise appointments and tasks</b>	<b>57</b>
Setting up your mailbox .....	iv	Changing message delivery options .....	30	Managing your appointments .....	58
<b>Checking and leaving messages</b>	<b>1</b>	Using groups .....	32	Declining or accepting new appointments .....	59
Checking new messages .....	2	Changing groups .....	34	Receiving a fax of your appointments .....	60
Leaving a message by phone .....	4	Changing your recorded and spelled names ..	36	Managing your tasks .....	61
Sending a message by computer .....	6	<b>Sending and receiving faxes</b>	<b>37</b>	Declining or accepting your new tasks .....	62
Leaving a group message .....	8	Sending faxes by computer .....	38	Receiving a fax of your tasks .....	63
Reviewing messages .....	10	Receiving faxes .....	40	<b>Using quick message actions and shortcuts</b>	<b>65</b>
Redirecting a message .....	12	Changing fax setup .....	42	Quick message actions .....	66
Modifying a message .....	14	<b>Using ViewCall Plus</b>	<b>45</b>	Shortcuts .....	68
Canceling a message .....	16	Screening and managing calls .....	46	System menus .....	70
Archiving a message .....	18	Tracking calls .....	48	<i>Index</i> .....	71
Recording a conversation .....	20	PhoneBASIC .....	49		
<b>Changing your mailbox setup</b>	<b>23</b>	<b>Using E-Mail Integration</b>	<b>51</b>		
Changing your greetings .....	24	Checking e-mail by phone .....	52		
Changing your security code .....	26	Changing your e-mail setup options .....	53		
Changing call transfer options .....	27	Your e-mail password .....	54		
Changing call screening options .....	28	Receiving e-mail by fax .....	55		



Welcome to Repartee, a simple yet powerful voice messaging system that can greet your callers and record your messages. You will find it quick and easy to use.

## On the phone

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

1 for Yes, 2 for No®

The phone conversation leads you step by step through all of your options with easy, yes-and-no questions. Just enter 1 for Yes, 2 for No.

Menu conversation

If you prefer, ask your system manager to set up your mailbox with the menu conversation. You will then hear a menu of options. Enter the number associated with the option to perform the particular task.

Shortcuts

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

Rotary phones

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

Help

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



## On the computer

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

### ViewMail®

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

ViewMail for Microsoft Messaging  
You can access all of your messages — voice mail, e-mail, and faxes — in your Microsoft Inbox, whether you are using Exchange, Outlook, or the Windows Messaging Inbox.

### ViewFax®

You can send, receive, and redirect faxes from your desktop computer.

### ViewCall® Plus

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

### E-Mail Integration for cc:Mail and Novell GroupWise

You can access your e-mail messages by phone. With the E-Mail Reader's text-to-speech application, you can hear your e-mail messages over the phone. If your system uses Active Fax™, you can send the messages to any fax machine.

Also, you can access all of your messages — voice mail, e-mail, and faxes — in your GroupWise mailbox.

### Help

For more detailed information about TeLANophy, use the:

- Online Help system (press F1 or use the Help menu)
- Introducing TeLANophy tutorial

# Setting up your mailbox



First, fill in the blanks on the inside front cover of this guide and perform the “To access your mailbox from inside your organization” procedure. This makes your mailbox ready to use and enrolls you on the system as a subscriber.

The system will ask you a few simple questions to record your name, spell your name (if required), record a personal greeting, and set your security code.

Your system manager has assigned you a personal ID. As soon as you hear the system greeting, enter your personal ID. This tells the system who you are and allows you to check messages or leave messages.

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

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

## To set up your mailbox

- 1 Access your mailbox (see inside front cover).
- 2 Answer the system questions. Enter 1 for Yes, 2 for No. If you are not sure, enter 2. You can always change the option later.
- 3 When the system tells you that your mailbox is set up, enter 1 to confirm your settings.

### TIP

To exit the system quickly, enter \* three or more times. Or hang up and the system will exit automatically after a few seconds.

# Checking and leaving messages

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

- Check new messages
- Leave a message to one or more subscribers or guests
- Leave a message to a group
- Review messages
- Redirect a message
- Modify or cancel a message after leaving it
- Archive a message
- Record a conversation



## Checking new messages by phone

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

The system plays all urgent messages first, then all regular messages. It also sorts your messages by sender. If the system does not know who left a message, it says that the message is “from your message box.”

After you listen to a message from a subscriber, you can reply immediately; you don't have to dial the subscriber's extension.

## To check new messages by phone

- 1 Access your mailbox (see inside front cover).
- 2 Enter 1 for Yes to check new messages.

## Optional playback features\*

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

- Automatically play your new messages each time you call the system.
- Provide additional security by always requiring both a personal ID and a security code to play messages.
- Automatically identify you when you are using your assigned extension.
- Tell you how long it will take to play your messages.

## SEE ALSO

Modifying a message .....	14
Canceling a message .....	16
Shortcuts .....	68

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





## Checking new messages by computer

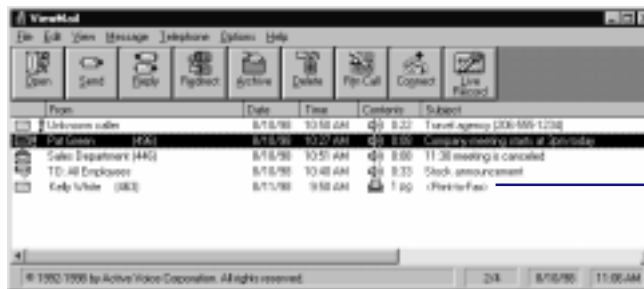
If your system uses ViewMail, ViewMail for Microsoft Messaging, or the Novell GroupWise integration, you can check messages visually by your computer.

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

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

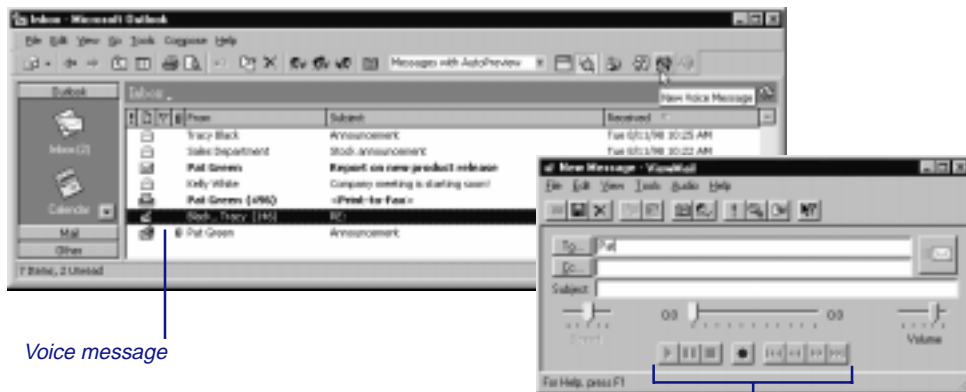
To check new messages

- 1 Double-click the message to open it.
- 2 Use the VCR-style buttons to play and respond to the message.



Urgent voice message

Fax message



Voice message

VCR-style buttons

# Leaving a message by phone



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

If your phone system uses identified subscriber messaging, the system automatically tags a message from your assigned extension with your name.

If your phone system does not use identified subscriber messaging or you are calling from another subscriber's extension, you need to identify yourself as a subscriber by entering your personal ID and security code.

## Directory assistance

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

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

## Special delivery options

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

### Urgent

The message is played first, before regular messages.

### Private

The message cannot be redirected.

### Return receipt

The system tells you when a subscriber has heard the message.

### Future delivery

The message is delivered at the time and day you specify.

## SEE ALSO

Modifying a message .....	14
Canceling a message .....	16

Shortcuts .....	68
-----------------	----



## To leave an identified subscriber message

- 1 Call another subscriber.
- 2 Follow the system's instructions to leave a personal message. If the subscriber left you any new messages, the system asks if you want to hear them before you record your message.

