

Windows Integrated Coral Messaging Center **WiCMC**

User Guide

(Version 2.2)



The flexible way to communicate

■ Reference information

To access your mailbox by phone

1. Call the voice messaging system.

From inside your organization, dial _____

From outside your organization, dial _____

2. When the system greets you, enter:

Personal ID _____

Security code _____

To access your mailbox by computer

1. Start Mailbox Manager.

2. On the Connect dialog box, enter:

Host name _____

Extension _____

Security code _____

For assistance, call _____

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■ Introduction

Welcome to Windows integrated Coral Message Center (WiCMC), a simple yet powerful voice messaging system that can greet your callers and record your messages.

This section describes basic system tools and associated documentation.

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About this guide

The *User Guide* explains how to manage voice messages by phone, and how to change your mailbox settings by phone.

Instructions for using voice messaging programs by computer, such as Mailbox Manager or any of the TeLANophy™ programs, can be found in the online Help for the program.

Some system features documented in this guide require additional licensed options that may not be available at your organization. Your system manager can tell you which features are available. See “[Messaging by phone](#)” on page 4.

In this guide, each procedure includes an icon to indicate how you perform the procedure:



Phone keys

In addition, the following icon indicates that you can also perform the procedure by computer with Mailbox Manager:



Mailbox Manager

The menu options diagram beginning on page 86 shows the WiCMC menus available by phone. You can print the diagram as a quick reference for WiCMC features.

The *User Guide* includes space for reference information on page 88. Print this page, and write the phone numbers and IDs you need to access WiCMC.

Messaging by phone

You can check messages or change your mailbox setup from any touchtone phone.

The voice messaging conversation can be customized, depending on your preference:

Menu conversation The menu conversation leads you quickly to your destination. You will hear a menu of options. Press the number associated with the option to perform a particular task. Most people use the menu conversation.

1 for Yes, 2 for No® If you prefer, ask your system manager to set your mailbox for the 1 for Yes, 2 for No conversation. Just press **1** for Yes, **2** for No to answer the easy, yes-and-no questions.

Shortcuts

To perform routine tasks quickly, you can enter a sequence of numbers at any time. You do not have to wait until the system finishes speaking. For a complete list of system shortcuts and menus, see “Menus and reference” on page 83.

Help

When the system conversation asks you a question, press **3** to hear a menu of available options.

Working with Mailbox Manager

Mailbox Manager is a Windows program designed to make managing your mailbox setup options fast and easy. Detailed procedures are available in the online Help for the program.

You can use the Mailbox Manager program to change your mailbox setup from a computer connected to the same network as the voice messaging system. These setup options can also be changed by phone.

Depending on your software licenses, Mailbox Manager may not be available at your organization. See your system manager for details.

With Mailbox Manager, you can change the following:

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

The first time you use the Mailbox Manager, you need to know the host name, your personal ID and your security code. See [“To start Mailbox Manager the first time”](#) on page 15.

Messaging and call management with TeLANophy

If your system includes TeLANophy™, you can manage all types of messages and phone calls visually on your computer.

The TeLANophy programs provide additional features for working with messages from other people who also use the voice messaging system. For example, you can record and reply to voice messages, and send messages to message groups. You can address messages to other users by selecting from a list on a dialog box.

TeLANophy programs consist of:

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

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

ViewMail for Lotus® Notes® You can access all of your voice messages and e-mail messages in your Lotus Notes Inbox.

ViewMail for GroupWise® You can access all of your voice messages and e-mail messages in your GroupWise mailbox.

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.

■ Getting started

This section describes how to call the system and access your mailbox, and how to set up your mailbox for the first time.

This section also explains how to start the Mailbox Manager program to access your mailbox setup by computer. For detailed instructions to use Mailbox Manager, see the online Help for the program.

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To access your mailbox by phone

To access your mailbox, you need to know the phone number to call the voice messaging system, your personal ID, and your security code. Your system manager can provide this information.

You may need to use a different phone number, depending on whether you are calling from inside or outside your organization.

To make it easier to remember the information you need to access your mailbox, this *User Guide* includes space for reference information on page 88. Print this page, and write the phone numbers for calling WiCMC, and your ID.

For security purposes, you may be required to change your security code. Choose a code that is easy for you to remember, but difficult for others to guess. Do not write down your security code.

The first time you call, the system asks you to answer a few questions to set up your mailbox and enroll you on the system as a subscriber. See [“To enroll on the system by phone”](#) on page 11.

See also

[To access your mailbox setup with Mailbox Manager](#) 17



USING YOUR PHONE

1 Call the voice messaging system.

From inside your organization, dial _____

From outside your organization, dial _____

2 When the system greets you, enter:

Personal ID _____

Security code _____

Use these keys at the main menu

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

Use these keys anytime

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

To enroll on the system by phone

The first time you call, the system asks you a few simple questions to record your name, spell your name (if required), record a personal greeting, and set your security code. Once you have answered these questions, you are enrolled on the system as a subscriber, and your mailbox is ready to use.

To begin, you need to know the phone number to call the voice messaging system, your personal ID, and your security code. Your system manager can provide this information.

To make it easier to remember the information you need to access your mailbox, this *User Guide* includes space for reference information on page 88. Print this page, and write the phone numbers for calling WiCMC, and your ID.

For security purposes, you may be required to change your security code. Choose a code that is easy for you to remember, but difficult for others to guess. Do not write down your security code.

After you have set up your mailbox by phone, you can use the TeLANophy programs, if they are available. Contact your system manager for details.



USING YOUR PHONE

- 1** Call the voice messaging system. If asked, enter your personal ID and security code.
- 2** Answer the system questions. Press **1** for Yes, **2** for No. If you are not sure, press **2**. You can always change the option later.
- 3** When the system tells you that your mailbox is set up, press **1** to confirm your settings.

Use these keys at the main menu

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

Use these keys anytime

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

To use systemwide commands

The system conversation consists of these main menu options:

- Check new messages.
- Send messages.
- Review old messages.
- Change setup options.

