UNIVERGE®

UM8500

USER GUIDE

NEC

■ CONTENTS

■ Introduction

Welcome to UNIVERGE® UM8500.

This chapter provides a basic introduction to the UNIVERGE UM8500 messaging system and instructions for accessing the system by phone or by Internet.

In this Chapter...

Introducing UNIVERGE UM8500

On the messaging system, you and the other associates in the organization are subscribers. Subscribers can manage voice messages, faxes, and e-mail messages from a touchtone phone, a computer, or over the Internet.

New Features

This release of the messaging system provides a new feature that enhances the unified messaging capabilities. The new feature for this release is:

Unified Messaging for Microsoft® Outlook®. A feature that allows you to manage e-mail, voice, and fax messages through your Outlook Inbox.

Your Features

The following features can be included in a full-featured unified messaging system. Your system administrator can tell you which of these features are available in your organization.

Available	Feature Name	Feature Description
	UM8500 Assistant	The UM8500 Assistant is a Web-based application that enables you to personalize your messaging system phone settings.
	Text-to-speech	Text-to-speech enables you to hear the text portion of e-mail messages and meeting requests using computer speakers or a phone.
	FindMe FollowMe	Your messaging system determines the best way to contact you and manage messages based upon your schedule and other system information.
	Unified Messaging for Microsoft® Outlook®	This feature enables you to manage e-mail, voice, and fax messages in your Outlook Inbox.
	ViewMail® for Microsoft® Outlook®	If your messaging system uses an Exchange message store, this feature enables you to manage e-mail, voice, and fax messages in your Outlook Inbox.
	Fax option	You can use a third-party fax program to send and receive fax messages from a computer the same way you send and receive other messages within Outlook. You can print your fax and e-mail messages on a fax machine from any touchtone phone.
	ViewCall®	ViewCall allows you to view and manage your phone calls directly from your desktop computer, instead of using the phone handset.
	VideoMail®	VideoMail extends the messaging and collaboration features by embedding live video, audio, and screen capture streams into e-mail messages.

About This Guide

This document provides instructions for using a full-featured messaging system. Depending on how the messaging system is configured in your organization, some procedures are different or are not applicable. This document explains how to manage voice messages, fax messages, and change settings that define how you work with the messaging system.

For detailed information about the messaging system set up in your organization contact your system administrator. For information about managing e-mail messages, or using your e-mail application, refer the e-mail application documentation.

If your system has the ViewCall and/or VideoMail features installed, see the online help associated with these features for detailed information about using them.

User Tools

There are several tools that can be used to work with the messaging system: the phone, the UM8500 Assistant, and Unified Messaging for Outlook. The procedures in this document provide information for using these tools, but depending on how the messaging system in your organization is configured, some procedures are not applicable.

This document includes space for reference information on page 5. Write the phone numbers for calling the messaging system; your ID; the Web site address for the UM8500 Assistant; the server name; and the name and phone number of your system administrator.

Document Conventions

This document uses the following conventions:

- **Key Names.** Names of keys on the keyboard are shown in capital letters. For example, **ESC**, **ALT**, **SHIFT** and so on.

  When two keys must be pressed simultaneously they are joined by a **+** sign; for example, **ALT+TAB**.

- **Icon and Button Names.** Names of icons and buttons on the application are shown in bold font. The capitalization matches the user interface. For example, **OK**, **Ok**, **DELETE**, or **Delete** are acceptable.

- **Menu Selections.** Menu selections are shown in a distinctive font.
  For example: **File > Save** and **Actions > New Voice Message**.

- **User Input.** Information you are required to type is shown in a distinctive font.
  For example, type `msgorder`.

  Caution is required when typing a zero (0) or capital-O (0); a one (1) or a lowercase l.

  > **NOTE**
  >
  > On the command line prompt, always press **ENTER** after typing a command.

- **Phone Keys.** Procedures written specifically for the phone use special icons for keys on the phone key pad.
  For example, ✱, #, ➊, represent pressing the star key, pound key, or one (➊) on the phone keypad.

- **Placeholder Text.** Variable text that is replaced by specific text is shown in italics between angle brackets. For example;

  `vm_ctl <action> <service>`

  where *<action>* = the command and

  <service> = the name of the service.

- **Hypertext Links.** When viewing the Adobe® Acrobat® PDF document, links to other locations within the document and external Internet links appear in blue. Click a link to go to the referenced topic, page, or URL.

- **Notes, Cautions, and Warnings.** Text for notes, cautions, and warnings appear as shown below:

> **NOTE**
>
> A note provides additional information to supplement the main text. A note provides helpful information, but is not essential to understanding the current topic.

> **CAUTION!**
>
> A caution advises you that failure to avoid or to take a specific action might lead to unwanted or undesirable results.

> **WARNING!**
>
> A warning advises you that failure to avoid or to take a specific action might result in physical harm to the user, damage to the hardware or loss of data.

- **Procedural Tools.** Procedures for a specific tool are marked with the following icons:

Icon	Tool
	Phone. Use the phone to listen to and send messages, set personal profiles, and set personal preferences for greetings, playback, call transfer/screening, message notification, groups, and e-mail.
	E-mail Inbox. Use your e-mail tool to send or listen to your unified messages.
	UM8500 Assistant. Use the Web-based application, UM8500 Assistant, to read and send messages, set personal profiles, and set personal preferences for greetings, playback, call transfer/screening, message notification, groups, and e-mail.

Phone Numbers, Names, and Addresses

Use this space to record information for your messaging system:

Messaging system internal phone   _____

Messaging system external phone   _____

Personal ID   _____

UM8500 Assistant URL   _____

Server name or IP Address   _____

System administrator   _____

System administrator-phone number   _____

■ Getting Started

The first step is enrollment. All subscribers must enroll to use the messaging system. Use the phone to enroll as a subscriber. During enrollment record your name, a greeting, set a password, and specify whether you are listed in the phone directory.

To enroll, call the messaging system from an inside phone or using a phone outside of the organization. After enrollment, you can use the phone to log on to the messaging system to check and send messages, and change any messaging system preferences.

In this Chapter...

Enrolling on UNIVERGE UM8500

There are two ways to enroll. You can use an internal phone or an external phone to call the messaging system. The information that the messaging system requests during enrollment might include asking you for your ID and a password. The system administrator assigns the ID and temporary password.

> **NOTE**
>
> Depending on how the messaging system is set up in your organization, the following procedure might not be required.

USING A PHONE

To Enroll

1 Dial the internal or external messaging system phone number.

2 If you dialed the external phone number, press ✱ when the messaging system answers.

3 Enter your ID, if required, then press #.

4 Enter a password, if required.

5 If prompted, follow the instructions to:

- **Record your name.** Record your name.

- **Record a greeting.** Record a greeting.

- **Set a new password.** Create a password.

- **Select whether you are listed in directory assistance.** Select if you want to be listed in the organizational phone directory.

Logging on to the Messaging System

After you enroll, use this procedure whenever you log on to the messaging system to manage messages and settings by phone.

The information that the messaging system asks for when you log on depends on where you are calling from:

Inside your organization. The messaging system might ask for your password.

Outside your organization. The messaging system asks for your ID and might ask for your password.

USING A PHONE

To Log on to the Messaging System

1 Dial the internal or external the messaging system phone number.

2 If you dialed the external phone number, press ✱ when the messaging system answers.

3 Enter your ID, if required, then press #.

4 Enter your password, if required.

> **NOTE**
>
> You might be able to skip some or all of these steps when you call the messaging system from your desk. The office touchtone phone might have a button that automatically calls the messaging system. See your system administrator for more information.

Accessing the UM8500 Assistant

Use this procedure to access the UM8500 Assistant using a Web browser. Use the UM8500 Assistant to manage messaging system settings for: greetings, call transfer, message notification, and distribution lists.

After opening the UM8500 Assistant, you might have to type log on information. The configuration of the messaging system in your organization determines if log on information is required to proceed.

You need to know the server name, your user name, and your password. See your system administrator for this information.

USING THE UM8500 ASSISTANT

To Access the UM8500 Assistant

1 Start Internet Explorer.

2 Type `http://<server name>/saweb/aadefault.htm`, then press **ENTER**.

If you do not know the `<server name>`, contact your system administrator.

3 In the UM8500 Assistant log on page, type your extension and messaging system phone password.

> *Tip* Add the UM8500 Assistant site to your list of favorites in your Web browser to eliminate having to type the Web address each time you access the UM8500 Assistant.

Logging Off the UM8500 Assistant

Use this procedure whenever you log off the UM8500 Assistant. To prevent others from accessing your mailbox settings, close the Web browser after you log off.

USING THE UM8500 ASSISTANT

To Log Off of UM8500 Assistant

1 In the UM8500 Assistant Navigation pane, click **Log off**.

2 To close Internet Explorer, select **File > Close**.

■ The tools you use

This section explains more about three of the tools used to manage messages and messaging system settings:

Icon	Tool
	Phone. Use the phone to listen to messages and send messages, set personal profiles, and set personal preferences for greetings, playback, call transfer/screening, message notification, groups, and e-mail.
@	**E-mail Inbox.** Use your e-mail tool to manage your unified messages (e-mail, fax, and voice messages).
	UM8500 Assistant. Use the UM8500 Assistant to read and send messages, set personal profiles, and set personal preferences for greetings, playback, call transfer/screening, message notification, groups, and e-mail.

In this Chapter...

Messaging by Phone

When you interact with the messaging system by phone, you hear the messaging system conversation. The recorded instructions in the conversation guides you through sending messages, managing messages, and changing settings.

There are two types of conversation menus available. Your system administrator can set up one of the conversation menus for you to use:

Full menus. These conversation menus provide comprehensive instructions for new users.

Brief menus. These conversation menus provide abbreviated versions of menus for experienced users.

Select conversation menu options by pressing the corresponding touchtone keys on the phone keypad.

Help

- For conversation Help, press **0** on your phone keypad.

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel last action or back up to previous point in the messaging system conversation	✱	Skip ahead to next point in the messaging system conversation	#

Working with the UM8500 Assistant

The UM8500 Assistant is a Web application that is accessed using a Web browser. The UM8500 Assistant pages contain settings that control how you and callers interact with the messaging system by phone. Use the UM8500 Assistant to change greetings, call transfer settings, message notification settings, and message distribution lists.
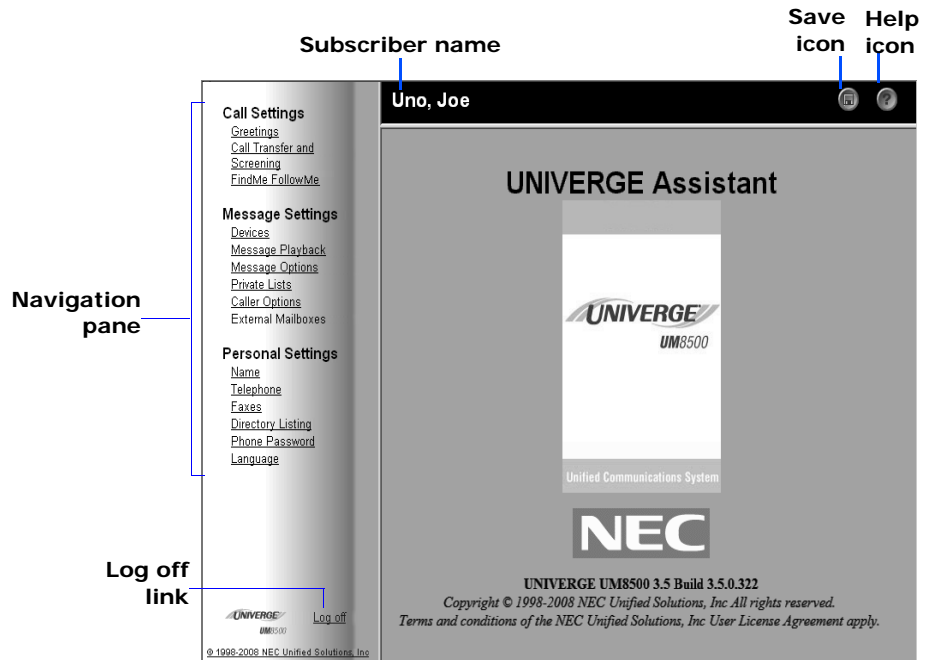
The links displayed in the Navigation pane change depending on which UM8500 Assistant page is opened. Click a link to move from one page to another.

> *Tip*   Click the **Save** icon to save changes. When you have unsaved changes, an asterisk (*) appears next to your name as a reminder. The asterisk disappears when you save your changes.

Using UM8500 Assistant you can listen to and manage your voice messages.

CAUTION!

Do not use the Web browser Back button to return to a previously viewed page. Use the UM8500 Assistant navigation pane links to move from page-to-page.

Help

Click the **Help** icon for UM8500 Assistant online help. Question mark links appear next to each field or setting that has a corresponding help topic. Click **[?]** to see the help topic.

Using the Media Master Control Bar

The Media Master Control bar appears in ViewMail for Microsoft Outlook and on some UM8500 Assistant pages where greetings or names are recorded.

In ViewMail for Outlook, use the Media Master control bar to play and record voice messages. In the UM8500 Assistant pages, use the control bar to record names and greetings.

Use the Options menu on the Audio Control bar to work with other sound (.WAV) files. The following sound file options are available:

New. Erase a recording to rerecord.

Paste. Paste a sound recording the same way you paste text in a text file.

Paste from file. Paste another sound file to a recording.

Copy. Copy a sound recording the same way you copy text in a text file.

Copy to file. Copy the recording to a sound file that you name.

Use the Options menu to set your recording and playback devices, if applicable. See "Changing Recording and Playback Settings" on page 57.
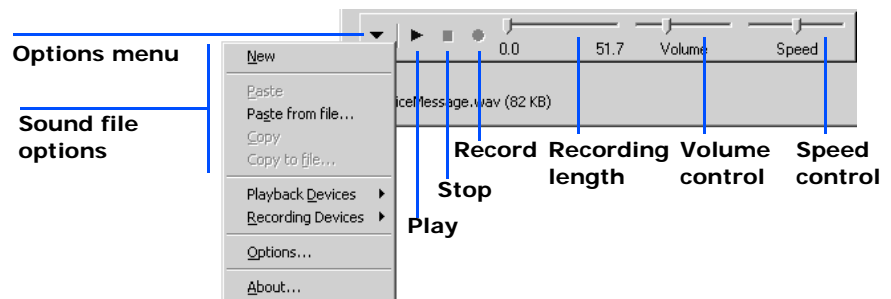
Messaging from your E-mail Inbox

If your organization has Unified Messaging for Microsoft Outlook installed, you can send, listen to, and manage voice messages from Outlook. The Unified Messaging form has an Audio Control bar, which is used to record and play messages.

If your organization uses an Exchange message store and has ViewMail for Microsoft Outlook installed, you can send, listen to, and manage voice messages from Outlook. The ViewMail form has a Media Master control bar, which is used to record and play messages. See "Using the Media Master Control Bar" on page 16.

If you do not have Unified Messaging for Microsoft Outlook or ViewMail for Microsoft Outlook installed, voice messages are stored and attached as WAV files to e-mail messages.

In unified messaging systems voice messages, fax messages, and e-mail messages are all collected in the e-mail inbox.

The Unified Messaging for Outlook Window
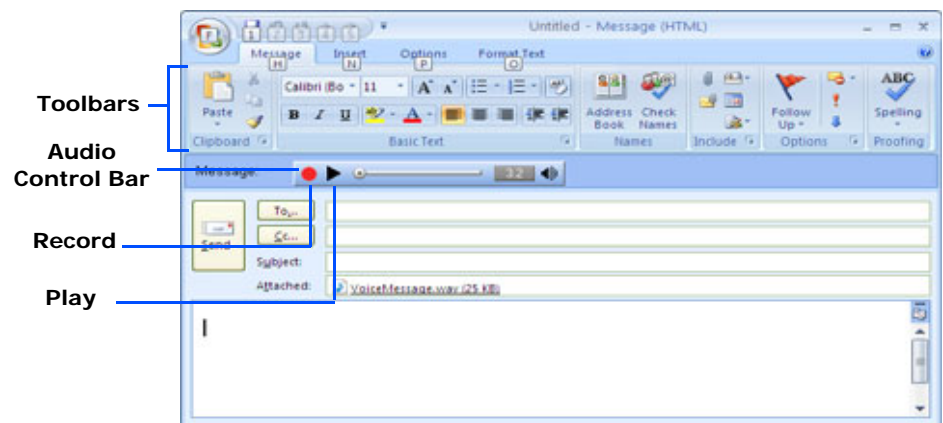
The Audio Control Bar

The Audio Control bar appears on Unified Messaging for Outlook messages that have voice messages associated with them. The Audio Control bar is used to record and play messages.
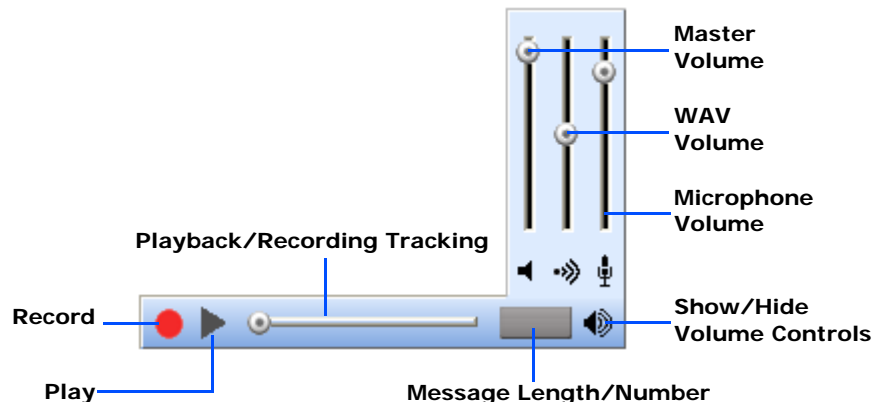
The Audio Control bar has the following options:

Record. Starts and stops recording audio from the microphone.

Play. Starts and stops playing recorded audio.

Playback/Recording Tracking. Tracks the playback/recording audio position.

Message Length/Number. Shows the length, in seconds, of the recorded audio. If an e-mail has multiple audio messages attached, it shows which message is played.

Show/Hide Volume Controls. Shows or hides the volume controls.

Master Volume. Adjusts the speaker volume.

WAV Volume. Adjusts the playback audio volume.

Microphone Volume. Adjusts the microphone volume.

The ViewMail for Outlook Window
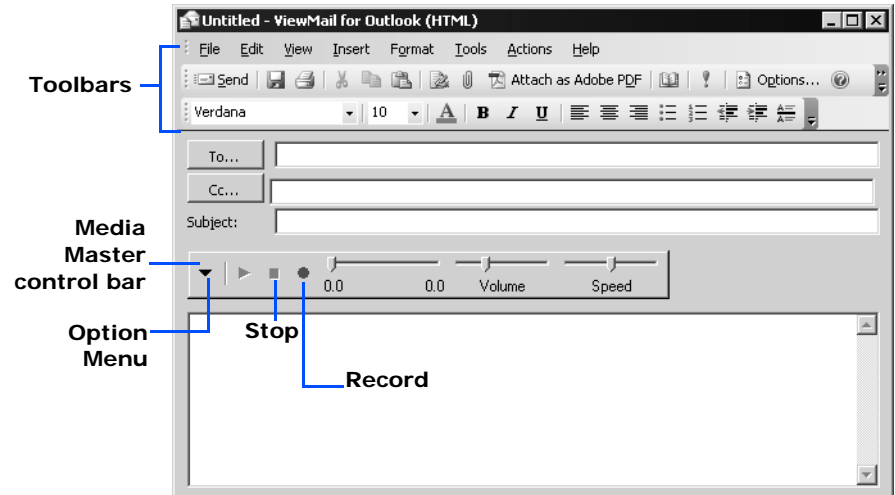
■ Checking messages

Check messages by phone, e-mail inbox, or the UM8500 Assistant. Once you have listened to a message by phone, it becomes an old, saved, or read message—unless you mark it as new or delete it.