## To leave a message directly in a subscriber's mailbox

- 1 Access your mailbox (see inside front cover).
- 2 When asked to hear your new messages, press 2. When asked to leave any messages, press 1.
- 3 Enter the subscriber's extension number. Or using your phone's keypad, press the lettered keys that correspond with the first few letters of the subscriber's name (usually last name).
- 4 Enter 2 until you hear the name of the subscriber you want, then enter 1.
- 5 Record your message at the beep.
- 6 Enter # to start over or \* to stop recording.

When spelling a subscriber's last name, use a "wildcard" number (typically 0 or 1) for any letter in the last name you do not know.

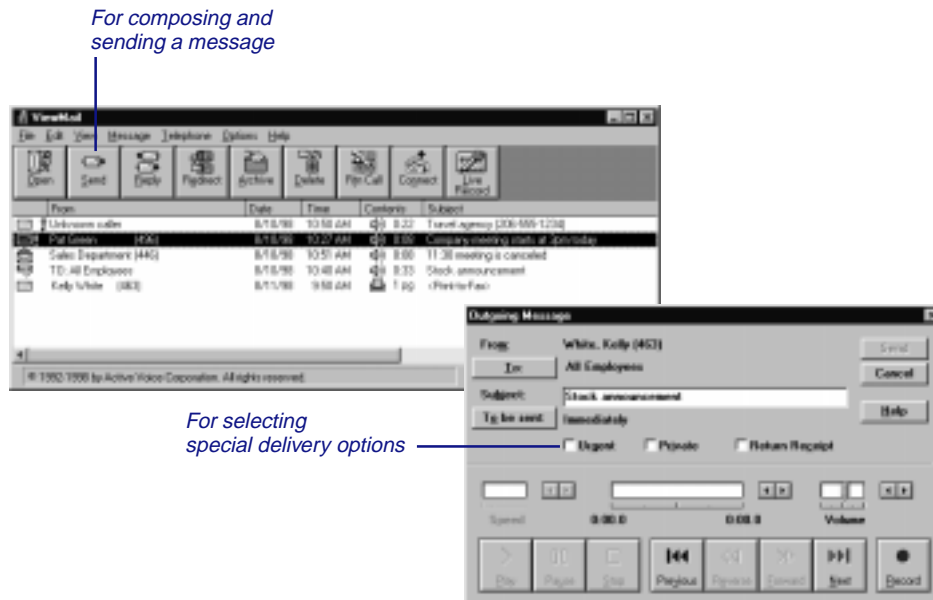
# Sending a message by computer



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

## To send a message by computer

- 1 If you are using ViewMail, click “Send.” If you are using ViewMail for Microsoft Messaging, click “New voice message.”
- 2 Click “To” and then use the address book to select recipients’ names.
- 3 Type in a subject and set delivery options as needed.
- 4 Use the VCR-style buttons and your phone or a sound device to record the message. You can also add sounds from the clipboard or from a .wav file.
- 5 To send the message, choose “Send.”





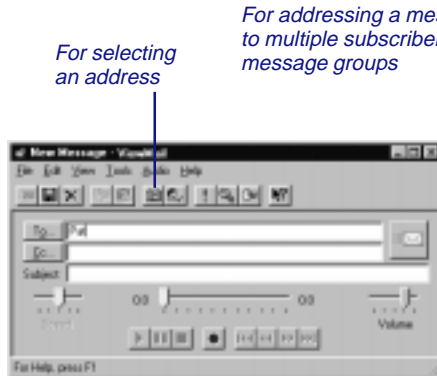
With ViewMail for Microsoft Messaging, you can send a ViewMail message to another subscriber by using the ViewMail address book.

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

With the E-mail Integration for GroupWise, you can leave a voice message as an attachment to an e-mail message.



*For composing and sending a message*



*For selecting an address*

*For addressing a message to multiple subscribers or message groups*



# Leaving a group message



You can leave a message for more than one subscriber. There are two ways to do this:

- Leave the message for a message group.
- Add names to the address list.

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

## To leave a group message by phone

- 1 Access your mailbox (see inside front cover).
- 2 When asked to leave any messages, enter 1.
- 3 Spell the group name, or enter the special group ID and group number. Enter 2 until you hear the name of the group you want, then enter 1.
- 4 After the beep, record your message.

## To leave a message to several subscribers by phone

- 1 Leave a message for the first subscriber.
- 2 When asked about message options, enter 1.
- 3 Follow the system instructions. When asked to leave this message for anyone else, enter 1.
- 4 Follow the system instructions to add a subscriber as a message recipient.
- 5 Repeat steps 3 and 4 for each subscriber you want to receive the message.
- 6 When you are finished, enter 2.

The system tells you when everyone in a group has received your message. If you do not get this confirmation, you can ask the system who in the group has not yet heard the message.

## To find out who has not heard a group message by phone

- 1 Start to leave a new message to the group.
- 2 The system says that some members have not heard your last message. Enter 1 to review the message.
- 3 Listen to the message or enter 2 to interrupt it.
- 4 Enter 2 to avoid canceling the message.
- 5 Enter 1 to list who has not heard the message. Enter \* to stop the list.



## Sending group messages by computer\*

With ViewMail and ViewMail for Microsoft Messaging, you can either choose more subscriber names or a group name from the ViewMail address book. Create your groups by phone or ask the system manager to create your groups for you.

*For addressing a message to multiple subscribers or message groups*



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



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

## Reviewing messages by phone

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

## To review messages by phone

- 1 Access your mailbox (see inside front cover).
- 2 When asked to review old messages, enter 1.
- 3 Follow the system instructions.

### TIP

Enter 3 5 to skip to the next message or enter \* to skip a message. Enter 3 7 to archive a message.

## SEE ALSO

*Online Help:*

**ViewMail**, Opening messages

**ViewMail for Microsoft Messaging**, To set preferences for saving sent voice messages





## Reviewing messages by computer\*

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

To review an old message by computer

- 1 Double-click the message.
- 2 Use the VCR-style buttons to play the message.

New message



Old message

Opened message  
New message



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

# Redirecting a message



The system lets you:

- Redirect a message to another subscriber.
- Record an introduction to the message.
- Use special delivery options.

The system does not let you redirect messages that are designated as private by the original sender.

## To redirect a message by phone

- 1 While listening to a message, enter 2 to interrupt it.
- 2 Enter 1 to confirm that you want to redirect the message.
- 3 Follow the system instructions.

## Redirecting a message by computer\*

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

- The subject contains “FW:” to indicate the message is being redirected.
- The original voice message is included.

## SEE ALSO

Leaving a message by phone:  
Special delivery options ..... 4

*Online Help:*  
**ViewMail**, Redirecting messages  
**ViewMail for Microsoft Messaging**,  
Forwarding a voice message

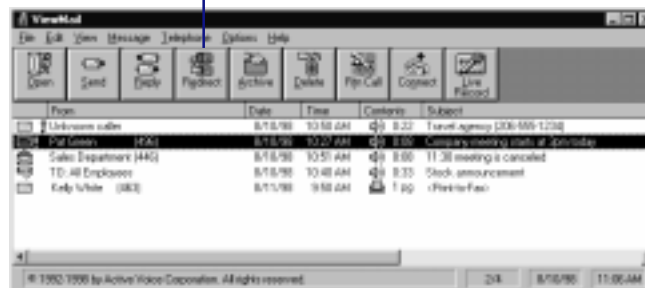
\* This feature may not be available at your site.



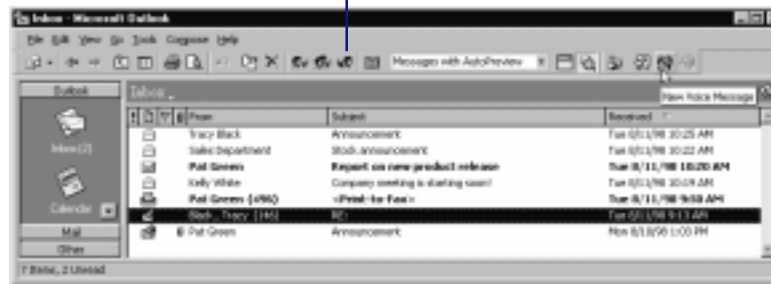
To redirect a message by computer

- 1 Select the message.
- 2 Click “Redirect.”
- 3 Click “To” and then use the address book to select recipients’ names.
- 4 Type in a subject and set delivery options as needed.
- 5 Use the VCR-style buttons and your phone or a sound device to record an introduction.
- 6 Choose “Send” to send your message.

