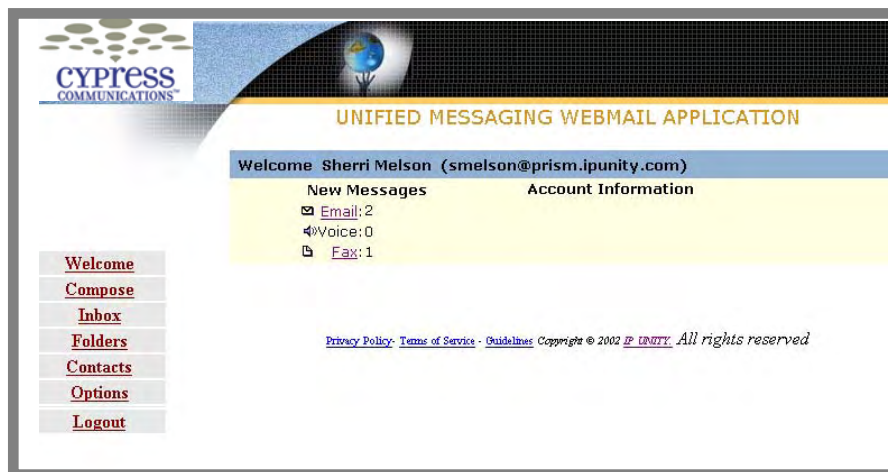


C4 Unified Messaging User Guide





Introduction to Unified Messaging

We all know what voicemail is, but what is Unified Messaging? Unified Messaging is defined as bringing in different streams of messaging into one usable workplace. It also implies the ability to access and manage those messages from multiple locations. The ultimate goal of Unified Messaging is to streamline workflows and improve business processes. In essence, the ability to manage your voice messages from multiple locations and to receive voicemails into your workflow application, such as your Email inbox, is Unified Messaging.

Unified Messaging Overview

C4 provides Unified Messaging by allowing you to receive your voicemails directly into your Email inbox, by providing a Web portal to check your messages, and by sending voicemail notifications through your PC and other communication devices (such as your cell phone or PDA). With Unified Messaging you can access messages of any type from anywhere using any device; saving valuable time and increasing productivity.

Unified Messaging Features

Answering Service

- Personalized greeting options based on personal schedules including Extended Absence and Busy Line greetings
- Voicemail record and retrieval
- Message notification options, e.g., normal and urgent message indicators
- Automatic insertion of sender's phone or mailbox number
- Multiple language support

User-Friendly Phone Interface

- Voice message delivery options, e.g., normal urgent or future delivery
- Message management capabilities - mark as new, old, expired or deleted
- Playback message options, e.g., skip forward, reply, pause, reply to sender or forward
- Message review, re-record and append options
- Call transfer to an operator or another extension
- Personal and organization distribution lists

Message Alerts

- Message Waiting Indication (MWI)- lights MWI lamp or provides stutter dial tone on new voicemail message)
- Message Waiting Notification by pager or phone
- Offsite pager notification

Accessibility

- Accessible using any phone, standard Email client or Web interface
- Place a call to respond to voicemail from within the system

Web Interface

- Web-based configuration and personalization of account
- Web-based access for messages
- End user control of voicemail set-up; including playback options and work schedule set-up

Getting Started

This chapter describes the process of setting up and using the Unified Messaging features.

- Accessing Your Account by Phone
- Checking Your Mailbox for Messages
- Accessing Your Account via the Web

Accessing Your Account by Phone

Your System Administrator must provide the following information before you can use the unified messaging system:

- Mailbox number (usually your telephone extension number)
- Temporary voicemail password (usually your telephone extension, then 99#).

Logging in for the First Time

Use the mailbox number/extension number and temporary password assigned by your system administrator to log in for the first time. The system will immediately prompt you through the commands to change your temporary password.

Recording Your Name

The first step in personalizing your voicemail account is to record your name. Recording your name gives callers an identifying name for your mailbox.

To record your name

- 1 From the main menu, press **4** - Personal Options.
- 2 From the Personal Options menu, press **4** - Record Name.
- 3 Say your name at the tone.
- 4 When you are finished recording your name, press **#**.
- 5 The system replays your name.
- 6 Press **#** to accept your greeting, press **1** to replay, or press ***** to cancel and return to Step 3.

Recording Your Personal Greeting

The next step in personalizing your voicemail account is to record a personal greeting. This gives callers a definite response when they reach your voicemail box and allows you to give instructions on leaving informative messages.

To record your personal greeting

- 1 From the main menu, press **4** - Personal Options.
- 2 From the Personal Options menu, press **1** - Personal Greeting.
- 3 Press **2** to record your personal greeting. Begin speaking your greeting at the tone.
- 4 When you are finished recording your personal greeting, press **#**.
- 5 The system replays your personal greeting.
- 6 Press **#** to accept your greeting, press **1** to replay, or press ***** to cancel and return to Step 3.

Changing Your Password

After the initial login, for security purposes, users should change their passwords from time to time.

To log in and change your password

- 1 From your extension, dial your mailbox number.
- 2 Enter your password and press **#**.
- 3 Press **4** to change your personal options.
- 4 Press **2** to change your password.
- 5 Enter your new password. Follow the instructions for the acceptable number of digits. You may not re-use your existing password. **#**.
- 6 When you are finished entering your password, press **#**.
- 7 Enter your password again to verify it.

Checking Your Voicemail Box for Messages

The voicemail system will let you know when you have new messages. Your message indicator depends on the type of phone system and telephones your organization uses. You will typically hear either a stutter tone when you pick up your phone receiver or a message waiting light on the phone will be lit indicating that you have new messages.

Reviewing Messages

See your system administrator for instructions on dialing the voicemail system from within and from outside your organization.

To review messages

- 1 Dial the voicemail system.
- 2 If calling from outside the system, enter your mailbox number.
- 3 Enter your password and press **#** . The attendant will notify you if you have new messages.
- 4 Press **1** to review new messages. Press **3** to review other messages.

Accessing Your Unified Messaging Account on the Web

Your System Administrator must provide the following information before you can use the Web Portal to access the unified messaging system.

- Username
- Password

Please Note:

These are not the same as the mailbox and password you were given to access your voicemail account by phone.

Logging In to the Web Portal

To login to the Web portal

- 1 Start your Web browser and enter the following URL: <http://c4voicemail.net>
The login page is displayed.

Note: Your login page may look different, depending on the features and design chosen by your organization.



Figure 2.1 Unified Messaging Login Page

- 1 Enter your username and password.

Note: Use the username and temporary password assigned by your system administrator to login to the Web Portal. After logging in the first time, you will be prompted to change your temporary password to maintain system security. **For simplicity, set up the same numeric password for the Web Portal that you use for your IP phone.**

2 Click LOGIN. The welcome page is displayed.

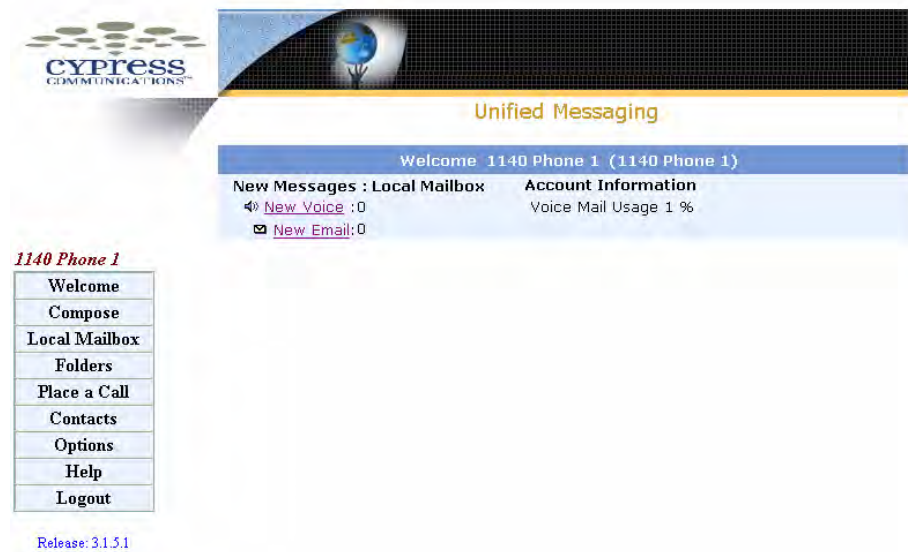


Figure 2.2 Unified Messaging Welcome Page

3 Click Options. The page to set your user preferences and message management options is displayed.

NOTE: Additional information about setting your work schedule and message management can be found in Chapter 8. Additional information about using WebMail can be found in Chapter 10.