If the messaging system is not configured to retain deleted messages, the message is permanently removed.

If the messaging system is configured to retain deleted messages; the deleted messages are moved to the Deleted Items folder. Messages in the Deleted Items folder can be accessed by phone, e-mail, or the UM8500 Assistant. Deleted a messages can be restored from the Deleted Items folder to the Inbox or any other Outlook folder. Once a message is removed from the Deleted Items folder, it is permanently removed from the system.

You should periodically empty old messages from the Deleted Items folder. If you do not do this, you might eventually exceed the storage limitations of your messaging system account, and find that you are unable to send any messages by phone. If you find that you cannot send messages by phone, try removing a few items from the Deleted Items folder. When your total message store is below the size limitation, you are able to send new messages.

In this Chapter...

Checking Messages

You can check messages by phone or, depending on your system configuration, using your e-mail inbox or the UM8500 Assistant Inbox.

Fax option. The messaging system plays the message summaries and any voice annotations on your fax messages.

Text-to-speech option. The messaging system also plays e-mail messages and meeting requests. You can record a reply to an e-mail or meeting request, and you can accept or decline meeting requests by phone.

The types of messages you hear when checking messages by phone and what you hear in message summaries can be set in the UM8500 Assistant.

> *Tip*   Old messages are not automatically deleted. Frequently delete old messages to save space.

USING A PHONE

To Check Messages

1 Call the messaging system and log on.

2 Press ❶ to hear new messages, or press ❸ to review old messages.

3 Use the following keys to manage your messages and to control playback.

Use these keys during a message

TASK	KEY	TASK	KEY
Repeat message	❶	Rewind	❼
Save	❷	Pause or Continue	❽
Delete message	❸	Message playback help	⓪
Change volume	❺		

Use these keys after a message

TASK	KEY	TASK	KEY
Repeat	❶	Forward message	❺
Save	❷	Mark as new	❻
Delete	❸	Reverse	❼
Return call	❹❶	Deliver an e-mail or fax to a fax phone number *	❽
Reply to all	❹❹	Hear summary	❾
Reply to sender	❹#		

* Available only with the fax option.

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	✳	Skip or move ahead	#

To Check Messages

1 Open your Outlook Inbox.

2 Follow the steps that apply to your setup.

Without Unified Messaging for Outlook or ViewMail for Outlook. Open the e-mail message with WAV file attachment. Double-click the attachment to play it on your computer speakers with your multi-media software.

With Unified Messaging for Outlook. Open the e-mail message and click **Play** on the Audio Control bar to play the message.

or

Open the e-mail message with the fax attachment and double-click the attached file to start the viewer program on your computer.

> *Tip*   To have voice messages play automatically when you open them, in Outlook click **Tools > Options**, click on the **Unified Messaging** tab and select **Play message automatically**.

Voice Message in Unified Messaging for Outlook
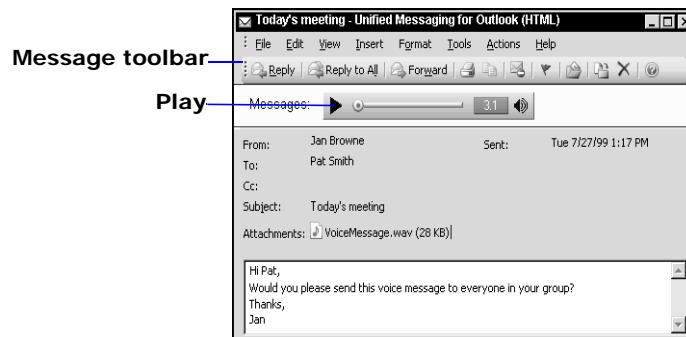
Message toolbar

Play

In the voice or fax message, use the buttons on the message toolbar to handle the message the same way you handle e-mail messages.

Fax Message in Unified Messaging for Outlook
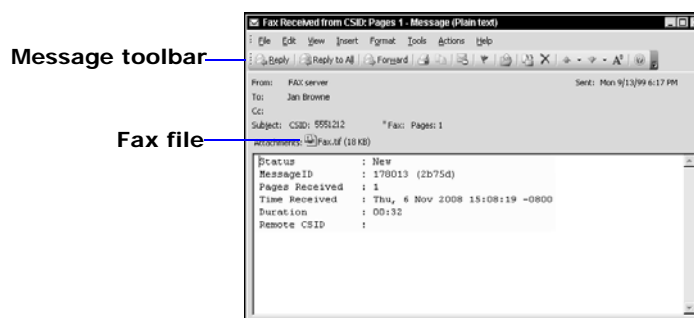
Message toolbar

Fax file

Or, in the fax message, click the print button on the toolbar or click **File > Print** to print the fax.

With ViewMail for Outlook. Open the e-mail message and click **Play** on the Media Master control bar to play the message.

or

Open the e-mail message with the fax attachment and double-click the attached file to start the viewer program on your computer.

> **Tip** To have voice messages play automatically when you open them, in Outlook click **Tools > ViewMail** options, and then select **Play message automatically**.

Voice message in ViewMail for Outlook
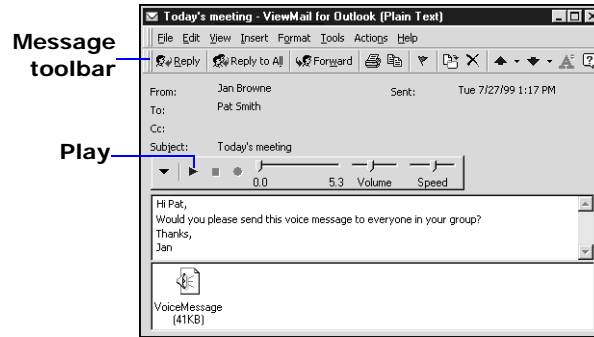
In the voice or fax message, use the buttons on the message toolbar to handle the message the same way you handle e-mail messages.

Fax message in ViewMail for Outlook
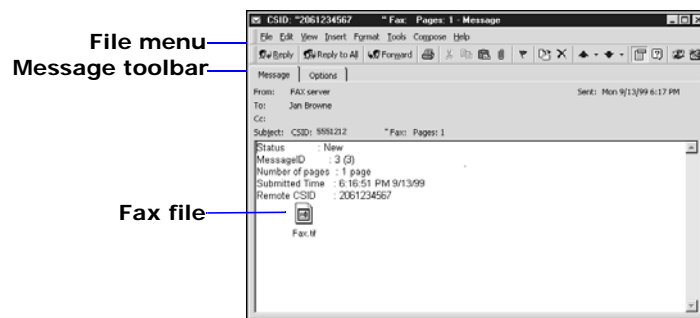
Or, in the fax message, click the print button on the toolbar or click **File > Print** to print the fax.

USING THE UM8500 ASSISTANT

To Check Messages

1 Log on to the UM8500 Assistant.

2 In the navigation pane, under **Messages**, click **Inbox**. The messages in your inbox are shown.
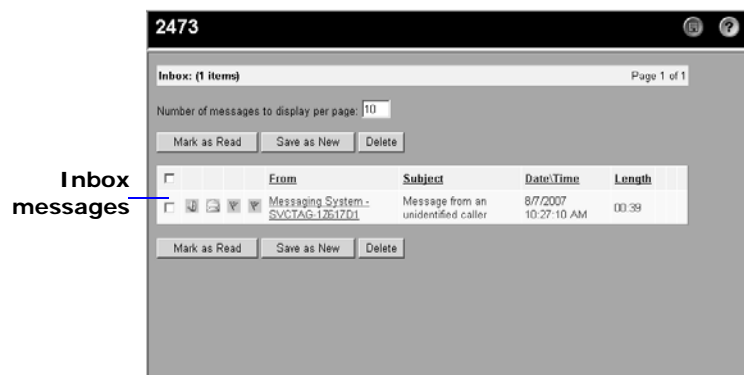
3 Under the **From** column, click the message to check. The voice message appears.
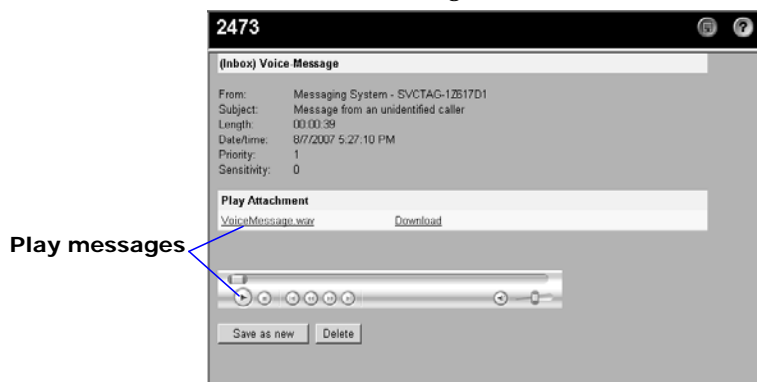
Play messages

4 Click **Play** or **VoiceMessage.wav** to listen to the voice message.

5 After listening to the message you can:

- In the navigation pane, under **Messages**, click **Inbox** to return to your inbox.
- Click **Save as New** to keep the voice message as a new message.
- Click **Delete** to delete the voice message.

Forwarding a Message

You can forward a message as is or record an introduction that plays before the forwarded message. You can forward new or saved messages.

Forwarded messages can have an attached recording or no attachment.

USING A PHONE

To Forward Messages

1   After listening to the message, press ➎.

2   Follow the messaging system conversation to address the forwarded message.

> **NOTE**
>
> When addressing a message, press ⌗ ⌗ to switch between spelling and number mode.

3   Press ➋ to record an introduction. After recording, press ⌗, or press ➌ for message options, or press ⌗ to forward the message as is.

4   Press ➊ for message options, or press ⌗ to forward the message as is.

5   Follow the conversation to handle the original message.

Message options

OPTION	KEY	OPTION	KEY
Change addressing	➊	Set special delivery	➌
Change recording	➋	Review message	➍

USING E-MAIL

With Unified Messaging for Outlook to Forward Messages

> **NOTE**
>
> This procedure only applies if you have Unified Messaging for Outlook installed. If you do not know if this option installed, contact your system administrator.

1   In your Outlook Inbox, select a voice message and click **Forward With Voice**.

2   Type the recipients' names.

3   On the Audio Control bar, click **Record** and speak into the microphone to record an introduction to the forwarded message.

4   When you finish recording, click **Stop**.

5   Add text and attachments as appropriate.

6   Click **Send**.

USING E-MAIL

With ViewMail for Outlook to Forward Messages

> **NOTE**
>
> This procedure only applies if you have ViewMail for Outlook installed. If you do not know if this option installed, contact your system administrator.

1   In your Outlook Inbox, select a voice message and click **Forward**.

2   Type the recipients' names.

3   On the Media Master control bar, click **Record** to record an introduction with your recording device:

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

Multimedia microphone. Wait for the tone, then speak into the microphone.

4   When you finish recording, click **Stop**.

5   Add text and attachments as appropriate.

6   Click **Send**.

Replying to a Message

When you reply by phone to any type of message, your response is a voice message. You can reply by phone to everyone who received the original message, or you can reply only to the sender.

By phone or with Unified Messaging for Outlook or ViewMail for Outlook, you can record a reply only to another voice message from a subscriber.

USING A PHONE

To Reply to a Message

1 After listening to the message, press ④, or if the original message was sent to more than one person, press ④ ④ to reply to all, or press ④ # to reply only to the sender.

2 Record your reply. then press # to finish recording.

> **NOTE**
>
> You cannot use the phone to reply to a message sent by an unidentified caller.

3 Press ① for message options, or press # to send the reply.

4 Follow the conversation to handle the original message.

Use these keys to set message options

OPTION	KEY	OPTION	KEY
Change addressing	①	Set special delivery	③
Change recording	②	Review message	④

Use these keys as you record an introduction

TASK	KEY	TASK	KEY
Pause or continue	⑧	End recording	#

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	*	Skip or move ahead	#

USING E-MAIL

With Unified Messaging for Outlook to Reply to a Message

> **NOTE**
>
> This procedure only applies if you have Unified Messaging for Outlook installed. If you do not know if this option installed, contact your system administrator.

1 In your Outlook Inbox, select a voice message and click **Reply With Voice** or **Reply to All With Voice.**

> **WARNING**
>
> Do not reply to a message sent by an unidentified caller.

2 On the Audio Control bar, click **Record** and speak into the microphone to record a reply.

3 When you finish recording, click **Stop**.

4 Add text and attachments as appropriate.

5 Click **Send**.

With ViewMail for Outlook to Reply to a Message

> **NOTE**
>
> This procedure only applies if you have ViewMail for Outlook installed. If you do not know if this option installed, contact your system administrator.

1   In your Outlook Inbox, select a voice message and click **Reply**.

> **WARNING**
>
> Do not reply to a message sent by an unidentified caller.

2   On the Media Master control bar, click **Record** to record an introduction with your recording device:

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

   Multimedia microphone. Wait for the tone, then speak into the microphone.

3   When you finish recording, click **Stop**.

4   Add text and attachments as appropriate.

5   Click **Send**.

Returning a Call

If the call return feature is licensed and installed, you can immediately return a call, from the Inbox or by phone, to the caller who left you a message after listening to a message. See "To Return a Call" on page 28.

The messaging system uses caller ID information received from your phone service provider. You can use the UM8500 Assistant to set up the system to ask callers to enter their phone number before they are transferred to your extension. See "Asking Callers to Enter a Callback Phone Number" on page 118.

If a returned call is not answered, disconnect then call the messaging system again to continue using the messaging system by phone. If the line is busy, the messaging system tells you that the call could not be connected and returns you to your voice mailbox.

The return call feature might not be available for a message because phone numbers have been restricted. The messaging system tells you if return call is not available for a specific message.

The live record feature is not available during a return call.

USING A PHONE

To Return a Call

- After listening to a message, press ❹ ❶ to return the call.

Delivering a Fax

With the ActiveFax option, you can deliver your faxes to a fax machine. Your callers might record a message with their fax. This is called a voice annotation.

> **NOTE**
>
> If your messaging system uses a third-party fax integration, you can also deliver e-mail messages and meeting requests to a fax machine.

USING A PHONE

To Deliver a Fax

1 Press ❶ to hear new messages, or press ❸ to review old messages.

2 If your messaging system uses the ActiveFax integration, after you listen to any voice annotation included with a fax, press ❽.

> **NOTE**
>
> With a third-party fax integration, you can press ❽ after you listen to any voice annotation included with a fax.

3 Enter the fax phone number.

4 Use the following keys to manage your fax messages and to control message playback.

Use these keys during voice annotation

TASK	KEY	TASK	KEY
Repeat	❶	Reverse	❼
Save	❷	Pause or continue	❽
Delete	❸	Fast-forward to end	❾
Change volume	❺		

Use these keys after voice annotation

TASK	KEY	TASK	KEY
Repeat	❶	Forward message	❺
Save	❷	Mark as new	❻
Delete	❸	Reverse	❼
Return call	❹❶	Deliver an e-mail or fax to a fax phone number	❽
Reply to all	❹❹	Hear summary	❾
Reply to sender	#		

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	✳	Skip or move ahead	#

Checking E-mail Messages in an External Mailbox

If the text-to-speech feature is licensed and installed in your organization, you can check messages using up to nine different external mailboxes. An external mailbox can be on another e-mail system such as Lotus Notes or GroupWise, or you can check messages using an Internet e-mail account. The messaging system administrator must enable this feature for your account.

Ask your e-mail system administrator to define external mailboxes for your account. You must provide a mailbox name, server name, SMTP server name, a SMTP server address, user name, and password for the external mailbox. Use the UM8500 Assistant to define information about the external mailbox before you check messages in an external mailbox.

When the messaging system plays messages in an external mailbox, it plays voice messages first, then fax messages, followed by e-mail messages. This order is fixed and cannot be changed. The messaging system asks you to select which external mailbox to check.

Special delivery options, such as future delivery or urgent delivery, are not available for e-mail messages left in an external mailbox. You cannot return a call to a person who left a message in an external mailbox.

USING A PHONE

To Check E-mail Messages in an External Mailbox

1 Call the messaging system and log on.

2 Press ❶ ❺ to check new messages in an external e-mail mailbox, or press ❸ ❺ to check old messages in an external e-mail mailbox.

3 If you have more than one external e-mail mailbox, follow the prompts to select the external mailbox you want. The messaging system lists external mailboxes by name, in the order defined using the UM8500 Assistant.

4 The messaging system reads the text of each message in the external mailbox.

5 Use the following keys to manage your messages and to control playback.

Use these keys during an external e-mail message

TASK	KEY	TASK	KEY
Repeat	❶	Reverse	❼
Save	❷	Pause or continue	❽
Delete	❸	Fast-forward to end	❾
Change volume	❺		

Use these keys after an external e-mail message

TASK	KEY	TASK	KEY
Repeat	❶	Mark as new	❻
Save	❷	Reverse	❼
Delete	❸	Deliver an e-mail or fax to a fax phone number *	❽
Forward message	❺	Hear summary	❾

* Available only if you are using the fax option.

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	✱	Skip or move ahead	#

■ Sending Messages

You can send messages to subscribers, private lists, and public distribution lists. If your organization has multiple locations, you might be able to send messages to subscribers at another location.

In this Chapter...

Sending a Voice Message

You can address messages by phone either in spelling mode or number mode.

Press ⧆ ⧆ to switch between spelling mode and number mode. You can address a message to more than one recipient or type of recipient.

Spelling mode. On the phone keypad, spell the name of a subscriber, distribution list, or (if available) another location.

Number mode. On the phone keypad, enter the number of an extension, distribution list, or (if available) another location.

USING A PHONE

To Send a Voice Message

1 Call the messaging system and log on.

2 Press ❷.

3 Follow the messaging system conversation to address the message.

4 Press ⧆ to record the message. After recording, press ⧆.

5 Press ⧆ to send the message, or press ❶ for message options.

USING E-MAIL

With Unified Messaging for Outlook to Send a Voice Message

> **NOTE**
>
> This procedure only applies if you have Unified Messaging for Outlook installed. If you do not know if this option installed, contact your system administrator.

1 Open your Outlook Inbox.

2 On the Outlook toolbar, click **New Voice Message** or **File > New > Voice Message** or **New > Voice Message**.

3 Type recipient names and a subject.

4 On the Audio Control bar, click **Record** and speak into the microphone to record the message.

5 When you finish recording, click **Stop**.

6 Add text and attachments, as appropriate.

7 Click **Options…** to mark a message as Importance, Sensitivity, Delivery receipt, specify a Future delivery date, or Expiration date.

8 Click **Close** to return to the message.

9 Click **Send**.

With ViewMail for Outlook to Send a Voice Message

1 Open your Outlook Inbox.

2 On the Outlook toolbar, click **New Voice Message** or **Action > New Voice Message**.

3 Type recipient names and a subject.

4 On the Media Master control bar, click **Record** to record a message with your recording device:

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

Multimedia microphone. Wait for the tone, then speak into the microphone.

5 When you finish recording, click **Stop**.

6 Add text and attachments, as appropriate.

7 Click **Options…** to mark a message as Importance, Sensitivity, Delivery receipt, specify a Future delivery date, or Expiration date.

8 Click **Close** to return to the message.

9 Click **Send**.

Sending 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 other messages.

