CoralIPx

Coral Message Center (CMC)
User Guide

Version 2.1 for Windows

CoralFlexiCom
The flexible way to communicate

To access your mailbox from inside your organization

1. Call the voice messaging system.

2. When the system greets you, enter:

Personal ID _____

Security code (if required) _____

To access your mailbox by computer

1. Launch Mailbox Manager.

2. When the system greets you, enter:

Host name_____

Extension _____

Security Code _____

For assistance, call:

Name_____

Extension _____

Contents

Introduction

Welcome to , 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:

Menu conversation   The menu conversation leads you quickly to your destination. You will hear a menu of options. Enter the number associated with the option to perform the particular task. The voice messaging system's menu options are diagrammed on page 51.

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

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

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 desktop computer. TeLANophy is a suite of unified messaging and call management programs. 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 voice 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 by integrating ViewCall Plus with other programs, such as Microsoft's Office**®** suite.

Help

For more detailed information about TeLANophy, use the:

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

- Introducing TeLANophy tutorial

Setting up your mailbox

First, fill in the blanks on the inside front cover of this guide and perform the procedure "To access your mailbox from inside your organization." 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

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 the messages 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 4 to check new messages. Follow the system instructions. Enter 1 for Yes, 2 for No.

Optional playback features*

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

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

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

- Identify you automatically when you are using your assigned extension.

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

SEE ALSO

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

Checking new messages by computer

If your system uses ViewMail or View-Mail for Microsoft Messaging, you can check messages visually from 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.
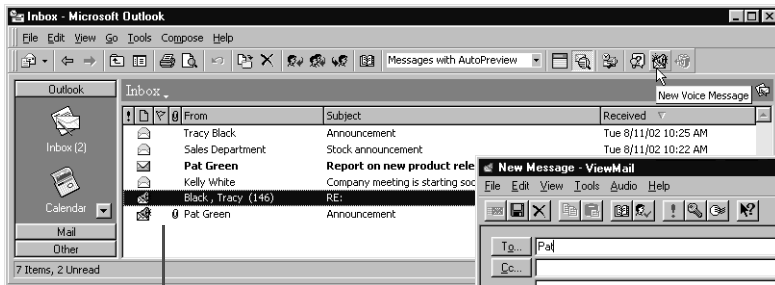
You can listen to messages either with a computer sound device or a phone.

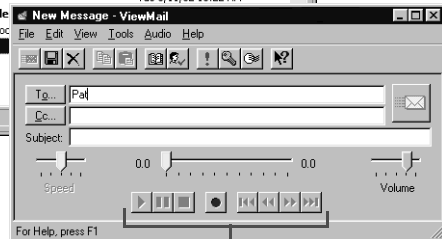### To check new messages from your computer

1 Double-click the message to open it.

2 Use the VCR-style buttons to play and respond to the message.
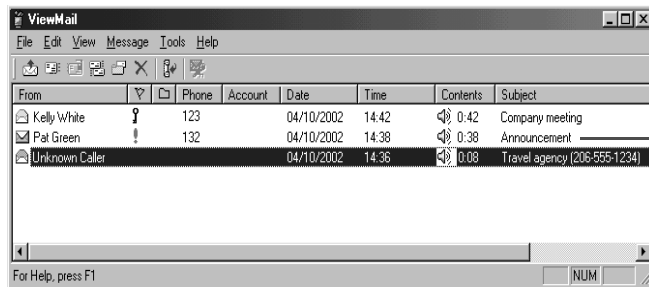
Urgent voice message

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

To leave an identified subscriber message

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

2 Enter 5 to leave a message.

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

To leave a message directly in a subscriber's mailbox

1 Access your mailbox (see inside front cover).

2 Enter 5 to leave any messages.

3 On the phone, spell the subscriber's name. Otherwise, enter the extension number.

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

4 Enter 1 when you hear the name of the subscriber you want. Otherwise, enter 2 to hear the next matching name.

5 Record your message at the beep. The message must be at least 3 seconds long to be delivered.

6 Enter # to start over or ✱ to stop recording.

Sending a message by computer

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

To send a message by computer

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

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

3 Type in a subject and select delivery options as needed. For future delivery, click "To be sent," then select the date and time. Click "OK."