*For redirecting the message to other subscribers, groups, or guests*



*For redirecting a message*





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

- Modify the message.
- Modify its delivery options.
- Mark it for special delivery.
- Redirect it to others.

## To modify a message by phone

- 1 When asked about message options, enter 1.
- 2 Enter 1 to modify the message.
- 3 While modifying, you can enter 1 to add to the end of the message or 2 to listen to it. If you have a touchtone phone, you can enter # to rerecord the message.
- 4 Enter \* when you finish editing.

## SEE ALSO

Leaving a message by phone .....	4
Redirecting a message .....	12
Canceling a message .....	16

### *Online Help:*

**ViewMail**, Changing or revoking sent messages

**ViewMail for Microsoft Messaging**, Revoking a voice message you have sent



## Modifying a message by computer\*

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

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

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

*Unopened sent message*



*For modifying message delivery options for an unopened message*

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

# Canceling a message



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

## To cancel a message by phone

- 1 Start to leave another message to the same subscriber.
- 2 If the subscriber has not yet heard your last message, the system asks if you want to review it.
- 3 Enter 1 for Yes to review it.
- 4 When you hear the message you want to cancel, enter 2 to interrupt it, then enter 1 to cancel it.

## SEE ALSO

Modifying a message ..... 14

*Online Help:*

**ViewMail.** Changing or revoking sent messages

**ViewMail for Microsoft Messaging.** Revoking a voice message you have sent



## Canceling a message by computer\*

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

To cancel a message by computer

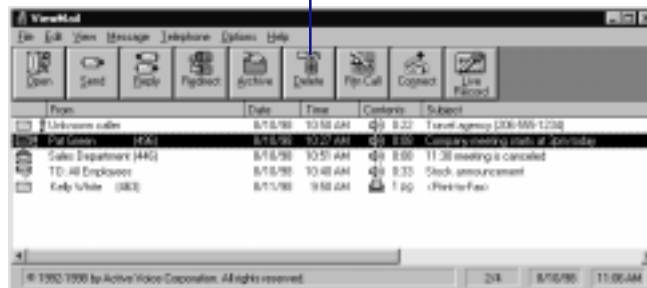
- 1 Select the message.
- 2 Click “Delete.”

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

### TIP

The Unopened folder also displays unopened faxes sent to subscribers of the voice messaging system but not voice messages sent to e-mail addresses.

*For canceling a message that has been sent*



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



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

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

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

## To archive a message by phone

- 1 While listening to a message, enter 2 to interrupt it.
- 2 Enter 2 for No to avoid redirecting the message.
- 3 Enter 1 for Yes to archive the message.

### SEE ALSO

#### *Online Help:*

**ViewMail**, Archiving and saving messages

**ViewMail for Microsoft Messaging**, Saving a voice message temporarily

**ViewMail for Microsoft Messaging**, ViewMail columns





## Archiving messages by computer\*

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

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

In the ViewMail mailbox, archived messages appear with an Archive icon that displays the number of days the voice message remains archived.

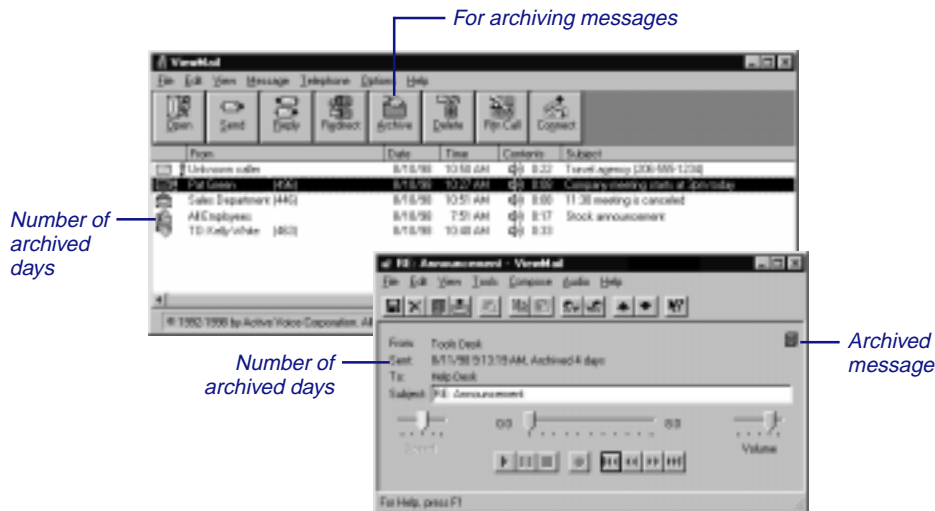
With ViewMail for Microsoft Messaging, you can see how many days are left for an archived message by opening the voice message. Or you can add the ViewMail Archive Days column to your mailbox by using the Field Chooser.

## To archive a message by computer

- 1 Select the message.
- 2 If you have ViewMail, click “Archive.” If you have ViewMail for Microsoft Messaging, select Archive Voice Message from the File menu.

### TIP

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



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

# Recording a conversation



You can record a conversation by using either your phone or computer. Because the procedure for recording over the phone varies, depending on how the system is set up, ask your system manager for detailed instructions.

When you use ViewMail on your computer, you can record a conversation by using the “Live Record” button.

When you finish, the recorded message is placed in your voice mailbox. From there, you can review it, delete it, or add an introduction and send the recorded message to another subscriber.

You can also set the following recording options in ViewMail:

- Start recording when you choose “Live record” from the Telephone menu.
- Forward the recorded message to other subscribers.



## SEE ALSO

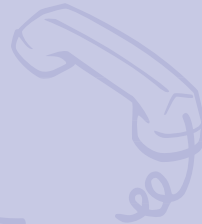
*Online Help:*  
**ViewMail**, Recording conversations

## To record a conversation by computer

- 1 Click “Live record.”
- 2 The Live Record Message dialog box appears. To begin recording, choose “Live record.”
- 3 Click “Pause” to stop recording temporarily. Click “Resume” to restart.
- 4 To end the recording, click “Stop” or hang up. Or click “Cancel” to stop and erase the recording.
- 5 To review the message, click “Play.”
- 6 To send the message to your mailbox, click “Send.”
- 7 If the Request Redirect dialog box appears, click “Yes” to forward the message. Click “No” to save the recorded message in your mailbox.

### CAUTION

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



# Changing your mailbox setup

You can change these setup options for your personal mailbox by phone:

- Greetings
- Security code
- Call transfer options
- Call screening options
- Call holding options
- Message delivery options
- Message groups
- Recorded and spelled names

When you make a change, the system leads you step by step through a series of simple yes-and-no questions.

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

# Changing your greetings



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

If you want to give your callers the option of activating your pager, add the following message to your greeting: “or press 1 to beep my pager.”

## Standard greeting

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

## Busy greeting

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

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

## Alternate greeting

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

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

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



## System-generated greetings

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

- For a standard greeting, “Pat Green is not available right now.”
- For a busy greeting, “Extension 1 2 3 is busy.”
- For an alternate greeting, “Pat Green is out today.”

## To rerecord or switch between your standard or alternate greeting

- 1 Access your mailbox (see inside front cover).
- 2 When asked to access your setup options, enter 1.
- 3 Enter 1 to change your greetings.
- 4 Listen to your current greeting.
- 5 Enter 1 to switch to your other greeting (standard or alternate). Otherwise, enter 2.
- 6 Enter 1 to rerecord the current greeting. Otherwise, enter 2.