To Send an Urgent Message

1   Call the messaging system and log on.

2   Press ❷.

3   Follow the messaging system conversation to address the message.

4   Press ＃ to record the message. After recording, press ＃.

5   Press ❶ for message options.

6   Press ❸ for special delivery.

7   To mark the message as urgent, press ❶.

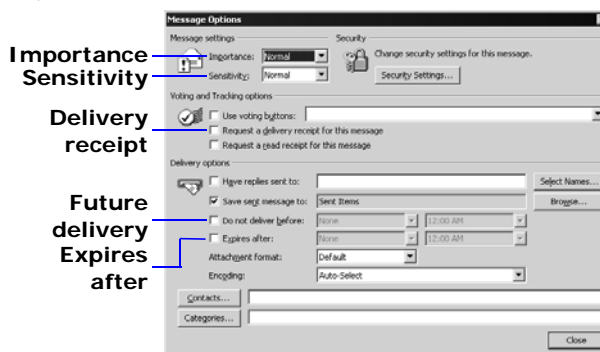8   Sending the message, press ＃.

USING E-MAIL

With Unified Messaging for Outlook to Send an Urgent Message

> **NOTE**
>
> This procedure only applies if you have Unified Messaging for Outlook installed. If you do not know if this option installed, contact your system administrator.

1   Open your Outlook Inbox.

2   On the Outlook toolbar, click **New Voice Message** or **File > New > Voice Message** or **New > Voice Message**.

3   Type recipient names and a subject.

4   On the Audio Control bar, click **Record** and speak into the microphone to record the message.

5   When you finish recording, click **Stop**.

6   Add text and attachments as appropriate.

7   Click **Options…** and in the Importance field, select **High**.

8   Mark the other message options, Sensitivity, Delivery receipt, specify a Future delivery date, or Expiration date, as needed.

9   Click **Close** to return to the message.

10   Click **Send**.

USING E-MAIL

With ViewMail for Outlook to Send an Urgent Message

> **NOTE**
>
> This procedure only applies if you have ViewMail for Outlook installed. If you do not know if this option installed, contact your system administrator.

1   Open your Outlook Inbox.

2   On the Outlook toolbar, click **New Voice Message** or **Action > New Voice Message**.

3   Type recipient names and a subject.

4   On the Media Master control bar, click **Record** to record a message with your recording device:

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

   Multimedia microphone. Wait for the tone, then speak into the microphone.

5   When you finish recording, click **Stop**.

6   Add text and attachments as appropriate.

7   Click **Options…** and in the Importance field, select **High**.

8   Mark the other message options, Sensitivity, Delivery receipt, specify a Future delivery date, or Expiration date, as needed.

9   Click **Close** to return to the message.
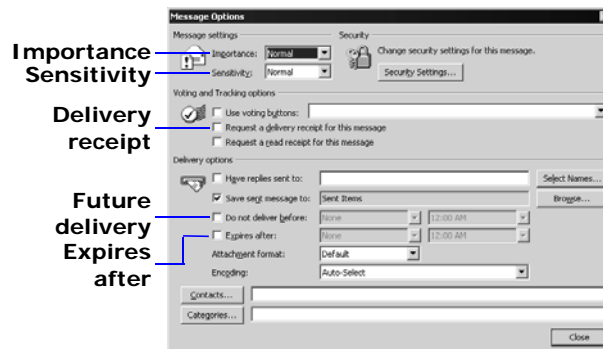
10 Click **Send**.

Requesting a Return Receipt

You can use special delivery to send a message with return receipt requested. the messaging system sends a receipt to your mailbox when a message recipient listens to or opens the message. For messages sent to a distribution list, the messaging system sends a receipt for each recipient.

USING A PHONE

To Request a Return Receipt for a Message

1   Call the messaging system and log on.

2   Press ❷.

3   Follow the messaging system conversation to address the message.

4   Press ❋ to record the message. After recording, press ❋.

5   Press ❶ for message options.

6   Press ❸ for special delivery.

7   To mark the message for return receipt, press ❷.

8   Sending the message, press ❋.

USING E-MAIL

With Unified Messaging for Outlook to Request a Return Receipt for a Message

> **NOTE**
>
> This procedure only applies if you have Unified Messaging for Outlook installed. If you do not know if this option installed, contact your system administrator.

1   Open your Outlook Inbox.

2   On the Outlook toolbar, click **New Voice Message** or **File > New > Voice Message** or **New > Voice Message**.

3   Type recipient names and a subject.

4   On the Audio Control bar, click **Record** and speak into the microphone to record the message.

5   When you finish recording, click **Stop**.

6   Add text and attachments as appropriate.

7   Click **Options…** and select the **Request a delivery receipt for this message** check box.

8   Mark the other message options, Importance, Sensitivity, specify a Future delivery date, or Expiration date, as needed.

9   Click **Close** to return to the message.

10 Click **Send**.

With ViewMail for Outlook to Request a Return Receipt for a Message

1   Open your Outlook Inbox.

2   On the Outlook toolbar, click **New Voice Message** or **Action > New Voice Message**.

3   Type recipient names and a subject.

4   On the Media Master control bar, click **Record** to record a message with your recording device:

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

   Multimedia microphone. Wait for the tone, then speak into the microphone.

5   When you finish recording, click **Stop**.

6   Add text and attachments as appropriate.

7   Click **Options…** and select the **Request a delivery receipt for this message** check box.

8   Mark the other message options, Importance, Sensitivity, specify a Future delivery date, or Expiration date, as needed.

9   Click **Close** to return to the message.

10   Click **Send**.

Sending a Private Message

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

USING A PHONE

To Send a Private Message

1   Call the messaging system and log on.

2   Press ❷.

3   Follow the messaging system conversation to address the message.

4   Press ⌗ to record the message. After recording, press ⌗.

5   Press ❶ for message options.

6   Press ❸ for special delivery.

7   To mark the message private, press ❸.

8   Sending the message, press ⌗.

USING E-MAIL

With Unified Messaging for Outlook to Send a Private Message

> **NOTE**
>
> This procedure only applies if you have Unified Messaging for Outlook installed. If you do not know if this option installed, contact your system administrator.

1   Open your Outlook Inbox.

2   On the Outlook toolbar, click **New Voice Message** or **File > New > Voice Message** or **New > Voice Message**.

3   On the Audio Control bar, click **Record** and speak into the microphone to record the message.

4   When you finish recording, click **Stop**.

5   Add text and attachments as appropriate.

6   Click **Options…** and in the Sensitivity field, select **Private**.

7   Mark the other message options, Importance, Delivery receipt, specify a Future delivery date, or Expiration date, as needed.

8   Click **Close** to return to the message.

9   Click **Send**.

USING E-MAIL

With ViewMail for Outlook to Send a Private Message

> **NOTE**
>
> This procedure only applies if you have ViewMail for Outlook installed. If you do not know if this option installed, contact your system administrator.

1   Open your Outlook Inbox.

2   On the Outlook toolbar, click **New Voice Message** or **Action > New Voice Message**.

3   Type recipient names and a subject.

4   On the Media Master control bar, click **Record** to record a message with your recording device:

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

Multimedia microphone. Wait for the tone, then speak into the microphone.

5   When you finish recording, click **Stop**.

6   Add text and attachments as appropriate.

7   Click **Options…** and in the Sensitivity field, select **Private**.

8   Mark the other message options, Importance, Delivery receipt, specify a Future delivery date, or Expiration date, as needed.

9   Click **Close** to return to the message.

10 Click **Send**.

Sending a Message with Future Delivery

You can use special delivery to mark a message to be sent at a later time. the messaging system does not send the message to any recipients until the specified date. You can also mark a message for future delivery with Microsoft Outlook. See online Help for details.

USING A PHONE

To Send a Message with Future Delivery

1 Call the messaging system and log on.

2 Press ❷.

3 Follow the messaging system conversation to address the message.

4 Press ⌗ to record the message. After recording, press ⌗.

5 Press ❶ for message options.

6 Press ❸ for special delivery.

7 To mark the message for future delivery, press ❹.

8 Sending the message later today, press 0. For tomorrow, press ❶. For two days later, press ❷; 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.

9 Enter the time, including the hour and minutes. For A.M., press ❶. For P. M., press ❷.

10 To confirm the delivery time and date, press ⌗.

11 Sending the message, press ⌗.

USING E-MAIL

With Unified Messaging for Outlook to Send a Message with Future Delivery

> **NOTE**
>
> This procedure only applies if you have Unified Messaging for Outlook installed. If you do not know if this option installed, contact your system administrator.

1 Open your Outlook Inbox.

2 On the Outlook toolbar, click **New Voice Message** or **File > New > Voice Message** or **New > Voice Message**.

3 Type recipient names and a subject.

4 On the Audio Control bar, click **Record** and speak into the microphone to record the message.

5 When you finish recording, click **Stop**.

6 Add text and attachments as appropriate.

7 Click **Options…**, select the **Do not deliver before:** check box and then select a date and time for delivery.

8 Mark the other message options, Importance, Sensitivity, Delivery receipt, or Expiration date, as needed.

9 Click **Close** to return to the message.

10 Click **Send**.

With ViewMail for Outlook to Send a Message with Future Delivery

> **NOTE**
>
> This procedure only applies if you have ViewMail for Outlook installed. If you do not know if this option installed, contact your system administrator.

1 Open your Outlook Inbox.

2 On the Outlook toolbar, click **New Voice Message** or **Action > New Voice Message**.

3 Type recipient names and a subject.

4 On the Media Master control bar, click **Record** to record a message with your recording device:

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

   Multimedia microphone. Wait for the tone, then speak into the microphone.

5 When you finish recording, click **Stop**.

6 Add text and attachments as appropriate.

7 Click **Options…**, select the **Do not deliver before:** check box and then select a date and time for delivery.

8 Mark the other message options, Importance, Sensitivity, Delivery receipt, or Expiration date, as needed.

9 Click **Close** to return to the message.

10 Click **Send**.

Sending a Message with an Expiration Date

You can use special delivery to mark a message to be sent with an expiration date and time. the messaging system keeps an unheard message in a recipient's mailbox until the expiration time and date. Then, the messaging system deletes the message.

You can send a message with an expiration date to another subscriber, or to a distribution list. You can set an expiration date and time by phone. Setting an expiration time and date is useful when the content of a message is relevant only until a certain time and date.

USING A PHONE

To Send a Message with an Expiration Date

1 Call the messaging system and log on.

2 Press ❷.

3 Follow the messaging system conversation to address the message.

4 Press ❻ to record the message. After recording, press ❻.

5 Press ❶ for message options.

6 Press ❸ for special delivery.

7 To mark the message with an expiration time and date, press ❺.

8 For expiration later today, press ❿. For tomorrow, press ❶. For two days later, press ❷; or to enter a date, press ❾. Press the month, using a number from 1 to 12. Press the date, using a number from 1 to 31.

9 Enter the expiration time, including the hour and minutes. For A.M., press ❶. For P. M., press ❷.

10 To confirm the expiration time and date, press ❻.

11 Sending the message, press ❻.

USING E-MAIL

With Unified Messaging for Outlook to Send a Message with an Expiration Date

> **NOTE**
>
> This procedure only applies if you have Unified Messaging for Outlook installed. If you do not know if this option installed, contact your system administrator.

1 Open your Outlook Inbox.

2 On the Outlook toolbar, click **New Voice Message** or **File > New > Voice Message** or **New > Voice Message**.

3 Type recipient names and a subject.

4 On the Audio Control bar, click **Record** and speak into the microphone to record the message.

5 When you finish recording, click **Stop**.

6 Add text and attachments as appropriate.

7 Click **Options…**, select the **Expires after:** check box and then select a date and time for the message expiration.

8 Mark the other message options, Importance, Sensitivity, Delivery receipt, or Future delivery date, as needed.

9 Click **Close** to return to the message.

10 Click **Send**.

With ViewMail for Outlook to Send a Message with an Expiration Date

> **NOTE**
>
> This procedure only applies if you have ViewMail for Outlook installed. If you do not know if this option installed, contact your system administrator.

1 Open your Outlook Inbox.

2 On the Outlook toolbar, click **New Voice Message** or **Action > New Voice Message**.

3 Type recipient names and a subject.

4 On the Media Master control bar, click **Record** to record a message with your recording device:

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

   Multimedia microphone. Wait for the tone, then speak into the microphone.

5 When you finish recording, click **Stop**.

6 Add text and attachments as appropriate.

7 Click **Options…**, select the **Expires after:** check box and then select a date and time for the message expiration.

8 Mark the other message options, Importance, Sensitivity, Delivery receipt, or Future delivery date, as needed.

9 Click **Close** to return to the message.

10 Click **Send**.

Sending a Message to a List of Recipients

Private lists and public distribution lists are lists of message recipients that are grouped together. A message sent to a distribution list goes to every recipient on the list. A distribution list makes it easier to send a message to several people at once.

Any subscriber can send messages to public distribution lists by phone. You can address a message to a public distribution list using spelling mode or number mode.

Only you can send messages to your private lists. You address messages to private lists only by phone. You can address a message to a private list using spelling mode or number mode.

For public distribution lists, your system administrator might have authorized you to send priority broadcast messages. See "Sending a Priority Broadcast Message" on page 45.

USING A PHONE

To Send a Message to a List of Recipients

1 Call the messaging system and log on.

2 Press ❷.

3 If desired, switch between number mode and spelling mode by pressing Ⓟ Ⓟ.

4 Spell the distribution list name, or enter the number of the list. Private lists are numbered 1 through 20. Press Ⓟ to confirm the name or number.

5 Press Ⓟ to record the message. After recording, press Ⓟ. Press Ⓟ to send the message, or press ❶ for message options.

Sending a Priority Broadcast Message

You can send a priority broadcast message to a public distribution list. A priority broadcast message is played, immediately when a recipient logs on, before the messaging system offers any other options or messages. A recipient must hear the entire message before the messaging system marks the message as read.

Your system administrator can set you up to send priority broadcast messages to a particular distribution list. If you are authorized, a new option plays in the subscriber main menu: *Sending a priority broadcast message, press ⑥*.

If desired, you can prevent recipients from skipping or fast-forwarding through a message. After you record a priority broadcast message, you can set a special delivery option requiring recipients to listen to the entire message.

If you require recipients to hear the message, a recipient cannot skip the message or fast-forward through it. The recipient cannot use other UNIVERGE UM8500 features by phone until the entire message is played. Each time a recipient calls to check messages, the messaging system plays the message immediately and keeps it new until the entire message is played.

If you do not prevent recipients from skipping or fast-forwarding the message, a recipient must still listen to the entire message before it is marked as old. However, a recipient can skip the message and use other UM8500 features by phone before hearing the entire message.

A recipient of a priority broadcast message cannot forward the message by phone to other subscribers.

You can send priority broadcast messages only by phone. A priority broadcast message is always marked as urgent and private.

In Outlook, priority broadcast messages are listed as urgent messages. The subject line for the message begins with Priority Broadcast.

USING A PHONE

To Send a Priority Broadcast Message

1 Call the messaging system and log on.

2 Press ⑥ to send a priority broadcast message.

3 Switch between number mode and spelling mode by pressing # #.

4 Follow the messaging system conversation to address the message to a public distribution list.

5 Press # to record the message, press # to end the message.

6 Press ① for message options.

7 Press ③ for special delivery.

8 Press ⑨, to require recipients to play the entire message.

9 Press # to send the message.

Sending a Message to another Location

Send messages by phone to subscribers at other locations, you must identify the location as well as the subscriber when addressing the message. Contact your system administrator for locations and other subscribers.

USING A PHONE

To Send a Message to another Location

1 Call the messaging system and log on.

2 Press ❷.

3 Record the message, press # to end the message.

4 If addressing in spelling mode, spell the location name, then spell the subscriber name, or In number mode, enter the location ID, then enter the subscriber extension.

   If addressing in number mode, enter the location ID, then enter the subscriber extension.

5 Press # to record the message, press # to end the message.

6 Press # to send the message, or press ❶ for message options.

■ Recording Phone Calls

Depending on the phone system your organization uses, you might be able to record phone calls while you are talking.

The messaging system stores received phone calls and recorded phone calls as voice messages. You can record phone calls only if your phone has a Record key. You handle recorded call messages the same way you handle other voice messages.

When you check messages by phone, the messaging system plays recorded call messages along with your other voice messages. Your name is listed as the sender.

When you check messages from your Inbox, recorded call messages look like other voice messages. Your name is listed in the To and From boxes, and Live Record message is listed in the Subject box.

In this Chapter…

Recording a Phone Call

USING A PHONE

To Record a Phone Call

▪ Press the **Record** key on the phone during the phone call.

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

■ Changing Personal Settings

Personal settings control the information about you as a subscriber on the messaging system and some of the choices you make for interacting with the messaging system.

Recorded name. Plays your recorded name with messages left for other subscribers and identifies you in directory assistance. It also plays with any of your greetings that use system default recordings instead of your own recordings.

Password. Passwords protect the privacy of messages. If you forget the messaging system phone password, your system administrator can create a temporary password. Change the password the next time you log on.

Fax delivery number. The number of the fax machine where your faxes are normally sent to.

Directory listing status. When you are listed in the directory, callers can reach you through directory assistance.

Conversation language. When your organization has more than one language installed on the messaging system, select the language you hear in the messaging system conversation. The system administrator sets the language callers hear.

Text-to-speech language. Select the language in which the messaging system plays e-mail messages and calendar entries. The text-to-speech language can be different from the language heard in the messaging system conversation.

Conversation menus. Hear full or brief menus when you interact with the messaging system by phone. Full menus provide comprehensive instructions, and brief menus provide abbreviated versions of full menus.

In this Chapter...

Changing your Recorded Name

The messaging system plays your recorded name when callers find your extension in directory assistance, and when you use a phone to log on to the messaging system.

USING A PHONE

To Change your Recorded Name

1 Call the messaging system and log on.

2 Press ❹ > ❸ > ❷.

3 At the tone, record your name, or press ✱ to keep the current recording.

Use these keys as you record

TASK	KEY	TASK	KEY
Pause or continue	❺	End recording	#

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	✱	Skip or move ahead	#

USING THE UM8500 ASSISTANT

To Change your Recorded Name

1 Log on to the UM8500 Assistant.

2 In the navigation pane, under **Personal Settings**, click **Name**.

3 Use the Audio Control bar, click **Record** to record your name with the selected recording device:

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

   Multimedia microphone. Wait for the tone, then speak into the microphone.

4 Click **Stop** to end the recording.

5 Click **Save** to save the new recording.

Changing your Directory Listing

Set whether or not you are listed in the messaging system directory. When you are listed in the directory, callers can find your extension number without assistance from a receptionist.

USING A PHONE

To Change your Directory Listing

1 Call the messaging system and log on.

2 Press ❹ > ❸ > ❸.

3 Set whether or not you are listed in the messaging system directory. When you are listed in the directory, callers can find your extension number without assistance from a receptionist. Press ❶ to change your listing status, or press ⌗ to keep your current listing status.

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	✳	Skip or move ahead	⌗

USING THE UM8500 ASSISTANT

To Change your Directory Listing

1 Log on to the UM8500 Assistant.

2 In the navigation pane, under **Personal Settings**, click **Directory Listing**.

3 Select the **List in phone directory** check box to be listed in the directory. Clear the check box to remove your name from the directory.

4 Click **Save** to save the changes.

Changing your Phone Password

Enter your messaging system phone password when using a phone to log on to the messaging system. The password used to log on with the phone is different from the password used to access the UM8500 Assistant. Use the following procedures to change your passwords.

USING A PHONE

To Change your Password

1 Call the messaging system and log on.

2 Press ❹ > ❸ > ❶.

3 Enter a new password, then press ❉.

4 Enter the new password once again to confirm it, then press ❉.

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	✱	Skip or move ahead	#

USING THE UM8500 ASSISTANT

To Change your Password

1 Log on to the UM8500 Assistant.

2 In the navigation pane, under **Personal Settings**, click **Phone Password**.

   The Personal Settings page appears.