Systemwide commands are available at several points throughout the system conversation.



USING YOUR PHONE

- 1** Call the voice messaging system.
- 2** If asked, enter your personal ID and security code.
- 3** As you navigate through the system menus, use the commands in the following tables.

Use these keys at the main menu

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

See also

[Menu options diagram 86](#)

Use these keys anytime

<u>TASK</u>	<u>KEY</u>	<u>TASK</u>	<u>KEY</u>
Main menu	*	Previous menu	#
Answer Yes	1	Answer No	2

To start Mailbox Manager the first time

With Mailbox Manager, you can change your mailbox setup from any Windows® computer connected to the same network as the voice messaging system. This topic provides steps to start Mailbox Manager for the first time.

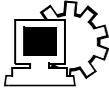
For detailed steps to change your mailbox setup with Mailbox Manager, see the online Help for the program.

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. Your system manager can provide this information.

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

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, delivery number, and other settings.



USING THE MAILBOX MANAGER

- 1** Start Mailbox Manager.
- 2** On the Connect dialog box, enter:
Host name _____
Extension _____
Security code _____
- 3** Click OK.
- 4** On the Profile page, select a recording device so that you can record greetings and names. If your computer is equipped with a microphone and speakers, select "My computer." Otherwise, select "My phone."
- 5** Click "Save."

To access your mailbox setup with Mailbox Manager

The first time you use the Mailbox Manager, you need to know the host name, your personal ID and your security code. Your system manager can provide this information. See “[To start Mailbox Manager the first time](#)” on page 15.



USING THE MAILBOX MANAGER

- 1** Start Mailbox Manager.
- 2** On the Connect dialog box, enter:
Host name _____
Extension _____
Security code _____
- 3** Click OK.

■ Checking messages

This section explains how to check your new and old messages.

You can check your new voice messages from any touchtone phone. You can also review old or archived messages you have already heard.

When you check a message, you can:

- Reply to the sender.
- Check the next message.
- Delete or archive a message.
- Hear when the message was sent.
- Forward the message to another subscriber.
- Skip the message.
- Repeat the message.

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To check new messages

New messages are messages that you have not yet heard. 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 any messages from a subscriber, you can reply immediately; you do not have to dial the subscriber’s extension.

Depending on the phone system, WiCMC notifies you when you have new messages, either by lighting a button on your phone, or by playing a special tone. Or, WiCMC can call your extension. See “[To change message delivery](#)” on page 75.

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

- Play new messages automatically each time you call the system.
- Identify you automatically when you use your assigned extension.
- Tell you how long it will take to play your messages.

See also

[To review an old message21](#)



USING YOUR PHONE

- 1** Call the voice messaging system. If asked, enter your personal ID and security code.
- 2** Press **4** to check new messages. Follow the system instructions. Press **1** for Yes, **2** for No.

TIP Press ***** to skip a message and save it as new.
- 3** Use the following commands during and after message playback.

Use these keys during a message

TASK	KEY	TASK	KEY
Hear menu options	3	Backward	7
Softer/louder	5	Pause or continue	8
		Fast-forward	9

Use these keys after a message

TASK	KEY(S)	TASK	KEY
Reply to sender	4	Hear time stamp	8
Check next message	5	Redirect message	9
Delete	6	Save as new	0
Archive message	7	Repeat the message	#

Use these keys anytime

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

To review an old message

Old messages are messages you have already heard.

After you have heard a new message, the system saves it for a set amount of time (for example, until midnight). Or, you can archive the message to save it longer. Ask your system manager how many days your system is set to save old and archived 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.”



USING YOUR PHONE

- 1** Call the voice messaging system. If asked, enter your personal ID and security code.
- 2** Press **6** to check old messages. Follow the system instructions. Press **1** for Yes, **2** for No.
TIP Press ***** to skip a message. Press **3 7** to archive a message. You cannot save an old message as new.
- 3** Use the following commands during and after message playback.

Use these keys during a message

TASK	KEY	TASK	KEY
Hear menu options	3	Backward	7
Softer/louder	5	Pause or continue	8
		Fast-forward	9

Use these keys after a message

TASK	KEY(S)	TASK	KEY
Reply to sender	4	Hear time stamp	8
Check next message	5	Redirect message	9
Delete	6	Repeat the message	#
Archive message	7		

Use these keys anytime

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

See also

[To check new messages..... 19](#)

To reply to a message

If a message is from another subscriber, you can send a reply. You can reply to a new or old message.



USING YOUR PHONE

- 1** While listening to a message, press **3** **4**. Or, after a message, press **4**.
- 2** Record your reply after the beep. Press ***** to finish recording.
- 3** Press ***** to send the reply. Or, follow the conversation to edit the reply, set special delivery, or address the reply to others.
- 4** After you send your reply, follow the conversation to handle the original message.

Use these keys during a message

<u>TASK</u>	<u>KEY</u>	<u>TASK</u>	<u>KEY</u>
Hear menu options	3	Backward	7
Softer/louder	5	Pause or continue	8
		Fast-forward	9

Use these keys after a message

<u>TASK</u>	<u>KEY(S)</u>	<u>TASK</u>	<u>KEY</u>
Reply to sender	4	Hear time stamp	8
Check next message	5	Redirect message	9
Delete	6	Save as new	0
Archive message	7	Repeat the message	#

Use these keys anytime

<u>TASK</u>	<u>KEY</u>	<u>TASK</u>	<u>KEY</u>
Main menu	*	Previous menu	#
Answer Yes	1	Answer No	2

See also

[To check new messages 19](#)

[To review an old message 21](#)

To check the next message

You can check the next message in your new or old message stack. When you check the next message, your original message is marked “old.”



USING YOUR PHONE

- ◆ While listening to a message, press **3** **5**. Or, after a message, press **5**.

