



This is a PRELIMINARY VERSION of the *uCMC* Mailbox User Guide. It is a Work in Progress. The illustrations and other views, telephone displays or screen captures appearing in this manual are examples used to explain how the features and controls are used. Therefore, what appears in the illustrations may differ from what appears on the actual equipment and some of the illustrations may represent something impossible in actual operation. The functions that can be used and the information that can be displayed may differ depending on the telephony state, external equipment being connected, and the versioning of the equipment being used.

uCMC Unified Messaging Center

(Version XXX.XXX)

Mailbox User Guide

Preliminary



The flexible way to communicate

The information contained in this document is proprietary and is subject to all relevant copyright, patent and other laws protecting intellectual property, as well as any specific agreement protecting TADIRAN TELECOM, INC. (herein referred to as the "Manufacturer") rights in the aforesaid information. Neither this document nor the information contained herein may be published, reproduced or disclosed to third parties, in whole or in part, without the express, prior, written permission of the Manufacturer. In addition, any use of this document or the information contained herein for any purposes other than those for which it was disclosed is strictly forbidden.

The Manufacturer reserves the right, without prior notice or liability, to make changes in equipment design or specifications.

Information supplied by the Manufacturer is believed to be accurate and reliable. However, no responsibility is assumed by the Manufacturer for the use there of or for the rights of third parties which may be affected in any way by the use thereof.

Any representation(s) in this document concerning performance of the Manufacturer's product(s) are for informational purposes only and are not warranties of future performance either express or implied. The Manufacturer's standard limited warranty, stated in its sales contract or order confirmation form, is the only warranty offered by the Manufacturer in relation thereto.

This document may contain flaws, omissions or typesetting errors; no warranty is granted nor liability assumed in relation thereto unless specifically undertaken in the Manufacturer's sales contract or order confirmation. Information contained herein is periodically updated and changes will be incorporated into subsequent editions. If you have encountered an error, please notify the Manufacturer. All specifications are subject to change without prior notice.

© Copyright by TADIRAN TELECOM, INC., 2003.
All rights reserved worldwide.

All trademarks contained herein are the property of their respective holders.

Table of Contents

1	Introduction	1-1
1.1	Intended Audience	1-1
1.2	Document Overview	1-2
1.3	Related Documents	1-2
1.4	Prerequisites	1-3
1.5	Document Conventions.....	1-3
1.6	Disclaimer	1-4
2	Overview	2-1
2.1	Learning the uCMC	2-3
2.2	How To Use This Guide	2-4
3	Getting Started	3-1
3.1	Setting Up Your Mailbox.....	3-1
	<i>Accessing Your Mailbox</i>	3-2
	<i>Broadcast Messages</i>	3-2
	<i>Erased Message Notices</i>	3-2
	<i>Confirmation Notices</i>	3-3
3.2	Disconnecting from the System.....	3-3
4	Basic Operations	4-1
4.1	Listening To Your Messages	4-1
	<i>Playback Controls</i>	4-2
	<i>Options While Listening</i>	4-3
	<i>Skipping a Message</i>	4-4
	<i>Canceling Play of Messages</i>	4-4
	<i>Replaying a Message</i>	4-4
	<i>Saving a Message</i>	4-5
	<i>Erasing a Message</i>	4-5
	<i>Reply to a Message</i>	4-6
4.2	Envelope Information	4-6
4.3	Send Copies to Someone Else	4-7
4.4	Sending A Message	4-8
4.5	Delivery Options	4-9
	<i>Confidential</i>	4-9
	<i>Priority</i>	4-9
	<i>Proof of Delivery</i>	4-10
	<i>Undelivered Message Notification</i>	4-10
	<i>Specified Delivery Time</i>	4-11
	<i>Dial by Name</i>	4-12
4.6	Changing Your Personal Greeting	4-13

4.7	Additional Operations	4-14
	<i>Listening To Your Greeting</i>	4-14
	<i>Erasing Your Greeting</i>	4-14
	<i>Recording Your Name</i>	4-15
	<i>Temporary Greeting</i>	4-15
	<i>Recording a Temporary Greeting</i>	4-16
	<i>Listen To Your Temporary Greeting</i>	4-16
	<i>Erase Your Temporary Greeting</i>	4-17
	<i>Personal Access Code</i>	4-17
	<i>Secretary Mailbox</i>	4-18
	<i>Guest Mailboxes</i>	4-19
	Create a Guest Mailbox	4-19
	Erasing a Guest Mailbox.....	4-19
	Sending a Message to a Guest Mailbox.....	4-20
	Instruct Your Guest on How to Retrieve the Message.....	4-20
	<i>Group Distribution Lists</i>	4-20
	Establishing a Personal Group List.....	4-21
4.8	Outdial Operations.....	4-23
	<i>Outdial Bins</i>	4-24
	Creating an Outdial Bin.....	4-24
	Review An Outdial Bin.....	4-25
	Erase an Outdial Bin	4-25
	Modify An Outdial Bin.....	4-26
	<i>Outdialing Administration</i>	4-26
	Add an Outdial Schedule	4-27
	Review an Outdial Schedule.....	4-28
	Erase an Outdial Schedule	4-28
	Modify an Outdial Schedule.....	4-29
	Things to Know About the Outdial Schedule	4-30
4.9	Checking Message Delivery.....	4-31
4.10	Expert Mode.....	4-32
	<i>Auto Listen / Skip</i>	4-33
	<i>Auto Listen / Save</i>	4-33
	<i>Auto Listen / Erase</i>	4-34
	<i>Auto Scan Envelope Information</i>	4-34
	<i>Mass Auto Delete</i>	4-35

List of Tables

Table 1-1. Document Conventions.....	1-3
--------------------------------------	-----

1 Introduction

The Unified Coral Messaging Center or *uCMC* is a state-of-the-art voice-processing system combining the power of Microsoft® Windows® 32-bit networking with a time-proven system software platform. As an integrated method of accessing e-mail, voicemail, and fax messages from a single unified interface, the *uCMC* is accessible from anywhere there is access to the Internet or a DTMF telephone. All programming operations are performed through a widely used, commercially available web browser with a connection via local network or the Internet.

This manual describes the mailbox owner operation of the *uCMC*. Further descriptions of System Administrator functions and the Installation of the *uCMC* are provided in separate manuals- *uCMC System Administrator Guide* and *uCMC Installation and Reference Manual*.

1.1 Intended Audience

.....

This document is intended for use by skilled and non-skilled personnel using mailbox features on the *uCMC* Unified Messaging System.

1.2 Document Overview

This *uCMC Mailbox User Guide* is arranged in the following sections:

Chapter 1: *Introduction*- This section provides an overview of the product, a summary of the capabilities of the product, the intended audience, a description of the sections within this manual, a listing of applicable documents to use in conjunction with this manual and installer prerequisite experience.

Chapter 2: *Overview*- This section provides a general overview of the *uCMC* voicemail system and this *Mailbox User Guide*.