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, click "Send."
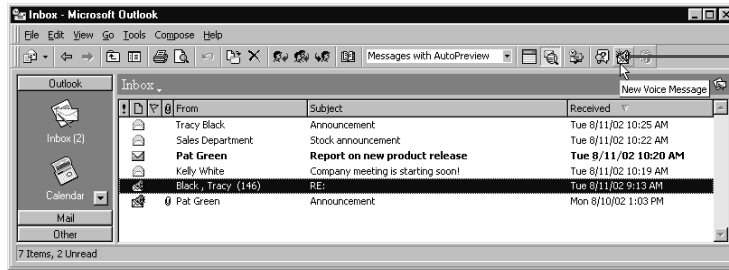
For composing and sending a message
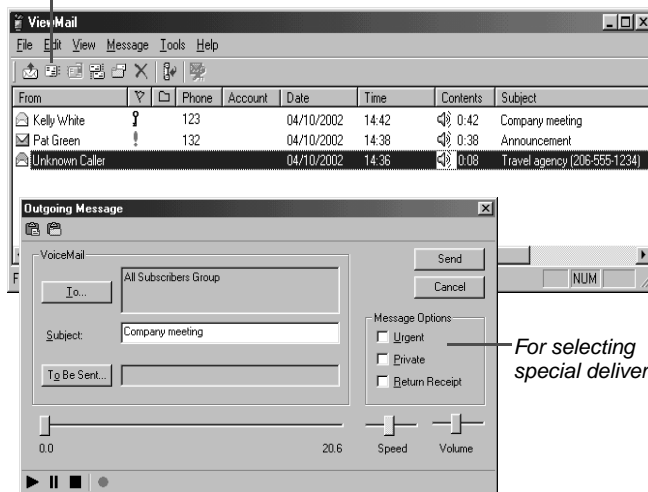
For selecting special delivery options

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

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

For composing and sending a message

For addressing a message to multiple subscribers or message groups
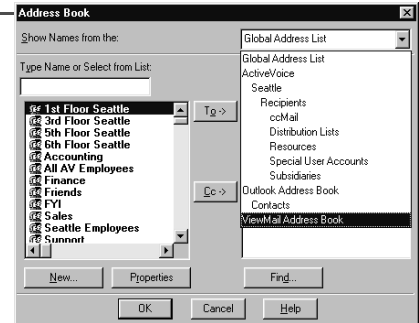
For selecting an address

Leaving a group message

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

- Leaving the message for a message group.
- Adding names to the address list.
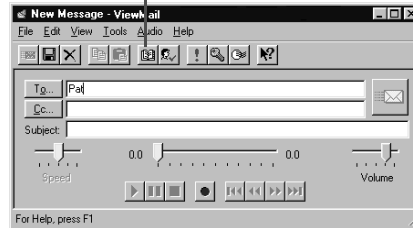
A message group is a mailing list of subscribers and guests. Your system manager can create message groups or you can create your own message groups.

To leave a group message by phone

1 Access your mailbox (see inside front cover).

2 Enter 5 to leave a message.

3 Spell the group name, or enter the special group ID and group number.

4 Enter 1 when you hear the name of the group you want. Otherwise, enter 2 to hear the next matching name.

5 After the beep, record your message. The message must be at least 3 seconds long to be delivered.

To leave a message to several subscribers by phone

1 Leave a message for the first subscriber.

2 Enter ✱6 to stop recording.

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

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

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 7 to list who has not heard the message. Enter ✱ to stop the list.

Sending a group message by computer*

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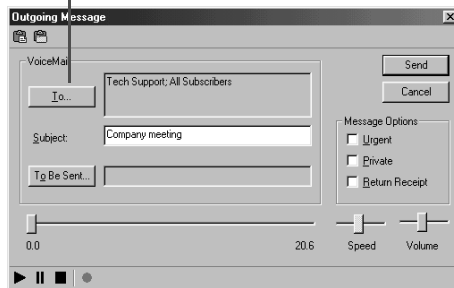
Reviewing messages

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 Enter 6 to review old messages.

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

TIP

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.
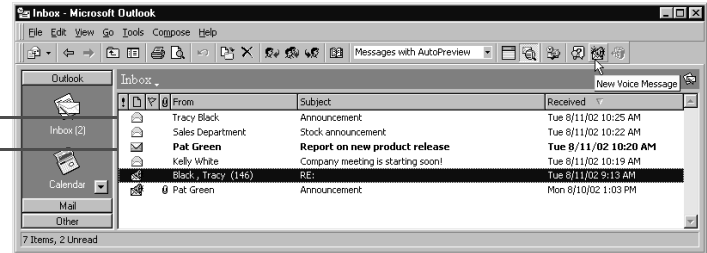
New message
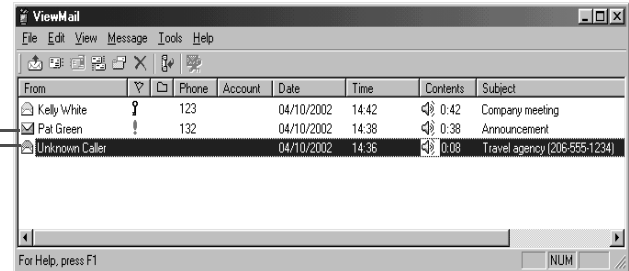
Old message

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 3 9 to interrupt it.

2 Spell the last name of the subscriber to whom you are redirecting the message.

3 Enter 1 to confirm that you want to redirect the message.

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 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 Click "Send" to send your message.