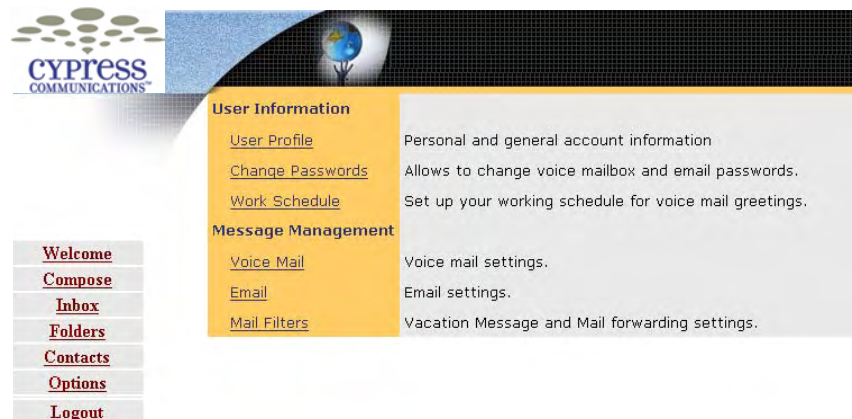


Figure 2.3 User Options Main Page

Changing Your Password

For security purposes, after initial login, you should change your passwords from time to time.

To change your password

- 1 From the Options page, click Password. The Change Passwords page is displayed.

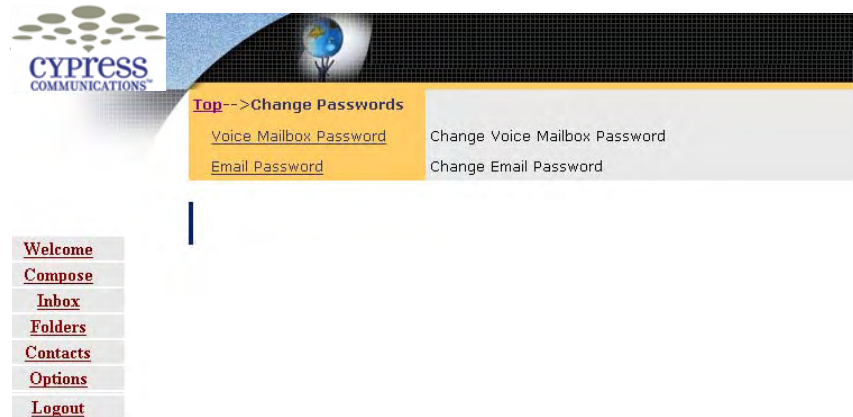


Figure 2.4 Change Passwords Page

- 2 Click “Voice Mailbox Password” to change password.
- 3 Enter a new password.
- 4 Retype the same password to verify it.
- 5 Click Update to save your changes.

Reviewing Messages

This chapter provides instructions for reviewing messages.

Overview

You can check messages from a phone, Web client or any standard Email client. After you have listened to or opened a message, it becomes an old or saved message, unless you mark it as new or delete it. If the message has been deleted from the Email client, it will automatically be deleted from the phone-access side as well, and vice versa.

If a voicemail is moved to another folder in the Email client (i.e., out of the inbox), it will not be accessible from the phone. You can still listen to that moved message using the Email client, and this will be treated as any other Email message.

If you forward a voicemail using the Email client, the system will treat this voicemail as a regular Email (not a voicemail), and it will not trigger the message waiting notification options set at the phone where the message has been forwarded. If this same voicemail was forwarded using a phone, then the message waiting notifications will work as normal.

Message Status

Message status is shown by the following categories:

- New
- Old
- Saved
- Deleted
- Expired
- Future Delivery

New Messages

Messages that have not been reviewed (or are set back to un-read status) are considered new.

Old Messages

Messages that have been reviewed are considered old. After a message is reviewed, it is marked as old.

Saved Messages

If you review a message and choose to save it, the message is marked as saved.

Deleted Messages

After reviewing a message, you can mark it to be deleted. If during the same message review session you want to hear the message again, you can choose to review deleted messages. After the review session is over, the message is deleted.

Expired Messages

Messages that are "x" days old (where x is defined by your administrator) are marked as "expired". On login the system will prompt you of any expired messages that you might have. You can then either delete all of them or review them one by one and choose what you want to do with those messages.

Future Delivery Messages

You can compose a voice message today and have the option to send it some time in the future. This option is only for voice messages being sent from the phone. You will have to enter the exact time and date for the voice message to be delivered some time in the future.

Reviewing Messages

The following sections provide the steps to review messages.

Reviewing New Messages

To review new messages

- 1 Dial the voicemail system.
- 2 If dialing from outside the system, enter your mailbox number.
- 3 Enter your password, and press **#**. The attendant will notify you if you have new messages.
- 4 Press **1** to review new messages.

Reviewing Old Messages

You can review old messages as long as they are retained by the system. After a designated period of time, these messages may become expired messages and be deleted. To retain old messages for later review, make sure you designate the message as saved.

To review old messages

- 1 Dial the voicemail system.
- 2 Enter your password, and press **#**. The attendant will notify you if you have new messages.
- 3 Press **3** to review Other Messages. The attendant will notify you if you have any old messages.
- 4 Press **1** to review old voice messages.

Reviewing Deleted Messages

You can review deleted messages only during the same session in which they were deleted. After the session ends, the message is deleted and is no longer available for review.

To review deleted messages

Prior to terminating a reviewing session press ** to return to the Main Menu.

- 1 Press ** to return to the Main Menu.
- 2 Press **3** to review Other Messages. The attendant will notify you if you have any deleted messages.
- 3 Press **2** to review deleted voice messages.

Reviewing Future Delivery Messages

To review future delivery messages

- 1 Dial the voicemail system.
- 2 Enter your password, and press **#**.
- 3 Press **3** to review Other Messages. The attendant will notify you if you have any future delivery messages.
- 4 Press **3** to review future delivery voice messages.

Managing Message Playback Options

By default, the date and time of delivery and information about the message sender will be announced before each message is played.

To turn off date and time or message sender info playback:

- 1 From the main menu, press **4** - Personal Options.
- 2 From the Personal Options menu, press **8** - Manage Playback Options.
 - Press **1** to control Date and Time Playback.
 - Press **2** to control Sender Information Playback.

Using Message Playback Options

The following sections describe message playback options available during message review.

Options During Message Playback			
1	Skip Back	6	Forward Message
		9	Save
		#	Skip Message
4	Reply	7	Delete
		1 1	Replay
5	Call Sender of Message	8	Envelope Information
		*	Pause

Skipping Back

To skip back while reviewing a message

1 While listening to a message, press **1** .

The system will rewind the message.