Chapter 3: *Getting Started*- This section describes the initial setup of a mailbox, and how to access mailboxes, how to use confirmation notices and how to disconnect from the system.

Chapter 4: *Basic Operation*- This section describes the basic operation of the *uCMC* voicemail system and includes descriptions of listening to messages, playback controls, delivery options, secretary mailboxes, guest mailboxes, group distributions lists and checking message delivery.

1.3 Related Documents

The following documents should be available to use in conjunction with this manual:

Coral System Installation Procedures and Hardware Reference Manual (V9.8X)
(CN72447-185602)

Coral System Programming Interface (PI) Reference Manual (V14.x) (CN7244-7180711 Issue 11))

UCMC Installation and Reference Manual

1.4 Prerequisites

The reader should be somewhat familiar with the Coral System operation and terminology.

1.5 Document Conventions

This manual uses several conventions to convey information more clearly to the reader. It is recommended that the conventions in Table 1-1 be reviewed and understood before continuing.

Table 1-1
Document
Conventions

Convention	Purpose
Normal	Used for body text throughout the manual.
Bold type	Used to accentuate important information
<i>Italic type</i>	Used when referring to another document, Chapter, Section, Figure, etc., or as a replaceable parameter in a command line Also used to indicate a voice message when used with quotation marks. ("")
<i>Bold italic type</i>	Used for menu or screen names or items.
Dial	Means to dial a specific key on a touch-tone telephone.
Press	Means to press a specific key (e.g., press ESC means to press and release the Escape key once).
Enter	Means to type the specified information and then press ENTER (e.g., enter TEST.TXT means type TEST.TXT on the keyboard and press ENTER).

1.6 Disclaimer

.....

The illustrations and other views, telephone displays or screen captures appearing in this manual are examples used to explain how the features and controls are used. Therefore, what appears in the illustrations may differ from what appears on the actual equipment and some of the illustrations may represent something impossible in actual operation. The functions that can be used and the information that can be displayed will differ depending on the telephony state and external equipment being connected.

The names of companies, products, people, characters, and/or data mentioned herein are fictitious and are in no way intended to represent any real individual, company, product, or event, unless otherwise noted.

2 Overview

The *uCMC* is a compact, high performance voice processing system that connects to a business telephone system. It offers businesses the ability to exchange information through the telephone system without requiring simultaneous participation by the caller and the receiver. The *uCMC* converts human speech to digital signals, stores them on a disk and then converts the digital signals on the disk back to human speech as required.

Mailbox Owners can send voice messages to other Mailboxes. Since almost half of all phone transactions need only one-way communications, the voicemail function streamlines business communication. When you are not available or prepared to receive calls, you can forward your calls to the *uCMC*. The *uCMC* answers the phone, takes messages, and stores the messages for retrieval at any time and from any place.

The basic *uCMC* system includes the ability to:

- Send messages in telephone answering and voice mail mode.
- Send copies of messages.
- Send messages to multiple destinations and group distribution lists.
- Obtain summary counts of messages waiting for review.
- Erase, reply, save, or skip messages.
- Receive envelope information indicating the date, time, and sender.
- Change recorded names, personal greetings, and access codes.

In addition, the *uCMC* provides:

- Playback controls when sending or reviewing messages.
- Delivery options when sending or replying to messages.
- Press-by-name addressing for messages.
- Secretary mailbox and Guest mailbox.
- Temporary greeting.

In order to simplify storage, two queues are used. The *new* message queue stores all messages which have not been listened to by the mailbox owner. The *saved* message queue is used to store messages for future action.

As messages are recorded, they need to be stored using a whereby they can be retrieved efficiently. The *uCMC* stores messages in mailboxes. Each user, or mailbox owner, is assigned a mailbox number for their private use. Each mailbox is protected by a user-defined access code. Thus, the user should be the only one permitted to retrieve messages left in their mailbox. When a mailbox owner uses their mailbox for the first time a tutorial guides them through the process of setting up the mailbox. The user is prompted to record their name and to change the temporary access code assigned by the *uCMC*.

In addition to their own mailbox, Mailbox Owners can have Guest mailboxes (depending upon mailbox parameters). Guest Mailboxes provide limited voice mail capabilities between the mailbox owner and a guest. However, the first Guest Mailbox, called the Secretary Mailbox, can only listen to the envelope information of the messages in the mailbox owner's mailbox. The Secretary Mailbox cannot listen to the mailbox owner's messages. Messages cannot be sent to or sent by the secretary mailbox.

The *uCMC* features can be used by more than one person. Each port allows one user access to the *uCMC* where a port is a path to the system. For example, up to four users could be recording or listening to messages at the same time with a four port system. Since not all users would be accessing the *uCMC* at the same time, multiple users can be supported. User commands are just one digit long. They do not have to be memorized since the *uCMC* constantly prompts users with instructions. Experienced Mailbox Owners can interrupt prompts and can even skip ahead several steps if they know what they want to do.

Using a touch-tone phone you can receive or send messages from any location - through your voice mailbox. If you are busy in your office or away on a business trip, customers, vendors, or other employees can leave you detailed messages in your voice mailbox. These messages are completely confidential as they are protected by your access code.

2.1 Learning the *uCMC*

The best way to learn to use the *uCMC* is to experiment by sending yourself messages, accessing the *Personal Options* and changing them. None of your changes will be permanent except for the deletion of a message.

The *uCMC* is programmed to respond when any of the 12 keys are pressed. If no key is pressed in response to a prompt, the *uCMC* assumes that the user is confused.

The *uCMC* is programmed to repeat the user's options. If there is still no response after a preset amount of attempts, the *uCMC* automatically transfers a non-mailbox owner to an attendant, or politely disconnects a mailbox owner from the call. The preset amount of attempts is determined by the System Administrator and programmed in the Class of Service assigned to you.

The *uCMC* counts the number of errors (incorrect key presses) that a user makes. If the count exceeds a preprogrammed number (normally 3) the caller is politely disconnected. The *uCMC* does this to allow as many users on the *uCMC* as possible.

***** Key

The ***** key can be pressed whenever you want to cancel what you are doing. It also allows you to skip personal greetings and introductory prompts and can navigate directly to the recording tone.

While listening to a prompt, press ***** to return to the previous menu.

At the *Main Menu*, press ***** to disconnect.

Key

The **#** key can be pressed whenever you want to complete a step, or send a message.

Press **#** twice to skip a message.

The **#** key can also be used to denote the end of a variable length number like an access code. This prevents the *uCMC* from waiting to determine if you are finished entering digits.

Interrupting

You can interrupt most prompts if you know what you want to do. You can even enter several commands at once.

2.2 How To Use This Guide

.....

This guide provides easy-to-follow instructions on how to get the most from the features of the *uCMC*. It is divided into several sections. To start using the *uCMC* quickly, read through the *Getting Started* and *Basic Operation* sections of this guide. After you have used the *uCMC* for a short while it is recommended that you read the remainder of this guide to learn the other features and capabilities of *uCMC*.