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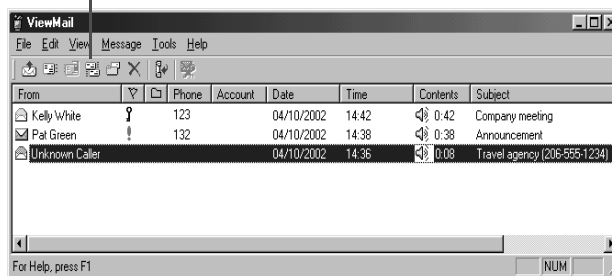
For redirecting a message

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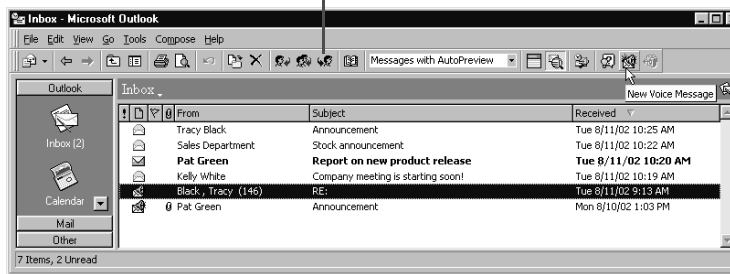
Depending on system settings, you can use one or more of these message options after you record a message:

- Modify the message.

- Modify its delivery options.

- Mark it for special delivery.

- Redirect it to others.

To modify a message by phone

1 Record a message.

2 Enter ✱4 to stop recording.

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

4 Enter ✱ when you finish modifying.

SEE ALSO

Online Help:

   ViewMail, Changing or revoking sent messages

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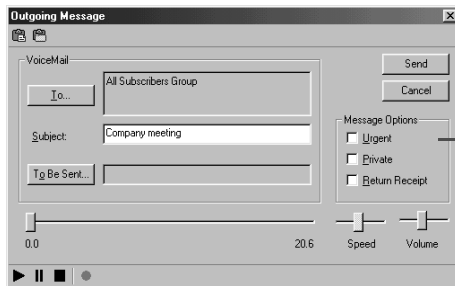
Modifying a message by computer*

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

From			Phone	Account	Date	Time	Contents	Subject
Kelly White			123		04/10/2002	14:42	0:42	Company meeting
Pat Green			132		04/10/2002	14:38	0:38	Announcement
Unknown Caller					04/10/2002	14:36	0:08	Travel agency (206-555-1234)
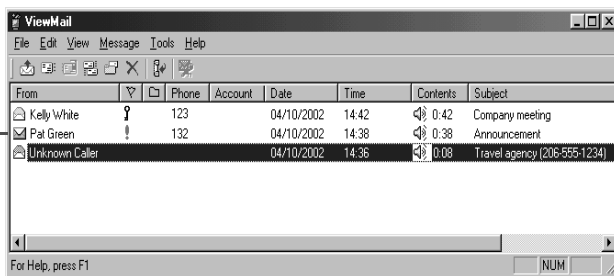
For modifying message delivery options for an unopened message

* 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 to review it.

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

5   Enter 1 to confirm the cancellation.

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.
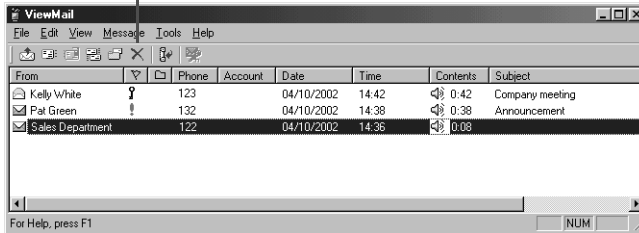
To cancel a message by computer

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.*

For canceling a message that has been sent


```
ViewMail                                                      _ □ ×
File  Edit  View  Message  Tools  Help
 [toolbar icons]
From           ▽  □  Phone   Account  Date        Time    Contents  Subject
📭 Kelly White      ♀   123            04/10/2002  14:42   🔊 0:42   Company meeting
✉ Pat Green        ♀   132            04/10/2002  14:38   🔊 0:38   Announcement
✉ Sales Department     122            04/10/2002  14:36   🔊 0:08
◄                                                              ►
For Help, press F1                                        NUM
```

Archiving a message

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

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

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

WARNING!

After listening to an archived message, you must enter 3 7 to archive it again or it will be deleted.

To archive a message by phone

While listening to a message, enter 3 7 to archive it.

Archiving messages by computer*

You can archive a message using View-Mail 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. The number of days the voice message remains archived is displayed in the Archive Days column, which appears before the Phone column in the View-Mail mailbox.

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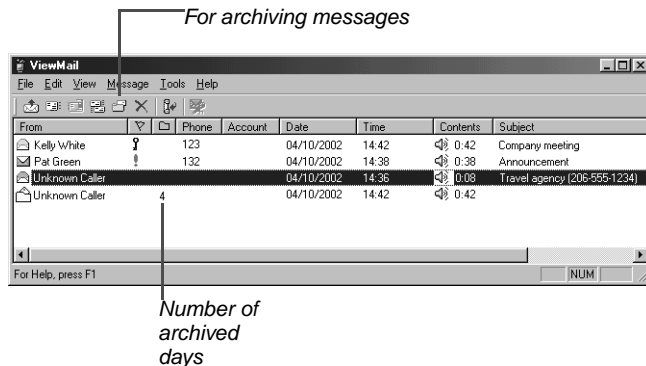
To archive a message by computer

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.