Navigation pane

Save

Phone password fields

3 In the **Enter new password** box, type a password.

4 In the **Confirm new password** box, type the password again.

5 Click **Save** to save the new password.

Changing the Fax Delivery Number

The fax delivery number is the number of the fax machine where your faxes are normally sent to. When using a phone to access fax messages, the messaging system provides the option to deliver the fax to this phone number.

You can use your fax delivery number only with the UM8500 Assistant, not by phone.

> **NOTE**
>
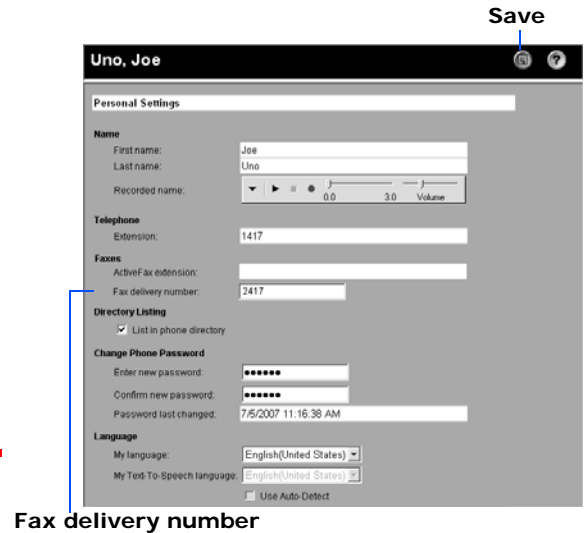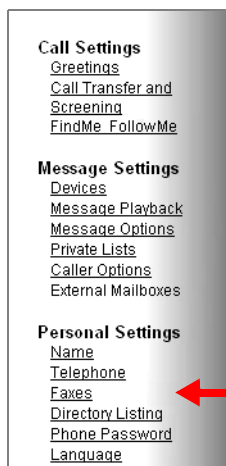> This option is only available if you are licensed to use ActiveFax.

USING THE UM8500 ASSISTANT

To Change the Fax Delivery Number

1   Log on to the UM8500 Assistant.

2   In the navigation pane, under **Personal Settings**, click **Faxes**.

The Personal Settings page appears.

Navigation pane

Save

Fax delivery number

3   In the **Fax delivery number** box, type the fax delivery number.

Do not use spaces, dashes, or parentheses between digits. Begin with any access code needed to make an external call (for example, 9). For long distance numbers, also include 1 and the area code.

4   Click **Save** to save the new fax delivery number.

Changing the Conversation Language

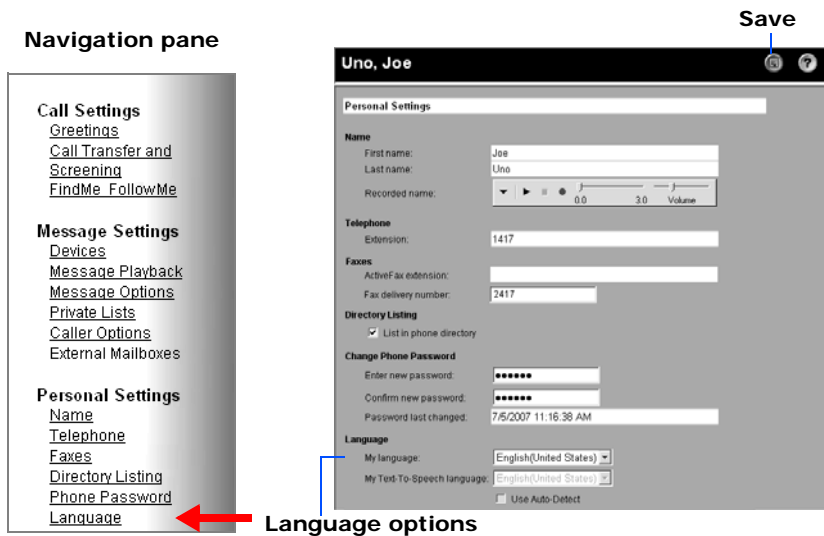You can select a conversation language only with the UM8500 Assistant, not by phone.

 USING THE UM8500 ASSISTANT

To Change the Conversation Language

1 Log on to the UM8500 Assistant.

2 In the navigation pane, under **Personal Settings**, click **Language**.

The Personal Settings page appears.

Save

Navigation pane

Language options

3 In the **My Language** list, select the language to use in the messaging system conversation.

4 Click **Save** to save the language settings

Changing the Text-to-Speech Settings

You can set the language in which the messaging system reads your e-mail messages by phone. The language you select for your e-mail can be different from the language you use for the system conversation.

You can also set whether the messaging system automatically detects the language used for an e-mail message. If the messaging system cannot detect the language in which to read an e-mail message, the messaging system uses the default text-to-speech language.

You can select a text-to-speech language only in the UM8500 Assistant, not by phone.

USING THE UM8500 ASSISTANT

To Change the Text-to-Speech Settings

1 Log on to the UM8500 Assistant.

2 In the navigation pane, under **Personal Settings**, click **Language**.

   The Personal Settings page appears.

Navigation pane

Save

Language options

3 In the **My Text-To-Speech language** list, select the language used to play e-mail messages and calendar schedule.

4 The messaging system automatically determines which language to use for e-mail messages and calendar items if **Use Auto-Detect** is selected.

5 Click **Save** to save the Text-To-Speech setting.

Switching between Full or Brief Conversation Menus

You can set whether you hear comprehensive or brief instructions for menu options when you access the messaging system by phone.

Most new subscribers begin with the comprehensive instructions. Once you are familiar with the messaging system features, you can switch from full menus to brief menus.

USING A PHONE

To Switch between Full and Brief Conversation Menus

1   Call the messaging system and log on.

2   Press ❹ > ❷ > ❸.

3   Press ❶ to switch between full and brief menus.

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	✱	Skip or move ahead	#

USING THE UM8500 ASSISTANT

To Switch between Full and Brief Conversation Menus

1   Log on to the UM8500 Assistant.

2   In the navigation pane, under **Message Settings**, click **Message Playback**.

The Message Playback page appears.

Save

Navigation pane

Menu Selections

3   In the **Playback options, Menu type** section, select **Full menus** or **Brief menus**.

Full menus. The messaging system plays comprehensive instructions.

Brief menus. The messaging system plays abbreviated version of instructions.

4   Click **Save**.

■ Changing Recording and Playback Settings

Recording and playback settings control how greetings and names are recorded and played and how messages are recorded and played in the e-mail Inbox.

Select recording and playback devices using the procedures described in this chapter. The available devices depends upon how the computer is set up.

Recording devices. Speak into a phone or a multimedia microphone, if one is attached to the computer.

Playback devices. Listen to messages or recordings using a phone, or speakers attached to the computer.

A playback volume control setting is available for the phone. Also, for Unified Messaging for Outlook there are options for setting automatic playback, changing the sounds for new and urgent messages, and how voice messages your send are retained.

In this Chapter...

Change Recording and Playback Devices

Select the phone or a multimedia microphone to record messages. The phone and multimedia speakers can be used to play messages. The devices can be selected in:

- UM8500 Assistant
- If your messaging system uses Unified Messaging for Outlook, using the Unified Messaging for Outlook Options
- If your messaging system uses ViewMail for Outlook, using the ViewMail for Outlook Options

USING THE UM8500 ASSISTANT

To Select Recording and Playback Devices

1 Log on to the UM8500 Assistant.

2 In the navigation pane, under **Call Settings**, click **Greetings**.

The Greetings page appears.

3 On the Greetings page, click **Options Menu** > **Playback Devices** or **Recording Devices** to select the playback or recording devices.
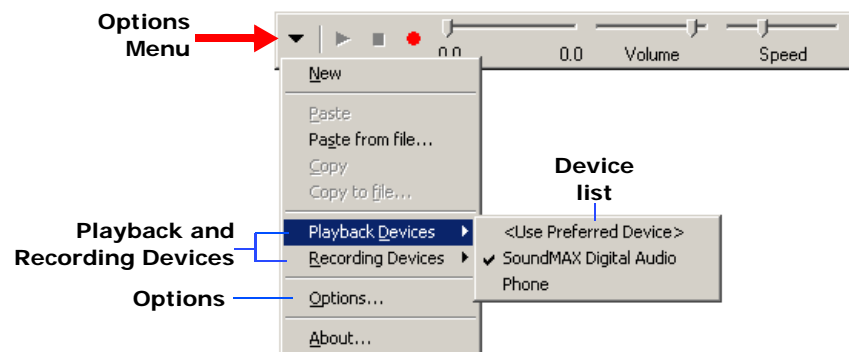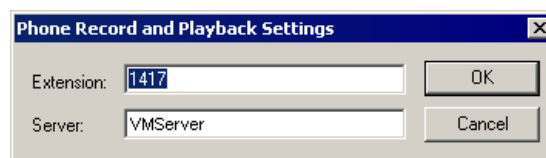

4 Select a device.

> *Tip*   Use a phone as the recording device to get the best sound quality.

5 If you selected **Phone** as a playback or recording device, click the **Options menu**, then select **Options**.

The Phone Record and Playback Settings dialog box appears.

Type your extension and the name of your server. If you do not know your server name, contact your system administrator.

6 If you selected a recording device other than **Phone** and you have Unified Messaging for Outlook installed, you can specify the recording format for the device. See "Changing the Recording Format for Non-Phone Devices" on page 61.

7 Click **OK**, then click the **Save** icon to save your changes.

@ **USING E-MAIL**

To Select Recording and Playback Devices Using Unified Messaging for Outlook Options

> **NOTE**
>
> This procedure only applies if you have Unified Messaging for Outlook installed. If you do not know if this option installed, contact your system administrator.

1   Click the **Tools > Options**, the Options dialog box appears.

    Click the **Unified Messaging for Outlook** tab.

2   Click **Voice Options**. The Voice Message Options dialog box appears.

3   Select the following:

    Playback Device. Select the device used for playing a voice message. The list automatically displays media devices installed on the computer.

    Recording Device. Select the device for recording a voice message. The list automatically displays media devices installed on the computer.

    For information about selecting the appropriate playback or recording device, contact your system administrator.

4   Click **OK** to save any changes.

@ **USING E-MAIL**

To Select Recording and Playback Devices Using ViewMail for Outlook Options

> **NOTE**
>
> This procedure only applies if you have ViewMail for Outlook installed. If you do not know if this option installed, contact your system administrator.

1   Click the **Tools** menu, then select **ViewMail Options**.

    The ViewMail Options dialog box appears.

2   Click the **Record** or **Playback** tab.

3   In the **Device** list, select one of the following:

    Phone. To record and play messages on the phone.

    Multimedia device. A device installed on the computer. The list automatically displays media devices installed on the computer.

    For information about selecting the appropriate driver, contact your system administrator.

    > *Tip*   Use a phone as the recording device to get the best sound quality.

4   If you selected **Phone**, click the **General** tab.

    - In the **Extension** field, type your extension.
    - In the **Server** field, type the name of the messaging system server. The system administrator can provide the server name.

5   Click **OK** to save any changes.

Changing the Playback Volume

Adjust the volume of message playback as you listen to a message by phone. Any adjustments made by phone does not affect the playback volume of other messages.

Adjust the volume for all messages in the UM8500 Assistant.

Adjusting the recording volume or the playback volume of greetings is not permitted.

> **NOTE**
>
> This feature may not be available on your system.

USING A PHONE

To Change the Playback Volume

▪ While listening to a message, press **5** to toggle between the following volume settings:

Press once. Increases the volume.

Press again. Decreases the volume.

Press again. Returns the volume to the default.

USING THE UM8500 ASSISTANT

To Change the Playback Volume

1 Log on to the UM8500 Assistant.

2 In the navigation pane, under **Message Settings**, click **Message Playback**.
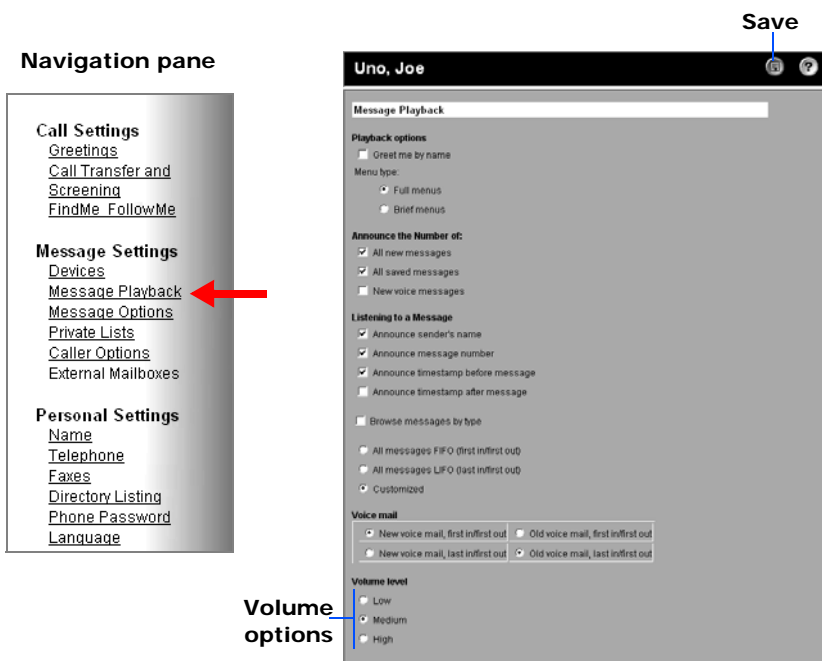
3 In the **Volume Level** section, click **Low**, **Medium**, or **High**.

4 Click the **Save** icon to save your changes.

Changing the Recording Format for Non-Phone Devices

You can specify the recording format for a non-phone device if you have Unified Messaging for Outlook or ViewMail for Outlook installed.

 USING E-MAIL

To Change the Recording Format for Non-Phone Devices with Unified Messaging for Outlook

> **NOTE**
>
> This procedure only applies if you have Unified Messaging for Outlook installed. If you do not know if this option installed, contact your system administrator.

1   Click the **Tools > Options**, the Options dialog box appears.

    Click the **Unified Messaging for Outlook** tab.

2   Click **Voice Options**. The Voice Message Options dialog box appears.

3   Select the **Recording Codec** that will be used.

> **NOTE**
>
> Your system administrator can provide you with the list of recording formats supported by your messaging system.

4   Click **OK** to save any changes.

> **WARNING!**
>
> There might be situations where the format selected is installed on your desktop computer and is supported by the messaging system, but is not installed on the messaging system. In this case, subscribers that receive the voice messages you recorded will not be able to listen to the message because the messaging system does not have the format you used for recording the message installed.
> To avoid this situation, be sure to select a format that is supported by your messaging system.

 USING E-MAIL

To Change the Recording Format for Non-Phone Devices with ViewMail for Outlook

> **NOTE**
>
> This procedure only applies if you have ViewMail for Outlook installed. If you do not know if this option installed, contact your system administrator.

1   Click the **Tools** menu, then select **ViewMail Options**.

    The ViewMail Options dialog box appears.

2 Click the **Record** tab.
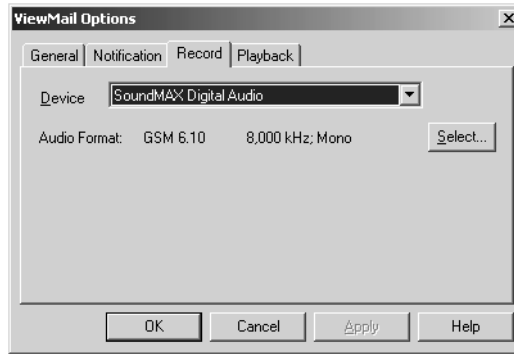
3 In the **Device** list, select **SoundMax Digital Audio**, and then click **Select**.

The Choose Record Format dialog box appears.
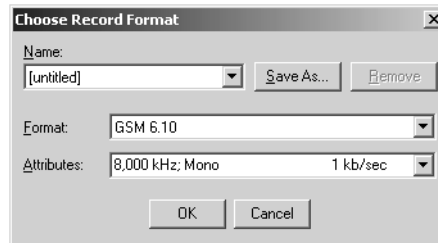
4 Select the recording format you want to use by:

- Select a saved format from the **Name** list.

  OR

- Select a format from the **Format** list and select the attributes from the **Attribute** list.

  The **Format** list shows the formats supported by the system. Select the format you want to use when recording voice messages using non-phone devices.

  The **Attributes** list shows the attributes corresponding to the selected format. Select the attributes for the format.

> **NOTE**
>
> Your system administrator can provide you with the list of recording formats supported by your messaging system.

5 Click **OK** to save any changes. ViewMail for Outlook will verify if the selected format is supported by the messaging system. If the selected format is not supported by the system, a warning message appears and your changes are not saved.

> **WARNING**
>
> There might be situations where the format selected is installed on your desktop computer and is supported by the messaging system, but is not installed on the messaging system. In this case, subscribers that receive the voice messages you recorded will not be able to listen to the message because the messaging system does not have the format you used for recording the message installed.
> To avoid this situation, be sure to select a format that is installed on your messaging system.

6 Optionally, click **Save as** to save the selected format.

The Save as dialog box appears.

Type a **Name** for the format, then click **OK**.

Changing Unified Messaging for Outlook Options

When automatic playback is turned on, your voice messages begin playing as soon as you open a message from your Inbox. Use the Audio Control bar to play voice messages if automatic playback is turned off.

USING E-MAIL

To Change Unified Messaging for Outlook Options

> **NOTE**
>
> This procedure only applies if you have Unified Messaging for Outlook installed. If you do not know if this option installed, contact your system administrator.

1 Click the **Tools > Options**, the Options dialog box appears.

   Click the **Unified Messaging for Outlook** tab.

2 Select or clear the option check boxes:

   - **Play message automatically.** When selected, this option automatically plays a voice message when you open a new message from your Outlook Inbox.

     > **NOTE**
     >
     > Voice messages are automatically played only if they are new unread messages.

   - **Play urgent message sound.** When selected, a sound is played every time you receive an urgent voice message. Click the speaker button to hear the sound for an urgent message. Click the browse button to specify the sound used for an urgent message.

   - **Play new message sound.** When selected, a sound is played every time you receive a new voice message. Click the speaker button to hear the sound for a new message. Click the browse button to specify the sound used for a new message.

   - **Keep only message header in the Sent items folder.** When selected, for any voice message sent using Unified Messaging for Outlook only the message header (not the entire message with the attached voice message) is kept in the Sent Items folder.

3 Click **OK**.

Changing ViewMail for Outlook Options

When automatic playback is turned on, your voice messages begin playing as soon as you open a message from your Inbox. Use the Audio Control bar to play voice messages if automatic playback is turned off.

USING E-MAIL

To Change ViewMail for Outlook Options

> **NOTE**
>
> This procedure only applies if you have ViewMail for Outlook installed. If you do not know if this option installed, contact your system administrator.

1 Click the **Tools > Options**, the Options dialog box appears. Click the **ViewMail for Outlook** tab.

2 Select or clear the option check boxes:

   - **Play message automatically.** When selected, this option automatically plays a voice message when you open a new message from you Outlook Inbox.

   - **Keep only message header in the Sent items folder.** When selected, for any voice message sent using ViewMail for Outlook only the message header (not the entire message with the attached voice message) is kept in the Sent Items folder.

3 Click **OK**.

■ Changing Greeting Settings

Greetings are used to provide callers with information and instructions when you are not able to take calls. The messaging system plays your greetings in the appropriate situations, depending on the organization business hours and the currently selected greeting.

The greetings feature provides you with the flexibility to customize your greetings to suit your needs. You can use the default greetings that are shipped with the system or re-record them. You can also create your own individual greetings using the phone or from the UM8500 Assistant. In addition, the system administrator can create additional greetings for your use.

If you are using the FindMe FollowMe feature, the messaging system evaluates your scenarios and plays the greeting of the FollowMe policy associated with the current scenario.

If you are not using the FindMe FollowMe feature, the messaging system plays the greeting set as your current greeting.