2 Press **1** again to play the message from the beginning.

Pausing Messages

To pause a message

1 While listening to a message, press ***** .

2 To resume message play, press ***** .

The system will play the next message in sequence or return you to the previous menu.

Replying to Messages During Pause

To reply to a message during pause

- 1 While listening to a message, press ***** .
- 2 Press **4** to reply to the message.

Forwarding Messages During Pause

To forward a message during pause

- 1 While listening to a message, press ***** .
- 2 Press **6** to forward the message.

Deleting Messages During Pause

To delete a message during pause

- 1 While listening to a message, press ***** .
- 2 Press **7** to delete the message.

Getting Envelope Information During Pause

To get envelope information during pause

- 1 While listening to a message, press ***** .
- 2 Press **8** to get envelope information for the message.

Saving Messages During Pause

To save a message during pause

- 1 While listening to a message, press ***** .
- 2 Press **9** to save the message.

Skipping Forward to Next Message During Pause

To save a message during pause

- 1 While listening to a message, press ***** .
- 2 Press **#** to skip to the next message.

Using Message Options After Playback

The following sections provide instructions for using message handling options after message playback.

After Message	
4 Reply	7 Delete
5 Call Sender	8 Envelope
6 Forward	9 Save
1 1 Replay Message	# Skip Message

Replying to Messages After Playback (Voicemail and email only)

You can reply to messages sent from within your organization, but you cannot reply to messages sent from outside callers.

To reply to a message after playback

- 1 After listening to a message, press **4**.
- 2 Follow the instructions to compose and send your reply message.

Call the Sender of the Message After Playback (All message types)

If your Organization Administrator has enabled you to use this feature, you may be able to call the sender of the message and talk to that person.

The system will only offer you this option if the call back number is available. For messages left by subscribers within the organization the call back number is the phone number associated with their mailbox number.

If you have been enabled for the Place a Call feature, you can also change the number the system will call. For example, if you have received a message from someone from their work number, and you know that person will be home at the

time you retrieve the message, you can instruct the system to call their home phone number instead of the work phone number.

The call back number should be within the outcall calling restrictions set up by your administrator. That is if you have been enabled to call local long distance only, and the call back number happens to be outside this toll area, the system will play *'sorry, you are not allowed to call this number'* announcement and proceed with the options available.

If the system has been configured to return you to voicemail after talking with the message sender, you may hit * at any time to end the call to the other person. The system will play *'returning to voicemail'* and then continue with the voicemail call.

If the number you called is busy or does not answer within the specified number of rings, the system will play *'the number you called is busy or does not answer'* and then continue with the other available options.

To call the sender of the message

- 1 After listening to a message, press **5**.
- 2 The system will confirm the number to dial and, if enabled, give you the option to change the number to be called.
- 3 Press # to continue dialing this number.
- 4 You may hear ring tones as the system is trying to ring the number.
- 5 If the option is enabled, you may press ***** ***** at the end of the call to return to the voicemail system.

Forwarding Messages After Playback (All message types)

To forward a message after playback

- 1 After listening to a message, press **6**.
- 2 Follow the instructions to address and forward the message.

Deleting Messages After Playback (All message types)

To delete a message after playback

- 1 After listening to a message, press **7**.
The message will be deleted when you hang-up.

Replaying Messages After Playback (Voicemail and Email only)

To replay a message after playback

- 1 After listening to a message, press **1 1** .
The message is replayed from the beginning.

Getting Envelope Information After Playback (Voicemail and Email only)

To get envelope information after playback

- 1 After listening to a message, press **8** .
The system plays From, Date, and Time information for the message.

Saving Messages After Playback (All message types)

To save a message after playback

- 1 After listening to a message, press **9** .
The message is saved and the system plays the next message.

Skipping Messages After Playback (All message types)

To delete a message after playback

- 1 After listening to a message, press **#** .
The message is skipped and the system plays the next message.

Recording and Addressing Messages

This chapter describes the recording and addressing features and provides instructions for recording and addressing messages.

Recording Options Summary

The following options are available when recording messages:

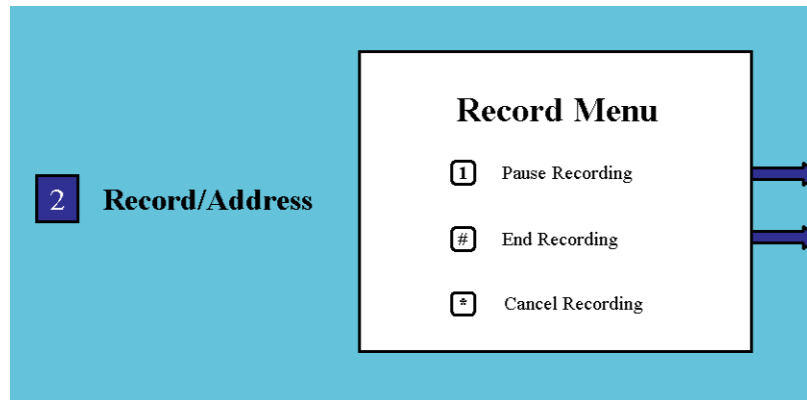


Figure 4.1 Recording Options

- 1** **Pause Recording** pauses the current recording
- #** **End Recording** ends the current recording
- *** **Cancel Recording** cancels the current recording

Recording Options After Pause or End Summary

The following options are available when recording messages:

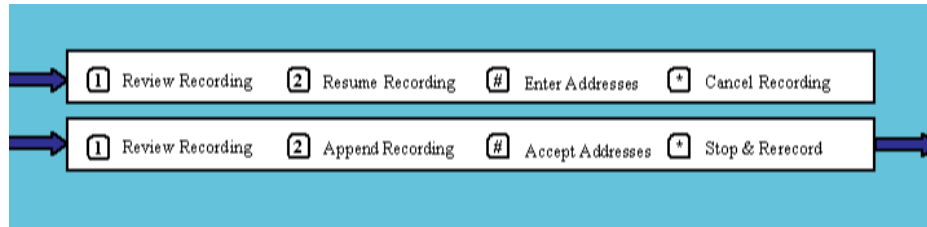


Figure 4.2 Recording Options After Pause or End

Recording Options After Pause

- 1** **Review Recording** pauses the current recording
- 2** **Resume Recording** ends the current recording
- #** **Enter Addresses** allows you to enter addresses for the message
- *** **Cancel Recording** cancels the current recording

Recording Options After End

- 1** **Review Recording** pauses the current recording
- 2** **Append Recording** ends the current recording
- #** **Accept Addresses** allows you to enter addresses for the message
- *** **Stop and Re-record** re-starts the recording process

Recording Messages

To record a message

- 1 From the main menu, press **2** .
- 2 Begin recording your message at the tone.
- 3 Press **#** to end recording or ***** to cancel and record again.

Reviewing a Recording

To review a recorded message

- 1 From the main menu, press **2** - Record/Address.
- 2 Begin recording your message at the tone.
- 3 Press **#** to end recording.
- 4 Press **1** to review the recording.
- 5 Press **2** to append to your recording.

Entering an Address

Follow the steps above to record a message. To address a recorded message:

- 1 Press **#** to end recording.
- 2 To address by mailbox number, press **#** .
- 3 To address by name, press **3** **#** .
- 4 To end addressing, press **#** .

Setting Message Delivery Options

Sending an Urgent Message

To mark a message

- 1 After specifying the address for a message, press **#** .
- 2 Press **1** to mark the message urgent.
- 3 Press **#** to send the message.

Sending a Private Message

To mark a message as private

- 1 After specifying the address for a message, press **#** .
- 2 Press **2** to mark the message private.
- 3 Press **#** to send the message.

Requesting a Return Receipt

To mark a message for receipt notification

- 1 After specifying the address for a message, press **#** .
- 2 Press **3** to request return receipt notification.
- 3 Press **#** to send the message.