NOTE:

This guide is designed for all the uCMC features. Some uCMC features are optional, and may not be installed.

3 Getting Started

3.1 Setting Up Your Mailbox

.....

The first time that you enter your mailbox, the system provides a tutorial that allows you to create your access code and record your name.

You will need the following information from your System Administrator to set up your mailbox:

- The number to reach the system.
- Your mailbox number.
- Your temporary access code.

Once you have this information, follow these steps:

1. Call the system. If you hear the system greeting, press **#** and your mailbox number. With some telephone systems this step will not be required.
2. When asked for your temporary access code, enter **0000**.
3. Listen to the tutorial. When prompted, select and enter a new personal access code. A personal access code can be any length up to nine digits. However, your System Administrator may program a minimum and/or maximum length for personal access codes. This code should be a number that is easy for you to remember, but difficult for someone else to guess. Avoid using your extension number, birthday, etc. You can change your access code at any time.
4. When prompted, record your name.

5. When prompted, record your greeting. If a personal greeting is not recorded during the tutorial, the system will use a standard greeting anytime your mailbox is called: *"(Your recorded name) is not available. At the tone please record your message. At the end of your message you may hang up or press one for more options."*

Your mailbox is now set up and ready to use. If you would like to change your personal greeting, read the section *Changing Your Greeting* on page **Error!**
Bookmark not defined. .

Accessing Your Mailbox

1. Call the system.
2. If you hear the system greeting, press **#** and your mailbox number.
3. Enter your personal access code. If there is a system broadcast message, it is played. The system prompts you to repeat the message, or erase and continue. If there are any delivery notification messages waiting, they are played. The system will then tell you if you have any messages waiting to be heard. The *Main Menu* is then played.

Broadcast Messages

Broadcast messages are recorded by the System Administrator and are sent to all mailbox owners. These messages contain important announcements about the system (e.g., *"The following system enhancements will be available to all mailbox owners effective..."*) or the company (e.g., *"Tomorrow will be half-day holiday."*) Mailbox owners must listen to the broadcast messages. After listening, the broadcast message may be deleted.

Erased Message Notices

An Erased Message Notice informs a mailbox owner that a message was automatically erased, or is about to be erased. An erased message notice may be skipped. Mailbox owners cannot save these messages and skipping them simply saves mailbox owners from having to listen to the entire notice.

Confirmation Notices

Mailbox owners may request confirmation from the system regarding the status of messages they sent. There are two types of confirmation available:

- **A positive confirmation of receipt.** This notice indicates that the message sent by the mailbox owner was reviewed by the recipient. This notice is generated only if the original message was sent with the *Proof of Delivery* option.
- **A Notification of an Undelivered Message.** This notice indicates that a message has resided in the recipient's mailbox for X days and that it has not been listened to. The number of days ("X") is determined on a per mailbox basis by the System Administrator via Class of Service. This notice may be generated only if the original message was sent with the *Undelivered Message Notification* delivery option. Confirmation notice may be skipped.

3.2 Disconnecting from the System

When you have finished using the system, press [*] until the system says, "Exiting the system. Goodbye."

If you attempt to disconnect while there are new messages in your mailbox, the system plays a message, "Check your mailbox for new messages." Press [1] if you wish to listen to the new message. Press [*] to disconnect from the system.

4 *Basic Operations*

4.1 **Listening To Your Messages**

.....

Messages in your mailbox can be received from several sources:

- From non-mailbox owners who leave messages in the telephone answering mode.
- From other mailbox owners.
- From special limited-use mailbox owners called guest users.

Messages are presented to you in the following order: broadcast messages, confirmation messages, new messages (priority messages first), skipped messages, and saved messages.

After the last new message has been presented to you, the system searches the mailbox to see if there are any remaining new messages to be reviewed. In particular, if new messages arrive during message review, they are presented in the same order as before (priority, normal, etc.) but are labeled "skipped." Thus, if a new priority message arrives after the mailbox owner has passed priority messages during message playback; this new message is played after all other new messages and is labeled skipped.

To listen to the messages in your mailbox:

1. At the *Main Menu*, press [1]. The system plays your messages.
2. After each message is played, the system asks you what to do with the message.

Available Options:

- [1] – Replay - repeats the complete message.
- [2] – Save - keeps the message in your mailbox for future reference
- [3] – Erase - allows you to discard the message
- [4] – Reply - allows you to record a reply to the message with a single keystroke.
- [5] – Envelope - plays the time and date the message was sent, and where the message originated from.
- [6] - Send a Copy - allows you to forward a copy of the message to another user. When you send a copy, you may choose to send the copy with introductory comments.

Erase, Save, and Reply are the most common options, and the system prompts you for these actions. To hear prompts for the other actions, press the desired option. For advanced options, dial [0].

You may cancel message playing while listening to messages by dialing [*]. Any message not completely reviewed remains in the new message queue. If a mailbox owner forgets to dial [*] to cancel play and just hangs up, all partially listened to and unheard messages also remain in the new message queue.

Playback Controls

As you become more and more comfortable leaving & /receiving voice messages, the length and complexity of message increases. At some point, an important phone number may be mentioned within a three-minute message. As you become more experienced, you will want to control the playback of the messages you received.

The system playback controls are designed to provide exactly that flexibility. With playback controls, you can scan through a long message to find a phone number without listening to the whole message. After dialing **1** to listen to a message, you can select:

- 1** - Rewind to the beginning of the message.
- 7** - Rewind 5 seconds.
- 8** - Pause and restart the message.
- 9** - Forward 5 seconds.
- # #** - Skip to the next message.

Options While Listening

In addition to the playback controls, you can press any of the keys below for any of the listening options while the message is playing. For example, you don't have to listen to the entire message before deciding you want envelope information or to erase the message etc.

- 2** - Save the message in your mailbox for future reference
- 3** - Erase the message
- 4** - Reply to the message
- 5** - Envelope information
- 6** - Send copy

Skipping a Message

Mailbox owners with limited time may use the skip feature to scan through their messages or to look for an important message from a certain person. There are two variations on this form of message scanning:

1. Listen to the first few seconds of each message and then skip to the next message. Repeat this process for each message.
2. Listen to message envelope information as soon as each message begins to play, and then skip to the next message. It is not necessary to the entire envelope.



NOTE:

The envelope information for messages may also be scanned through use of the secretary access code.

A mailbox owner may skip to the next message at any time by dialing **#** twice. Skipping a message means that it retains its original place in the new message queue. It is available for review as a skipped message during this session or as a new message in a subsequent session.

For example:

1 Listening ➡ **During Review** ➡ **# #** ➡ **Next Message**

1 Listening ➡ **5** ➡ **Listen to envelope info** ➡ **# #** ➡ **Next Message**

Canceling Play of Messages

As mentioned previously, you may cancel message playing while listening to messages by dialing *****. Any message not completely reviewed remains in the new message queue. If a mailbox owner forgets to dial ***** to cancel play and just hang up, all partially listened to messages also remain in the new message queue.