For archiving messages

Number of archived days

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* This feature may not be available at your site.

Changing your mailbox setup

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

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

You can also change most of these setup options for your personal mailbox by phone. 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 programs, refer to the program's online Help.

▲ 21

Working with the Mailbox Manager

The Mailbox Manager allows you to control how you and your callers interact with the voice messaging system by phone.

The first time you use the Mailbox Manager, you enter the host name, your personal ID and your security code in the Connect dialog box.

Connect	✕
	OK
Host Name:	Cancel
Extension:	
Security Code:	
☑ Save Login And Security Code	

The menu bar allows you to navigate through the screens of the Mailbox Manager.

TIP

Click "Save" frequently to save changes as you make them. If you move to another screen within Mailbox Manager without saving changes first, you are prompted to save before proceeding.

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

To change your profile

1 Access the Mailbox Manager (see inside front cover).

2 Click "Profile."

3 Confirm and change settings as needed.

4 Click "Save."

To use the Control bar

1 On the control bar, click ▼ to select phone or computer playback.

2 On the control bar, click ▶ to listen to your recorded name.

3 On the control bar, click ◉ to record your name with your recording device:

Phone: Pick up the handset when the phone rings, wait for the beep, then speak into the handset.

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

4 Click ■ to stop recording.
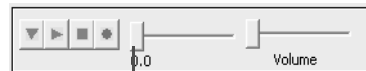
Drag slider to skip forward or back in the recorded message

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 three to 10 digits long.

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

To change your security code by computer

1 Access the Mailbox Manager (see inside front cover).

2 Click "Profile."

3 Click "Change Code."

Type old and new security code in these fields

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

5 Click "OK," and then click "Save."

To change your security code by phone

1 Access your mailbox by phone (see inside front cover).

2 Enter 7 7 4 to change your security code.

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

TIP

When you change your mailbox security code, update your TeLANophy security code. 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 your recorded and spelled names

The system uses your recorded name to identify both you and your messages to other callers. You can change your spelled name only by phone. If your phone keypad has letters, you can also 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 also remove your name from this directory.

To add or remove your name from the directory by phone

1 Access your mailbox by phone (see inside front cover).

2 Enter 7 7 7 to change your directory listing.

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

To change your recorded name by computer

1 Access the Mailbox Manager (see inside front cover).

2 Click "Profile."

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

Phone: Pick up the handset when the phone rings, wait for the beep, then speak into the handset.

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

4 Click ▪ to stop recording.

To change your recorded name by phone

1 Access your mailbox by phone (see inside front cover).

2 Enter 7 7 5 to change your recorded name.

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

To change the spelling of your name by phone

1 Access your mailbox by phone (see inside front cover).

2 Enter 7 7 6 to change your spelled name.

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

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

If the system has been configured for message notification to 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."

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

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

System-generated greetings

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

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

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

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

To switch between your greetings by computer

1   Access the Mailbox Manager (see inside front cover).

2   Click "Greetings."

3   From the "Choose a greeting" list box, select a greeting.

4   For "This greeting is," select the "Enabled" check box.

5   Click "Save."

This feature may not be available at your site.

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

1 Access the Mailbox Manager (see inside front cover).

2 Click "Greetings."

3 From the "Choose a greeting" list box, select the greeting to rerecord.

4 For "Greeting source," click "Record my greeting."

5 On the Control bar, click ⬤ to record the greeting with your recording device:

Phone: Pick up the handset when the phone rings, wait for the beep, then speak into the handset.

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

6 Click ◼ to stop recording.

Choose a greeting list box

Greeting source   *Control bar*
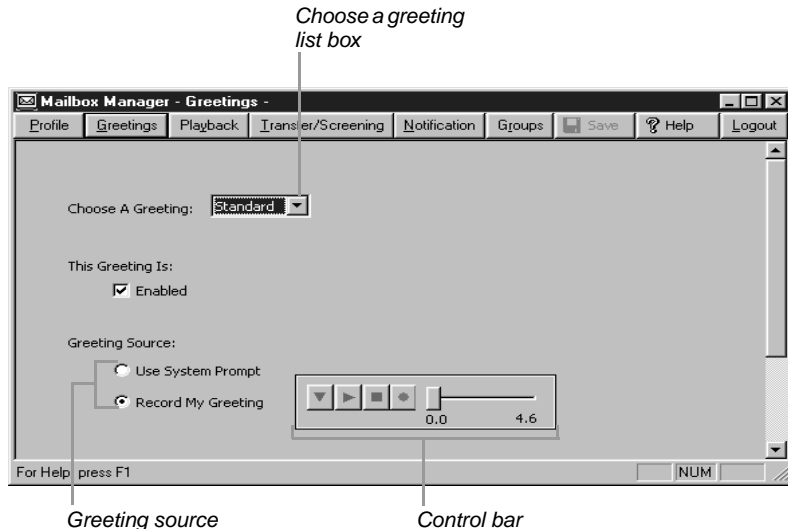
To switch between your standard and alternate greeting by phone

1 Access your mailbox by phone (see inside front cover).

2 Enter 7 4 5 to switch to your other greeting (standard or alternate).

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

1 Access your mailbox by phone (see inside front cover).

2 To rerecord your:

- standard greeting, enter 7 4 6 1.
- alternate greeting, enter 7 4 7 1.
- busy greeting, enter 7 4 8 1.