## To rerecord or activate your busy greeting

- 1 Access your mailbox (see inside front cover).
- 2 When asked to access your setup options, enter 1.
- 3 Enter 1 to change your greetings.
- 4 As your current greeting plays, enter 1 to continue to the next option.
- 5 Enter 2 until you hear your busy greeting.
- 6 To rerecord your busy greeting, enter 1. Otherwise, enter 2.
- 7 To activate your busy greeting, enter 1. Otherwise, enter 2.

# Changing your security code



Your security code prevents others from using your personal ID to listen to your messages. Change your security code as often as you like. Your security code should be 4 to 10 digits long.

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

## To change your security code by phone

- 1 Access your mailbox (see inside front cover).
- 2 When asked to access your setup options, enter 1.
- 3 When asked to change your personal options, enter 1.
- 4 Enter 1 to change your security code.
- 5 Follow the system instructions to change your security code.

When you change your mailbox security code, update your TeLANophy security code in your user profile. See “To change mail and service options” in ViewMail online Help or “Changing mail and service options” in ViewMail for Microsoft Messaging online Help.



# Changing call transfer options



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

Your system manager can use a variety of call transfer options that control how calls are transferred to you.\* Depending on these options, you may hear one or more of the following prompts when you answer a call:

- A beep that means the call is from a number outside the system, not an internal extension.
- “Call for <your name>.” This response often is used if you share an extension with another person.

- “Call from <caller’s name>.” This response means that the call is from a number outside the system, not an internal extension.
- “Enter 1 to take the call, or 2 and I’ll take a message.” This response gives you a choice.

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

To turn call transfer on or off or to change where calls are transferred

- 1 Access your mailbox (see inside front cover).
- 2 When asked to access your setup options, enter 1.
- 3 When asked to change your transfer or delivery options, enter 1.
- 4 Enter 1 to change call transfer.
- 5 Follow the system instructions to turn call transfer on or off, or to change where calls are transferred.

\* These features may not be available at your site.

# Changing call screening options



The system can screen your calls.\* When call screening is turned on, the system asks the caller's name. Then it rings your extension, plays the caller's recorded name, and asks if you want to take the call. If you do not take the call, the system takes a message for you.

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

## To turn call screening on or off

- 1 Access your mailbox (see inside front cover).
- 2 When asked to access your setup options, enter 1.
- 3 When asked to change your transfer or delivery options, enter 1.
- 4 When asked to turn call screening on or off, follow the system instructions.

### SEE ALSO

Using ViewCall Plus ..... 45

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

# Changing call holding options



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

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

## To turn call holding on or off

- 1 Access your mailbox (see inside front cover).
- 2 When asked to access your setup options, enter 1.
- 3 When asked to change your transfer or delivery options, enter 1.
- 4 When asked to turn call holding on or off, follow the system instructions.

### SEE ALSO

Using ViewCall Plus ..... 45

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

# Changing message delivery options



The system can dial up to four different phone numbers to deliver your messages. You can set a range of minutes, hours, and days that a message delivery phone number is in effect.

You can tell the system to deliver only urgent messages. You also can set the system to delay any of the delivery numbers. This causes the system to try one delivery number first, then to try others only if necessary.

Entering a pager number may require special dialing characters that are unavailable on a phone (for example, a semicolon that represents a three-second pause). Contact your system manager for assistance.

Use the following form to plan your phone numbers and schedules for message delivery.

## Fill in your message delivery numbers and schedule.

WORK PHONE (OR EXTENSION)	<input type="text"/>	FROM	<input type="text"/>	TO	<input type="text"/>	S	M	T	W	T	F	S
HOME PHONE	<input type="text"/>	FROM	<input type="text"/>	TO	<input type="text"/>	S	M	T	W	T	F	S
PAGER PHONE	<input type="text"/>	FROM	<input type="text"/>	TO	<input type="text"/>	S	M	T	W	T	F	S
SPARE PHONE	<input type="text"/>	FROM	<input type="text"/>	TO	<input type="text"/>	S	M	T	W	T	F	S

### TIP

Enter # to insert a one-second pause where you want the system to pause between digits that it is dialing.



## To change message delivery

- 1 Access your mailbox (see inside front cover).
- 2 When asked to access your setup options, enter 1.
- 3 When asked to change your transfer or delivery options, enter 1.
- 4 Enter 2 to avoid changing call transfer.
- 5 Enter 1 to change your message

delivery options.

- 6 Enter 2 until you hear the delivery number you want, then enter 1.
- 7 Enter 1 to turn delivery on for that number or 2 to turn delivery off.
- 8 Enter 1 to change the phone number. Otherwise, enter 2. After you enter a phone number, enter \* to end the entry.
- 9 Enter 1 to change the delivery schedule and then follow the system

instructions. Otherwise, enter 2.

- 10 If you are asked to have only urgent messages delivered to this number, enter 1 for Yes, 2 for No.
- 11 Change any remaining message delivery numbers by repeating the procedure.



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

There are two types of message groups: private and open. When you create a private group, only you can send messages to it. When you create an open group, other subscribers also can send messages to it.

To confirm that you successfully created a group, you can hear a list of your groups and group members.

## To create a group by phone

- 1 Access your mailbox (see inside front cover).
- 2 When asked to access your setup options, enter 1.
- 3 When asked to change your groups, enter 1.
- 4 When asked to create a new group, enter 1.
- 5 For numbered groups, enter a three-digit (or more, depending on your system) group number. For named groups, enter the first three letters of the group's name.
- 6 Record a name for the group. Enter \* when you are finished.
- 7 Enter 1 to make the group an open group or 2 to make it a private group.
- 8 Follow the system instructions to add members to the group. You can add them by name or extension number.
- 9 Enter \* when you are finished adding members.
- 10 Enter 1 to leave a message for this group now. Otherwise, enter 2.



## To hear a list of your groups and group members by phone

- 1 Access your mailbox (see inside front cover).
- 2 When asked to access your setup options, enter 1.
- 3 When asked to change your groups, enter 1.
- 4 When asked to create a new group, enter 2.
- 5 When asked to edit a group, enter 1.
- 6 Follow the system instructions to list your groups and group members.

# Changing groups



You can add and delete members of your message groups.

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

## To add or delete group members by phone

- 1 Access your mailbox (see inside front cover).
- 2 When asked to access your setup options, enter 1.
- 3 When asked to change your groups, enter 1.
- 4 When asked to create a new group, enter 2.
- 5 When asked to edit a group, enter 1.
- 6 Enter the group name or group number. Enter 2 until you hear the name of the group you want, then enter 1.
- 7 Enter 1 to add members to the group. Otherwise, enter 2.
- 8 Enter 1 to delete members from the group. Otherwise, enter 2.
- 9 To confirm your additions or deletions, enter 1 to list the members of the group. Otherwise, enter 2.
- 10 Enter ✱ when you are finished adding or deleting members.

When deleting group members, enter three wild-card numbers (for example, 1 1 1) to list each group member, then choose the member's name you want to delete.\*

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

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





## To change a group name or number by phone

- 1 Access your mailbox (see inside front cover).
- 2 When asked to access your setup options, enter 1.
- 3 When asked to change your groups, enter 1.
- 4 Enter 2 to avoid creating a new group.
- 5 When asked to edit a group, enter 1.
- 6 Follow the system instructions to choose a group.
- 7 Enter 2 until you hear the name of the group that you want to change, then enter 1.
- 8 Enter 1 to change the group name or group number. Otherwise, enter 2.
- 9 Enter 1 to change the group's recorded name. Otherwise, enter 2.

# Changing your recorded and spelled names



The system uses your recorded name to identify both you and your messages to other callers. You can change your recorded name only by phone. If your phone keypad has letters, you also can spell your name for the system. The system uses your spelled name for the directory. Callers can enter the first letters of your name to locate you in the directory.

You can remove yourself from automatic directory assistance so that callers cannot learn your extension number.

To add or remove your name from automatic directory assistance, enter 1 when asked to change your directory listing status after changing your recorded name (see step 5).