Creating a Future Delivery Message

To mark a message for future delivery

- 1 After specifying the address for a message, press **#** .
- 2 Press **4** to mark the message for future delivery.
- 3 Press **#** to add the message to the future delivery queue.

Resetting Delivery Options

To reset delivery options:

- 1 After specifying the address for a message, press **#**.
- 2 Follow the steps to add additional mailbox numbers.
- 3 Press **#** to end addressing.

Adding Additional Recipients

After pressing **#** to specify addresses for a message, you may add additional recipients:

- 1 Press **6** to add additional addresses.
- 2 Follow the steps to add additional mailbox numbers.
- 3 Press **#** to end addressing.

Managing Greetings

This chapter describes the types of greetings available, and provides step-by-step instructions for managing greetings.

Overview

The system provides you with different personal recording options based on your personal schedule. Besides the standard personal greeting, you have the option to record an Extended Absence Greeting (EAG) and a Busy Line greeting.

An EAG is played when you expect to be out for a long period of time, e.g., a vacation or a leave of absence. By default the system does not allow the caller to leave voice messages when an EAG is turned on, however you can change this option using the Web interface. An EAG can be one of two kinds: an internal EAG for your co-workers or callers within the same voicemail system; and an external EAG that will be played for all callers who are calling from outside your company.

You can turn all greetings on or off using the phone or via the Web, however, all greetings must be recorded using the phone. Modifying working hours can only be done using the Web interface.

Greetings Options Summary

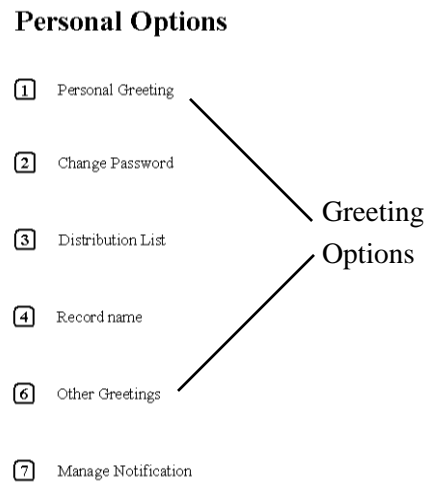


Figure 5.1 Greeting Options

- 1** **Personal Greetings** provides access to name and personal greeting.
- 6** **Other Greetings** provides access to Extended Absence or Busy Line greetings.

Recording Greetings

Recording Your Name

Recording your name gives the caller an identifying name for your mailbox.

To record a name

- 1 From the main menu, press **4** - Personal Options.
- 2 From the Personal Options menu, press **4** - Record Name.
- 3 Say your name at the tone.
- 4 When you are finished recording your name, press **#**.
- 5 The system replays your name.
- 6 Press **#** to accept your greeting, press **1** to replay, or press ***** to cancel and return to Step 3.

Recording a Personal Greeting

The first step in personalizing your voicemail account is to record a personal greeting. This gives callers a definite response when they reach your voicemail box and allows you to give instructions on leaving informative messages.

To record a personal greeting

- 1 From the main menu, press **4** - Personal Options.
- 2 From the Personal Options menu, press **1** - Personal Greeting.
- 3 To record your personal greeting, press **2**. Begin speaking your greeting at the tone.
- 4 When you are finished recording your personal greeting, press **#**.
- 5 The system replays your personal greeting.
- 6 Press **#** to accept your greeting, press **1** to replay, or press ***** to cancel and return to Step 3.

Recording an Extended Absence Greeting (EAG)

You can record a special greeting to use during extended absences.

- 1 From the main menu, press **4** - Personal Options.
- 2 From the Personal Options menu, press **6** - Other Greetings.
- 3 Press **1** to choose EAG.
- 4 Press **2** to record your EAG. Begin speaking your greeting at the tone.
- 5 When you are finished recording your greeting, press **#**.
- 6 The system replays your greeting.
- 7 Press **#** to accept your greeting, press **1** to replay, or press ***** to cancel and return to Step 4.

Once you have accepted your EAG, you can choose how long the greeting remains active:

- 1 From the main menu, press **4** - Personal Options.
- 2 From the Personal Options menu, press **6** - Other Greetings.
- 3 Press **1** to manage your EAG.
 - Press **1** to activate EAG for the rest of the day.
 - Press **2** to activate EAG indefinitely.
 - Press **3** to activate EAG for a designated interval of time.

Recording a Busy Line Greeting

You can record a special greeting to be played for internal callers when your line is busy.

To record a Busy Line greeting

- 1 From the main menu, press **4** - Personal Options.
 - 2 From the Personal Options menu, press **6** - Other Greetings.
 - 3 Press **7** to choose greeting to be played when line is busy.
 - 4 Press **2** to record your Busy Greeting. Begin speaking your greeting at the tone.
 - 5 When you are finished recording your greeting, press **#**.
 - 6 The system replays your greeting.
 - 7 Press **#** to accept your greeting, press **1** to replay, or press ***** to cancel and return to Step 4.
-

Managing Distribution Lists

This chapter describes the Unified Messaging Telephone User Interface, and provides step-by-step instructions for using voicemail features.

Overview

You can use different distribution lists to help you address a group of voice message recipients. When you address a voice message to one of your lists, all of the recipients on that list will receive the message.

There are two different kinds of distribution lists. A Personal Distribution List (PDL) is defined by you, i.e., you can pick and choose the people you want to add or delete on that particular list. An Organization Distribution List (ODL) is defined by your administrator and can be used by all the users on the voicemail system. For example, your administrator might create an "Engineering Distribution List" that all the users can use to send voice messages to everyone in that department.

The system lets you set-up 10 Personal Distribution Lists for you to personalize. Only you have the privilege to access your lists.

You can only send voice messages to your distribution lists, and you can send those messages only by calling and logging on to the voicemail system. You cannot send messages from your Email inbox to your private lists.

Distribution List Options Summary

The following options are available when managing distribution lists

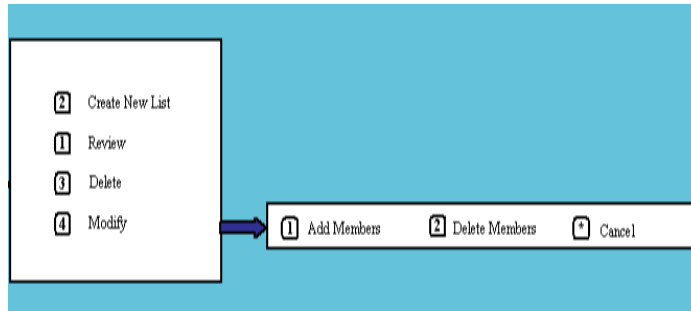


Figure 6.1 Distribution List Options

- 2 Create New List:** creates a new distribution list
- 1 Review:** lists the members of an existing distribution list
- 3 Delete:** deletes the distribution list
- 4 Modify:** allows you to make the following changes:
 - 1 Add Members:** adds members to a distribution list
 - 2 Delete Members:** deletes members from a distribution list
 - * Cancel:** cancels changes to a distribution list

Creating Distribution Lists

Creating a Personal Distribution List

To create a personal distribution list

- 1 From the main menu, press **4** - Personal Options.
- 2 From the Personal Options menu, press **3** - Personal Distribution List.
- 3 Press **2** to create a new personal distribution list.
- 4 Enter a number between 11 and 30 for the distribution list.
- 5 Record a name for the personal distribution list and press **#**.
- 6 Enter a mailbox number to add to the distribution list.
- 7 You can continue entering mailbox numbers, press **#** to address by name, or press ***** to finish adding mailbox numbers.