3 Enter ✶ to stop recording.

To activate your busy greeting by phone

1 Access your mailbox by phone (see inside front cover).

2 Enter 7 4 8 to hear your busy greeting.

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

Playback options

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

Announce

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

Telephone conversation type

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

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

Voice message time stamp

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

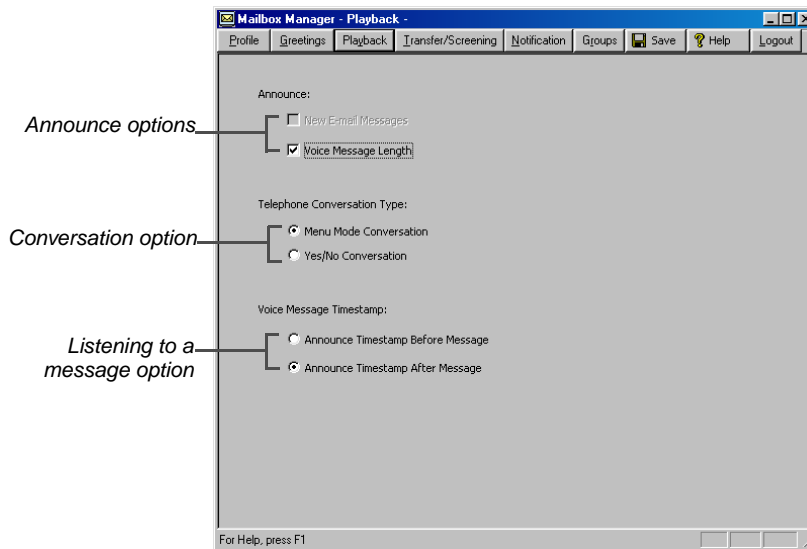**Announce time stamp after messages**   The system plays the time and date that the message was recorded after playing the message.

To change your playback options by computer

1 Access the Mailbox Manager (see inside front cover).

2 Click "Playback."

3 Confirm and change the settings as needed.

4 Click "Save."

Announce options

Conversation option

Listening to a message option

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.

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 by phone

1 Access your mailbox by phone (see inside front cover).

2 Enter 7 6 4 to turn call transfer on or off.

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

To change the number to which calls are transferred by phone

1 Access your mailbox by phone (see inside front cover).

2 Enter 7 6 4 1 4 to change the number to which your calls are transferred.

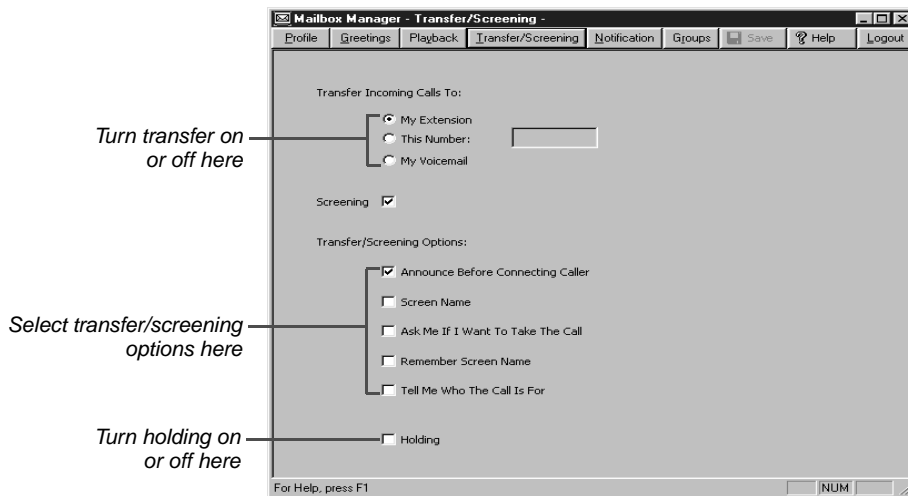**3** Follow the system instructions. Enter 1 for Yes, 2 for No.

To turn call transfer on or off by computer

1 Access the Mailbox Manager (see inside front cover).

2 Click "Transfer/Screening."

3 To turn call transfer on, in the "Transfer incoming calls to" group, select "My extension." To turn call transfer off, select "My voicemail."

4 Click "Save."

To change the number to which calls are transferred by computer

1 Access the Mailbox Manager (see inside front cover).

2 Click "Transfer/Screening."

3 In the "Transfer incoming calls to" group, select "This number." Type the phone number or extension, then click "Save."