Use these keys during a message

TASK	KEY	TASK	KEY
Hear menu options	3	Backward	7
Softer/louder	5	Pause or continue	8
		Fast-forward	9

Use these keys after a message

TASK	KEY(S)	TASK	KEY
Reply to sender	4	Hear time stamp	8
Check next message	5	Redirect message	9
Delete	6	Save as new	0
Archive message	7	Repeat the message	#

Use these keys anytime

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

To delete a message

You can delete a new or old voice message.



USING YOUR PHONE

- ◆ While listening to a message, press **3 6**. Or, after a message, press **6**.

Use these keys during a message

TASK	KEY	TASK	KEY
Hear menu options	3	Backward	7
Softer/louder	5	Pause or continue	8
		Fast-forward	9

Use these keys after a message

TASK	KEY(S)	TASK	KEY
Reply to sender	4	Hear time stamp	8
Check next message	5	Redirect message	9
Delete	6	Save as new	0
Archive message	7	Repeat the message	#

Use these keys anytime

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

See also

[To check new messages 19](#)

[To review an old message 21](#)

To archive 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 old 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 an archived message, the system gives you the option of archiving the message again. You must press **3 7** to archive the message again or it will be deleted.



USING YOUR PHONE

- ◆ While listening to a message, press **3 7**. Or, after a message, press **7**.

Use these keys during a message

<u>TASK</u>	<u>KEY</u>	<u>TASK</u>	<u>KEY</u>
Hear menu options	3	Backward	7
Softer/louder	5	Pause or continue	8
		Fast-forward	9

Use these keys after a message

<u>TASK</u>	<u>KEY(S)</u>	<u>TASK</u>	<u>KEY</u>
Reply to sender	4	Hear time stamp	8
Check next message	5	Redirect message	9
Delete	6	Save as new	0
Archive message	7	Repeat the message	#

Use these keys anytime

<u>TASK</u>	<u>KEY</u>	<u>TASK</u>	<u>KEY</u>
Main menu	*	Previous menu	#
Answer Yes	1	Answer No	2

See also

[To check new messages..... 19](#)

[To review an old message 21](#)

To hear when a message was sent

You can hear when a message was sent.



USING YOUR PHONE

- ◆ While listening to a message, press **3 8**. Or, after a message, press **8**.

Use these keys during a message

TASK	KEY	TASK	KEY
Hear menu options	3	Backward	7
Softer/louder	5	Pause or continue	8
		Fast-forward	9

Use these keys after a message

TASK	KEY(S)	TASK	KEY
Reply to sender	4	Hear time stamp	8
Check next message	5	Redirect message	9
Delete	6	Save as new	0
Archive message	7	Repeat the message	#

Use these keys anytime

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

See also

[To check new messages19](#)

[To review an old message21](#)

To redirect (forward) a message to another subscriber

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

The system lets you:

- Redirect a message to another subscriber.
- Record an introduction to the message.
- Edit your introduction or set special delivery options for the redirected message.

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



USING YOUR PHONE

- 1** While listening to a message, press **3 9** to interrupt it. Or, after a message, press **9**.
- 2** Press **2** to skip recording an introduction. Otherwise, press **1**, record an introduction, then press ***** to finish. Follow the conversation to edit the introduction or set special delivery.
- 3** On the phone, spell the subscriber's name. Otherwise, enter the extension number. Press **1** when you hear the name of the subscriber you want. Otherwise, press **2** to hear the next matching name.
- 4** Wait while the system redirects the message.
- 5** Press **2** to skip redirecting the message to anyone else. Otherwise, press **1**, then follow the conversation to redirect the message to additional subscribers.

- 6** After you redirect the message, follow the conversation to handle the original message.

Use these keys during a message

TASK	KEY	TASK	KEY
Hear menu options	3	Backward	7
Softer/louder	5	Pause or continue	8
		Fast-forward	9

Use these keys after a message

TASK	KEY(S)	TASK	KEY
Reply to sender	4	Hear time stamp	8
Check next message	5	Redirect message	9
Delete	6	Save as new	0
Archive message	7	Repeat the message	#

Use these keys anytime

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

See also

[To check new messages..... 19](#)

[To review an old message..... 21](#)

To skip a message and save it as new

You can skip a message in your new message stack and keep it new. You cannot skip an old or archived message and change its status to new.



USING YOUR PHONE

- ◆ While listening to a message, press **3 0**. Or, after a message, press **0**.

Use these keys during a message

TASK	KEY	TASK	KEY
Hear menu options	3	Backward	7
Softer/louder	5	Pause or continue	8
		Fast-forward	9

Use these keys after a message

TASK	KEY(S)	TASK	KEY
Reply to sender	4	Hear time stamp	8
Check next message	5	Redirect message	9
Delete	6	Save as new	0
Archive message	7	Repeat the message	#

Use these keys anytime

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

See also

[To check new messages..... 19](#)

[To review an old message 21](#)

To repeat a message

If necessary, you can play a message again.



USING YOUR PHONE

- ◆ While listening to a message, press **3 #**. Or, after a message, press **#**.

Use these keys during a message

TASK	KEY	TASK	KEY
Hear menu options	3	Backward	7
Softer/louder	5	Pause or continue	8
		Fast-forward	9

Use these keys after a message

TASK	KEY(S)	TASK	KEY
Reply to sender	4	Hear time stamp	8
Check next message	5	Redirect message	9
Delete	6	Save as new	0
Archive message	7	Repeat the message	#

Use these keys anytime

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

See also

[To check new messages..... 19](#)

■ Changing your greetings

Callers hear a greeting before they leave a message. Your mailbox can play one of three greetings: standard, busy, or alternate. You can record your own greetings, or use the default greetings recorded in the system voice.

The types of greetings are:

Standard greeting Your standard greeting plays when your phone is unanswered.

Alternate greeting You can play an alternate greeting for special occasions, such as when you are out of the office or on vacation.

Busy greeting You can play a busy greeting when you are on your phone.

Default greetings The system includes a default standard, alternate and busy greeting.

This section explains how to use greetings. By phone, you change your greetings with setup options.