Replaying a Message

At the end of a message (when the system prompts with the "After Listening..." menu) you can replay that message in its entirety.

1 Listening ➡ **End of message** ➡ **1** ➡ **Message Replays**

Saving a Message

If the message needs to be acted upon later, it may be saved. Saved messages are stored in a separate queue. They will be played after new messages.

1 **Listening** → 2 → **Message is saved**

The procedures for returning a message to storing a new message are the same.

Erasing a Message

If the message does not require action it should be erased, thereby keeping the mailbox clear and reducing the need for system storage capacity.

1 **Listening** → 3 → **Message is erased**



NOTE:

Once a message has been erased, it cannot be retrieved.

Once a message is saved, the time and date stamp refers to the time it was first saved. This allows the mailbox owner to know how much longer the message can stay in the mailbox before it is automatically deleted. Listening to a message and re-saving it does not change the time and date stamp or when the system automatically erases the message.



NOTE:

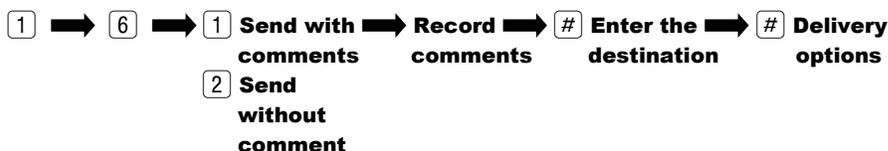
To skip envelope information and return to message review, press: ##.

4.3 Send Copies to Someone Else

.....

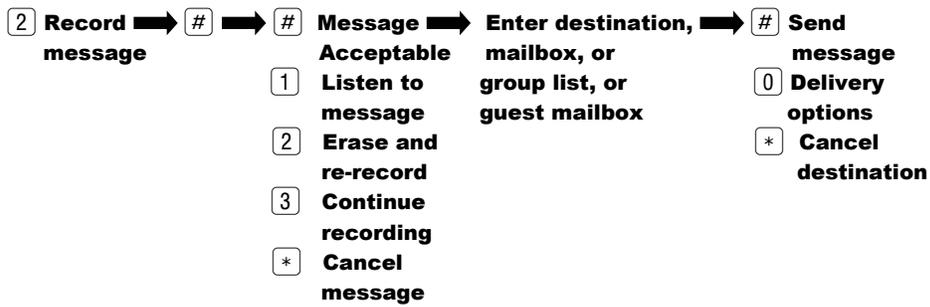
You may wish to send a copy of a message to another mailbox owner. In this situation, you may record introductory remarks and send the remark plus a copy of the message to another mailbox owner. Copies may be sent to one or more mailbox owners, including group distribution lists.

You may send copies of messages that are received in either the voice mail mode or telephone answering mode.



4.4 Sending A Message

To send a message:



1. At the *Main Menu*, press **2** to send a message. The system prompts you to begin recording your message.
2. Record the message. You can press the ***** key at any point in the recording to erase the message and start over.
3. Press **#** to end the message. The system prompts you to send the messages if it is acceptable and gives you a chance to listen to the message you have just re-recorded, to continue recording, or to erase and begin again.
4. When the message is acceptable, press **#**.
5. Enter the destination. The destination is the mailbox number of the person who is to receive the message. A destination can also be a personal or system group distribution list number, or a guest mailbox. Messages may be sent to any of these individually or in combination with other destinations. Once you enter the mailbox number, the system plays back the name of the person whose mailbox you have selected. If you have selected the wrong destination, press the ***** key and enter a new number.
6. After the system plays the name of the destination, you are prompted to send the message or press **0** for more options. These options are delivery options. Messages may be marked priority, or confidential. Proof of delivery can be requested. The message may be marked at a future time. See the Delivery Options Section for more detail. Once the message and delivery options are correct, press **#**. The system prompts you for more destinations.
7. Press ***** if there are no more destinations, or continue from step 5.

4.5 Delivery Options

Did you ever want to know exactly when a message was received? Did you ever send a private message and want to prevent the recipient from passing the message to other people? Want to send a message for delivery at a later date? Mark a Message priority? Delivery options allow you to control how your message is sent. These options are prompted after you have selected a destination.

You select delivery options after the destination is entered and before the message is sent. Once selected, a delivery option may be canceled by dialing its number again (e.g., dialing 2 the first time marks a message priority; dial 2 again removes the priority marking). It is, therefore, possible to have different delivery options for different destinations.

- 1 Confidential
- 2 Priority
- 3 Proof of  1 Proof of delivery
- 2 Notification of non-delivery
- 4 Specify delivery time
- * Cancel

Confidential

A mailbox owner may mark a message confidential and thereby the recipient from sending a copy of the message to any other subscribe.

Priority

A mailbox owner may mark a message for priority delivery. New priority messages will be presented for review after broadcast message, but ahead of non-priority message in the recipient's mailbox.

Proof of Delivery

If it is important for a mailbox owner to know precisely when a message is received. Proof of delivery may be requested. When the recipient listens to the message, the mailbox owner who sent the message will be sent a short message giving the date and time the recipient listened to the message. The confirmation notice appears before the *Main Menu* in the mailbox owner's mailbox.

Undelivered Message Notification

Mailbox owners may request that the system notify them if messages they sent are not listened to within a per-set period of time. If the allotted time period passes and a message remains un-heard, the sender receives an undelivered message notification with the name of the intended recipient. The time interval used for the undelivered message notification feature is specified by the System Administrator.

**NOTE:**

Messages may be marked for proof of delivery or undelivered message notification, but not both.

For purposes of proof of delivery, undelivered message notification, and check receipt, a message is considered received if the mailbox owner listens to the entire message. If a mailbox owner skips a message at any time before the end of the message, cancels listening to the message, or hangs up before the end of the message, it is not considered received. Often the most important information can be included as an afterthought at the end of a message. For this reason, it is important to know whether the entire message was actually heard.

Use of this option on too many messages may result in a mailbox owner's mailbox becoming inundated with confirmations. It should only be used when it is essential to know exactly when a message has been received.

Specified Delivery Time

Mailbox owners may tell the system to deliver messages at a specific time in the future. This feature is especially useful for reminder messages or when information must be released at a specific time in the future.

The system first asks whether the mailbox owner wants to specify a date (e.g., January 31st) or just the day of the week within the next week (e.g., Wednesday). A mailbox owner can dial **1** to specify a date or **2** to specify a day in the coming week.

Delivery **4** → **Enter** → **#** **Send** → **More**
options **delivery** **message** **destinations**

To enter the delivery time:

If over a week:

Dial 1 then:

Dial 2 then:

Select month:

(Jan=1, July=7,

the first two letters

Dec. =12, etc.)

(Sunday = 78, Friday =37, on the DTMF pad, etc.)

Select date:

(01 to 31)

Set the hour and the minutes as either 3 or 4 digits.