In this Chapter...

System Greetings

There are seven default greetings that ship with the messaging system:

Standard. This greeting plays during work hours. The standard greeting plays unless it is overridden by another greeting.

Closed. This greeting plays during nonworking hours. The closed greeting overrides the standard greeting during nonbusiness hours.

Internal. This greeting plays only to callers within your organization. It can provide information that coworkers need to know. If this special greeting is enabled, it overrides the standard and closed greetings when you do not answer your phone.

Busy. This greeting plays when you are on the phone. The busy greeting overrides the standard, closed, and internal greetings.

Alternate. This greeting plays to indicate special circumstances, such as when you are on vacation. If this greeting is set as your current greeting it overrides all other greetings.

Unavailable. This greeting is used when your calendar shows you are in a meeting or otherwise unavailable.

Out-of-Office. This greeting is used when your calendar shows you are out of office.

You should record a Standard greeting, but you can use the default recordings for other system greetings. You can record your own greeting for any system greeting. You can enable or disable the greetings using the phone or the UM8500 Assistant.

Adding a Greeting

You can add a greeting using the phone or the UM8500 Assistant.

USING A PHONE

To Add a Greeting

1 Call the messaging system and log on.

2 Press ④ > ① > ① > ③ > ⑧ > ③.

3 At the tone, record the name of the greeting.

4 Press ① to confirm the recorded name or ② to re-record it.

5 Use the phone keys to give the new greeting a spelled name by entering the first three letter of the greeting's name.

6 Press ① to confirm the spelled name or ② to change it.

7 The new greeting is added. To record the greeting, see "Recording Greetings" on page 68.

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	✱	Skip or move ahead	#

USING THE UM8500 ASSISTANT

To Add a Greeting

1 Log on to the UM8500 Assistant.

2 In the navigation pane, under **Call Settings**, click **Greetings**.

3 Click **Add new greeting.**

4 In the **Add a greeting** dialog box, type the name of the greeting.

5 Click **Add**, the new greeting is added.

To record the greeting, see "Recording Greetings" on page 68.

Recording Greetings

You can record your own version of system greetings or personal greetings using the phone or the UM8500 Assistant.

If applicable, you can also record a greeting for a shared phone, see "Recording Greetings for a Shared Phone" on page 138.

USING A PHONE

To Record a Greeting

1. Call the messaging system and log on.

2. Press ❹ > ❶ > ❶.

3. After the messaging system plays your current greeting, press ❶ to rerecord it, or press ❸ to select and rerecord a different greeting.

   If you pressed ❸ to edit other greetings, select the greeting by pressing the corresponding menu key, then press ❷ to rerecord-it.

GREETING	KEY	GREETING	KEY
Standard	❶	Closed	❷
Alternate	❸	Busy	❹
Internal	❺	Out-of-Office	❻
Unavailable	❼	other	❽

Use these keys as you record

TASK	KEY	TASK	KEY
Pause or continue	❽	End recording	#

Use these keys anytime

| TASK	KEY	TASK	KEY
Cancel or back up	*	Skip or move ahead	#

USING THE UM8500 ASSISTANT

To Record a Greeting

1. Log on to the UM8500 Assistant.

2. In the navigation pane, under **Call Settings**, click **Greetings**.

3. On the Greetings page, select a greeting to record from the **Greeting** drop-down list.

4   Under Source, click **Recording**.

5   On the Audio Control bar, click **Record** and record the greeting using the selected recording device:

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

Multimedia microphone. Wait for the tone, then speak into the microphone.

6   When you finish recording, click **Stop**.

7   Click **Save** to save the recording

Setting your Current Greeting

You can set the greeting used as your the current greeting.

If you are using the FindMe FollowMe, this setting does not apply. Instead, the messaging system plays the current FollowMe policy greeting.

USING A PHONE

To Set the Current Greeting

1 Call the messaging system and log on.

2 Press ④ > ① > ①.

3 After the messaging system plays your current greeting, press ② to turn on/off the Alternate greeting or press ③ to set another greeting as current.

   If you pressed ③, select the greeting by pressing the corresponding menu key, then press ③ to set the greeting as your current greeting.

GREETING	KEY	GREETING	KEY
Standard	❶	Closed	❷
Alternate	❸	Busy	❹
Internal	❺	Out-of-Office	❻
Unavailable	❼	other	❽

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	✱	Skip or move ahead	#

USING THE UM8500 ASSISTANT

To Set the Current Greeting

1 Log on to the UM8500 Assistant.

2 In the navigation pane, under **Call Settings**, click **Greetings**.

Save

Navigation pane

Greeting list

Current greeting selection

3 In the **Greeting** list, select the greeting you want to set as current.

4   Select the **Make this my current greeting** check box.

When your alternate greeting is set as the current greeting, it overrides all other greetings, including special greetings.

5   Click **Save** to save your current greeting change.

Enabling or Disabling Special Greetings

The special greetings are the Busy, Internal, and Closed greeting. If you enable them, they will override your current greeting, except for the Alternate greeting, in special conditions.

You can enable or disable special greetings in the UM8500 Assistant. They cannot be enabled using the phone.

USING THE UM8500 ASSISTANT

To Enable or Disable a Special Greeting

1 Log on to the UM8500 Assistant.

2 In the navigation pane, under **Call Settings**, click **Greetings**.

Navigation pane   **Save**
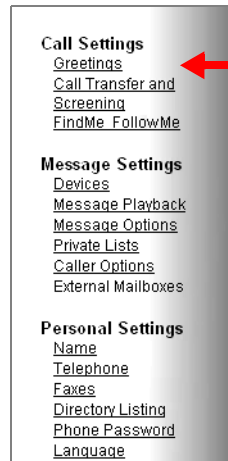
Greeting list

Enable special greeting
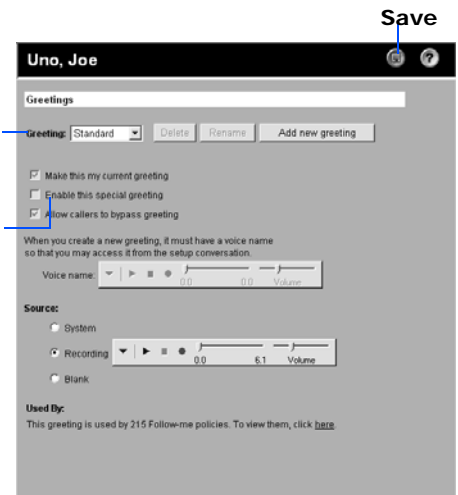
3 In the **Greeting** list, select the Busy, Internal, or Closed greeting.

4 Select **Enable this special greeting** to make the special greeting available to the messaging system, or clear the check box to make it unavailable to the messaging system.

NOTE

When your alternate greeting is enabled, it overrides all other greetings.

5 Click **Save** to save the special greeting changes.

Changing a Greeting Recorded Name

A greeting must have a recorded name so that you can access the greeting.

You can record a greeting's name by phone or using the UM8500 Assistant.

> **NOTE**
>
> You cannot change the recorded name of the system greetings shipped with the messaging system.

USING A PHONE

To Change a Greeting's Recorded Name

1 Call the messaging system and log on.

2 Press ④ > ① > ① > ③ > ⑧ > ⑤.

3 At the tone, record the name of the greeting.

4 Press ① to confirm the recorded name or ② to re-record it.

Use these keys as you record

TASK	KEY	TASK	KEY
Pause or continue	⑧	End recording	#

Use these keys anytime

| TASK	KEY	TASK	KEY
Cancel or back up	*	Skip or move ahead	#

USING THE UM8500 ASSISTANT

To Change a Greeting's Recorded Name

1 Log on to the UM8500 Assistant.

2 In the navigation pane, under **Call Settings**, click **Greetings**.

3 In the **Greeting** list, select the greeting for which you are changing the recorded name.

4 On the Audio Control bar, click **Record** and record the greeting name using the selected recording device:

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

Multimedia microphone. Wait for the tone, then speak into the microphone.

5 When you finish recording, click **Stop**.

6 Click **Save** to save the greeting name.

Changing a Greeting Spelled Name

A greeting must have a spelled name associated with it so that you may access it.

You can enter greeting spelled name by phone or using the phone or the UM8500 Assistant.

> **NOTE**
>
> You cannot change the spelled name of the system greetings shipped with the messaging system.

USING A PHONE

To Change a Greeting Spelled Name

1 Call the messaging system and log on.

2 Press ④ > ① > ① > ③ > ⑧ > ④.

3 Use the phone keys to change the greeting spelled name by entering the first three letter of the greeting name.

4 Press ① to confirm the spelled name or ② to change it.

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	✱	Skip or move ahead	#

USING THE UM8500 ASSISTANT

To Change a Greeting Spelled Name

1 Log on to the UM8500 Assistant.

2 In the navigation pane, under **Call Settings**, click **Greetings**.
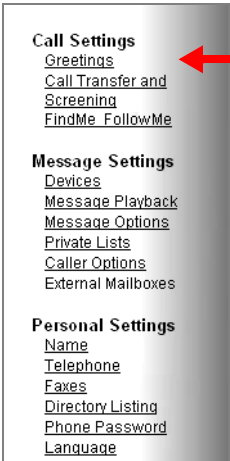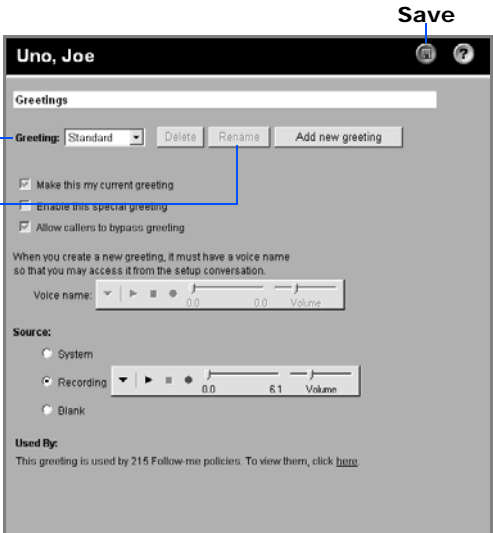
3 In the **Greeting** list, select the greeting for which you are changing the spelled name.

4 Click **Rename**, the **Edit greeting description** dialog box appears.

5 Type the new name for the greeting.

6 Click **OK** to save the greeting's name.

Changing a Greeting Source

The greeting source sets what a caller hears when they reach a greeting.

You can change the source of system greetings and personal greetings using the UM8500 Assistant.

USING THE UM8500 ASSISTANT

To Change a Greeting Source

1   Log on to the UM8500 Assistant.

2   In the navigation pane, under **Call Settings**, click **Greetings**.
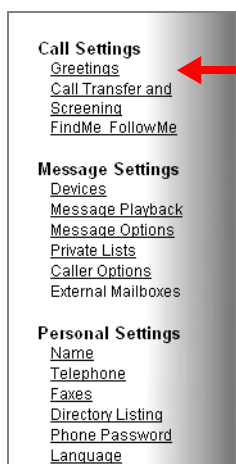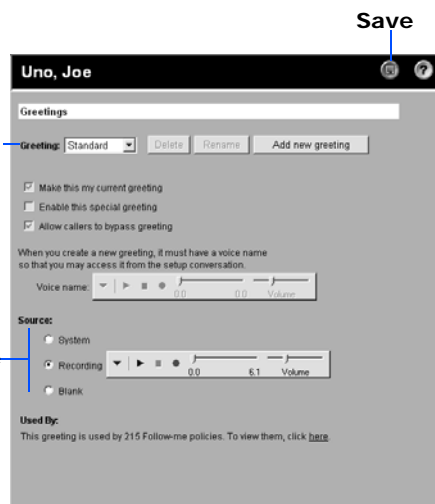
3   In the **Greeting** list, select the greeting whose source you want to change.

4   Select a source:

System. The messaging system plays a prerecorded greeting along with your recorded name, for example, Sorry, *<your name>* is not available.

Recording. The messaging system plays your recording.

Blank. The messaging system plays no greeting.

5   Click **Save** to save your changes.

Allowing Callers to bypass your Greeting

Callers can normally press **#** to skip your greeting and immediately leave you a message.

There are situations, such as when you are on vacation or out of the office for an extended period, when you want callers to listen to the entire greeting before leaving a message.

You can select whether or not to let callers skip your greeting by enabling or disabling the Bypass Greeting setting.

> **NOTE**
>
> If FindMe FollowMe is enabled, the messaging system uses the bypass greeting setting defined in the current FollowMe policy.

USING A PHONE

To Enable or Disable Greeting Bypass

1 Call the messaging system and log on.

2 Press **4** > **1** > **1**.

3 After the messaging system plays your greeting, press **5** to enable or disable the Bypass Greeting option.

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	*****	Skip or move ahead	**#**

USING THE UM8500 ASSISTANT

To Enable or Disable Greeting Bypass

1 Log on to the UM8500 Assistant.

2 In the navigation pane, under **Call Settings**, click **Greetings**.

Navigation pane

Greeting list

Callers can bypass the greeting.

Save

3 In the **Greeting** list, select the current greeting.

4 To let callers skip this greeting, select **Allow callers to bypass greeting**, or to require callers to listen to this greeting, clear the **Allow callers to bypass greeting** check box.

> **NOTE**
>
> This setting applies to all of your greetings.

5 Click **Save** to save your changes.

Deleting a Greeting

You can delete a greeting using the phone or the UM8500 Assistant.

NOTE

You cannot delete system greetings shipped with the messaging system.

USING A PHONE

To Delete a Greeting

1 Call the messaging system and log on.

2 Press ❹ > ❶ > ❶ > ❸ > ❽ > ❷.

3 Use the phone keys to enter the first three letters of the greeting name you want to delete.

4 Press ❻ to delete the greeting.

5 Press ❶ to confirm the deletion or ❷ to cancel it.

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	✱	Skip or move ahead	#

USING THE UM8500 ASSISTANT

To Delete a Greeting

1 Log on to the UM8500 Assistant.

2 In the navigation pane, under **Call Settings**, click **Greetings**.

3 In the **Greeting** list, select the greeting you want to delete.

4 Click **Delete**, the system asks to you confirm that you want to delete the greeting.

5 Click **OK** to delete the greeting or **Cancel** to cancel the deletion.

■ Changing Call Settings

Call settings control some caller options and how the messaging system handles incoming external calls:

Answer options. The messaging system can announce who the call is for when you answer the phone. When the messaging system connects the call, you can take the call or route it to a greeting for the caller to leave a message.

Call screening. With call screening on, the messaging system records a caller's name and plays it for you before connecting the call.

Busy/hold options. When your phone is busy, the messaging system has two hold options or it can route callers to your greeting to leave a message.

Call transfer. You can answer your calls or have them routed to your greeting. Generally, call transfer is set to ring a phone—either your extension or another phone— when you are available to answer calls. You might transfer calls directly to your greeting when you plan to be out of the office for an extended period. When you route calls to your greeting, callers do not have to wait while your phone rings unanswered.

Caller message options. You can select whether callers can edit their messages and mark them as urgent.

NOTE

If you are using the FindMe FollowMe feature, these settings do not take effect. Instead, the messaging system uses the settings in the current FollowMe policy.

In this Chapter...

Changing your Answer Options

The type of call transfer used by the messaging system determines if these options are available. See your system administrator for more information.

▣ USING THE UM8500 ASSISTANT

To Change your Answer Options

1 Log on to the UM8500 Assistant.

2 In the navigation pane, under **Call Settings**, click **Call Transfer and Screening**.

Navigation pane

Save

Answer options

3 Select what the messaging system does when you answer the phone:

Tell me who… The messaging system plays the recorded name associated with the dialed extension. Use this setting when two or more people share a phone.

Announce before connecting… The messaging system tells you when it connects the call.

Confirm (accept call by pressing 1, or refuse by pressing 2). You can accept or refuse an external call by pressing a key on the touchtone pad. If you press ❶, the caller is transferred to your phone. If you press ❷, or perform no action, the call is refused and the messaging system plays the appropriate greeting to the caller.

Confirm (accept call by pressing 1, or refuse by hanging up). You can accept or refuse an external call by pressing ❶ on the touchtone pad or by hanging up. If you press ❶, the caller is then transferred to your phone. If you hang up, the call is refused and the messaging system plays the appropriate greeting to the caller.

4 Click **Save** to save your changes.

Changing Call Screening Options

The messaging system screens calls by asking for and recording a caller's name, then placing the caller on hold. The messaging system rings your phone and announces the caller's name. Whether call screening is available depends on how the messaging system is set up at your organization. See your system administrator for more information.

USING THE UM8500 ASSISTANT

To Change Call Screening Options

1   Log on to the UM8500 Assistant.

2   In the navigation pane, under **Call Settings**, click **Call Transfer and Screening**.

3   In the Call Screening Settings section, select the call screening option.

Do NOT screen calls.   The messaging system does not screen calls.

Screen calls to me. Ask for the caller's name. The messaging system asks for the caller's name.

4   Click **Save** to save your changes.

Changing Call Handling when your phone is busy

When your phone is busy, you can have your callers wait on hold, depending on how the messaging system is set up at your organization, this option might not be available. See your system administrator for more information.
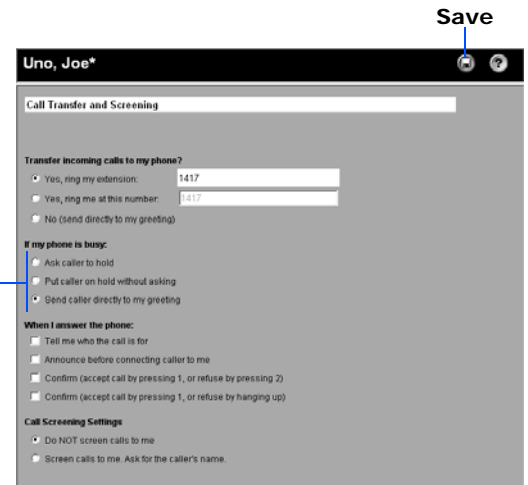

## USING THE UM8500 ASSISTANT

To Change Call Handling when phone is busy

1 Log on to the UM8500 Assistant.

2 In the navigation pane, under **Call Settings**, click **Call Transfer and Screening**.

Navigation pane

Save
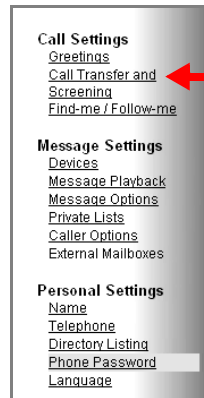
Busy options

3 Select whether callers are put on hold:

Ask caller to hold. The messaging system gives the caller the option to hold or leave a message.

Put caller on hold… The messaging system automatically puts the caller on hold, without the option to leave a message.

Send caller directly… The messaging system automatically routes the caller to a greeting, without the option to hold, then prompts the caller to leave a message.

4 Click **Save** to save your changes.

Changing Call Transfer Settings

You can change whether the messaging system transfers callers to an extension or routes callers directly to a greeting to leave a message. You can also change the phone number where your callers are transferred.

Depending on how the messaging system is set up at your organization, this option might not be available. You can still change the call transfer options using the Redirect my calls feature, see "Redirecting Calls to the Number you are calling from" on page 86.

NOTE

If FindMe FollowMe is enabled, this option is not available. Instead, the messaging system uses the call transfer settings in the current FollowMe policy.

USING A PHONE

To Change Call Transfer Settings

1 Call the messaging system and log on.

2 Press ④ > ① > ②.

3 Press ① to switch between transferring calls to an extension and to your greeting, or

   press ② to change your transfer phone number. To transfer calls to an external phone number, contact your system administrator.