Depending on the features you have installed, you may also be able to use the Mailbox Manager program to change your greetings by computer.

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To change your 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.”

If you do not record a standard greeting in your own voice, the system plays a greeting that includes your recorded name or your extension. For example: “Pat Green is not available right now.”

During enrollment you are asked to record your own standard greeting, if desired. If you choose not to record your own greeting, when your phone is unanswered the system plays the default standard greeting. You do not have to take any additional action.



USING YOUR PHONE

- 1 Call the voice messaging system. If asked, enter your personal ID and security code.
- 2 To rerecord your standard greeting, press **7 4 6 1**.
- 3 After the beep, record your greeting. Press ***** to stop recording.

Use these keys anytime

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

See also

[To switch between your standard and alternate greetings.....38](#)

[To use the default greetings.....42](#)

To change your alternate greeting

The alternate greeting is 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.” To use the alternate greeting, you turn it on through setup options. When your alternate greeting is active, the system plays it instead of your other greetings.

If you do not record an alternate greeting in your own voice, the system plays an alternate greeting that includes your recorded name or your extension. For example: “Pat Green is out today.”

When you record a greeting, include any special instructions for your callers. For example, 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.”

See also

[To switch between your standard and alternate greetings..... 38](#)

[To use the default greetings 42](#)



USING YOUR PHONE



You can also use Mailbox Manager.

- 1** Call the voice messaging system. If asked, enter your personal ID and security code.
- 2** To rerecord your alternate greeting, press **7 4 8 1**.
- 3** After the beep, record your greeting. Press ***** to stop recording. The system plays your new greeting. To rerecord it, press **1**. Otherwise, press **2**.
- 4** To make the alternate greeting active, press **1**. Otherwise, press **2**.

Use these keys anytime

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

To switch between your standard and alternate greetings

You can switch between your standard and alternate greetings. When you switch between greetings, the other greeting becomes active.

The system stores the recording for the inactive greeting so that you can activate it again when desired.



USING YOUR PHONE

- 1 Call the voice messaging system. If asked, enter your personal ID and security code.
- 2 Press **7 4 5** to switch to your other greeting (standard or alternate).

Use these keys anytime

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

See also

- [To change your standard greeting35](#)
- [To change your alternate greeting36](#)
- [To use the default greetings.....42](#)

To change the greeting for when your phone is busy

Depending on your phone system, you can record a greeting for 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 record a busy greeting in your own voice, the system plays a busy greeting that includes your recorded name or your extension. For example: “Extension **1 2 3** is busy.”

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.”



USING YOUR PHONE

- 1** Call the voice messaging system. If asked, enter your personal ID and security code.
- 2** To rerecord your busy greeting, press **7 4 8 1**. Press ***** to stop recording. The system plays your new greeting. To rerecord it, press **1**. Otherwise, press **2**.
- 3** To make the busy greeting active, press **1**. Otherwise, press **2**.

See also

[To turn your busy greeting on or off.....41](#)

Use these keys anytime

<u>TASK</u>	<u>KEY</u>	<u>TASK</u>	<u>KEY</u>
Main menu	*	Previous menu	#
Answer Yes	1	Answer No	2

To turn your busy greeting on or off

Depending on your phone system, you can use a greeting for 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.



USING YOUR PHONE

- 1** Call the voice messaging system. If asked, enter your personal ID and security code.
- 2** Press **7 4 8** to hear your busy greeting.
- 3** To skip rerecording your busy greeting, press **2**. Otherwise, press **1**, then record the busy greeting. Press ***** to stop recording. The system plays your new greeting. To rerecord it, press **1**. Otherwise, press **2**.
- 4** Press **1** to turn on your busy greeting. Press **2** to turn off your busy greeting.

Use these keys anytime

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

See also

[To change the greeting for when your phone is busy..... 39](#)

To use the default 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.”

During enrollment, you are asked to record your own standard greeting, if desired. If you choose not to record your own greeting, when your phone is unanswered the system plays the default standard greeting. You do not have to take any additional action.

To use the default alternate greeting, you must turn it on. When an alternate greeting is active, the system plays it instead of any of your other greetings. See [“To switch between your standard and alternate greetings”](#) on page 38.

For callers to hear the default busy greeting, you must turn it on. See [“To turn your busy greeting on or off”](#) on page 41.

See also

To change your standard greeting	35
To change your alternate greeting	36
To switch between your standard and alternate greetings.....	38
To change the greeting for when your phone is busy.....	39

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

■ Sending messages

You can use a phone to:

- Send a message to one or more subscribers or guests.
- Mark a message for urgent, private, return receipt, or future delivery.
- Leave a message to a group.
- Redirect a message.
- Modify or cancel a message after leaving it.

This section explains how to send messages, either by leaving the message directly in a mailbox, or by calling an extension.

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To send a message directly to another person's mailbox

The system lets you leave voice messages for other subscribers, groups, or guests. You can leave messages directly in another person's mailbox without first calling the extension.

You can address a message by spelling the recipient's name on the phone. Or, ask your system manager to set up your mailbox to allow you to address messages by extension number.



USING YOUR PHONE

- 1** Call the voice messaging system. If asked, enter your personal ID and security code.
- 2** Press **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** Press **1** when you hear the name of the subscriber you want. Otherwise, press **2** to hear the next matching name.
- 5** Record your message at the beep. The message must be at least three seconds long to be delivered.
- 6** Press **#** to start over or ***** to stop recording.

See also

- [To send a message to a group.....58](#)
- [To send a message to a guest subscriber.....60](#)

Use these keys anytime

<u>TASK</u>	<u>KEY</u>	<u>TASK</u>	<u>KEY</u>
Main menu	*	Previous menu	#
Answer Yes	1	Answer No	2

To leave a message when you call an extension

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.

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.

You can also leave messages directly in a subscriber's mailbox. See [“To send a message directly to another person's mailbox”](#) on page 44.

To finish recording a message, you can press ***** or just stop speaking.