Set 2:00 as **2** **0** **0**

Set 10:15 as **1** **0** **1** **5**

Press **1** for AM or **2** for PM.

The system accepts time in 12-hour clock format. Mailbox owners must set the time for future delivery in the time zone of the system's location.

Class of Services determine whether or not they may specify delivery time for messages and the number of days in advance that messages may be sent.

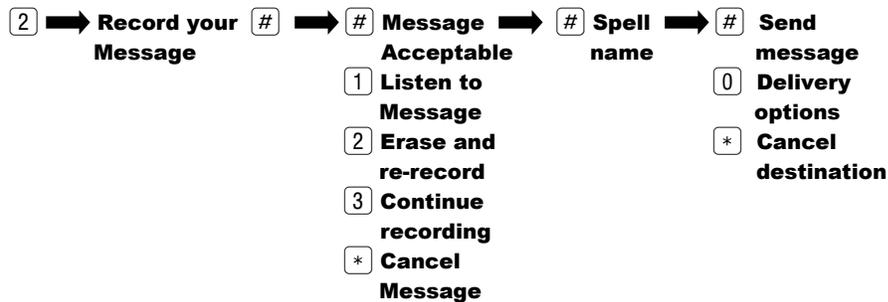
Different delivery options can apply to different destinations.

When sending to multiple destinations, the option(s) assigned to the previous destination (e.g., confidential, priority, proof of delivery and specify delivery time) applies to the next destination. To cancel a previous option, dial the number of that option again before sending the message to the next destination. This action turns the option OFF. In this way, the same message can be sent to two people with it going to one person as *Priority*, to another as *Confidential*, and to a third as *Priority* and *Confidential*. Any combination of the options is possible.

Dial by Name

Have you ever recorded a message and realized you can't find your mailbox directory? This experience can be extremely frustrating for mailbox owners who end up hanging up, losing the message they recorded, looking for a directory and then restarting the whole process. Dial-By-Name allows mailbox owners to easily send messages without memorizing mailbox numbers.

After you finish recording the message, dial # twice to spell a name. The system needs only enough letters to uniquely identify the mailbox, so you may not need to spell the full name. As soon as the system finds an exact match for the name, the name is played to confirm the destination. Use the keys on your telephone to spell the last name of the person to receive the message. For example, Smith Bob is entered as: 7 6 4 8 4 2 6 2. Dial 7 to enter a Q, and dial 9 to enter a Z.



4.6 Changing Your Personal Greeting

.....

Your mailbox greeting is played to outside callers who enter a system mailbox in the telephone answering mode. This greeting enables you to give callers information about your schedule and to encourage callers to leave detailed messages. To change your greeting or name, simply enter *Personal Options* from the *Main Menu* by pressing **3** and select **1** for *Greetings*.



NOTE:

The System Administrator can limit the length of a greeting in your assigned Class of Service.



NOTE:

If a mailbox greeting has not been recorded, the system uses your recorded name and creates a standard system greeting.

A good mailbox greeting encourages callers to leave detailed messages (not just name and phone number) and gives them additional information that might be needed. It should present the kind of professional image that is appropriate for your particular organization. You may wish to include an instruction to dial **0** to reach an operator. For example, "Hello, this is Jim Smith. I am sorry I am not able to receive your call, but if you leave a detailed message along with your name and number, I will be prepared to help you when I call you back. If you must talk to someone immediately, please dial zero and someone will help you."

To change your mailbox greeting:

3 → **1** → **2** → **2** → **Record your** → **#**
Greetings Record Mailbox Mailbox greeting

1. At the *Main Menu*, press **3** for *Personal Options*.
2. Press **1** for greetings.
3. Press **2** for record.
4. Press **2** for mailbox greeting.
5. Record your greeting, then press **#**.

4.7 Additional Operations

The following are additional operations.

Listening To Your Greeting

You may use *Personal Options* to listen to your recorded greeting. To listen to your mailbox greeting:



1. At the *Main Menu*, press ③ for *Personal Options*.
2. Press ① for greetings.
3. Press ① for listen.
4. Press ② for mailbox greeting.

Erasing Your Greeting

The standard system greeting may be chosen at any time by erasing your recorded greeting without recording a new one. To erase your mailbox greeting:



1. At the *Main Menu*, press ③ for *Personal Options*.
2. Press ① for greetings.
3. Press ③ for erase.
4. Press ② for mailbox greeting.

Recording Your Name

You record your name the first time you use your mailbox. The recording of the name will be used; to verify destinations, as part of a system-generated personal greeting, or as verification when someone is creating or editing group lists. You may change the way your name is recorded at any time.

To record your name:

③ → ① → ② → ① → **Record your** → #
Greeting Record Name Name

1. At the *Main Menu*, press ③ for *Personal Options*
2. Press ① for greeting
3. Press ② for record
4. Press ① for name
5. Record your name, then press #

Temporary Greeting

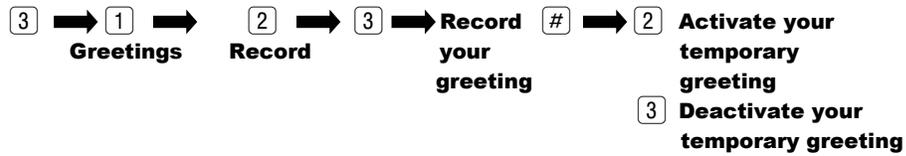
As customers and mailbox owners begin to appreciate the speed of information flow with voice mail, it is important to warn them it may take longer than usual to respond to message. The temporary greeting allows you to give a special notice to outside callers and mailbox owners. The temporary greeting plays in place of the mailbox greeting when calls are answered in the telephone answering mode. The greeting should emphasize that you will not be checking in for messages frequently. It might be used to direct callers to someone who could help them by either telling them an extension number or via the Zero Destination.

The prompting for telephone answering is slightly different if the caller has a temporary greeting. Callers hear the temporary greeting and are then prompted with the usual prompts.

When mailbox owners enter their mailboxes while a temporary greeting is in effect, they hear a message from the system that a temporary greeting is in effect. The system prompts mailbox owners to: ① - listen to the greeting, ② - retain the greeting, or ③ - deactivate the greeting.

Recording a Temporary Greeting

To establish a temporary greeting:



1. At the *Main Menu*, press 3 for *Personal Options*.
2. Press 1 for greetings, then press 2 for record.
3. Press 3 for temporary greeting.
4. Record the greeting, and then press #.
5. Press 2 to activate the greeting.

The temporary greeting can be deactivated without being erased. To deactivate the greeting, when the system prompts you that a temporary greeting is in effect, press 3.