Modifying a Personal Distribution List

To modify a personal distribution list

- 1 From the main menu, press **4** - Personal Options.
- 2 From the Personal Options menu, press **3** - Personal Distribution List.
- 3 Press **4** to modify an existing personal distribution list.
- 4 Enter the number of the distribution list you wish to modify.
- 5 To add members to the list press **1**. To delete members from the list press **2**. Enter the mailbox number to add to or delete from the distribution list.
- 6 To continue entering mailbox numbers, press **#** to address by name, or press ***** to finish adding/deleting mailbox numbers.

Placing a Call

This chapter describes the placing a call option and provides step-by-step instructions for controlling this option.

On some systems you may have the option to place a call to any other phone number while logged into your mailbox over the phone. If enabled you can specify the phone number you want the system to call on your behalf. When someone picks up the phone you have asked the system to dial, you can talk to that person. This option is available at the Main Menu.

The phone number to be dialed must be within the outcall calling restrictions set up by your administrator. i.e., if you have been enabled to call local long distance only, and the call back number happens to be outside this toll area, the system will play *'sorry, you are not allowed to call this number'* announcement and proceed with the other available options.

If the system has been configured to return you to voicemail after talking with the message sender, you may hit ** at any time to end the call to the other person. The system will play a *'returning to voicemail'* announcement and then continue with the voicemail call.

If the number you called is busy or does not answer within the specified number of rings, the system will play *'the number you called is busy or does not answer'* and then continue with the other available options.

To place a call from the Main Menu

- 1 Press **5** to place a call.
- 2 Enter the number to dial- starting with area code (even for local numbers). Do not enter any special dialing prefixes. (i.e. 9 or 1). These will be configured by your system administrator.

-
- 3 The system will confirm the number to dial and provide an option to change the number.
 - 4 Press # to continue dialing this number.
 - 5 You may hear ring tones as the system is trying to ring the number.
 - 6 If enabled you may press * * to return to voicemail system.

CHAPTER
8

Managing Personal Options

This chapter describes the personal options available and provides step-by-step instructions for controlling these options.

Overview

Group Mailbox

You have the option to setup a group mailbox that will include a few users. This is helpful when you want to give out one telephone number for several people to callers. When the callers call this particular number and no one answers the phone, the system will give the caller the option to choose who he/she wants to leave the message for. For example, the system will say "... to leave a message for John please press 1, to leave a message for Kim please press 2...".

The individual users of the voicemail system will still enjoy all the privacy that they would if they had an individual mailbox account.

Hands-free Operation

The user has the option to configure his/her account so it requires minimum interaction by the user before messages are played. This will allow the user to automatically play new messages, skip messages, etc. based on what the user prefers. This option applies when checking messages from the phone only.

Capacity Quota Notifications

The administrator assigns certain capacity limits to each user. When the quota reaches or exceeds this threshold, the system will prompt you to delete some of your messages. This notification is done by Email or voicemail, depending on the threshold(s) reached. You may not be able to send or receive messages until this capacity condition is resolved.

Personal Options Summary

The following options are available from the personal options menus:

- 1** **Manage Personal Greeting** - A personal message that will be played to calling parties (Details on page 8).
- 2** **Manage Password** (Details on page 8).
- 3** **Manage Distribution Lists** adds a new or changes an existing distribution list (Details on page 36).
- 4** **Record Name** to play to internal callers that dial or forward a call to an extension or add members to a distribution list (Details on page 7).
- 6** **Other Greetings** manages other greetings including (Details on page 33):
 - Extended Absence Greeting (EAG)
 - Busy Line Greeting
- 7** **Manage Notification Options including** (Details on page 55):
 - Message Waiting Notification by phone
 - Message Waiting Notification by text pager
 - Message Waiting Notification by numeric pager
- 8** **Manage Message Playback Options including** (Details on page 17):
 - Control Date and Time Playback
 - Control Sender Information Playback

Managing User Preferences - Web Browser Interface

Logging Into Your Account

Follow these steps to log in and access your account through the Web browser interface.

To login to your account

- 1 From the login screen, enter your username and password, as assigned by your administrator.
- 2 Click LOGIN. The welcome page is displayed.

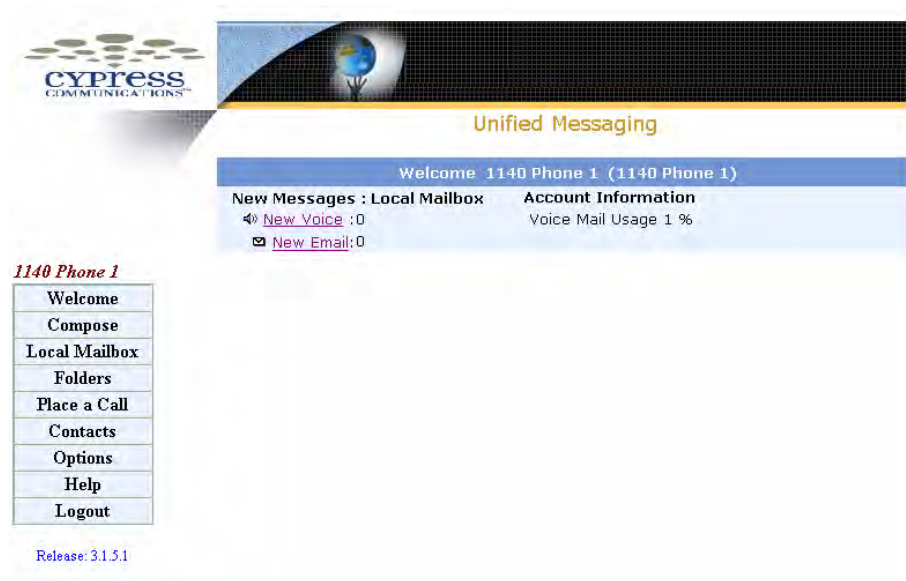


Figure 8.1 Unified Messaging Welcome Page

- 3 Click Options. The Options page is displayed.

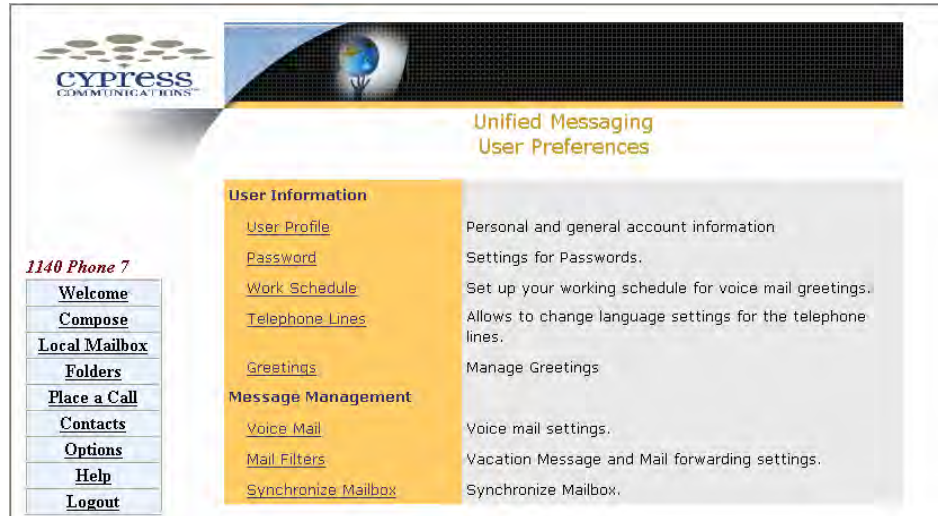


Figure 8.2: User Options Main Page

- 4 Click one of the links shown to set your preferences, as described in the following sections.