USING YOUR PHONE

- 1** Call another subscriber. When the subscriber does not answer, the call is automatically forwarded to voice mail.
- 2** Follow the system instructions to record your message.
Press **1** for Yes, **2** for No.
- 3** Press **#** to start over or ***** to stop recording.

See also

- [To send a message directly to another person's mailbox 44](#)
- [To send a message to a group ... 58](#)
- [To send a message to a guest subscriber..... 60](#)

Use these keys anytime

<u>TASK</u>	<u>KEY</u>	<u>TASK</u>	<u>KEY</u>
Main menu	*	Previous menu	#
Answer Yes	1	Answer No	2

To add to a message before sending

Depending on system settings, you can add to a message before you send it. When you add to a message, you continue recording from the end of the message.



USING YOUR PHONE

- 1** Address and record a message.
- 2** Press ***** to stop recording.
- 3** Press **4** to edit the message.
- 4** Press **4** to add to the end of the message. Record your additional message after the beep. Press ***** to stop recording.
- 5** Press ***** when you finish editing the message.
- 6** Press ***** to send the message.

To listen to a message before sending

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



USING YOUR PHONE

- 1** Address and record a message.
- 2** Press ***** to stop recording.
- 3** Press **4** to edit the message.
- 4** Press **5** to listen to the message.
- 5** Press ***** when you finish editing the message.
- 6** Press ***** to send the message.

To rerecord a message before sending

Depending on system settings, you can rerecord a message before you send it. When you rerecord a message, your original recording is deleted.



USING YOUR PHONE

- 1** Address and record a message.
- 2** Press ***** to stop recording.
- 3** Press **4** to edit the message.
- 4** Press **6** to rerecord the message. Rerecord your message after the beep. Press ***** to stop recording.
- 5** Press ***** when you finish editing the message.
- 6** Press ***** to send the message.

To send an urgent message

You can use special delivery to mark a message as urgent before you send it. An urgent message is played first, before normal priority messages.

You can mark a message as urgent when you leave a message directly in a subscriber's mailbox, or when you call an unanswered extension.



USING YOUR PHONE

- 1** Call the voice messaging system. If asked, enter your personal ID and security code.
- 2** Follow the conversation to leave a message. Address the message, then record it.
- 3** Press ***** to stop recording.
- 4** Press **5 4 *** to mark the message urgent.
- 5** Press ***** to send the message immediately.
- 6** Press **2** to finish leaving messages, or press **1** to leave another message. Follow the conversation.

To send a private message

You can use special delivery to send a private message.
A private message cannot be redirected (forwarded).



USING YOUR PHONE

- 1** Call the voice messaging system. If asked, enter your personal ID and security code.
- 2** Follow the conversation to leave a message. Address the message, then record it.
- 3** Press ***** to stop recording.
- 4** Press **5 5 *** to mark the message private.
- 5** Press ***** to send the message.
- 6** Press **2** to finish leaving messages, or press **1** to leave another message. Follow the conversation.

To request a delivery receipt for a message

You can use special delivery to send a message and request a return receipt. WiCMC sends a receipt to your mailbox when the recipient listens to or opens the message. For messages sent to a message group, WiCMC sends a receipt for each group member.



USING YOUR PHONE

- 1** Call the voice messaging system. If asked, enter your personal ID and security code.
- 2** Follow the conversation to leave a message. Address the message, then record it.
- 3** Press ***** to stop recording.
- 4** Press **5 6 *** to request a return receipt.
- 5** Press ***** to send the message.
- 6** Press **2** to finish leaving messages, or press **1** to leave another message. Follow the conversation.

To send a message with future delivery

You can use special delivery to mark a message to be sent at a later date and time. WiCMC does not send the message until the specified date and time.



USING YOUR PHONE

- 1** Call the voice messaging system. If asked, enter your personal ID and security code.
- 2** Follow the conversation to leave a message. Address the message, then record it.
- 3** Press ***** to stop recording.
- 4** Press **5 7** to mark the message for future delivery.
- 5** To send the message later today, press **0**. For tomorrow, press **1**. For two days later, press **2**;

or

To enter a date, press **9**. Enter the month using a number from 1 to 12. Enter the date using a number from 1 to 31.
- 6** Enter the time, including the hour and minutes, then press *****. For A.M., press **1**. For P. M., press **2**. WiCMC confirms the date and time you specified.
- 7** Press ***** to exit special delivery.
- 8** Press ***** to send the message.
- 9** Press **2** to finish leaving messages, or press **1** to leave another message. Follow the conversation.

To redirect (forward) a message to another subscriber

The system lets you redirect a message to another subscriber. You can also redirect a message to a message group or a guest.

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



USING YOUR PHONE

- 1** While listening to a message, press **3 9** to interrupt it.
- 2** Spell the last name of the subscriber to whom you are redirecting the message.
- 3** Press **1** to confirm that you want to redirect the message.

To cancel a message after sending

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



USING YOUR 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** Press **1** to review it.
- 4** When you hear the message you want to cancel, press **5** to cancel it.
- 5** Press **1** to confirm the cancellation.

To send a message to additional subscribers

After you send a message to one subscriber, you can address and send the message to others.



USING YOUR PHONE

- 1** Call the voice messaging system. If asked, enter your personal ID and security code.
- 2** Follow the conversation to leave a message. Address the message, then record it.
- 3** Press ***** **6** to stop recording.
- 4** Follow the conversation to address the message. After you select the correct name, WiCMC confirms that a copy of the message has been sent.
- 5** Repeat step **4** for each additional recipient.
- 6** Press ***** to finish addressing to others.
- 7** Press **2** to finish leaving messages, or press **1** to leave another message. Follow the conversation.

To send a message to a group

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

You can also leave a message for more than one subscriber by addressing the message to additional subscribers. See [“To send a message to additional subscribers”](#) on page 57.