## To change your recorded name

- 1 Access your mailbox (see inside front cover).
- 2 When asked to access your setup options, enter 1.
- 3 When asked to change your personal options, enter 1.
- 4 Enter 2 to avoid changing your security code.
- 5 Enter 1 to change your recorded name.
- 6 Follow the system instructions to record your name.

## To change your spelled name

- 1 Access your mailbox (see inside front cover).
- 2 When asked to access your setup options, enter 1.
- 3 When asked to change your personal options, enter 1.
- 4 Enter 2 to avoid changing your security code.
- 5 Enter 2 to avoid changing your recorded name.
- 6 Enter 1 to change your spelled name.
- 7 Follow the system instructions to change your spelled name.

# Sending and receiving faxes

If your voice messaging system includes the optional fax package, you have access to fax mail and fax-on-demand.

If you are also using TeLANophy, ViewFax may also be available.

## **ViewFax**

You can send, receive, and redirect faxes from your computer.

## **Fax mail**

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

## **Fax-on-demand**

Callers can request documents from a fax library and have those documents faxed to them.

You can also use fax-on-demand to fax documents to your customers and business contacts.

With ViewFax, you can use Fax Library Express to send your customers faxes from your computer.

Consult your system manager to find out if a fax library is set up on your system.

# Sending faxes by computer



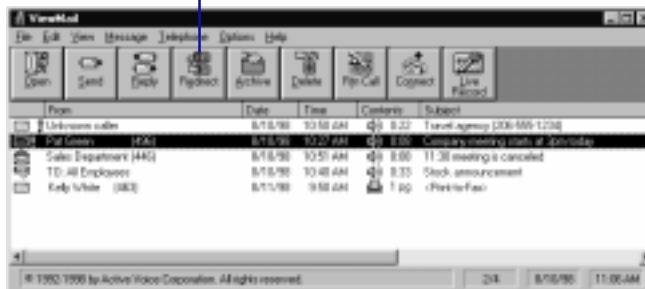
## ViewFax

You can send faxes, view faxes, and forward faxes from your computer with the ViewFax TeLANophy application.

ViewFax works from within ViewMail or ViewMail for Microsoft Messaging to display a document before you fax it, or to forward a fax you receive. ViewFax converts the document to a TIFF (tag image file format) graphics image and displays it on the screen.

Fax Library Express lets you send fax-on-demand documents from your computer. To use Fax Library Express, see ViewFax online Help: "Fax Library Express dialog box."

*For redirecting a fax*



## SEE ALSO

*Online Help:*

**ViewFax, Addressing and sending a fax**



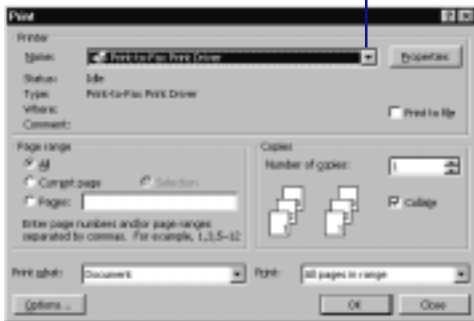
*For recording an introduction to a redirected fax*



## Print-to-fax

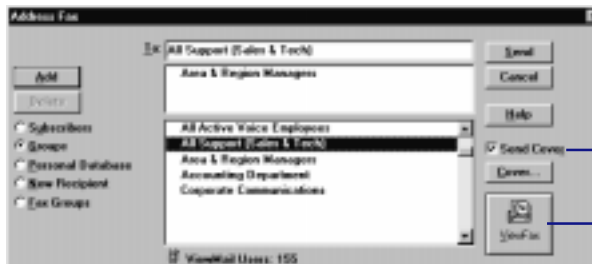
Use the print-to-fax feature to fax documents to other subscribers, groups, personal database contacts, or other recipients.

*For selecting the  
"Print-to-Fax Print Driver"*



## To send a fax by computer

- 1 From a Windows-based program, open the document you want to fax. Use only a program that prints to a network printer, such as a word-processing, graphics, or database program.
- 2 From the File menu, click "Print," and then select "Print-to-Fax Print Driver" from the list of available printers.
- 3 Select the message recipients.
- 4 To include a cover page, select "Send Cover."
- 5 To create a custom cover page, click "Cover," select the type of cover page, and then click "OK."
- 6 To preview the fax, click "ViewFax."
- 7 To send the fax, click "Send." The fax waits in a queue and the status of the fax is displayed in your ViewMail window until it has been sent.



*For including a  
cover sheet*

*For previewing an  
outgoing fax*

# Receiving faxes



If you are using the optional fax package, your faxes are stored in your mailbox as fax messages. A fax message can have two parts: a fax document and an optional voice message annotation.

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

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

## SEE ALSO

Checking new messages .....	2
Changing message delivery options .....	30

## Fax mail settings

Depending on your system, you may have a separate fax number or one extension for both faxes and phone calls.

Your fax mailbox can have a personal greeting. Otherwise, the system greets calls with your name or fax number.

## Fax delivery options

The system can deliver your faxes in three ways.

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

**Fully automatic delivery**  
The system automatically delivers your faxes to a fax number that you specify in your setup options. Your system manager may have already set up this option for you.

**Custom delivery**  
Other fax delivery options may be available depending on your system. Consult your system manager.

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

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



## ViewFax\*

Use ViewFax to display a fax message within ViewMail or ViewMail for Microsoft Messaging. If you click “ViewFax” within the ViewMail message, ViewFax converts the fax document to a TIFF graphics image and displays it on the screen.

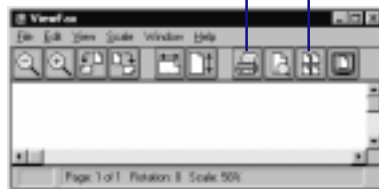
You can reply to faxes, archive them, save them as new messages, or re-direct them to other subscribers just like voice messages.



*For displaying the fax*

*For sending the fax to a printer*

*For skipping from one page to another within a fax*



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



If you are using fax mail, you can change your:

- Fax delivery number or schedule
- Personal fax mailbox greeting
- Fax notification phone number

To change your fax delivery phone number or schedule

- 1 Access your mailbox (see inside front cover).
- 2 When asked to access your setup options, enter 1.
- 3 When asked to change your transfer or delivery options, enter 1.
- 4 Enter 2 to avoid changing call transfer.
- 5 Enter 1 to change delivery options.
- 6 When asked to change the delivery to your fax machine, enter 1.
- 7 Enter 1 to turn on fax delivery or enter 2 to turn it off.
- 8 Follow the system instructions to change the number and schedule for fax delivery.

## SEE ALSO

Changing message delivery options ..... 30



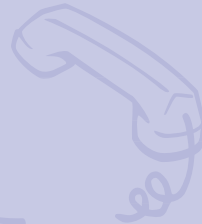


### To change your fax greeting

- 1 Access your mailbox (see inside front cover).
- 2 When asked to access your setup options, enter 1.
- 3 Enter 1 to change your greetings.
- 4 After hearing your current personal greeting, enter 2 until you hear your fax greeting.
- 5 Enter 1 to change your fax greeting.
- 6 Follow the system instructions to complete the change.

### To change your fax notification

- 1 Access your mailbox (see inside front cover).
- 2 When asked to access your setup options, enter 1.
- 3 When asked to change your transfer or delivery options, enter 1.
- 4 Enter 1 to change the delivery options.
- 5 Follow the system instructions to turn fax notification on or off for a delivery number.



# Using ViewCall Plus



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

Three integrated ViewCall Plus windows work together to control your phone calls: the Telephone window, the Call Log window, and the Contact List window.

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

ViewCall Plus also comes with PhoneBASIC, which lets you customize ViewCall Plus in many different ways.

# Screening and managing calls



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

## Identifying and screening calls

When you receive a call, the Telephone window displays the call on your computer screen. There are several ways to identify the caller before picking up the phone:



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

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

## TIP

The system can display caller identification data. This requires additional equipment and system compatibility. The system can also match the phone number to your contact list or PIM (Personal Information Manager) and display caller contact information.