Use these keys anytime

| TASK	KEY	TASK	KEY
Cancel or back up	✱	Skip or move ahead	#

USING THE UM8500 ASSISTANT

To Change Call Transfer Settings

1 Log on to the UM8500 Assistant.

2 In the navigation pane, under **Call Settings**, click **Call Transfer and Screening**.
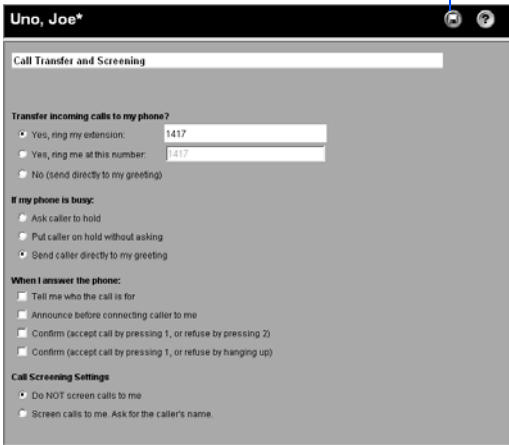
3 Select one of the following transfer settings:

Yes, ring my extension. Calls ring your extension.

Yes, ring me at this number. Calls the extension or phone number specified. To transfer calls to an external phone number, contact your system administrator.

No (send directly to my greeting). Calls are transferred to your greeting. The phone does not ring.

4 Click **Save** to save your changes.

Changing Caller Message Options

You can set whether your callers can edit their messages, whether your callers can leave urgent messages, and whether or not your callers are asked to enter a phone number before being transferred to your extension.

USING THE UM8500 ASSISTANT

To Change Caller Message Options

1 Log on to the UM8500 Assistant.

2 In the navigation pane, under **Message Settings**, click **Caller Options**.

Navigation pane
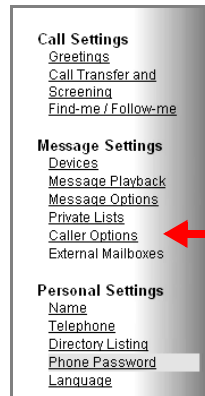
3 Select what callers can do when they leave messages.

Caller can edit the message. Callers can edit the message they recorded.

Caller can mark the message as urgent. Callers can mark the message as urgent.

Caller can leave callback number. Callers can leave a callback number.

4 Click **Save** to save your changes.

Redirecting Calls to the Number you are calling from

If you call the messaging system and log on into your mailbox, you can easily route calls to the number you are calling from.

For example, if you are stuck in traffic in your way to the office, you can use this option to transfer calls to your cell phone.

> **NOTE**
>
> Depending on how the messaging system is set up at your organization, this option may not be available.
> In addition, this option is not available if your phone service does not support Caller ID.

USING A PHONE

To Redirect Calls to the Number you are calling from

1 Call the messaging system and log on.

2 Press **8**.

3 Press **1** to redirect your calls to the number you are calling from.

Other options

OPTION	KEY	OPTION	KEY
Other transfer options	**2**	Override/revert to normal FindMe FollowMe policies	**3**

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	*****	Skip or move ahead	**#**

■ Changing Message Settings

Message settings control how the messaging system announces messages and some options for the messages sent. Use message settings to set up external mailboxes for checking other e-mail accounts. The following settings can be controlled:

Message types. Select the types of messages for which count totals are announced before playing messages.

Message summary information. Select the summary information, such as sender, date and time, you want to hear about messages before or after the message is played.

Log on greeting. Select whether the messaging system plays your recorded name when you log on.

Message addressing. Select how messages are addressed to other subscribers when you send messages by phone.

Message auto-copy. Select to copy incoming voice messages to another subscriber.

Sound notification. Select the sound that notifies you at your computer when new voice messages arrive in the Inbox.

In this Chapter...

Changing Message Type Announcements

The messaging system announces the number of messages and plays new messages in the following order: urgent receipts, regular receipts, urgent voice, regular voice, urgent fax, regular fax, urgent e-mail, regular e-mail.

The messaging system plays old messages in the same order after playing new messages.

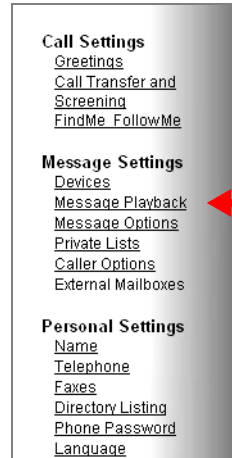The messaging system only plays message summary information for fax messages.
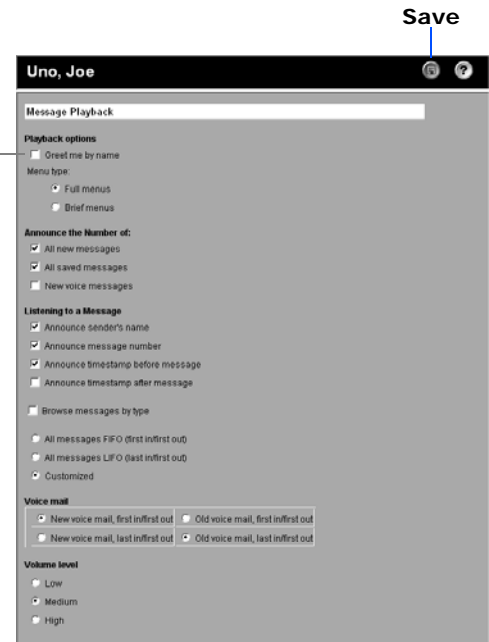
USING THE UM8500 ASSISTANT

To Change Message Types Announced

1   Log on to the UM8500 Assistant.

2   In the navigation pane, under **Message Settings**, click **Message Playback**.

Navigation Pane
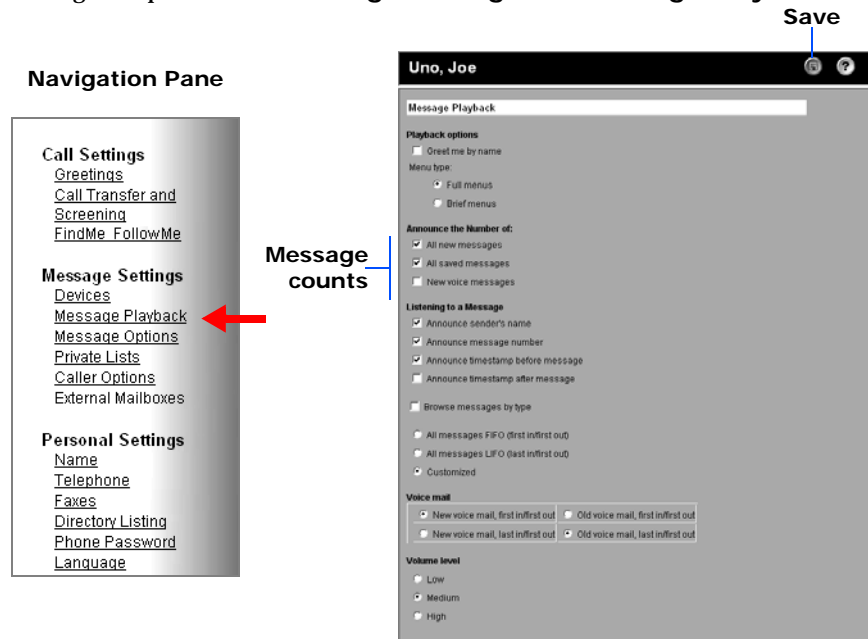
3   Select the types of messages you want to hear when you check messages by phone.

All new messages. Announce the total number of all new messages.

All saved messages. Announce the total number of saved messages.

New voice messages. Announce the total number of new voice messages.

Do not announce. Clear all check boxes to not announce the number of messages.

4   Click **Save** to save your changes.

Changing Message Summary Information

You can set whether the messaging system tells you a sender's name, the sequence number of a message, and whether or not a message time stamp is played before or after the message. This information is called the message summary.

USING THE UM8500 ASSISTANT

To Change Message Summary Information

1 Log on to the UM8500 Assistant.

2 In the navigation pane under **Message Settings**, click **Message Playback**.

Save

Navigation Pane
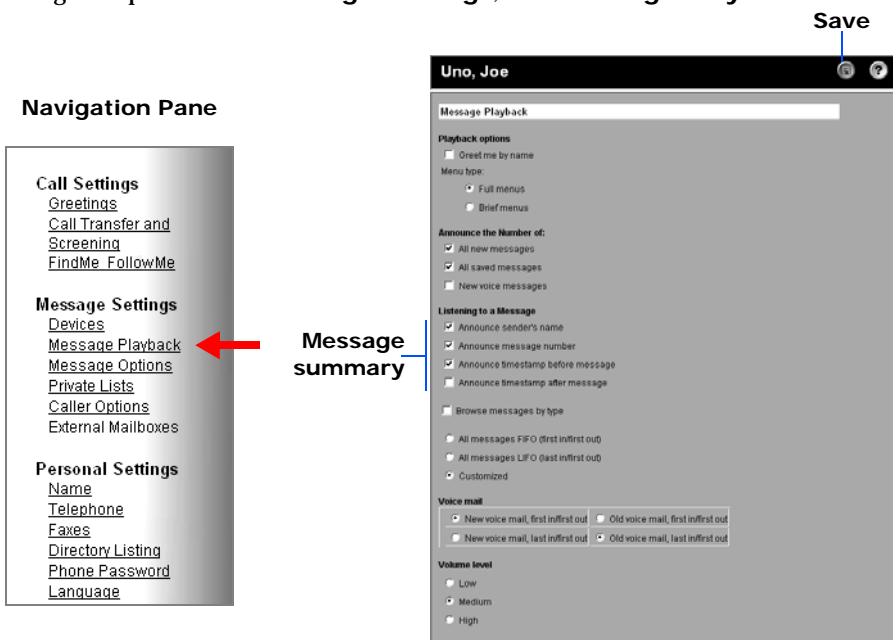
Message summary

3 Select the summary information you want to hear about your messages:

Announce sender's name. The messaging system plays the recorded name of the subscriber who sent a message.

Announce message number. The messaging system announces the sequential number of a message.

Announce time stamp… The messaging system announces the day, date, and time that a message was received. Select either the before or after check box.

4 Click **Save** to save your changes.

Changing the Log On Greeting

You can set whether the messaging system greets you by name each time you call the system to log on.

USING THE UM8500 ASSISTANT

To Change the Log On Greeting

1 Log on to the UM8500 Assistant.

2 In the navigation pane under **Message Settings**, click **Message Playback**.

Navigation Pane

Play your name

Save

3 Select the **Greet me by name** check box to have the messaging system play your recorded name when you log on. clear the check box if you do not want the messaging system to play your recorded name.

4 Click **Save** to save your changes.

Changing Message Addressing Settings

You can set whether you address messages by first name, last name, or extension number.

 USING THE UM8500 ASSISTANT

To Change Message Addressing Settings

1   Log on to the UM8500 Assistant.

2   In the navigation pane under **Message Settings**, click **Message Options**.
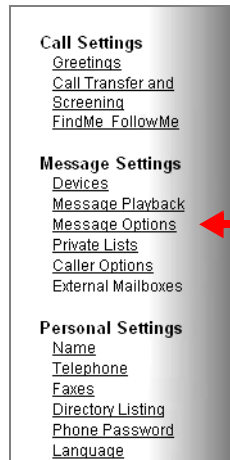
3   Select an option for addressing messages.

4   Click **Save** to save your changes.

Changing Message Auto-copy Settings

When the message auto-copy feature is available, you can have a copy of new voice messages automatically sent to another mailbox. Your system administrator can tell you whether this feature is available.

The messages in your inbox may remain new or can be marked as saved, depending on the option you specify.

You can choose which messages are auto-copied, for example you can choose to auto-copy only messages from subscribers, from outside callers, or from both.

The auto-copy feature is available only for new voice messages. In some cases, the auto-copy feature may not be available, for example private messages cannot be auto-copied.

Enabling and Disabling Message Auto-copy

When you receive a new voice message a copy is automatically sent to the selected mailbox when auto-copy is enabled.

You can enable or disable the message auto-copy option using the phone or the UM8500 Assistant.

USING A PHONE

To Enable or Disable Message Auto-copy

1 Call the messaging system and log on.

2 Press ④ > ② > ⑥.

3 After the messaging system announces the message auto-copy status, press ① to enable auto-copy or disable auto-copy.

4 If you enabled message auto-copy, set the message recipients. Use the phone keys to spell the name of the recipient of the auto-copy messages.

   Press � to save the changes.

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	✱	Skip or move ahead	#

To Enable or Disable Message Auto-copy

1 Log on to the UM8500 Assistant.

2 In the navigation pane under **Message Settings**, click **Message Options**.

Navigation Pane
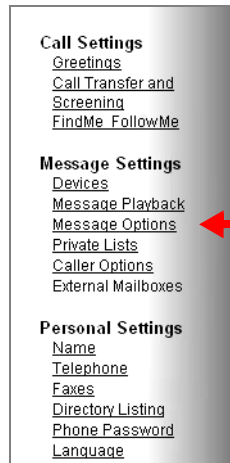
Save

Enable message auto-copy

Message types to auto-copy

Recipient selection
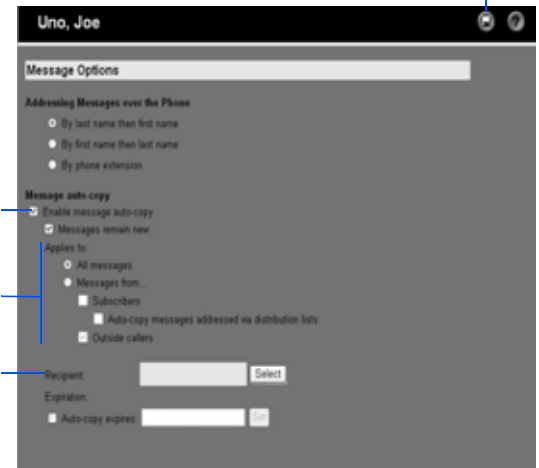
3 Select **Enable message auto-copy** to enable the message auto-copy option.

Clear the **Enable message auto-copy** check box to disable the message auto-copy option.

4 Select the **Messages remain new** check box to keep the auto-copied messages marked new.

5 Select if the auto-copy applies to **All messages** or **Messages from… Subscribers** or **Outside callers**.

If you selected to auto-copy messages from messaging system subscribers, you can also auto-copy the messages from subscribers sent by a distribution list that you are a member of. This option cannot be controlled using the phone.

6 Click **Select**.

The **Subscriber Selection** dialog box appears. Select the recipient of the auto-copy message, then click **Select** to save the recipient.

7 Select the **Auto-copy expires** check box. The current date and time appear in the expiration field.

Click **Set** to specify a date on which messages are no longer copied to the selected subscriber. Auto-copy is automatically disabled (the Enable message auto-copy option is no longer selected) at the end-of-day on the specified date.

8 Click **Save** to save your changes.

Changing the Message Auto-copy Recipient

You can change who receives a copy of your messages. The message auto-copy feature cannot be enabled unless a recipient is specified.

The message recipient can be changed by phone or using the UM8500 Assistant.

USING A PHONE

To Change the Message Auto-copy Recipient

1   Call the messaging system and log on.

2   Press ④ > ② > ⑥ > ④.

3   Use the phone keys to spell the name of the recipient of the auto-copy messages.

    Press ⌗ to save the changes.

Use these keys anytime

| TASK	KEY	TASK	KEY
Cancel or back up	✱	Skip or move ahead	⌗

USING THE UM8500 ASSISTANT

To Change the Message Auto-copy Recipient

1   Log on to the UM8500 Assistant.

2   In the navigation pane under **Message Settings**, click **Message Options**.
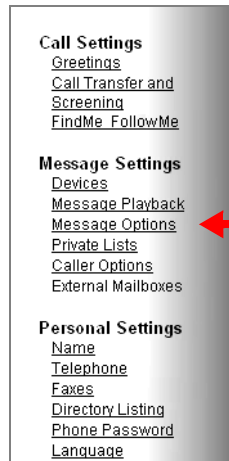
Navigation Pane   Save   Recipient selection

3   Click **Select**, then use the **Subscriber Selection** dialog box to select the recipient of the auto-copy message.

    Click **Select** to save the recipient.

4   Click **Save** to save your changes.

Changing the Message Auto-copy Type

You can specify which new messages are auto-copied by changing the messages types. For example, you may choose to auto-copy all messages, only messages from other subscribers, or only messages from outside callers.

The message auto-copy type can be changed using the phone or the UM8500 Assistant.

USING A PHONE

To Change Message Auto-copy Types

1 Call the messaging system and log on.

2 Press **4** > **2** > **6** > **3**.

3 Select the types of message you want to auto-copy.

- Press **1** to auto-copy all messages.
- Press **2** to only auto-copy messages from outside callers.
- Press **3** to only auto-copy messages from messaging system subscribers.

Press **#** to save the changes.

Use these keys anytime

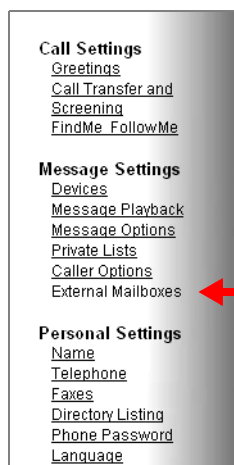| TASK	KEY	TASK	KEY
Cancel or back up	✱	Skip or move ahead	#

USING THE UM8500 ASSISTANT

To Change Message Auto-Copy Types

1 Log on to the UM8500 Assistant.

2 In the navigation pane, under **Message Settings**, click **Message Options**.

Navigation Pane　　　　　　　　　　　　　　　　　　　　**Save**
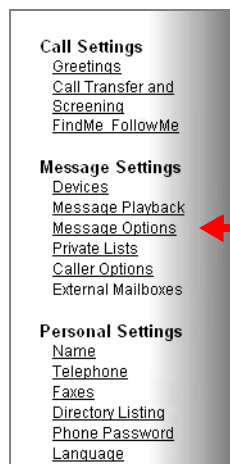
Message types to auto-copy
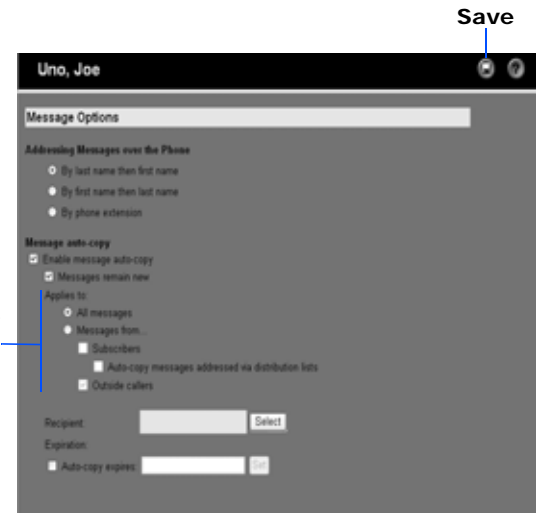
3 Select if the auto-copy applies to **All messages** or **Messages from… Subscribers** or **Outside callers**.

If you selected to auto-copy messages from messaging system subscribers, you can also auto-copy the messages from subscribers sent by a distribution list that you are a member of. This option cannot be controlled using the phone.

4 Click **Save** to save your changes.

Changing the Message Auto-copy Expiration Date

You can set an expiration date with the message auto-copy feature. The message auto-copy remains in effect until the expiration date/time is reached. After that, the message auto-copy is disabled. If no expiration date is set, messages are auto-copied until the feature is disabled.

The message auto-copy expiration can be changed using the phone or the UM8500 Assistant.

USING A PHONE

To Change the Message Auto-copy Expiration Date

1 Call the messaging system and log on.

2 Press ④ > ② > ⑥ > ⑤.

3 Enter the expiration date information:

- Enter the expiration month using the phone keys, pressing ① to ① ②.
- Enter the expiration date using the phone keys, pressing ① to ③ ①.

Press # to save the changes.