USING YOUR PHONE

- 1** Call the voice messaging system. If asked, enter your personal ID and security code.
- 2** Press **5** to leave a message.
- 3** Spell the group name or enter the special group ID and group number.
- 4** Press **1** when you hear the name of the group you want. Otherwise, press **2** to hear the next matching name.
- 5** After the beep, record your message. The message must be at least three seconds long to be delivered. Press ***** to finish recording.
- 6** If desired, follow the system prompts to edit the message, set special delivery, or address the message to others.
- 7** Press ***** to send the message.

See also

[To find out who has not yet received a group message](#) 59

[To send a message to a guest subscriber](#)..... 60

To find out who has not yet received a group 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.



USING YOUR PHONE

- 1** Start to leave a new message to the group.
- 2** The system says that some members have not heard your last message. Press **1** to review the message.
- 3** Listen to the message or press **2** to interrupt it.
- 4** Press **2** to avoid canceling the message.
- 5** Press **7** to list who has not heard the message. Press ***** to stop the list.

See also

[To send a message to a group ... 58](#)

To send a message to a guest subscriber

You can host special clients, contacts, friends, or family on WiCMC by asking your system manager to add them as your guests.

Your guests can call WiCMC, then enter a personal ID. Your guests can then leave messages directly in your mailbox without first dialing your extension.

Your system manager sets up a recorded name, personal ID, language, and message notification for a guest. Guests cannot change their recorded name or notification options by phone.

You leave a message for a guest by name or by personal ID.

To leave a message for you, your guest calls WiCMC then enters a personal ID. WiCMC greets the guest by name, then offers to record the guest's message.

If your guest wants to leave a message for another subscriber or try an extension, the guest must do so as an outside caller.

See also

[To send a message directly to another person's mailbox 44](#)

[To send a message to a group 58](#)



USING YOUR PHONE

- 1** Call the voice messaging system. If asked, enter your personal ID and security code.
- 2** Press **5** to leave any messages.
- 3** On the phone, spell the guest's name. If necessary, press **# #** to switch between number mode and spelling mode.

When spelling a guest's last name, use a "wild card" number (typically **0** or **1**) for any letter in the last name you do not know.
- 4** Press **1** when you hear the name of the guest you want. Otherwise, press **2** to hear the next matching name.
- 5** Record your message at the beep. The message must be at least three seconds long to be delivered.
- 6** Press **#** to start over or ***** to stop recording.

■ Changing mailbox setup options

You can change most of these setup options for your personal mailbox from any touchtone phone. When you make a change, the system leads you step by step through a series of simple yes-and-no questions.

You can change:

- Security code
- Recorded and spelled names
- Call transfer
- Call screening
- Call holding
- Message delivery options
- Directory listing

You can also ask your system manager to change message playback options, call transfer options, call screening options, and call holding.

Depending on installed options, you may also be able to use the Mailbox Manager program to change your setup by computer.

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To change 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.

When you change your mailbox security code, update your security code for any TeLANophy programs. See the program's online Help for steps.

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



USING YOUR PHONE

- 1** Call the voice messaging system. If asked, enter your personal ID and security code.
- 2** Press **7 7 4** to change your security code.
- 3** Follow the system instructions. Press **1** for Yes, **2** for No.

To change your recorded name

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



USING YOUR PHONE

- 1** Call the voice messaging system. If asked, enter your personal ID and security code.
- 2** Press **7 7 5** to change your recorded name.
- 3** Follow the system instructions to record your name. Press **1** for Yes, **2** for No.

To change the spelling of your name

You can change your spelled name only by phone.

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.



USING YOUR PHONE

- 1** Call the voice messaging system. If asked, enter your personal ID and security code.
- 2** Press **7 7 6** to change your spelled name.
- 3** Follow the system instructions to change your spelled name. Press **1** for Yes, **2** for No.



You can also use
Mailbox Manager.

To change your playback options

You can ask your system manager to change your message playback options. These options are not available by phone.

Or, if you have the Mailbox Manager program, you can change your playback options by computer. See Mailbox Manager online Help for details.

Playback options consist of:

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

Menu mode conversation This conversation plays menus of options. Press 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. Press **1** for Yes, **2** for No.

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 forward all calls to voice mail

If desired, you can prevent your phone from ringing and automatically forward all your calls to your mailbox.

When all calls are forwarded to voice mail, outside callers and internal callers are transferred directly into your mailbox without ringing your phone.

If programmed, the system lights the call forwarding button on your phone to indicate when this feature is turned on.



USING YOUR PHONE

- 1** Call the voice messaging system. If asked, enter your personal ID and security code.
- 2** Press **7 6 4** for call transfer options.
- 3** To turn call forwarding on or off, press **1** for Yes, **2** for No.

To make your phone busy

If desired, you can set the system to inform all your callers that you are currently unavailable. The system makes your phone busy, and automatically forwards all your calls to your mailbox. This feature is called “Do not disturb.”

When your phone is made busy, outside callers and internal callers are transferred directly into your mailbox without ringing your phone.

If programmed, the system lights the “Do not disturb” button on your phone to indicate when this feature is turned on.



USING YOUR PHONE

- 1** Call the voice messaging system. If asked, enter your personal ID and security code.
- 2** Press **7 6 4** for call transfer options.
- 3** To turn call forwarding on or off, press **1** for Yes, **2** for No.
- 4** To turn Do not disturb on or off, press **1** for Yes, **2** for No.

To turn call transfer on or off

The system can 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.



USING YOUR PHONE

- 1** Call the voice messaging system. If asked, enter your personal ID and security code.
- 2** Press **7 6 4** for call transfer.
- 3** To turn call forwarding on or off, press **1** for Yes, **2** for No.
- 4** To turn Do not disturb on or off, press **1** for Yes, **2** for No.
- 5** To turn call transfer on or off, press **1** for Yes, **2** for No.

To change the call transfer number

The system can transfer calls to your extension just as a receptionist would. You can enter up to nine digits for the new phone number.

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.