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

## SEE ALSO

*Online Help:*

**ViewCall Plus**, Screening calls, Placing calls on hold



## Managing calls

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



Connect an incoming call to your phone.



Ask the caller to hold.



Ask the caller to transfer to another extension.



Ask the caller to leave a message.

## TAPI- or TSAPI-compliant systems\*

For TAPI- and TSAPI-compliant systems, ViewCall Plus offers the following enhanced mode options:



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



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



Add a name to create a conference call.



Release the connection between your phone and an active call or conference call.

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



# Tracking calls



## Call log

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

### TIP

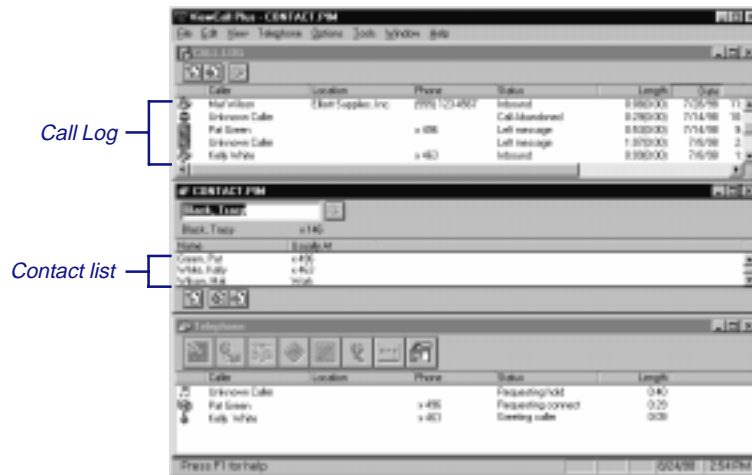
You may want to create more than one call log. For example, it may be useful to begin a new call log each week or each month.

## Contact list

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

### TIP

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



# PhoneBASIC



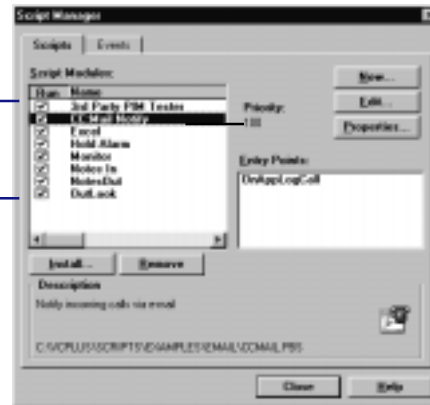
ViewCall Plus includes PhoneBASIC, which lets you integrate ViewCall Plus with a number of different applications, such as Microsoft Office.

Anyone familiar with Microsoft's Visual Basic can use PhoneBASIC to customize ViewCall Plus to:

- Identify an incoming call by looking up required information, such as credit status, in a database or a spreadsheet.
- Make calls from within an application, such as Microsoft Access or Outlook.
- Direct calls based on a set of pre-established rules.

PhoneBASIC scripts can be activated using Script Manager from the drop-down Tools menu.

*Sample scripts*



## SEE ALSO

*Online Help:*  
**PhoneBASIC**





# Using E-Mail Integration

The two optional E-Mail Integration packages that you can use with your voice messaging system are E-Mail Notify/Delivery and E-Mail Reader.

## **E-Mail Notify/Delivery**

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

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

## **E-Mail Reader**

E-Mail Reader lets you hear and respond to e-mail over the phone using text-to-speech conversation. E-Mail Reader reads the text portion of your e-mail messages and plays any attached .wav files. If you are using the fax package, you can also have the system fax your e-mail messages to any fax machine.

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

# Checking e-mail by phone



E-Mail Integration lets you manage your e-mail messages by 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 by 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. Otherwise, the system keeps it as an e-mail message that you have already read.

## To check your e-mail messages

- 1 Access your mailbox (see inside front cover).
- 2 Check new messages.
- 3 If asked, enter your e-mail password. Use the steps listed later in this section.
- 4 When asked to check e-mail messages, enter 1.

### TIP

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

## To hear who else received an e-mail message

- 1 Follow the steps to check your e-mail messages.
- 2 When offered the message you want to check, enter 1.
- 3 While listening to the message, enter 3 3 4.

### TIP

Use quick message actions such as # to repeat a message or \* to stop and save as new.

## SEE ALSO

Your e-mail password ..... 54

# Changing your e-mail setup options



In your setup options, you can change:

- Whether e-mail messages are included in your message totals.
- Your e-mail password.\*

If your e-mail password uses letters and numbers, use the steps listed on the next page.

## To change your e-mail setup options

- 1 Access your mailbox (see inside front cover).
- 2 When asked if you want to access your setup options, enter 1.
- 3 When asked if you want to change your personal options, enter 1.
- 4 When asked if you want to change your e-mail setup, enter 1.
- 5 Enter 1 to change e-mail totaling. Otherwise, enter 2.
- 6 Enter 1 to change your e-mail password. Otherwise, enter 2.

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

# Your e-mail password



In addition to entering your security code, you may be required to enter your e-mail password to check your e-mail messages by phone.

## Using numbers only

If you are using a touchtone phone and your e-mail password uses numbers only, enter the digits, followed by **\***. For example: 5 4 3 **\***. You do not need to use the password chart.

If you are using a rotary phone, your password must be numbers only. Your system must be set up to work with rotary phones.

## Using letters and numbers

If your e-mail password uses any letters, enter **##** when asked.

- To enter a letter, refer to the password chart.
- To enter a digit, enter 1 followed by the digit. (Refer to the password chart.)
- Enter **\*** to end.

Your e-mail password cannot use any other punctuation or symbols. Do not use your phone to match letters. Use the password chart.

### PASSWORD CHART

A = 21	N = 62	1 = 11
B = 22	O = 63	2 = 12
C = 23	P = 71	3 = 13
D = 31	Q = 01	4 = 14
E = 32	R = 72	5 = 15
F = 33	S = 73	6 = 16
G = 41	T = 81	7 = 17
H = 42	U = 82	8 = 18
I = 43	V = 83	9 = 19
J = 51	W = 91	0 = 10
K = 52	X = 92	<b>*</b> = End
L = 53	Y = 93	
M = 61	Z = 02	

### FOR EXAMPLE:

TODAY = **##** 81 63 31 21 93 **\***

2DAY = **##** 12 31 21 93 **\***

# Receiving e-mail by fax



With the optional fax package, you can deliver your e-mail messages to any fax machine.

You can receive a fax of:

- A particular e-mail message.
- All new fax and e-mail messages plus their text attachments.

You can receive your e-mail messages at your usual fax machine. If you want to deliver your messages to a different fax machine, just enter the fax phone number.

## To fax a particular e-mail message

- 1 Follow the steps to check e-mail messages by phone (see page 52).
- 2 When offered the message you want, enter 1.
- 3 If you want to reply, enter 1. Otherwise, enter 2.
- 4 When asked if you want to fax the message, enter 1.
- 5 To deliver the fax to your usual fax machine, enter 1. Or to use a different fax machine, enter 2. Then enter the fax number.
- 6 Enter ✱ when you are finished. Then enter 2 to send the fax.

## To fax your messages

- 1 Access your mailbox (see inside front cover) and then immediately enter 4 5.
- 2 Enter 1 to confirm delivery.
- 3 To deliver the fax to your usual fax machine, enter 1. Or to use a different fax machine, enter 2. Enter the digits of the phone number. Enter ✱ when you are finished. Enter 2 to send the fax.



# Managing GroupWise appointments and tasks

If you are using the Novell GroupWise E-Mail Integration, you can access your appointments and tasks by phone.

You can handle all of your tasks, appointments, voice messages, faxes, and e-mail messages through your e-mail inbox. You need a sound device to listen to your voice messages and a fax viewer to read your faxes.

If you want, ask your system manager to set the system to forward all of your messages to your e-mail inbox. Or, you can receive a notice in your e-mail inbox when you have new messages waiting.