Turn transfer on or off here

Select transfer/screening options here

Turn holding on or off here

Mailbox Manager - Transfer/Screening -

Profile | Greetings | Playback | Transfer/Screening | Notification | Groups | Save | Help | Logout

Transfer Incoming Calls To:
- My Extension
- This Number:
- My Voicemail

Screening ☑

Transfer/Screening Options:
- ☑ Announce Before Connecting Caller
- ☐ Screen Name
- ☐ Ask Me If I Want To Take The Call
- ☐ Remember Screen Name
- ☐ Tell Me Who The Call Is For

- ☐ Holding

For Help, press F1　　　　　　　　　　　NUM

Changing call screening options

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

These options are not available by phone. If your system manager has set up call screening for your extension, you can only turn call screening on and off by phone.

What you hear when you pick up the phone depends on which of the following options you select.

Announce before connecting caller   The system plays a beep before transferring the call.

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

Ask me if I want to take the call   The system says "Enter 1 to take the call, or 2 and I'll take a message," then waits for a response from you before transferring the call.

Play screened name in voice message   The system asks and plays the caller's name as above. The system adds the caller's name to the beginning of the caller's message.

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

Two or more of these options may be combined. For example, if you select "Play screened name before connecting" and "Ask me if I want to take the call," the system asks for the caller's name, then rings your extension. When you answer the call, the system plays the caller's recorded name, then asks if you want to take the call.

* This feature may not be available at your site.

To change call screening options by computer

1 Access the Mailbox Manager (see inside front cover).

2 Click "Transfer/Screening."

3 Select the "Screening" check box.

4 Select the transfer/screening options as needed.

5 Click "Save."

To turn call screening on or off by phone

1 Access your mailbox by phone (see inside front cover).

2 Enter 7 6 4 1 5 to turn call screening on or off.

3 Enter 1 to turn call screening on. Enter 2 to turn it off.

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 by computer

1 Access the Mailbox Manager (see inside front cover).

2 Click "Transfer/Screening."

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

4 Click "Save."

To turn call holding on or off by phone

1 Access your mailbox by phone (see inside front cover).

2 Enter 7 6 4 1 6 to turn call holding on or off.

3 Enter 1 to turn call holding on. Enter 2 to turn it off.

* This feature may not be available at your site.

Changing message delivery options

The system can deliver messages to several different phone numbers. You can set a range of minutes, hours, and days that a message delivery phone number is in effect. You can set the system to deliver only urgent messages. You also can set the system to delay message delivery to any of the numbers.

To change message delivery options by computer

1 Access the Mailbox Manager (see inside front cover).

2 Click "Notification."

3 To edit a message delivery device, select the device and click "Edit."

To add a new device, click "Add."

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

5 Click "Save."

Name of the device

Phone number to reach device

Message Delivery

Device: | Home Phone

Area Code + Phone # :

Times to deliver messages

Schedule:

01:00am -- 01:00am | ☐ Su ☐ M ☐ T ☐ W ☐ Th ☐ F ☐ S

Days to deliver messages

Delivery Type:

Delivery types and frequency

⦿ Each
○ Urgent
○ Batch   Initial Delay: 0 minutes

Rings To Wait For Answer: 0 minutes

Delivery Interval: 0 minutes

OK   Cancel

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

To change message delivery by phone

1 Access your mailbox (see inside front cover).

2 To change your message delivery options for your:

- work phone, enter 7 6 6 5 4.

- home phone, enter 7 6 6 5 5.

- pager, enter 7 6 6 5 6.

- spare phone, enter 7 6 6 5 7.

- fax phone, enter 7 6 6 5 8.

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

4 Enter 4 to change the phone number. After you enter a phone number, enter ✽ to end the entry.

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

6 Enter 6 to change the delivery mode for messages delivered to this number, and then follow the system instructions. Enter 1 for Yes, 2 for No.

7 Enter 7 to change fax notification, and then follow the system instructions. Enter 1 for Yes, 2 for No.

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

Creating groups

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

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

To create a group by phone

1 Access your mailbox (see inside front cover).

2 Enter 7 5 4 to create a new group.

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

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

5 Enter 1 to make the group a public group or 2 to make it a private group.

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

7 Enter ✱ when you are finished adding members.

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

TIP

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

To create a group by computer

1 Access the Mailbox Manager (see inside front cover).

2 Click "Groups."

3 Click "Create Group."

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

5 Select a type for the group.

6 If the group will be used to dispatch messages to the first member available, select the "Dispatch" check box. Otherwise, each message sent to the group will be delivered to all members.

7 On the control bar, click ● to record the group name with your recording device:

Phone: Pick up the handset when the phone rings, wait for the beep, then speak into the handset.

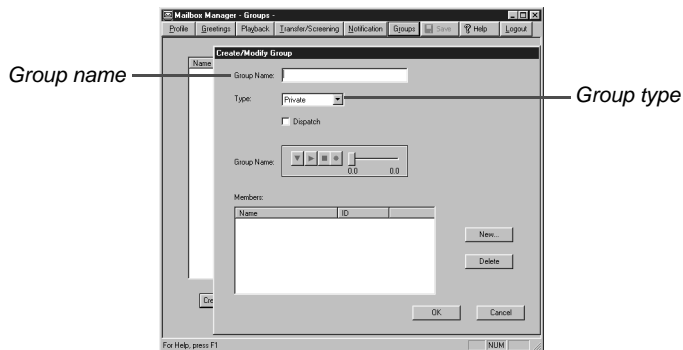**Computer:** Wait for the tone, then speak into the microphone.