Listen To Your Temporary Greeting

To listening to your existing temporary greeting:



1. At the *Main Menu*, press 3 for *Personal Options*
2. Press 1 for greetings, and then press 1 for listen
3. Press 3 for temporary greeting

Erase Your Temporary Greeting

To erase your temporary greeting:

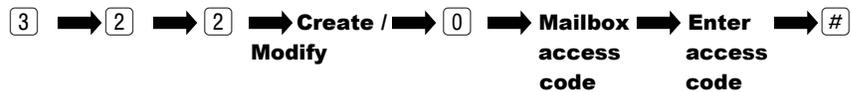


1. At the *Main Menu*, press 3 for *Personal Options*
2. Press 1 for greeting, then press 3 for erase
3. Press 3 for temporary greeting

Personal Access Code

There is one access code that is associated with each mailbox. The access code must be from 1 to 9 digits long. The System Administrator can program a minimum and maximum length for mailbox access codes in a Class of Service. Zero should not be used as the first digit. An initial, temporary access code is given to each mailbox owner and is used to enter the system for the very first time. It should not be used again.

Your access code should represent numbers that are easy for you to remember yet not easily guessed by other people. You are strongly discouraged from using birthdays, employee numbers, social security numbers, etc., since these numbers could be readily guessed by others. You are encouraged to change your access code frequently.



To change your access code, use the *Personal Options Menu*:

1. From the *Main Menu*, press 3.
2. Press 2 for access code, then press 2 to create/modify an access code.
3. Press 0 for mailbox access code.
4. Enter the access code you have decided on, then press #.

Secretary Mailbox

A Secretary Mailbox is another method of accessing your mailbox with its own access code, instead of the regular mailbox access code. Only the envelope information of messages in your mailbox can be played. The actual messages cannot be played. This is useful if you wish to have someone check the messages in your mailbox without letting them hear the actual message. Messages cannot be sent or received by secretary mailboxes.

To add a secretary mailbox access code:

3 → 2 → 2 → **Create/Modify** → 0 → **Secretary access code** → **Enter access code** → #

1. From the *Main Menu*, press 3 for *Personal Options*.
2. Press 2 for *Access Codes*, then press 2 for create/modify.
3. Press 1 for secretary access code.
4. Enter the desired access code, and then press #.

To delete a secretary mailbox access code:

3 → 2 → **Access Code** → 3 → **Erase** → 1 → **Secretary Access Code**

1. From the *Main Menu*, press 3 for *Personal Options*.
2. Press 2 for access code, then press 3 for erase.
3. Press 1 for secretary access code.

Guest Mailboxes

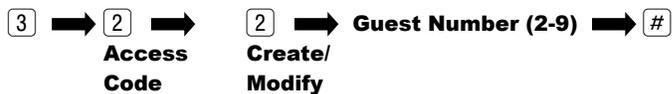
Guest mailboxes can help you stay in touch with people outside your company. Do you have a customer or vendor who is impossible to reach? Do you travel frequently and need to stay in touch with your family? You may use up to 8 guest mailboxes depending upon your mailbox's Class of Services.

There are three steps to using a guest mailbox:

1. Create the mailbox by establishing a guest access code to your mailbox.
2. Send a message to the guest mailbox.
3. Instruct your guest how to obtain the message.

Create a Guest Mailbox

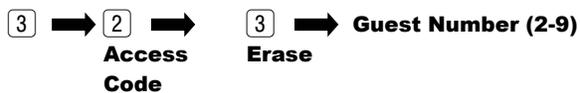
Guest mailboxes are created using the *Personal Options Menu*:



1. From the *Main Menu*, press ③ for *Personal Options*
2. Press ② for *Access Codes*, then press ② for create/modify
3. Press the digit ②-⑨ corresponding to the guest number. ② for guest-2's access code, etc. (Guest 1 is reserved for the secretary mailbox)
4. Enter the desired access code, and then press #

Erasing a Guest Mailbox

To erase a guest mailbox access code:



1. From the *Main Menu*, press ③ for *Personal Options*
2. Press ② for *Access Codes*, then press ③ for erase
3. Press the digit ②-⑨ corresponding to the guest number to be deleted

Sending a Message to a Guest Mailbox

To send a message to a guest mailbox:

1. Record your message.
2. When prompted for the destination, press **8** plus the guest number **2-9**.
For example, to send a message to guest number **3**, press **8 3**.

Instruct Your Guest on How to Retrieve the Message

Give your guest the following instructions:

1. Call the *uCMC* system.
2. Enter **#** and your mailbox number.
3. Listen to your name.
4. Enter the access code assigned to the guest.
5. Listen to the message and respond as required.

Group Distribution Lists

Group Lists allow mailbox owners to record a message once and send it simultaneously to multiple destinations. Messages are recorded and sent like any other message and may have delivery options like confidential, priority, etc.

Each mailbox owner, depending on his or her Class of Service, may be allowed to create and use up to 18 lists of up to 25 mailbox owners each. In addition, mailbox owners may be given access to system group lists. These lists have names that are recorded by the mailbox owner or, in the case of system group lists, by the System Administrator. The lists also have numbers that are used as destinations when sending messages. Personal group lists are numbered from 11 to 29 and system group lists are numbered from 30 to 79. An example of a personal group list might be:

Regional Managers	11
Kevin Jones	3922
Dan Smith	3267
Jim Fields	3721

Group Lists may NOT be linked together, but mailbox owners may send the same message to several group lists in succession, if required.

To send a message to one of your distribution lists, enter the 2-digit distribution list number followed by [#] when prompted for the destination. You will hear the name of the list you have recorded to confirm that you are about to send a message to that list of people. You can always change a distribution list by deleting or adding any voice mailbox you wish.

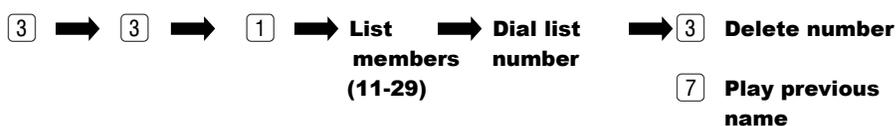
Establishing a Personal Group List

To create a Personal Group list:



1. From *Main Menu*, press ③ for *Personal Options*.
2. Press ③ for *Group Lists*, then press ② to establish list.
3. Enter the desired 2-digit list number (11-29), and then press [#].
4. Press ① to add mailbox numbers to the new list. Press [*] when you have finished adding mailboxes.

Listing Members



If you forget the names of a particular list, the list of names may be listened to.

To play the mailboxes in a Personal Group list:

1. From the *Main Menu*, press ③ for *Personal Options*.
2. Press ③ for *Group Lists*, then press ① for list members.
3. Enter the desired 2-digit list number (11-29), and then press [#].
4. Press ③ to delete a mailbox number while the list is playing.
5. Press ⑦ to repeat the previous entry in the list.

Erasing Existing Lists

3 → 3 **Group list** → 3 → **Erase List** → **Dial list number (11-29)**

Mailbox owners may erase an entire personal group distribution list. To erase a Personal Group list:

1. From the *Main Menu*, press 3 for *Personal Options*.
2. Press 3 for *Group Lists*, then press 3 to erase.
3. Dial the desired 2-digit list number (11-29).