USING YOUR PHONE

- 1** Call the voice messaging system. If asked, enter your personal ID and security code.
- 2** Press **7 6 4** for call transfer.
- 3** To turn call forwarding on or off, press **1** for Yes, **2** for No.
- 4** To turn Do not disturb on or off, press **1** for Yes, **2** for No.
- 5** To turn call transfer on, press **1** for Yes.
- 6** Press **4** to change the number to which calls are transferred.
- 7** Follow the system instructions. Press **1** for Yes, **2** for No.

To change call screening options

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

You cannot set screening options by phone. If your system manager has set up call screening for your extension, you can turn call screening on and off by phone.

If you have the Mailbox Manager program, you can change your call screening options by computer. See Mailbox Manager online Help for details.

Call screening options consist of:

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 "Press 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.

To turn call screening on or off

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

Call screening options affect what you hear when you answer your phone. If available, you can ask your system manager to change your call screening options. You cannot set screening options by phone.



USING YOUR PHONE

- 1** Call the voice messaging system. If asked, enter your personal ID and security code.
- 2** Press **7 6 4** for call transfer.
- 3** Follow the system instructions to set call forwarding, do not disturb, and call transfer. Press **1** for Yes, **2** for No.
- 4** When asked, press **5** to turn call screening on or off.
- 5** Press **1** to turn call screening on. Press **2** to turn it off.

To turn call holding on or off

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

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.

Your system manager sets the number of calls that the system can hold for you.



USING YOUR PHONE

- 1** Call the voice messaging system. If asked, enter your personal ID and security code.
- 2** Press **7 6 4** for call transfer.
- 3** Follow the system instructions to set call forwarding, do not disturb, and call transfer. Press **1** for Yes, **2** for No.
- 4** When asked, press **6** to turn call holding on or off.
- 5** Press **1** to turn call holding on. Press **2** to turn it off.

To change message delivery

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.

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.

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.”

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



USING YOUR PHONE

- 1** Call the voice messaging system. If asked, enter your personal ID and security code.
- 2** To change your message delivery options for your:
 - work phone, press **7 6 5 4**.
 - home phone, press **7 6 5 5**.
 - pager, press **7 6 5 6**.
 - spare phone, press **7 6 5 7**.
- 3** Press **1** to turn on delivery for that number or **2** to turn off delivery.
- 4** Press **4** to change the phone number. After you enter a phone number, press ***** to end the entry.
- 5** Press **5** to change the schedule, and then follow the system instructions. Press **1** for Yes, **2** for No.
- 6** Press **6** to change the delivery mode for messages delivered to this number, and then follow the system instructions. Press **1** for Yes, **2** for No.
- 7** Change any remaining message delivery numbers by repeating the procedure.

To let callers find your extension in the directory

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.



USING YOUR PHONE

- 1** Call the voice messaging system. If asked, enter your personal ID and security code.
- 2** Press **7 7 7** to change your directory listing.
- 3** Follow the system instructions to change your spelled name. Press **1** for Yes, **2** for No.

■ Changing message group settings

You can send a message to several subscribers at once by using message groups.

This section explains how to create and maintain message groups.

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To create a message group

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 groups: public and private. Other subscribers can send messages to a public group. Only you can send messages to a private group.



USING YOUR PHONE

- 1 Call the voice messaging system. If asked, enter your personal ID and security code.
- 2 Press **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. Press ***** when you are finished.
- 5 Press **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. Guests do not have extension numbers, so add them to the group by spelling their names or by entering their personal IDs.
- 7 Press ***** when you are finished adding members.
- 8 Press **1** to leave a message for this group now. Otherwise, press **2**.

See also

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To add or delete group members	80

To add or delete group members

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.



USING YOUR PHONE

- 1** Call the voice messaging system. If asked, enter your personal ID and security code.
- 2** Press **7 5 5** to edit a group.
- 3** Press the group name or number. Press **1** when you hear the name of the group. Otherwise, press **2** to hear the next matching name.
- 4** Press **4** to add members. Or, press **5** to delete members from the group.
- 5** When deleting group members, press the first three letters of the person's last name, or press three wild card numbers (for example, **1 1 1**) to list each group member, then choose the member's name you want to delete.
- 6** To confirm your additions or deletions, press **1**.
- 7** Press ***** when you are finished adding or deleting members.

See also

[To create a message group79](#)

[To change a group name or number
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[To hear your groups and group
members.....82](#)

To change a group name or number

You can rerecord a group name, or change a group's number.



USING YOUR PHONE

- 1** Call the voice messaging system. If asked, enter your personal ID and security code.
- 2** Press **7 5 5** to change a group name or number.
- 3** Press the first three letters of the group name. Or, enter the first three digits of the group number.
- 4** Press **1** to confirm, or press **2** to hear the name of the next group.
- 5** Press **7** to change the group name or group number.
- 6** Follow the system instructions to change the group's recorded name. Press **1** for Yes, **2** for No.

See also

- [To create a message group.....79](#)
- [To add or delete group members80](#)
- [To hear your groups and group members82](#)

To hear your groups and group members

You can hear a list of the groups you can send a message to. You can also hear a list of group members.



USING YOUR PHONE

- 1** Call the voice messaging system. If asked, enter your personal ID and security code.
- 2** Press **7 5 6** to list your groups and group members.
- 3** Follow the system instructions. Press **1** for Yes, **2** for No.

See also

[To create a message group..... 79](#)

[To add or delete group members 80](#)

■ Menus and reference

You can use quick message actions while listening to a message. For example, press **3 4 #** to repeat a 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 forwarding, enter your personal ID + your security code + **7 6 4 1**.

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Shortcuts available during message playback

While listening to a message, press **3** to hear a menu of quick message actions. 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:

Press **3 4** to reply to a message, then **3 5** to check the next message.

Press **3 9** to redirect a message. After you finish redirecting the message, you can press **3 4** to reply to the original sender. After you reply, you can press **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 press **3 5** to check the next message.