8 Click ■ to stop recording.

9 To add members to the group, click "New." Use the Member Properties dialog to search for enrolled subscribers.

10 When you are finished adding members, click "OK."

11 Click "OK" to accept the group.

12 Click "Save."
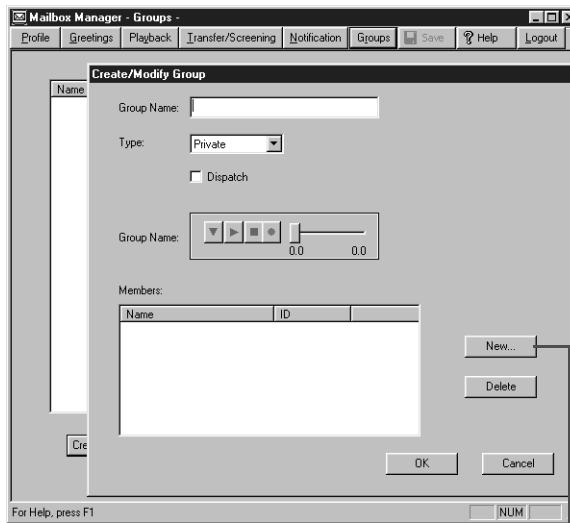

Group name ——

Group type ——

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 change a group by computer

1 Access the Mailbox Manager (see inside front cover).

2 Click "Groups."

3 Select the group you want to edit. Click "Modify Group."

4 In the Create/Modify Group dialog box, make the desired changes and click "OK."

5 Click "Save."

Click to open list of enrolled subscribers

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* This feature may not be available at your site.

To add or delete group members by phone

1 Access your mailbox (see inside front cover).

2 Enter 7 5 5 to edit a group.

3 Enter the group name or group number. Enter 1 when you hear the name of the group you want. Otherwise, enter 2 to hear the next matching name.

4 Enter 4 to add members to a group.

Or enter 5 to delete members from the group.

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

5 To confirm your additions or deletions, enter 1.

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

To change a group name or number by phone

1 Access your mailbox (see inside front cover).

2 Enter 7 5 5 to change a group name or number.

3 Enter the first three letters of the group name. Or, enter the first three digits of the group number.

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

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

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

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

1 Access your mailbox (see inside front cover).

2 Enter 7 5 6 to list your groups and group members.

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

Using ViewCall Plus

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

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

For TAPI- (telephone 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 through the system or with a system using TAPI, the Telephone window displays the call on your computer screen. There are several ways to identify the caller before picking up the 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 when it has the additionally required 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.

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-compliant systems*

For TAPI-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.

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.

Call Log

Contact list

PhoneBASIC

ViewCall Plus includes PhoneBASIC, which lets you integrate ViewCall Plus with a number of different programs, 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 another program, such as Microsoft Access® or Outlook®.

- Direct calls based on a set of pre-established rules.

PhoneBASIC scripts can be activated by using Script Manager from the Tools menu.

Sample scripts
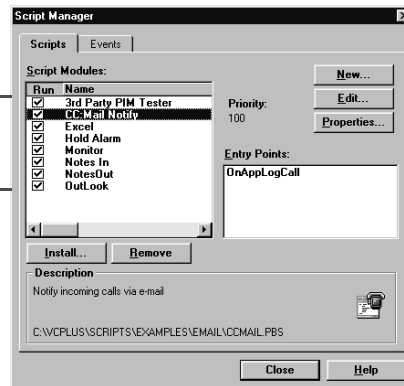
SEE ALSO

Online Help:
  PhoneBASIC

Using quick message actions and shortcuts

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

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

Quick message actions

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

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

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

• Enter 3 4 to 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	QUICK MESSAGE ACTION
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	*

Shortcuts

Use shortcuts to accelerate your responses to the system.