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	✳	Skip or move ahead	#

USING THE UM8500 ASSISTANT

To Change the Message Auto-copy Expiration Date

1 Log on to the UM8500 Assistant.

2 In the navigation pane, under **Message Settings**, click **Message Options**.

Navigation Pane
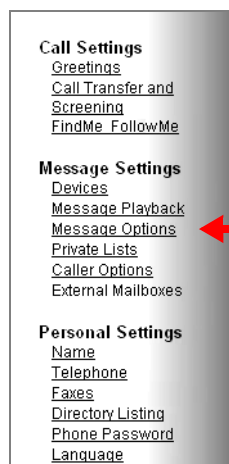
Save

Auto-copy expiration setting

3 Select the **Auto-copy expires** check box. The current date and time appear in the expiration field.

Click **Set** to set an expiration date. Auto-copy is automatically disabled at midnight on the selected date.

4   Click **Save** to save your changes.

Setting Up an External Mailbox

If you are using the text-to-speech option, and your system administrator has turned on this feature for you, you can check messages for one internal e-mail Inbox, and up to nine different external e-mail accounts. An external mailbox can be on another e-mail system such as Lotus Notes or GroupWise, or an Internet e-mail account.

The external mailboxes option is enabled by your system administrator. You must provide your system administrator with the following information for each external mailbox:

- mailbox name,
- incoming mail server (IMAP) name
- account name and password
- outgoing mail server (SMTP) name
- SMTP server address.

This information can be provided to you by your Internet service provider. With this information, your administrator defines the external mailbox for you. Once the external mailbox is defined, you can see it using the UM8500 Assistant.

> **NOTE**
>
> You will only be able to edit the mailbox name, recorded name, password, and Advanced Settings fields. All other fields are read-only.
> For the special external mailbox created by the system for UM and VM Directory User subscribers you will only be able to edit the recorded name and password fields.

USING THE UM8500 ASSISTANT

To Set Up an External Mailbox

1 Log on to the UM8500 Assistant.

2 In the navigation pane, under **Message Settings**, click **External Mailbox**.

Navigation Pane

List of external mailboxes

3 On the **Choose External Mailbox** list box, select a mailbox.

4 In the **Mailbox Name** field, type a descriptive name for the box.

5 On the Audio Control bar, click **Record** and record the name using the selected recording device:

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

Multimedia microphone. Wait for the tone, then speak into the microphone.

6 When you finish recording, click **Stop**.

7 In the **Password** field, type the external e-mail system password.

8 In the **Confirm Password** field, type the password again.

9 If you are working with the Exchange Mailbox, go to step 15.

10 In the **Incoming mail server (IMAP) port number** field, type the port number of the incoming mail (IMAP) server. The default value is 143.

11 Select **The specified incoming mail server (IMAP) requires a secure connection (SSL)** to use Secure Socket Layer (SSL) security protocol when connecting to the incoming mail server. If this option is selected the port number changes to 993.

12 In the **Outgoing mail (SMTP) port number** field, type the port number of the outgoing mail (SMTP) server. The default value is 25.

13 Select **The specified outgoing mail server (SMTP) requires a secure connection (SSL)** to use Secure Socket Layer (SSL) security protocol when connecting to the outgoing mail server.

14 Select **The specified outgoing mail server (SMTP) requires authentication** to specify that the outgoing mail server requires logon.

If this option is selected, select to **Use same settings as incoming mail server (IMAP)** or **Log on using a specified account and password**.

- If **Log on using a specified account and password** is selected, type the **Account name**, **Password**, and **Confirm password** for the account.

15 Click **Save** to save your changes.

Changing the New Voice Message Notification Sound

This option is available only if you use Unified Messaging for Outlook and your computer has multimedia speakers.

@ **USING E-MAIL**

To Change the New Voice Message Notification Sound

1 Click the **Tools > Options**, the Options dialog box appears.

Click the **Unified Messaging for Outlook** tab.

2 Select or clear the **Play urgent message sound** check box or **Play new message sound** check box.

- To preview the sound for an option, click the corresponding [icon].
- To change the sound for an option, click the corresponding **Browse** button.

In the Browse Files dialog box, select a sound (WAV) file, then click **Open**.

3 Click **OK** to save your changes.

■ Changing Settings for Devices used for Message Notification

The messaging system can call a phone or pager to notify you of new messages. When you answer a notification call, you can log on to the messaging system immediately to check your messages.

The messaging system can delivery faxes to a fax machine or phone with fax capability.

The messaging system can also notify you of new messages by sending you a text message. the messaging system can send the notification message to a text pager, to a text-compatible cell phone, or to an e-mail account.

The messaging system calls a phone, pager, or fax based on notification schedules and options that you set in the UM8500 Assistant. For the messaging system to make notification calls, the phone or pager must be enabled or turned on.

You can turn notification on and off by phone, and change notification phone numbers for your home phone, work phone, a pager, and a spare phone. In the UM8500 Assistant, you can set up notification for your home phone, work phone, two mobile phones, five additional phones, two pagers, four text pagers, and a spare phone.

In this Chapter...

Initial Device Message Notification Setup

While there are some differences in how phones and pagers are set up and used by the messaging system, they are generically referred to as devices.

The first time you set up a device for message notification, you should follow all of the procedures in this chapter for the device.

> **NOTE**
>
> Depending on your system configuration, you can set the messaging system to notify you on a series of devices, one after another. This type of notification is called cascading or chaining. For instructions to set up this type of notification, contact your system administrator.

Enabling or Disabling a Device

You can turn notification on and off for your home phone, work phone, a pager, and a spare phone using the phone or the UM8500 Assistant. Additional notification devices can be turned on and off for message notification using the UM8500 Assistant. Disabling a phone or pager does not delete its notification settings.

USING A PHONE

To Enable or Disable a Notification Device

1 Call the messaging system and log on.

2 Press ④ > ② > ①.

3 After the messaging system announces your notification status, press the corresponding key for the phone or pager you want to change.

4 Press ① to enable or disable notification to the phone or pager.

Device options

OPTION	KEY	OPTION	KEY
Pager	①	Work phone	③
Home phone	②	Spare phone	④

Use these keys anytime

| TASK	KEY	TASK	KEY
Cancel or back up	*	Skip or move ahead	#

USING THE UM8500 ASSISTANT

To Enable or Disable a Notification Device

1 Log on to the UM8500 Assistant.

2 In the navigation pane, under **Message Settings**, click **Devices**.

3 Select the device you want to enable or disable.

4 Click **Enabled** or **Disabled**.

5 Click **Save** to save your changes.

Changing a Device Phone Number

You can change the device number for your home phone, work phone, a pager and a spare phone using the phone or the UM8500 Assistant. Additional device numbers can be changed in the UM8500 Assistant.

When using a phone to enter phone numbers, begin with any access code needed to make an external call (for example, 9). For long-distance numbers, include 1 and the area code. Use the ⓟ key to add 1-second pauses. Depending on how the messaging system is set up, you might not be able to enter certain phone numbers.

When typing phone numbers in the UM8500 Assistant, do not use spaces, dashes, or parentheses between digits. Begin with any access code needed to make an external call (for example, 9). For long-distance numbers, include 1 and the area code. Use commas (,) to add 1-second pauses, as necessary. Depending on how the messaging system is set up, you might not be able to enter certain phone numbers.

USING A PHONE

To Change a Device Phone Number

1 Call the messaging system and log on.

2 Press ④ > ② > ①.

3 After the messaging system announces your notification status, press the corresponding key for the phone or pager whose number you want to change.

4 Press ③ to change the device's number.

5 Enter the new number, or press ⓟ to keep the current number.

> **NOTE**
>
> Enter only an extension when you use phone numbers inside your organization.

Device options

OPTION	KEY	OPTION	KEY
Pager	❶	Work phone	❸
Home phone	❷	Spare phone	❹

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	✳	Skip or move ahead	⌗

To Change a Device Phone Number

1 Log on to the UM8500 Assistant.

2 In the navigation pane, under **Message Settings**, click **Devices**.
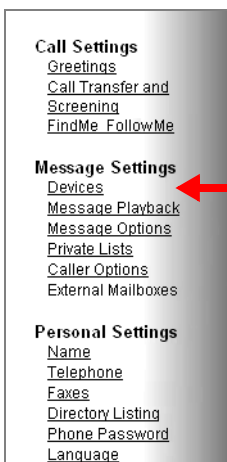
3 Select the phone or pager whose number you want to change.

4 Type the number of the phone or pager.

When typing phone numbers do not use spaces, dashes, or parentheses between digits. Start with any access code needed to make an external call (for example, 9).

For long-distance numbers, also include 1 and the area code. Use commas (,) to add 1-second pauses.

5 Type any extra digits related to the phone or pager.

These digits could be a password or an access number that you enter to hear messages, or an ID required by a pager.

6 Click **Enabled** or **Disabled** to set the notification status of the device.

7 Select message types you want to be notified of and whether you want the notification message to include a count of the messages.

8 At the bottom of the devices page, select dialing options for the extra digits:

Try to detect… The messaging system automatically tries to detect a connection to the phone or pager before dialing the extra digits.

Seconds to wait… The messaging system waits this length of time before dialing extra digits, after dialing the number.

Tip You might need to experiment with this setting. Try 6 seconds, then increase or decrease the time as needed.

9 Click **Save** to save your changes.

Changing Text Pager Device Settings

You can set up two different devices or addresses to receive notification messages. You can optionally specify a return phone number to be included in the text message. This is useful because some cell phones allow you to press a button that automatically calls the return number. If you specify a messaging system extension as the return number, the cell phone immediately calls that extension to retrieve your messages.

The text pager device settings can only be changed using the UM8500 Assistant.

USING THE UM8500 ASSISTANT

To Change the Address and Text Settings for a Text Pager

1 Log on to the UM8500 Assistant.

2 In the navigation pane, under **Message Settings**, click **Devices**.

Navigation pane

Save

Device list

Pager address

Return number

Notification text

Status

Notification options
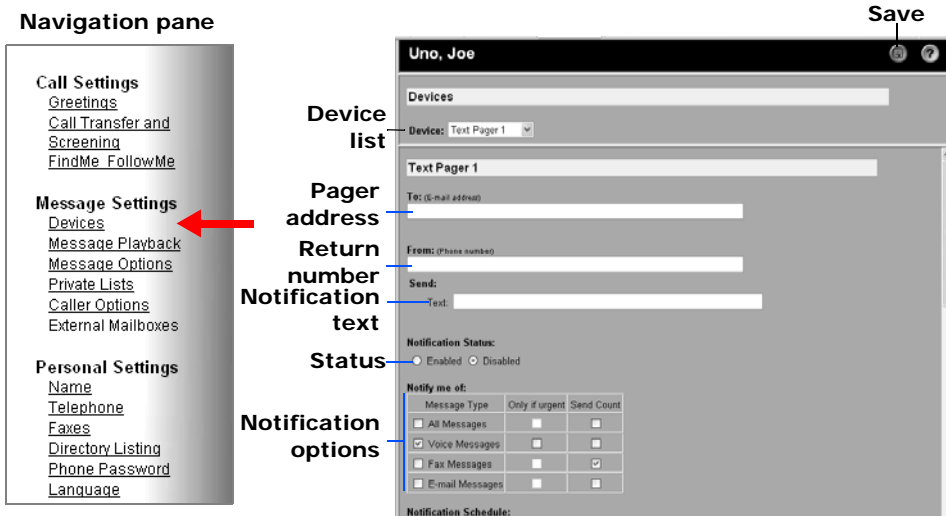
3 From the Device list box, select the text pager whose settings you want to change.

4 Type the e-mail address of the text pager.

5 Optionally, type the messaging system external phone number or other return phone number that your cell phone calls after receiving the notification.

> *Tip* If you have a text-compatible cellular phone that is set up as a text pager, you can activate the automatic callback function when this number is displayed.

6 Type the notification message text you want to have sent. For example, You have voice mail.

7 Click **Enabled** or **Disabled** to set the notification status of the text pager.

8 Select message types you want to be notified of and whether you want the notification message to include a count of the messages.

9 Click **Save** to save your changes.

Changing Fax Device Settings

You can set up and change the settings for a device to deliver faxes using the UM8500 Assistant.

To Change Fax Device Settings

1 Log on to the UM8500 Assistant.

2 In the navigation pane, under **Message Settings**, click **Devices**.
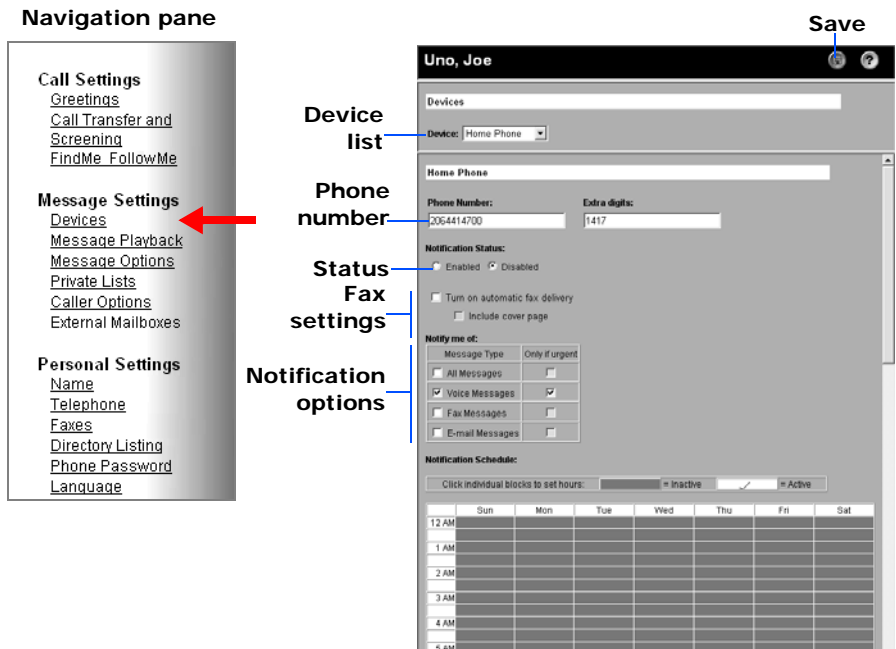
3 Select **Fax** in the **Device** list.

4 Type the number of the fax device.

When typing phone numbers do not use spaces, dashes, or parentheses between digits. Start with any access code needed to make an external call (for example, 9).

For long distance numbers, also include 1 and the area code. Use commas (,) to add 1 second pauses.

5 Type any extra digits related to the phone or pager.

These digits could be a password or an access number for the fax device.

6 Click **Enabled** or **Disabled** to set the notification status of the device.

7 Select **Include cover page** to automatically include the fax cover sheet when the fax is delivered.

8 Select if you want to be notified of a fax delivery **Only if urgent**.

9 Set the fax device notification schedule. See "Changing a Device Schedule" on page 109.

10 Click **Save** to save your changes.

Changing the Types of Messages for Notification

You can select the types of messages that the messaging system will send you a notification of. These can be new voice messages, fax messages, e-mail messages, or any new message.

The message notification settings can only be changed using the UM8500 Assistant.

USING THE UM8500 ASSISTANT

To Change the Types of Messages for Notification

1 Log on to the UM8500 Assistant.

2 In the navigation pane under **Message Settings**, click **Devices**.
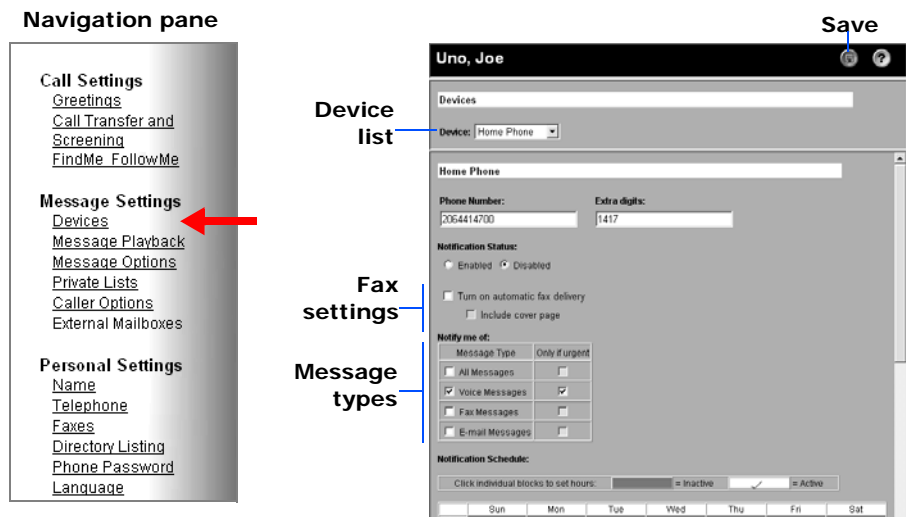
3 Select the device you want to change.

4 If the device is a phone that can be used to deliver faxes, select **Turn on automatic fax delivery** to automatically deliver the fax to the phone number. You can also select if the cover sheet should be included with the fax.

5 Select message types you want to be notified of.

6 Select whether you want the notification message to include a count of the messages.

7 Click **Save** to save your changes.

Changing a Device Schedule

You can set the times that a device is active for notification. The messaging system does not contact a device if the device schedule is set to inactive.

The device notification schedules can only be changed using the UM8500 Assistant.

USING THE UM8500 ASSISTANT

To Change a Notification Schedule

1 Log on to the UM8500 Assistant.

2 In the navigation pane, under **Message Settings**, click **Devices**.

Navigation pane

Save

Device list

Active or inactive times

3 Select the phone or pager whose schedule you want to change.

4 The schedule shows active times as white and inactive times as gray. Click the boxes to change between inactive and active. The messaging system only sends new message notification calls during the active hours.

> *Tip*　Use the Copy day's schedule function, below the schedule, to copy the schedule from one day to other days.

5 Click **Save** to save your changes.

Changing Device Notification Options

Use these options to set the timing and frequency of the calls that the messaging system uses to notify you of new messages.

The device notification options can only be changed using the UM8500 Assistant.

> **NOTE**
>
> The notification options are not available for the fax device.

USING THE UM8500 ASSISTANT

To Change Notification Options

1 Log on to the UM8500 Assistant.

2 In the navigation pane, under **Message Settings**, click **Devices**.
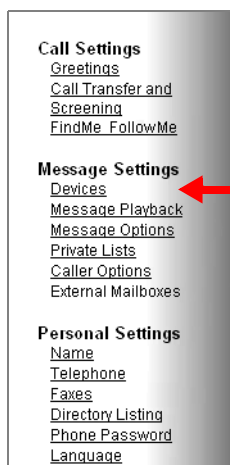
3 Select the phone or pager whose notification options you want to change.

4 Select options for the phone or pager:

> **NOTE**
>
> If you are working with a text pager, only the **Send initial notification**, **Restart notification**, and **Repeat notification** options are available.

Send initial notification... The messaging system sends the first notification call this many minutes after a new message arrives.

Restart notification... The messaging system sends a notification call each time you receive a new message.

Repeat notification... The messaging system sends regular notification calls at the interval you set, as long as you have new messages.

If device does not answer. The messaging system follows your settings for an unanswered device.

If device is busy. The messaging system follows your settings for a busy device.

If notification fails... When the messaging system cannot reach the phone or pager, it can call an alternate device. The alternate device must be enabled and follows its own settings and schedule.

5 Click **Save** to save your changes.

■ Changing Private List Settings

Use private lists to create private groups of voice message recipients. When you address a voice message to a private lists, all of the members of the list receive the message.

The messaging system provides 20 empty lists that you can personalize. Only you have access to your private lists.

> **NOTE**
>
> You can send only voice messages to your private lists, and you can send those messages only by calling and logging on to the messaging system. You cannot send messages from your Inbox to your private lists.

In this Chapter...