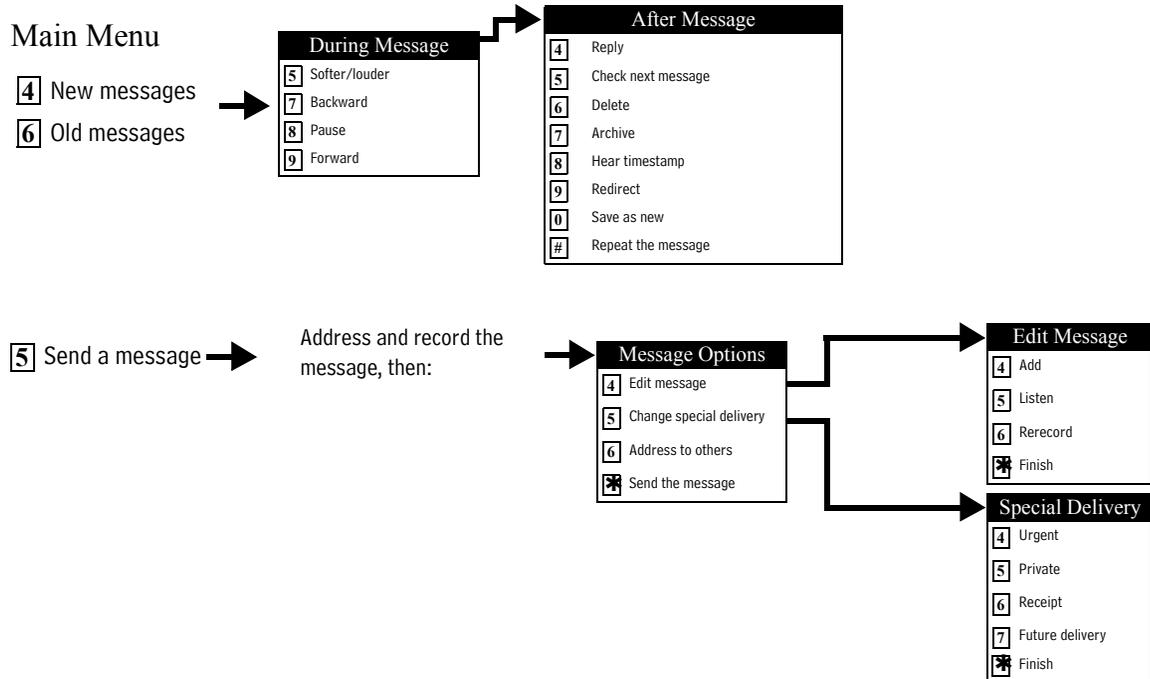
TASK	QUICK MESSAGE ACTION
Reply	3 4
Check the next message	3 5
Delete	3 6
Archive	3 7
Hear when the message was sent	3 8
Redirect	3 9
Save as new (new messages only)	3 0

Shortcuts for other common tasks

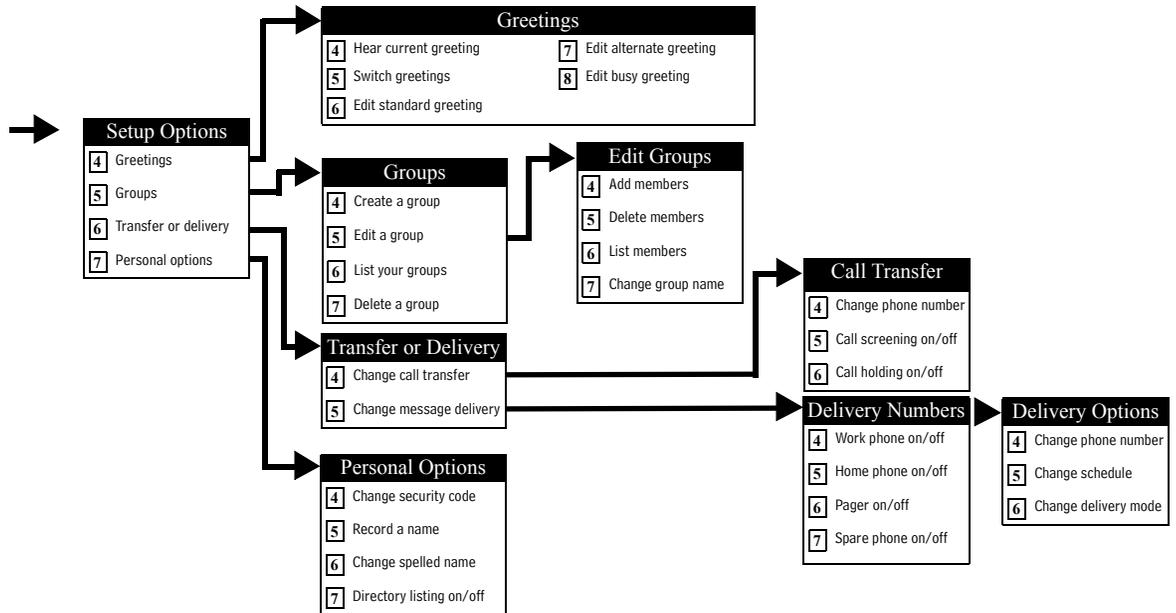
Use shortcuts to accelerate your responses to the system. Press your personal ID and security code (if required), then enter the following shortcuts to do these common voice messaging tasks.

TASK	SHORTCUT	TASK	KEY
Check new messages	4	Change your security code	7 7 4
Leave a message	5	Turn call forwarding off	7 6 4 2
Review old messages	6	Turn call forwarding on	7 6 4 1
Change setup options	7	Add a message group	7 5 4
Switch personal greetings	7 4 5	Edit a message group	7 5 5
Change your standard greeting	7 4 6	List your message groups	7 5 6
Change your alternate greeting	7 4 7	Change your recorded name	7 7 5
Change your busy greeting	7 4 8		

Menu options diagram



Main Menu,
continued
7 Setup options



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

Important phone numbers, names, and addresses

WiCMC phone number, internal _____

WiCMC phone number, external _____

Personal ID _____

Mailbox Manager host name _____

Server name _____

System manager's name _____

System manager's phone number _____

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