Modifying Existing Lists

By electing to modify a list, you can either add or delete a particular person's mailbox from the list or ask the system to rename the group list. If a mailbox owner's mailbox is already on the list, dialing the number again will remove it. If it is not on the list, the address will be added. The recorded name of a list can be changed or re-recorded at any time without affecting the contents of the list.

To modify a Personal Group list:

3 → 3 → **Group lists** → 1 **List members** → **Enter list number (11-29)** → 1 → * → **Add**

2 **Establish list**
3 **Erase list**
4 **Modify list**

2 → #
Rename

1. From the *Main Menu*, press 3 for *Personal Options*.
2. Press 3 for *Group Lists*, then press 4 to modify a list.
3. Dial the desired 2-digit list number (11-29).
4. Press 1 to add mailbox numbers to the list, or erase mailbox numbers from the list. Press * when you have finished.
5. Press 2 to rename the list. Record the new name and then press #.

4.8 Outdial Operations

.....

You can use the optional outdial feature to have the system call and notify you that a new message has been received in your mailbox. Before you begin to use the outdialing feature you must specify:

- **A schedule of when the system can call you.** - Each mailbox user may establish 2 outdial schedules and an override schedule for weekdays and for weekends. Schedules 1 and 2 can be programmed to accommodate time gaps in the same day. For example, "I want the system to call me at home from 6:00 am to 8:00 pm." Schedule 3 is the override schedule.
- **The telephone number where you can be reached.** - This number may be a telephone system extension, a local or long distance telephone number, or the telephone number and dialing sequence of a pager.



NOTE:

If the telephone number is a telephone system extension, be aware of call forwarding. The outdial call should be call forwarded back to the system. Otherwise, the outdial message will be recorded as a new message, and may cause a new outdial. Check with your System Administrator to make certain the timer for call forward on no answer is longer than the timer for an unanswered call (usually 4 rings).

The system allows each mailbox user to specify up to 9 outdial bins (numbered 1-9), each of which can contain an extension number, telephone number, or pager sequence. Each outdial bin may contain up to 46 digits. A mailbox user may insert a pause (required in some pager sequences) by dialing [*].

- The number of times the system is to attempt to reach you.
- An alternate telephone number. This can be skipped if desired.
- If the system fails to reach you at the primary bin destination after the programmed number of attempts, it will automatically attempt to notify you at the alternate bin destination using the same number of attempts. If after this, the system still has not reached you, no further attempts are made.

- The type of message that causes an outdial call. A mailbox owner can specify: all new messages, or only priority new messages. In addition, a mailbox owner can limit outtalking to messages from a member of a group list, or from a particular mailbox.
- How long the system waits after a message has been received before placing the outdial call.

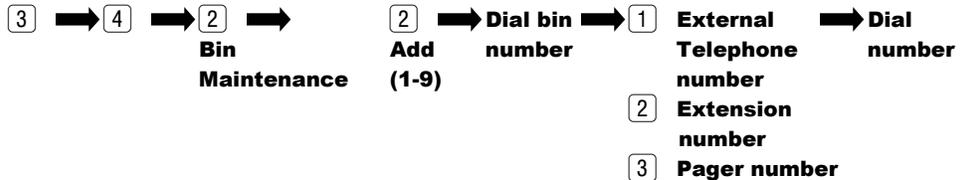
Outdial Bins

The first task in creating an outdial schedule is to program the telephone numbers where you can be reached. These numbers can be extensions on a PBX, a telephone number, or the telephone number and dialing sequence of a pager. These numbers are stored in the system memory in locations called outdial bins. You may store up to 9 telephone numbers. These bins are labeled 1 - 9.

Do not include the dial access code (e.g., 9) needed to reach an outside line in an outdial bin. This information is already programmed into the system.

Creating an Outdial Bin

To create an Outdial bin:



1. From the *Main Menu*, press **3** for *Personal Options*.
2. Press **4** for *Message Notification*, and then press **2** for *Bin Number Maintenance*.
3. Press **2** to add a bin number.
4. Dial the desired bin number (1-9).
5. Dial the type of number to be added (**1** - external telephone number or number for a voice pager, **2** - extension number, or **3** - pager).
6. Dial the telephone number. Use the ***** to insert a pause.
7. If the number is correct, press **#** when prompted.

Review An Outdial Bin

To review the contents of an outdial bin:



1. From the *Main Menu*, press **3** for *Personal Options*.
2. Press **4** for *Message Notification*, and then press **2** for *Bin Number Maintenance*.
3. Press **1** to review a bin number.
4. Dial the desired bin number (1-9).

Erase an Outdial Bin

To erase an outdial bin:



1. From the *Main Menu*, press **3** for *Personal Options*.
2. Press **4** for *Message Notification*, and then press **2** for *Bin Number Maintenance*.
3. Press **3** to erase a bin number.
4. Dial the desired bin number (1-9).

Modify An Outdial Bin

To modify the contents of an outdial bin:



1. From the *Main Menu*, press **3** for *Personal Options*.
2. Press **4** for *Message Notification*, and then press **2** for *Bin Number Maintenance*.
3. Press **4** to modify a bin number.
4. Dial the desired bin number (1-9). The system plays the current contents of the bin. If the contents are correct, dial **#**. If the contents are not correct, dial *****. The system will prompt you for new information.

Outdialing Administration

The *Outdialing Administration* selection is used to program the schedules used by outdial when attempting to reach a mailbox owner. Each mailbox owner can program an outdial schedule for weekdays and a schedule for weekends. Both the weekday and weekend schedule can be divided into 2 schedules (schedule 1 and schedule 2). This allows you to program gaps within the day. The schedules are allowed to overlap. In addition, there is an override schedule (schedule 3) for weekdays and another for weekends. When the override schedule is programmed, it takes place of schedule 1 and 2.

Each schedule is programmed with:

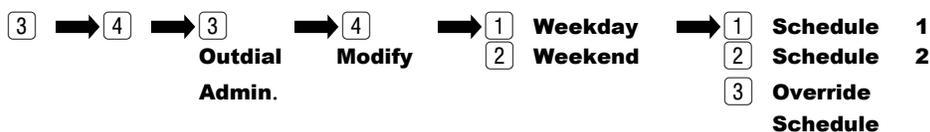
1. A start and stop time.
2. The outdial bin number containing the telephone number where a mailbox owner can be reached.
3. The number of times to attempt to reach a mailbox owner.
4. An alternate bin number (optional).
5. The type of message (all or priority) which causes an outdial.
6. How long after a message has been received to place the outdial.
7. Message senders who cause an outdial (mailbox owners in a particular group list, a specific mailbox number, or any new message).