If your calendar is available on your e-mail system, you can manage your appointments by phone. For example, you can:

- Check your appointments for today or another day.
- Accept or decline new appointments.
- Hear who else received a request to attend an appointment.
- With the optional fax package, receive a fax of your appointments.

## Checking appointments along with new messages

The system tells you about your appointments after offering new messages. When checking appointments, you hear the time stamp, which indicates the time and day the appointment begins.

### To check your appointments

- 1 Access your mailbox (see inside front cover).
- 2 Check your new messages.
- 3 Enter 1 when asked to check today's calendar. Otherwise, enter 2.
- 4 Enter 1 when asked to check a different day's calendar and then choose the date that you want to check. Otherwise, enter 2.

## SEE ALSO

Managing your tasks ..... 61



# Declining or accepting new appointments



When asked if you would like to accept an appointment, you can enter 2 and the system offers the request again the next time you check your calendar.

To prevent the system from offering the request for an appointment again, decline or accept it.

## To decline or accept a new appointment

- 1 Access your mailbox (see inside front cover).
- 2 Check your new messages.
- 3 When asked to check today's calendar, enter 2.
- 4 When asked to check your new appointments, enter 1.
- 5 When listening to a new appointment, enter 3 3 6 to decline it. Or after listening to the new appointment, enter 1 to accept it.

### TIP

To hear who else was asked to attend the appointment, enter 3 3 4 while listening to the appointment.

## SEE ALSO

Declining or accepting your new tasks ..... 62

# Receiving a fax of your appointments



If you are using the optional fax package, you can request a fax of each appointment scheduled for today or any other date. Additionally, when you fax all of your e-mail and fax messages, you receive:

- All appointments scheduled for a particular day.
- All new appointments you need to accept or decline.

## To receive a fax of your appointments

- 1 Follow the steps to check appointments (see page 58).
- 2 When offered the appointment you want, enter 1.
- 3 When asked to fax the appointment, enter 1.
- 4 To deliver the fax to your usual fax machine, enter 1. Or to use a different fax machine, enter 2 and enter the fax phone number.
- 5 Enter \* when you are finished. Then enter 2 to send the fax.

## To receive a fax of your messages

- 1 Access your mailbox (see inside front cover) and then immediately enter 4 5.
- 2 Enter 1 to confirm delivery.
- 3 To deliver the fax to your usual fax machine, enter 1. Or to use a different fax machine, enter 2 and enter the fax phone number.
- 4 Enter \* when you are finished. Then enter 2 to send the fax.



If your tasks are available on your e-mail system, you can access them by phone. For example, you can:

- Check incomplete tasks.
- Decline or accept new tasks.
- Mark a task complete.
- Hear which tasks you have completed.
- Hear who is assigned to a task.
- With the optional fax package, receive a fax of your tasks.

## TIP

To hear who else was assigned to a task, enter 3 3 4 while listening to the task.

## SEE ALSO

Managing your appointments ..... 58

## Checking incomplete tasks

You can check your incomplete tasks after you check new messages and appointments. You hear about an incomplete task beginning on the task's start date.

You can hear about tasks you have marked complete when you review messages that you have recently listened to or that you have archived.

## To check incomplete tasks

- 1 Access your mailbox (see inside front cover).
- 2 Check your new messages.
- 3 Enter 1 to check your incomplete tasks.

## To mark a task complete

- 1 Follow the steps to check your tasks.
- 2 After hearing about a task, enter 1 to mark it complete.

## To check tasks you marked complete today

- 1 Access your mailbox (see inside front cover).
- 2 When asked to review old messages, enter 1.
- 3 When asked to check tasks you have marked complete today, enter 1.



When asked if you would like to accept a task, you can enter 2 and the system offers the request again the next time you check your tasks.

To prevent the system from offering the request for a task again, decline or accept it.

## To decline or accept a task

- 1 Call the system. Enter your personal ID and security code.
- 2 Check new messages. To listen to a message, enter 1 for Yes. Otherwise, enter 2 for No.
- 3 When asked to check new tasks, enter 1.
- 4 When offered the task you want to decline or accept, enter 1.
- 5 While listening to the task, enter 3 3 6 to decline it. Or after hearing about the task, enter 1 to accept it.

## SEE ALSO

Declining or accepting new appointments ..... 57

# Receiving a fax of your tasks



If you are using the optional fax package, you can receive a fax of a particular task. Additionally, when you fax all your messages, you receive:

- A list of your incomplete tasks.
- A list of any new tasks to decline or accept.
- A list of the tasks that you marked complete for today.

## To receive a fax of a particular task

- 1 Follow the steps to manage your tasks (see page 61).
- 2 When offered the task you want, enter 1.
- 3 When asked to fax the task, enter 1.
- 4 To deliver the fax to your usual fax machine, enter 1. Or to use a different fax machine, enter 2. Enter the fax phone number.
- 5 Enter \* when you are finished. Then enter 2 to send the fax.

## To receive a fax of your messages

- 1 Access your mailbox (see inside front cover) and then immediately enter 4 5.
- 2 Enter 1 to confirm delivery.
- 3 To deliver the fax to your usual fax machine, enter 1. Or to use a different fax machine, enter 2 and enter the fax phone number.
- 4 Enter \* when you are finished. Then enter 2 to send the fax.



# Using quick message actions and shortcuts

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

After accessing your mailbox, you can use the shortcuts for specific tasks.

A shortcut is your personal ID + your security code + a number sequence of menu options. For example, to turn on call transfer, enter your personal ID + your security code + **7 6 4 1**.

A diagram of the voice messaging system's menu options is on page 70.

# Quick message actions



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

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

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

- Enter 3 4 to reply to a message, then 3 5 to check the next message.
- Enter 3 9 to redirect a message. After you finish redirecting the message, you can enter 3 4 to reply to the original sender. After you reply, you can enter 3 6 to delete the message.

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

TASK	SHORTCUT
Reply	3 4
Check the next message	3 5
Delete	3 6
Archive	3 7
Hear when the message was sent	3 8
Redirect	3 9
Save as new (new messages only)	3 0
Repeat the message	3 #
Exit quickly, if you are using a touchtone phone	*





## E-Mail Integration package\*

While listening to an e-mail message, appointment, or task, enter 3 3 to hear a menu of additional options.

TASK	SHORTCUT
Hear who else received the message, appointment, or task	3 3 4
Accept an appointment or task	3 3 5
Decline an appointment or task	3 3 6
Mark a task complete	3 3 7
Exit quickly	*

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



Use shortcuts to accelerate your responses to the system.

## Voice messaging

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

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



## Fax package\*

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

TASK	SHORTCUT
Edit your fax greeting	7 4 9
Change your fax delivery	7 6 5 8
Deliver all new faxes	4 5
Fax a particular e-mail message, appointment, or task**	3 7