Viewing Your Personal User Profile

Your user profile defines your personal and account information. Although you cannot change some of the information that has been pre-set by your administrator, you can review and identify any errors or that may have been made. Your administrator determines which fields users can personally edit.

To view your profile

- 1 From the Options page, click User Profile. Your user profile is displayed.

The screenshot shows the Cypress Communications user profile page. On the left is a navigation menu with links: Welcome, Compose, Inbox, Folders, Contacts, Options, and Logout. The main content area is titled 'User Profile' and contains two sections: 'Personal Information' and 'Account Information'. Each section is a table with two columns: the parameter name and its value. The 'Personal Information' table has rows for First Name (Sherri) and Last Name (Melson). The 'Account Information' table has rows for Email User Name (smelson@prism.ipunity.com), Email Address (smelson@prism.ipunity.com), Voice MailBox Number (1174), Telephone Number (4085821174), Class of Service Name (premium), Voice Mailbox Usage (%) (2), Email Quota (MB) (1000), Email Usage (KB) (36086), User Timezone (Pacific Daylight Time), and User Language (American English). At the top right of the page are 'Edit' and 'Back' buttons.

Figure 8.3: View Personal and Account Information Page

Parameter	Description
First Name	First name of account holder
Last Name	Last name of account holder
Email User Name	Username for email account
Email Address	Email address for email account
Voice Mailbox Number	Number of voicemail box for account
Telephone Number	Telephone number for voicemail account
Class of Service Name	Name for COS to which user is assigned
Voice Mailbox Usage (%)	Percentage full for voice mailbox
Email Quota (MB)	Quota on the email server
Email Usage (KB)	Current email usage per user
User Timezone	Timezone to which user is assigned
User Language	Language preference for user

- 2 Verify that the information shown is correct. If incorrect information is shown, click on edit and any fields which you can edit directly will be displayed. If any other information is incorrect, you will need to contact your system administrator.



Figure 8.4: Sample screen showing user changeable fields

Changing Your Password

To change your password using the Web browser interface

- 1 From the User Preferences page, click Password. The Change Passwords page is displayed.

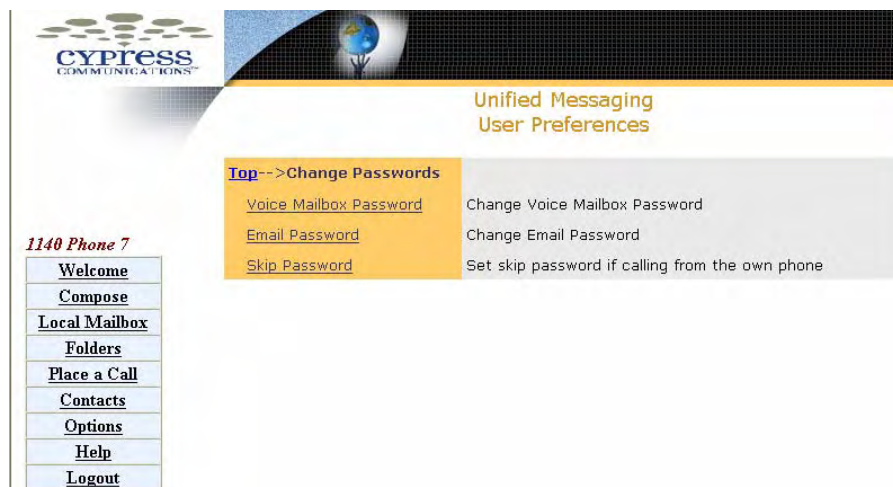


Figure 8.5: Change Passwords Page

- 2 Click Voice Mailbox Password to change your Voice Mailbox Password. Click Email Password to change Email Password.
- 3 Enter a new password.

- 4 Retype the same password to verify it.
- 5 Click Update to save your changes.

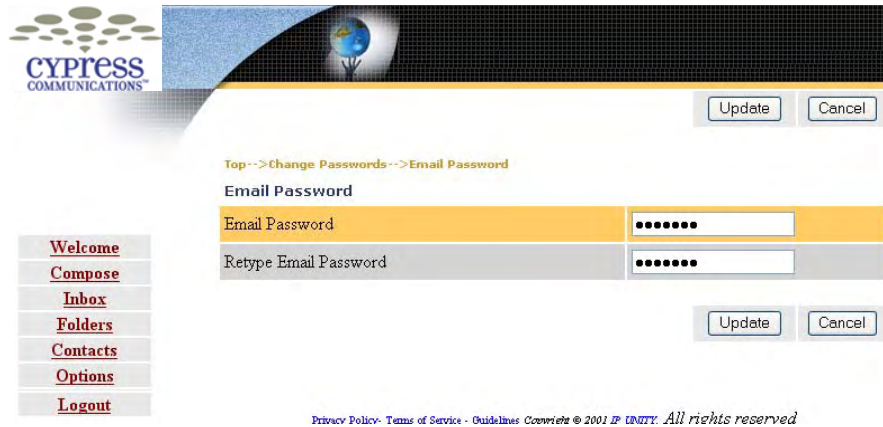


Figure 8.6: Change Password Screen

Setting Voicemail Message Options

To change voicemail message options

- 1 From the Options page, click Voice Mail. The Voice Mail Settings page is displayed.

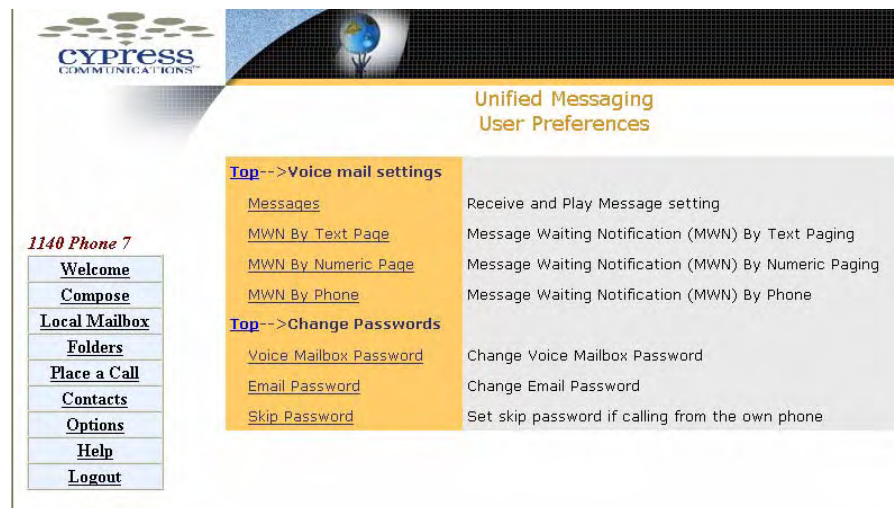


Figure 8.7: Voice Mail Settings Main Page

- 2 Click Messages. The following page is displayed. Note: The options available may be different for your account based on what has been allowed to be altered by your administrator.