Add an Outdial Schedule

1. From the *Main Menu*, press **3** for *Personal Options*.
2. Press **4** for *Message Notification*, and then press **3** for *Outdialing Administration*.
3. Press **2** to add a schedule.
4. Press **1** for weekly schedule, or press **2** for a weekend schedule.
5. Dial the number of the schedule to be programmed (**1**, **2**, or **3** - override schedule). Schedule 4 - Wakeup is not used at this time.
6. Dial the time when you will start accepting calls as a 3-digit or 4-digit number in 24- hour clock format (military time). For example, 2 P.M. is entered as **1400**.
7. Dial the time when you will stop accepting calls as a 3- digit or 4- digit number in 24- hour clock format (military time). For example, 8 P.M. is entered as **2000**.
8. Dial the desired bin number (**1-9**).
9. Dial the number of attempts to reach you (this number must be at least 1).
10. Dial an alternate bin number if desired, press **0** for no alternate, or press **#** to skip.
11. Press **1** for all messages, or press **2** for only priority messages.
12. Dial how long the system is to wait after receiving a non-priority message before outcalling to you. Dial **1-9** for hours or **10-99** for minutes. Dial **00** for immediate notification. (The system skips the step if the requested notification is for Priority message only.)
13. Dial how long the system is to wait after receiving a priority message before outcalling to you. Dial **1-9** for hours or **10-99** for minutes.
14. Dial **00** for immediate notification.
15. Dial a group list number, a mailbox number, or **#** for all mailbox owners.

Modify an Outdial Schedule

To modify an outdial schedule:



1. From the *Main Menu*, press ③ for *Personal Options*.
2. Press ④ for *Message Notification*, then press ③ for *Outdialing Administration*.
3. Press ④ to modify a schedule.
4. Press ① for weekday schedule, or press ② for a weekend schedule.
5. Dial the number of the schedule to be modified (①, ②, or ③ (Override Schedule)). Schedule 4 - Wake up is not used at this time. The system plays the schedule, and requests confirmation for each entry. Press # if the entry is correct, or press * and change the entry as needed.

Turn Outdial ON/OFF

Once the desired outdial schedules have been programmed, outdial can be turned on and off whenever desired. Outdial ON/OFF is a toggle. If outdial is on, this procedure turns it off. If outdial is off, this procedure turns it on.

To Turn outdial on or off:



1. From the *Main Menu*, press ③ for *Personal Options*.
2. Press ④ for *Message Notification* and then press ①.

Answering An Outdial Call

When the system places an outdial call, it waits until it detects that the call has been answered. As soon as the call is answered the system plays "This is the (recorded company name). If you are an operator, please transfer this call to (recorded mailbox name). If (recorded mailbox name) cannot be reached at this number, please dial star, and please have (recorded mailbox name) call the (recorded company name) voice mail system. If you are (recorded mailbox name), dial your access code now."



NOTE:

The system uses your recorded name as part of the outdial greeting. If your name is not recorded, the system will use your mailbox number as part of the greeting. For this reason, make certain you have recorded your name for your mailbox.

Dial your access code, then press **#** and listen to your messages.



NOTE:

*If an outdial call is answered and whoever answers the call dials a ***** in response to the outdial greeting (indicating the called party is not at that number), the system automatically turns off outdial. A message is then left in the mailbox owner's mailbox that outdial has been turned off. Outdial remains off until the mailbox owner turns it back on. See section Turn Outdial ON / OFF.*

Things to Know About the Outdial Schedule

When a call is received in your mailbox, the system first checks to see if outdial notification is turned ON. If it is, the system checks to see if you are using the mailbox (no outdial will be made if you are using your mailbox when a message is received). If not, the system checks your outdial schedule to determine if the message received matches the message type (priority, all, from group list, etc.) of a schedule. The system then determines when to begin the outdial process.

If there is nothing programmed for "normal messages call after" or "priority message call after" (depending upon the type of message), the system queues the outdial process immediately and follows the schedule(s) in effect at the time (weekday, weekend, schedule, etc.).

If there is a value programmed for "normal messages call after" or "priority message call after", that value is added to the time the message is received and then compared to the schedule start and stop times. If the time falls within the schedule, the outdial process is queued for the delayed delivery time. If the time falls outside of the start and stop time, the system queues the outdial for the next schedule time you are available for an outdial call based on all outdial schedules for the mailbox.

If you retrieve all new messages from your mailbox while an outdial is in queue, the outdial attempt will be canceled.

The system identifies an outdial was successful when your mailbox access code is dialed. If the system was not successful on an outdial attempt, the system waits five minutes before the next attempt, until the number of attempts programmed on the schedule is reached. The system then repeats the process for an alternate bin if one is programmed. If after all attempts the system was not successful in reaching you, a message is left in your mailbox informing you of the failed attempt to outdial to you.



NOTE:

If the system is dialing a pager number (Tel Type 3), the system will call the pager the number of times programmed for attempts, or until the mailbox is accessed and a valid access code is entered.

4.9 Checking Message Delivery

.....

The system gives you an opportunity to determine whether or not your messages have been received. The check delivery feature of the system allows you to check for proof of delivery by directing the system to play any message from you which have not been listened to in a specified mailbox owner's mailbox. This after - the - fact method of confirmation generally provides much greater flexibility and convenience.

After dialing the mailbox number, the system confirms the name of the person whose mailbox is being checked.

The total number of messages not listened to will be given. If a message has not been received, the system plays back any unheard messages in the mailbox, and gives the mailbox owner an opportunity to erase the messages.

To check to see if a message has been listened to by the recipient:



1. From the *Main Menu*, press 4 for check delivery.
2. Dial the desired mailbox number, or press # to use spell by name. The system tells you how many of your messages have not been played by the recipient. The unheard messages are then played. After each message, the system will prompt you to take action on the message. Your choices are:
 - 1 Replay the message.
 - 2 Erase the message. This is useful when you have second thoughts about message you have sent.
 - 3 Envelope information.
 - # Continue to the next message.

4.10 Expert Mode

Expert mode is a series of automatic features designed for experienced voice mail users.

The auto mode can be changed back to the normal mode at any time by dialing 0.

Auto Listen / Skip

When messages are listened to using Auto Listen/Skip, the system plays all messages one after the other until interrupted by the mailbox owner. Messages listened to in this fashion are considered skipped, and appear as new messages the next time the mailbox owner listens to messages.

To auto listen to the messages in your mailbox, and then skip to the following messages:

1 → # 1 → **Listen to the message**

1. At the *Main Menu*, press 1.
2. Press # 1. The system plays your messages. After the message is played it is placed in the skipped message queue.

Auto Listen / Save

When messages are listened to using Auto Listen/Save, the system plays all messages one after the other until interrupted by the mailbox owner. Messages listened to in this fashion are saved after they are played.

To auto listen to the messages in your mailbox, and then save them:

1 → # 2 → **Listen to the message**

1. At the *Main Menu*, press 1.
2. Press # 2. The system plays your messages. After the message is played, it is placed in the saved message queue.

Mass Auto Delete

If you wish to empty your mailbox of all messages, you can use mass auto delete. To empty your mailbox of all messages:

1. At the *Main Menu*, press **1**.
2. Press **#** *****. The system erases all messages in your mailbox.

CAUTION!

All messages in your mailbox will be erased and CANNOT be recovered.