## E-Mail Integration package\*

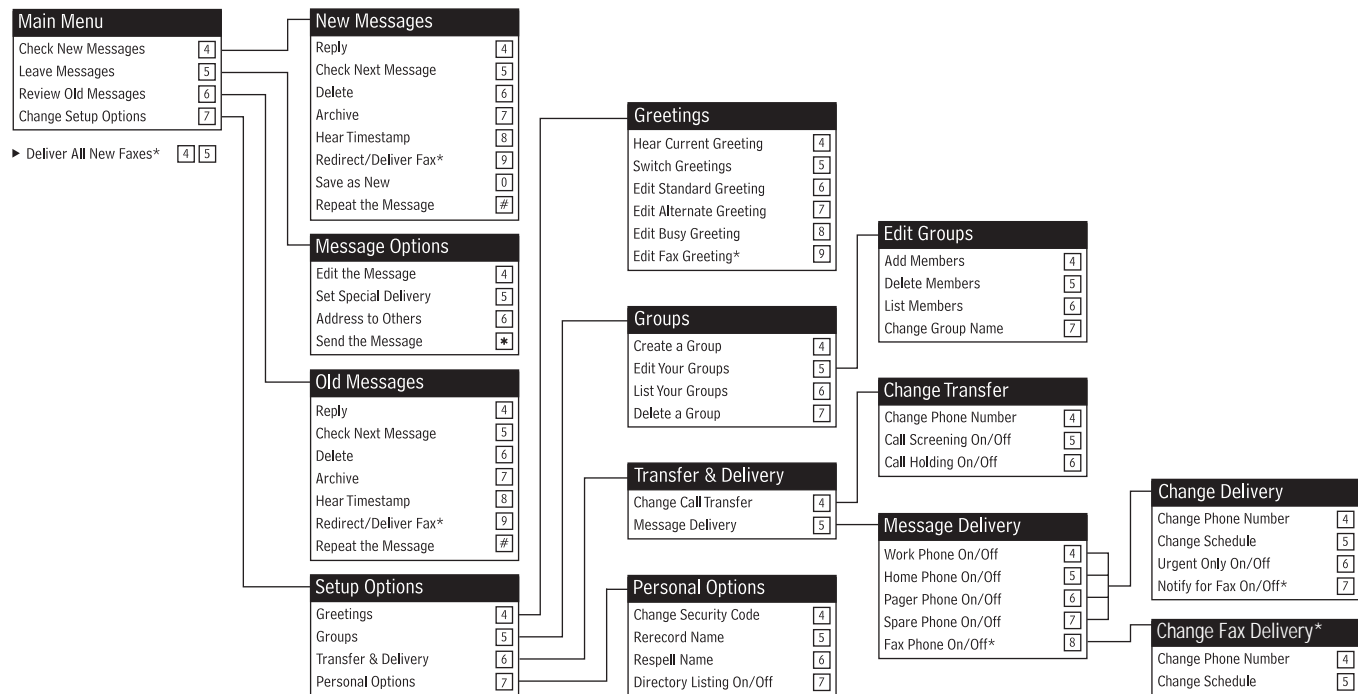
Enter your personal ID and security code (if required), then enter the following shortcuts to do these tasks.

TASK	SHORTCUT
Check new e-mail messages	4 6
Check old e-mail messages	6 6
Turn e-mail totaling on or off	7 7 8 4
Change your e-mail password	7 7 8 5
Check today's calendar or hear new appointments	4 7
Check today's tasks	4 8

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

\*\* This feature requires the optional E-Mail Integration package.

# System menus



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

# Index

## A–B

### appointments

- accepting by phone 59
- checking by phone 58
- declining by phone 59
- managing by phone 58
- receiving by fax 60

## C

call holding, turning on or off 29

call managing 47

### call screening

- by computer 46
- turning on or off 28

call tracking 48

### call transfer

- changing phone number 27
- turning on or off 27

## D

directory assistance 5

directory listing status, changing 36

## E

### e-mail

- changing setup options 53
- checking by phone 52

integration options iii, 51

password 54

receiving by fax 55

sending voice messages with 7

shortcuts 69

E-Mail Notify and Delivery 51

E-Mail Reader 51

## F

fax greetings, changing 43

fax mail settings 40

fax number, changing 42

fax setup, changing 42

### fax-on-demand

- about 37
- sending by computer 38

### faxes

- changing delivery schedule 42
- delivery options 40
- of appointments 60
- of e-mail 55
- of tasks 63
- receiving 40
- sending by computer 38
- shortcuts 69
- viewing by computer 41

## G–K

### greetings

- activate busy 25
- alternate 24
- busy 24
- changing 25
- fax 42
- rerecord 25
- standard 24
- switching between standard and alternate 25
- system generated 25

### groups

- adding or deleting members 34
  - changing members 34
  - changing name or number 34
  - creating 32
  - listing members 33
  - listing of 33
  - sending messages to 8
- GroupWise E-Mail Integration
- about 57
  - shortcuts 69

## L

live record button, ViewMail 20

(continued)

## M

### mailboxes

- changing setup 23
- security code 26
- setup, initial iv

### menus

- shortcuts 68
- system diagram 70

### message groups. *See* groups

### messages

- archiving by computer 19
- archiving by phone 18
- canceling by computer 17
- canceling by phone 16
- checking by computer 3
- checking by phone 2
- delivering to phone numbers 30
- delivery schedule 30
- forwarding by computer 12
- group, by computer 9
- group, by phone 8
- leaving by phone 4
- modifying by computer 15
- modifying by phone 14
- playback options 2
- redirecting by phone 12
- return receipt 5
- reviewing by phone 10

sending by computer 6

shortcuts 66

special delivery options 5

urgent 5

## N–O

name, changing 36

## P–Q

passwords, e-mail 54

PhoneBASIC 49

playback options 2

Print-to-Fax 39

## R

recording conversations 20

rotary phone

using with e-mail passwords 54

using with the voice messaging system ii

## S

screening. *See* call screening

shortcuts

about 65

e-mail 69

fax 69

quick message actions 66

voice messaging 68

## T–U

### tasks

accepting by phone 62

checking by phone 61

declining by phone 62

marking as complete by phone 61

receiving by fax 63

### TeLANophy

about iii

archiving messages 19

call log 48

canceling messages 17

changing messages 15

checking messages 3

contact list 48

forwarding messages 12

group messages 9

help options iii

managing calls 47

modifying messages 15

PhoneBASIC 49

PIM integration 48

Print-to-Fax 39

recording conversations 20

redirecting messages 12

reviewing messages 11

screening calls 46

sending faxes 38

sending messages 6

setup iv  
TAPI- or TSAPI-compliant system  
  options 47  
tracking calls 48  
ViewCall Plus iii, 45  
ViewFax iii, 37  
ViewMail iii, 6  
  ViewMail for Microsoft Messaging iii, 6  
transfer. *See* call transfer

## V–Z

ViewCall Plus. *See* TeLANophy  
ViewFax. *See* TeLANophy  
ViewMail. *See* TeLANophy  
ViewMail for Microsoft  
  Messaging. *See* TeLANophy





# Notes



A large white rectangular area with horizontal lines, intended for writing notes. The lines are evenly spaced and extend across the width of the white area. The background of the entire page is a light purple color with faint, stylized icons of various objects like a hand, a laptop, and a document.



*Writers: Marion Hansen, Conrad Wesselhoeft*

*Editor: Conrad Wesselhoeft*

*Production artist: Gene Breshears*

*Project manager: Peter Ashmore*

### Message playback options

For	Press
SLOWER	4
SOFTER/LOUDER	5
FASTER	6
BACKWARD	7
PAUSE	8
FORWARD	9
EXIT	*

## R E P A R T E E<sup>®</sup>

### To access your mailbox from outside your organization

1. CALL THE VOICE MESSAGING SYSTEM
2. WHEN THE SYSTEM GREETES YOU, ENTER PERSONAL ID:  
  
SECURITY CODE:

## Main menu

Task	Shortcut
CHECK NEW MESSAGES	<b>4</b>
LEAVE MESSAGES	<b>5</b>
REVIEW MESSAGES	<b>6</b>
CHANGE SETUP OPTIONS	<b>7</b>
CHANGE CALL TRANSFER, MESSAGE DELIVERY	<b>7 6</b>
CHANGE SECURITY CODE, VOICE MAILBOX NAMES	<b>7 7</b>
SWITCH PERSONAL GREETINGS	<b>7 4 5</b>

## Quick message actions

Task	Shortcut
REPEAT THE MESSAGE	<b>3 #</b>
SAVE MESSAGE AS NEW (NEW MESSAGES ONLY)	<b>3 0</b>
CHECK THE NEXT MESSAGE	<b>3 5</b>
DELETE A MESSAGE	<b>3 6</b>
ARCHIVE A MESSAGE	<b>3 7</b>
HEAR WHEN THE MESSAGE WAS SENT	<b>3 8</b>
REDIRECT A MESSAGE	<b>3 9</b>
EXIT QUICKLY (TOUCHTONE PHONES ONLY)	<b>*</b>

**1** FOR YES

**2** FOR NO

**\*** CURRENT MENU