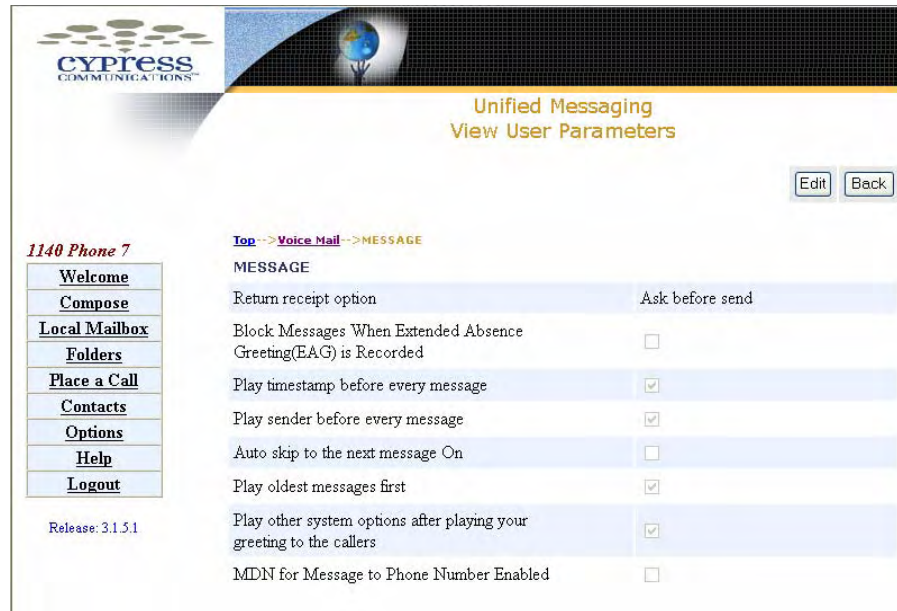


Figure 8.8: View Message Options Page

Parameter	Description
Return receipt option	Options are: Ask before send, Never send, Automatically send
Block messages when EAG is on	Callers cannot leave a message when EAG is on
Play timestamp before every message	Timestamp played before every message
Play sender info before every message	Sender info played before every message
Auto skip to next message: On	Automatically skip to next message
Play oldest messages first	Message play order is oldest to newest
Play other system options after greeting MDN or Message to Phone Number	Callers hear a menu before recording message Callers receive message delivery notification

- 3 Make the desired changes to message handling options and click Update to save changes.

Setting Up Your Work Schedule

To set up your work schedule:

- 1 From the Options page, click Work Schedule. The View User Parameters page is displayed, showing the current work schedule information.

CYPRESS COMMUNICATIONS

[Edit](#) [Back](#)

[Top](#) -> [Work Schedule](#) [Use Default](#)

Sunday	
Working Hour starts at	Weekend
Working Hour ends at	Weekend
Monday	
Working Hour starts at	7:30 AM
Working Hour ends at	6:30 PM
Tuesday	
Working Hour starts at	7:30 AM
Working Hour ends at	6:30 PM
Wednesday	
Working Hour starts at	7:30 AM
Working Hour ends at	6:30 PM
Thursday	
Working Hour starts at	7:30 AM
Working Hour ends at	6:30 PM
Friday	

Figure 8.9: View Work Schedule Page

Parameter	Description
Working Hour starts at	Defines start time for each work day
Working Hour ends at	Defines end time for each work day

2 Click Edit. The edit Work Schedule page is displayed.

CYPRESS COMMUNICATIONS

Update Cancel

Top--> Work Schedule

Sunday

Working Hour starts at Weekend

Working Hour ends at Weekend

Monday

Working Hour starts at 8:00 AM

Working Hour ends at 6:00 PM

Tuesday

Working Hour starts at 8:00 AM

Working Hour ends at 6:00 PM

Wednesday

Working Hour starts at 8:00 AM

Working Hour ends at 6:00 PM

Thursday

Working Hour starts at 8:00 AM

Working Hour ends at 6:00 PM

[Welcome](#)

[Compose](#)

[Inbox](#)

[Folders](#)

[Contacts](#)

[Options](#)

[Logout](#)

Figure 8.10: Edit Work Schedule Page

- 3 Under Work Hours Schedule, click the drop-down buttons to select the starting and ending hours for each working day or select weekend.
- 4 Click Update to save your changes.

Setting up a Vacation Schedule

To set up your vacation schedule and Mail Forwarding options:

- 1 From the Options page, click Mail Filters. The Vacation Message and Mail Forwarding parameters page is displayed.

Figure 8.11: Vacation Message and Mail Forwarding parameters

Parameter	Description
Vacation Message Enabled	When enabled, all incoming email messages are responded to with an email containing the text specified in the vacation message.
Vacation Message	The text for the response to all emails received when vacation message is enabled.
Forward All Mails Enabled	When enabled, all emails received will be forwarded to the email address specified.
Keep a Copy	In addition to the email being forwarded, a copy will be left in the subscribers mailbox.
Do not Forward Automatic Message	The UM server can recognize certain types of messages which are created by mail servers. If this is enabled, those types will not be forwarded.

Parameter	Description
Preserve To/CC Fields	If enabled, the “forwarded email address” will not be put in the To/CC fields.
Forward To Email Address	The email address to which all emails should be forwarded if forward messages enabled. Separate multiple addresses by a comma.

Managing Message Waiting Notifications

This chapter describes the message waiting notification (MWN) features, and provides step-by-step instructions for controlling message waiting notification.

Overview

The system can call a phone or a pager (numeric and text) or send you an email to notify you of new voicemail messages. When you answer a notification, you can log on to the system immediately to check your messages.

The system calls a phone number or a pager number based on the notification schedules and options that you set-up through the Web interface. Email notification is set-up through your Email client. In order to make notification calls, the phone or pager identified must be turned on and available to receive calls. You can turn these notification options on or off and specify or change the notification phone numbers using the phone interface. More details can be found in this chapter.

Managing Notification Options through the Phone

Setting Notification by Phone Options

To turn notification by phone on or off

- 1 From the main menu, press **4** - Personal Options.
- 2 From the Personal Options menu, press **7** - Manage Notification.
- 3 Press **1** to turn message notification by phone on or off.

Setting Notification by Numeric Page Options

To turn notification by numeric page on or off

- 1 From the main menu, press **4** - Personal Options.
- 2 From the Personal Options menu, press **7** - Manage Notification.
- 3 Press **2** to turn message notification by numeric page on or off.

Setting Notification by Text Page Options

To turn notification by text page on or off

- 1 From the main menu, press **4** - Personal Options.
- 2 From the Personal Options menu, press **7** - Manage Notification.
- 3 Press **3** to turn message notification by text page on or off.

Setting Phone Number for Notification Options

To change the phone number for phone or pager notification

- 1 From the main menu, press **4** - Personal Options.
- 2 From the Personal Options menu, press **7** - Manage Notification.
- 3 Press **4** to change the phone number for phone notification, or press **5** for pager notification.
- 4 The system plays the current phone number.
- 5 To replay, press **1**, to change the number press **2**, to leave it unchanged, press **#**.

Unified Messaging Setup with Email, Cell Phone and Pager

Beyond the telephone interface, there are number of methods for receiving unified messages (i.e. voicemails) from the C4 system. You can either receive voicemails directly in your Email inbox, or receive Message Waiting Notifications (MWN) through your Email, phone or pager. MWNs only let you know that a voicemail has been received; notifications do **not** include the actual voicemail. All notifications (email, cell phone, hand-held device and pager) must be set-up in the Unified Messaging Portal. Once you receive a notification, you can either check your voicemail through your phone, Email client (if you are setup to receive voicemails in your Email client), or via the Unified Messaging Portal.

There are two options for receiving voicemails through your Email client. An Outlook IMAP connection can be established or messages can be forwarded from the Unified Messaging Portal to your Email inbox. The IMAP connection option requires set-up within your individual Email client. The message forwarding option requires set-up in the Unified Messaging Portal.

Receiving Voicemails or Notifications in your Email Client

Option 1: Full Voicemail Box Synchronization with Email (IMAP Configuration)—This option allows you to receive all voicemails via a separate Outlook Email box in the Outlook client. This type of synchronization allows you to easily manage voicemails directly from your Outlook client. No need to juggle multiple message clients—when a message is deleted from your email box, it is also deleted from your voicemail box.

Note: If a voicemail is moved from the Unified Messaging (IMAP) inbox to the Outlook inbox, it is deleted from the IMAP inbox. To keep the voicemail for future reference, forward it to your Outlook inbox rather than manually moving it. Once the message is forwarded, if it is deleted from the Outlook inbox it will remain in the IMAP inbox.