Voice messaging

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

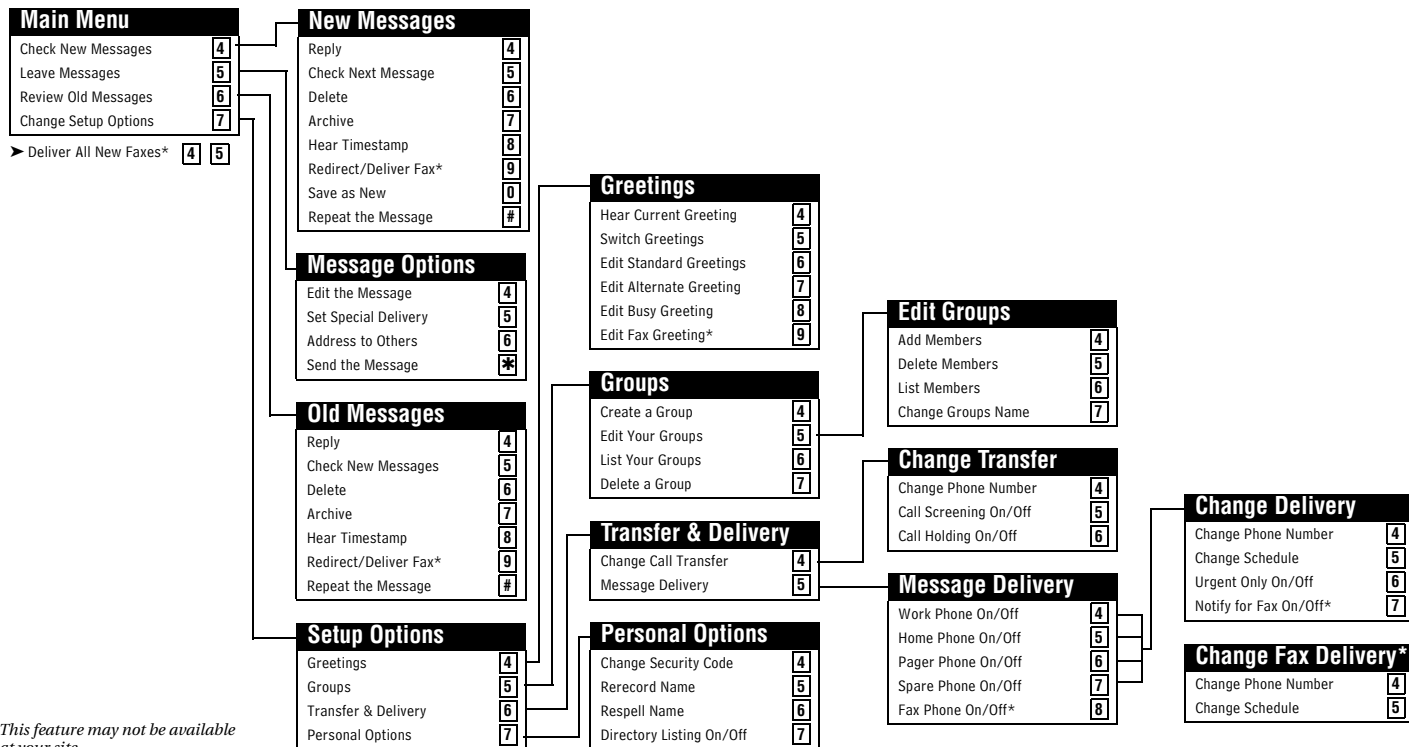| TASK	SHORTCUT	TASK	SHORTCUT
Check new messages	4	Change your security code	7 7 4
Leave a message	5	Turn call transfer off	7 6 4 2
Reveiw old messages	6	Turn call transfer on	7 6 4 1
Change setup options	7	Change the phone number for call transfer	7 6 4 1 4
Switch personal greetings	7 4 5	Turn call screening options 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 faxes	4 5

*This feature may not be available at your site.

System menus

Main Menu

Check New Messages	4
Leave Messages	5
Review Old Messages	6
Change Setup Options	7

➤ Deliver All New Faxes*   4   5

New Messages

Reply	4
Check Next Message	5
Delete	6
Archive	7
Hear Timestamp	8
Redirect/Deliver Fax*	9
Save as New	0
Repeat the Message	#

Message Options

Edit the Message	4
Set Special Delivery	5
Address to Others	6
Send the Message	✱

Old Messages

Reply	4
Check New Messages	5
Delete	6
Archive	7
Hear Timestamp	8
Redirect/Deliver Fax*	9
Repeat the Message	#

Setup Options

Greetings	4
Groups	5
Transfer & Delivery	6
Personal Options	7

Greetings

Hear Current Greeting	4
Switch Greetings	5
Edit Standard Greetings	6
Edit Alternate Greeting	7
Edit Busy Greeting	8
Edit Fax Greeting*	9

Groups

Create a Group	4
Edit Your Groups	5
List Your Groups	6
Delete a Group	7

Transfer & Delivery

Change Call Transfer	4
Message Delivery	5

Personal Options

Change Security Code	4
Rerecord Name	5
Respell Name	6
Directory Listing On/Off	7

Edit Groups

Add Members	4
Delete Members	5
List Members	6
Change Groups Name	7

Change Transfer

Change Phone Number	4
Call Screening On/Off	5
Call Holding On/Off	6

Message Delivery

Work Phone On/Off	4
Home Phone On/Off	5
Pager Phone On/Off	6
Spare Phone On/Off	7
Fax Phone On/Off*	8

Change Delivery

Change Phone Number	4
Change Schedule	5
Urgent Only On/Off	6
Notify for Fax On/Off*	7

Change Fax Delivery*

Change Phone Number	4
Change Schedule	5

* This feature may not be available at your site.

Index

Message playback options

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

To access your mailbox from outside your organization

1. CALL THE VOICE MESSAGING SYSTEM

2. WHEN THE SYSTEM GREETS YOU, ENTER YOUR PERSONAL ID:

   YOUR SECURITY CODE:

Main menu

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

Quick message actions

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

1 FOR YES   2 FOR NO   * CURRENT MENU