To fully synchronize your voicemail box with your Email inbox, open Outlook:

- 1 Click the “**Tools**” menu
 - 2 Click “**Options**”
 - 3 Click “**Mail Setup**”
 - 4 Click “**Email Accounts**”
 - 5 Choose “**Add a New Email Account**” and click “**Next**”
 - 6 Choose “**IMAP**” and click “**Next**”
 - 7 Type your name in “**Your Name**”
 - 8 Type Email address in “**Email Address**”
 - 9 In **BOTH** the **inbound** and **outbound** mail server, type: **um.c4voicemail.net**
 - 10 Type your Unified Messaging Portal login username in “**Username**”
 - a. **firstname.lastname@customer.c4voicemail.net**
 - b. **For example; john.smith@cypress.c4voicemail.net)**
 - 11 Type your Unified Messaging Portal login password in “**Password**”
 - 12 Click “**Next**”
-

- 13 Click **“Finish”**
- 14 Go to your inbox and note the addition of the new mailbox

Option 2: Copy of each Message Sent to your Email Client—This option enables you to receive a copy of each voicemail in your Email inbox. Voicemails that have been deleted from your inbox will continue to reside in your voicemail box.

- 1 Log in to the Unified Messaging Portal
- 2 Click on the **“Options”** menu on the left-hand side
- 3 Click on the **“Mail Filters”** menu under Message Management
- 4 Click **“Edit”**
- 5 Click all check boxes under the Mail Forwarding header;
- 6 Enter your email address in **“Forward to Email Addresses”**
- 7 Click **“Update”**

Option 3: Message Waiting Notification Only—With this option, you will receive a MWN and link to the Unified Messaging portal in your Email inbox when a new voicemail is delivered.

- 1 Log in to the Unified Messaging Portal
- 2 Click on the **“Options”** menu on the left-hand side
- 3 Click on the **“Voice Mail”** menu under Message Management
- 4 Click on **“MWN by Text”**
- 5 Click **“Edit”**
- 6 Change **“Notification enabled for”** to the appropriate setting
- 7 **“Store Messages in Off time”** is checked by default
- 8 Enter your Email address in **“Notification Email Addresses”**
- 9 In the subject line enter an identifiable subject line you will recognize
- 10 Click **“Update”**

Other MWN Options:

Receiving MWN via Cell Phone:

- 1 Log in to the Unified Messaging Portal
 - 2 Click on the **“Options”** menu on the left-hand side
 - 3 Click on the **“Voice Mail”** menu under Message Management
 - 4 Click on **“MWN By Phone”**
 - 5 Click **“Edit”**
 - 6 Change the **“Default Notification Level”** to the appropriate setting
 - 7 Click the check box for **“Caller MWN Enabled”**
 - 8 Type your cell phone number into the **“Outcall Number”** field—*Enter numbers only; do not use dashes or parentheses.*
 - 9 Click **“Update”**
-



Receiving MWN via Pager:

- 1 Log in to the Unified Messaging Portal
 - 2 Click on the “**Options**” menu on the left-hand side
 - 3 Click on the “**Voice Mail**” menu under Message Management
 - 4 Click “**MWN By Numeric Page**”
 - 5 Click “**Edit**”
 - 6 Change “**Notification Enabled For**” to the appropriate setting
 - 7 Enter your pager number in the “**Paging Number**” field
 - 8 Click “**Update**”
-

Using WebMail Features

Webmail is the Web interface to compose, retrieve or delete voicemail messages.

Accessing Webmail

- 1 Login to the Web interface as described in chapter 2, Getting Started.
- 2 From the welcome screen, select Local Mailbox from the left menu or click on the links under new messages.

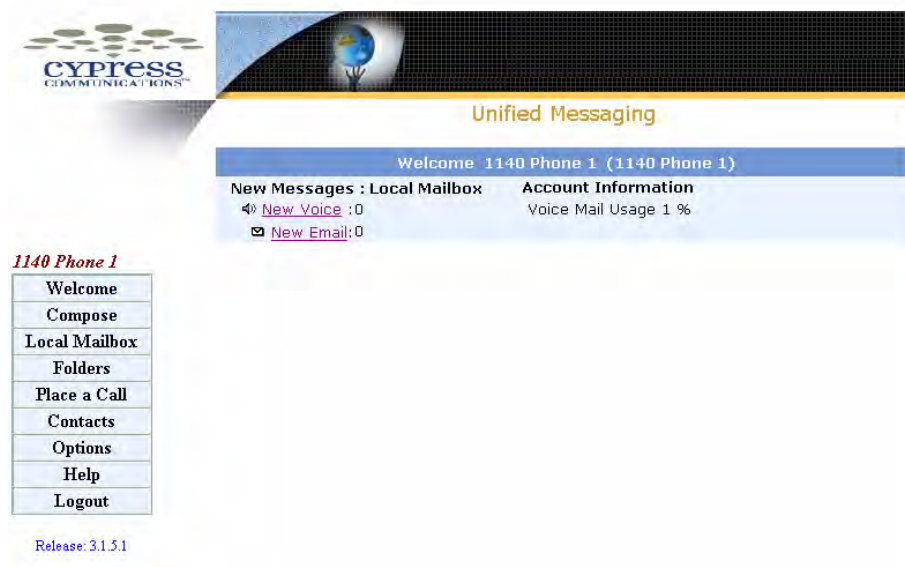


Figure 10-1: Welcome page

Inbox to Review New Messages

The screenshot displays a webmail inbox for the account `sherri.1488@prism.ipunity.com`. The interface includes a navigation menu on the left with links for [Welcome](#), [Compose](#), [Inbox](#), [Folders](#), [Contacts](#), [Options](#), and [Logout](#). The main area shows a list of messages with the following columns: **Sender**, **Date**, **Size**, and **Subject**. Each message row includes a checkbox for selection, a flag icon, and a priority indicator. The messages listed are:

Sender	Date	Size	Subject
Sherri Melson	01/16/2003 07:15 AM	1k	Text to Speech Demonstration
"Phone: 4085821100"	01/13/2003 07:30 PM	20k	Voice Mail
Sherri Melson	01/13/2003 10:50 AM	1k	Text to Speech Demonstration
Sherri Melson	01/09/2003 06:05 PM	1k	voicemail reply to email test
"Phone: 4085821100"	01/08/2003 04:28 AM	25k	Voice Mail
Sherri Melson	01/07/2003 10:58 PM	2k	FW: Your article on TMC.net
smelson@ip-unity.com	01/07/2003 07:10 PM	13k	http://www.tmcnet.com/tmcnet/articles/10603ipu.h
Sherri Melson	01/07/2003 04:35 PM	15k	IP Unity - Press Release.htm

Figure 10-2: Inbox Screen

- List of headers with Sender, date, priority, flag to show whether attachment exists and subject.
- View, forward, reply or delete voicemail message content.
- If more than 10 messages, the Next or Prev button provides easy navigation.
- Delete message using either the checkbox provided in front of each message.
- Get Mail requests immediate mail delivery.
- Empty Trash deletes all messages in the trash folder.

Folder Management

CYPRESS COMMUNICATIONS

Unified Messaging

Mailbox : Local Mailbox

1140 Phone 7

- Welcome
- Compose
- Local Mailbox
- Folders
- Place a Call
- Contacts
- Options
- Help
- Logout

Folder	Total
Deleted Items (Empty Trash)	0
INBOX	2
Junk E-mail	0

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Figure 10-3: Folders Screen

- Shows Total and New Voice Messages for each folder in tabular form.
- List of all folders- Deleted Items, Inbox and Junk E-mail.
- Empty Trash button is a shortcut to delete all messages in the trash folder.



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