Changing the Name of a Private List

The name you type and record is for verification purposes only. When you address a voice message to a private list, you address it, by using a list number (1 through 20). After you enter a private list number, the messaging system plays the recorded name so you can confirm that you have selected the correct list.

The private list settings can only be changed using the UM8500 Assistant.

USING THE UM8500 ASSISTANT

To Change the Name of a Private List

1 Log on to the UM8500 Assistant.

2 In the navigation pane, under **Message Settings**, click **Private Lists**.

Navigation Pane

Save

Stop **Record**
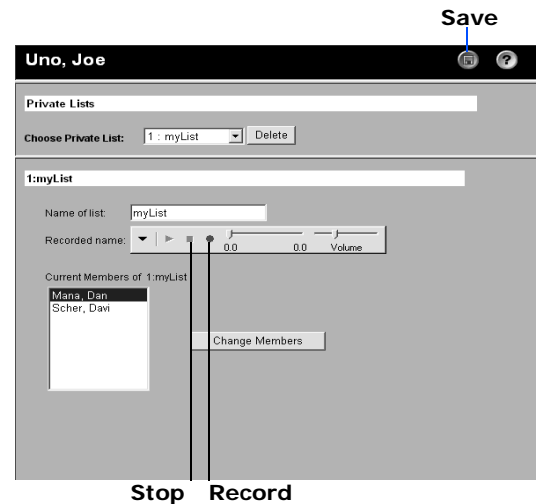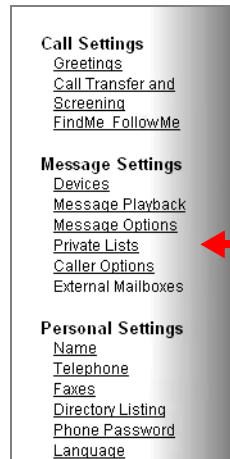
3 Select the private list whose name you want to change.

4 Type a name for the list.

5 On the Audio Control bar, click **Record** and record the list name with your recording device:

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

Multimedia microphone. Wait for the tone, then speak into the microphone.

6 Click **Stop** when you finish recording.

7 Click **Save** to save your changes.

Changing the Members of a Private List

Each private list can contain up to 25 members. Private lists cannot be members of a private list. However, a public distribution list can be a member of a private list.

Search for each subscriber or public distribution list that you want to add as a member of your private list. You can search on the display name (full name), first name, last name, or extension. Select a search method in the By drop-down list box.

The private list settings can be changed using the phone or the UM8500 Assistant.

USING A PHONE

To Add or Remove Members of a Private List

1   Call the messaging system and log on.

2   Press ④ > ② > ④.

3   Press ② to change the names on a list.

Spell the distribution list name, or enter the number of the list. Private lists are numbered 1 through 20. Press ⌗ to confirm the name or number.

After selecting a list, press ② to hear the names on the list.

4   Press ① to add a name to the list.

Use the phone keys to enter the name to add the person to the list. Press ⌗ to add the name.

5   Press ③ to remove a name from the list.

Use the phone keys to enter the number of the person to remove from the list.

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	✱	Skip or move ahead	⌗

USING THE UM8500 ASSISTANT

To Add or Remove Members of a Private List

1   Log on to the UM8500 Assistant.

2   In the navigation pane under **Message Settings**, click **Private Lists**.
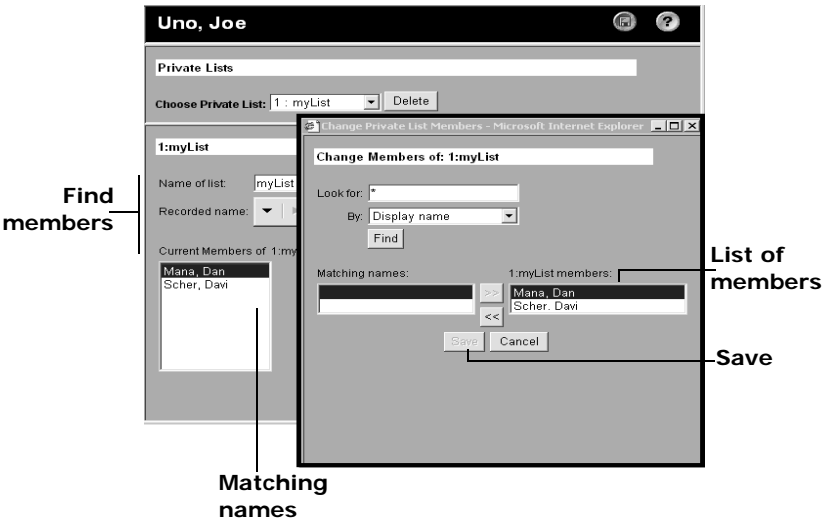
3   Select the private list whose members you want to change.

4 Click **Change Members**.

5 To find the subscriber you want to add, type the name in the Look for text box, then click **Find**.

> *Tip* Type an asterisk (*) in the Look for text box to list all subscribers and public distribution lists in your organization. This wildcard character also can be used to search for partial matches. For example, K* results in a list of all names beginning with the letter K.

6 To add the name to the list, select the name from **Matching names**, then click ⟩⟩ (**Next**).

7 To delete a name from the list, select the name from **…members**, then click ⟨⟨ (**Previous**)

8 Click **Save** to save the changes.

■ Changing Caller Options

You can use UM8500 Assistant to set whether or not your callers can edit their messages, can leave urgent messages, and are asked to enter a callback phone number when leaving a message.

In this Chapter...

Allowing Callers to Edit Their Messages

You can specify if your callers can add to, listen to, or rerecord their messages.

The caller options settings can only be changed using the UM8500 Assistant.

USING THE UM8500 ASSISTANT

To Allow Callers to Edit Messages

1 Log on to the UM8500 Assistant.

2 In the navigation pane, under **Message Settings**, click **Caller Options**.

Navigation pane

Caller options
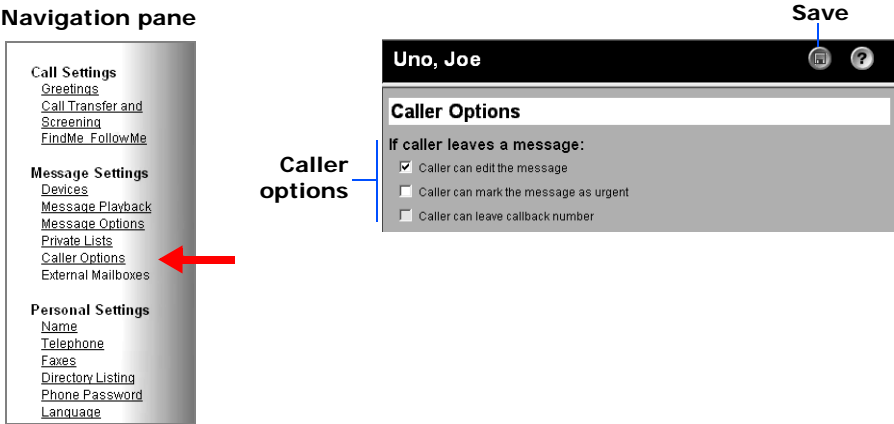
Save

3 Select the **Caller can edit the message** check box.

4 Click **Save** to save your changes.

Allowing Callers to Leave Urgent Messages

You can specify if your callers can leave you urgent messages.

The caller options settings can only be changed using the UM8500 Assistant.

USING THE UM8500 ASSISTANT

To Allow Callers to Leave Urgent Messages

1   Log on to the UM8500 Assistant.
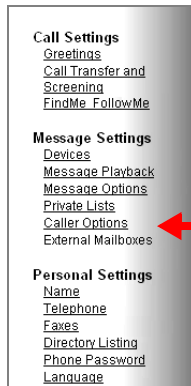
2   In the navigation pane, under **Message Settings**, click **Caller Options**.

3   Select the **Caller can mark the message as urgent** check box.

4   Click **Save** to save your changes.

Asking Callers to Enter a Callback Phone Number

You can specify if the messaging system asks callers to enter a phone number before leaving a message. The messaging system uses the phone number to return a call. This option is useful if you do not receive caller ID information from your phone service.

The caller options settings can only be changed using the UM8500 Assistant.

USING THE UM8500 ASSISTANT

To Enable Caller Leaving a Callback Number

1 Log on to the UM8500 Assistant.

2 In the navigation pane, under **Message Settings**, click **Caller Options**.

Navigation pane

Save

Caller options

Uno, Joe

Caller Options

If caller leaves a message:
- ☐ Caller can edit the message
- ☐ Caller can mark the message as urgent
- ☑ Caller can leave callback number

Call Settings
Greetings
Call Transfer and
Screening
FindMe FollowMe

Message Settings
Devices
Message Playback
Message Options
Private Lists
Caller Options
External Mailboxes

Personal Settings
Name
Telephone
Faxes
Directory Listing
Phone Password
Language

3 Select the **Caller can leave callback number** check box.

4 Click **Save** to save your changes.

■ FindMe FollowMe

The FindMe FollowMe feature provides the messaging system with the ability to determine the best way to contact you, route your messages, and manage your messages based upon your schedule and other system information.

This feature may not be enabled on your messaging system. Contact your system administrator for details.

In this Chapter...

Introducing FindMe FollowMe

The FindMe FollowMe feature provides the capability of determining the correct method of contacting you based on your schedule and other system information.

When using FindMe FollowMe, the messaging system uses your FollowMe policies and scenarios to route your calls. To understand how FindMe FollowMe functions, it is important to understand FollowMe policies and scenarios and how they function.

FollowMe policies are unique named rules that govern the actions the messaging system takes to handle your calls; such as attempting a transfer, greeting a caller, letting the caller select an action, taking a message, or routing the caller to another call handler.

Scenarios combine a FollowMe policy with scheduling information and defines when a FollowMe policy is active. The messaging system uses the scenario to determine when a particular FollowMe policy is used.

When you receive a new call, the messaging system reviews your active scenarios to determine the current scenario and applies the FollowMe policy associated with the current scenario to the call.

The following situations provide a brief explanation of how you can set up the FollowMe scenarios and polices so that the messaging system takes the correct actions based on your schedule:

- You are working from home on Wednesday, Thursday, and Friday, you want the messaging system to transfer calls to your home phone.

  Create a scenario that applies during the Weekdays schedule and only for the days you are working at home. You also need to configure a FollowMe policy to transfer your calls to your home phone and associate the policy with the scenario.

Determining the Current Scenario

Your scenarios appear in a table in the UM8500 Assistant on the FindMe FollowMe page. The table shows active scenarios, inactive scenarios, the current scenario, and, if **Show expired temporary scenarios** is selected, any expired temporary scenarios.

An active scenario is a scenario that applies at that moment and is identified by a check mark in the Active column of the scenario table. There can be several active scenarios at any one time, but only one active scenario is the current scenario. When viewing the scenario table, the current scenario is highlighted.

The system automatically creates two default scenarios for every user:

The ultimate fallback scenario. A permanent scenario that applies to all schedules and statuses. This scenario cannot be modified or deleted, it is associated with the FollowMe policy called Old Policy. But it can be assigned a different FollowMe policy.

The override scenario. A special scenario that overrides all scenarios when it is enabled. It is always assigned to a specific FollowMe policy called Override. By default, this scenario is disabled. You can enable or disable this scenario by phone only. See "Overriding or Reverting to Normal FindMe FollowMe Policies" on page 126.

The messaging system checks the active scenarios in the following order to determine the current scenario.

> **NOTE**
>
> The highest priority scenario may not be the current scenario, because the schedule for the scenario can make the scenario not applicable.

- If there is an active Override scenario, then the Override scenario takes precedence over all other scenarios.
- Temporary scenarios are checked before permanent scenarios. A temporary scenario is a scenario that has a start time and/or end time set; or does not have an end date, but has a start date in the past. The other rules about determining sequence are subordinate to this.

- For temporary scenarios that are subject to the rules above:

  Scenarios with start times are shown in order of start time and are shown before temporary scenarios without start times. Scenarios without start times are shown in order of end time.

- For scenarios that have the same start time and end time, scenarios with a Schedule of Always are shown after the scenarios with a system schedule such as Weekdays or All Hours - All Days.

Applying the FollowMe Policy

Once the current scenario is determined, the messaging system applies the FollowMe policy associated with the scenario.

If a transfer rule is defined, the messaging system attempts the transfer. If the transfer is successful the messaging system connects the caller to you and takes no further action. If the policy is set to take a message, the messaging system takes the message. If not, it either says good-bye or routes the call to another call handler.

Creating a New Scenario for an Existing FollowMe Policy

You can use the UM8500 Assistant to create a new scenario and assign it an existing FollowMe policy.

> **NOTE**
>
> This option may not be enabled for your account. Contact your system administrator for details.

USING THE UM8500 ASSISTANT

**To Create a New Scenario for an Existing FollowMe Policy**

1 Log on to the UM8500 Assistant.

2 In the navigation pane, under **Call Settings**, click **FindMe FollowMe**.
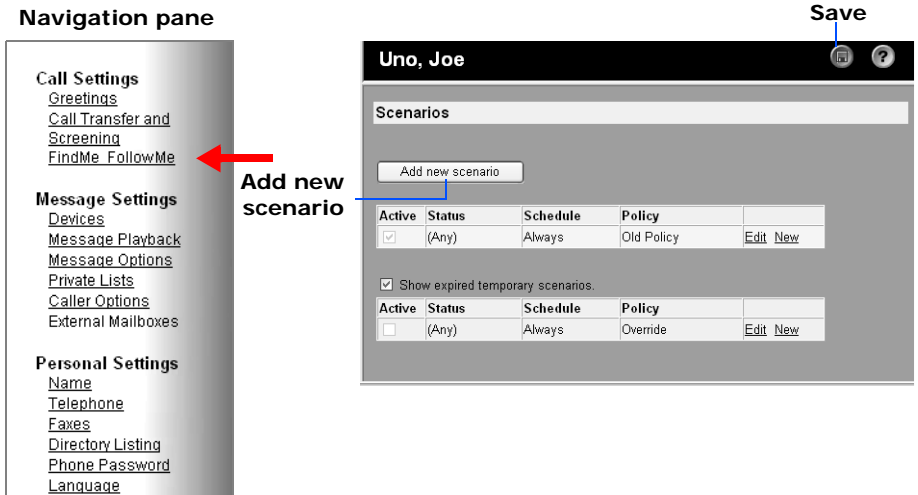
3 Click **Add new scenario**. The **Add New Scenario Wizard** starts.

4 Select **Use predefined policy (e.g. "Def. Just take a message" or "Def. Release to mobile phone")** in the **What type of policy do you want?** dialog box

5 Select when the policy applies:

- Select **Set policy for a specific period of time** if you want this scenario to have a start or end date.

- Select **Set policy for a specific voice mail schedule** if you want this scenario to apply only in open time intervals of a specific voice mail schedule.

6 Click **Next**.

7 Select an exiting policy to use with this scenario in the **Choose predefined policy** dialog box, then click **Next**.

8 Specify when the policy applies in the **Control when the policy will be applied** dialog box:

> **NOTE**
>
> The settings on this page depend on the selection in Step 5.

- Click **Set** to select an After and Until dates and times for the scenario.

- Select the schedule in the **During schedule** field.

9 Click **Next**.

10 Review the settings you have selected in the **Final details** dialog box:

- If the settings are correct, click **Finish** to add the scenario.
- If the settings are not correct, click **Prev** to go back and modify the settings.

Creating a New Scenario with a New FollowMe Policy

You can use the UM8500 Assistant to create a new scenario and create a new FollowMe policy for the scenario.

> **NOTE**
>
> This option may not be enabled for your account. Contact your system administrator for details.

USING THE UM8500 ASSISTANT

### To Create a New Scenario with a New FollowMe Policy

1 Log on to the UM8500 Assistant.

2 In the navigation pane, under **Call Settings**, click **FindMe FollowMe**.

Navigation pane

Save
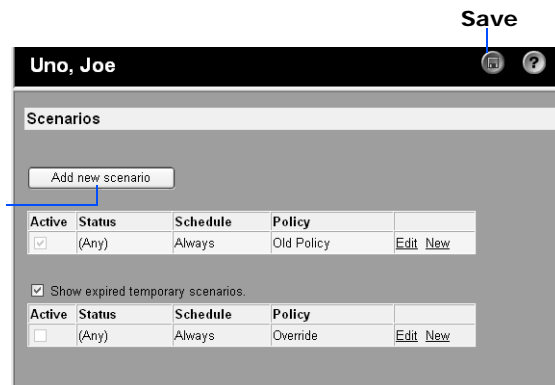
Add new scenario

3 Click **Add new scenario**.

The **Add New Scenario Wizard** starts.

4 Select **Ring me at… (e.g. "my work phone" or "555-555-1212")** in the **What type of policy do you want?** dialog box.

5 Select when the policy applies:

- Select **Set policy for a specific period of time** if you want this scenario to have a start or end date.
- Select **Set policy for a specific voice mail schedule** if you want this scenario to apply only in open time intervals of a specific voice mail schedule.

6 Click **Next**.

7 Select if you want the messaging system to attempt transfer to one of your devices, or to another phone number, or simply to play a greeting in the **Identify phone** dialog box.

> **IMPORTANT**
>
> If you set the transfer for a device, such as your Home Phone, ensure that the device has a phone number set. If the device does not have a phone number set, the messaging system does not attempt the transfer. See "Changing a Device Phone Number" on page 104.

8 If you transfer to a device or specific number, select the action to be taken if number is busy.

> **NOTE**
>
> These options may not be available at your site.

9 If you transfer to a device or specific number, select the actions to be taken when you answer the call.

> **NOTE**
>
> These options may not be available at your site.

10 Click **Next**.

11 Select if you want the messaging system to play a greeting if no transfer is set or if the transfer fails, and then select the greeting to be played in the **Greeting and take message options** dialog box.

- Select if the Busy and Internal greetings are enabled for the policy.

> **NOTE**
>
> The Busy and Internal greetings cannot be enabled if the Alternate greeting is used.

- Select if you want callers to be able to bypass greeting.

12 Select the **After greeting, take a message** check box to have the FollowMe policy take messages from callers.

- Select if caller can edit messages and mark them as urgent.
- Select if caller can leave a callback number before sending the message.

13 Click **Next**.

14 Specify when the policy applies in the **Control when the policy will be applied** dialog box.

> **NOTE**
>
> The settings on this page depend on the selection in Step 5.

- Click **Set** to select an After and Until date and time for the scenario.
- Select the schedule in the **During schedule** field.

15 Click **Next**.

16 Review the settings the **Final details** dialog box:

- If the settings are correct, click **Finish** to add the scenario.
- If the settings are not correct, click **Prev** to go back and modify the settings.

Overriding or Reverting to Normal FindMe FollowMe Policies

When the override scenario is enabled, the messaging system ignores the other scenarios and follows the Override policy settings.

For example, if you are stuck in traffic in your way to the office, you can enable your override scenario by phone and the messaging system will transfer calls to your cell phone.

> **NOTE**
>
> When the override scenario is enabled, it appears in the scenarios table as the current scenario. When it is disabled, it appears in the Expired scenarios table.

You can enable the override scenario over the phone.

USING A PHONE

To Enable or Disable the Override Scenario

1   Call the messaging system and log on.

2   Press **8**.

3   If the normal FollowMe policies are not overridden, press **3** to override them or if the normal FollowMe policies are overridden, press **3** to revert them.

Other options

OPTION	KEY	OPTION	KEY
Redirect calls to the number you are calling from or to a specific number	**1**	Other transfer options	**2**

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	*****	Skip or move ahead	**#**

Deleting a FollowMe Scenario

Delete a FollowMe scenario when it is no longer needed.

> **NOTE**
>
> This option may not be enabled for your account. Contact your system administrator for details.

To Delete a FollowMe Scenario

1   Log on to the UM8500 Assistant.

2   In the navigation pane, under **Call Settings**, click **FindMe FollowMe**.

Navigation pane   **Save**
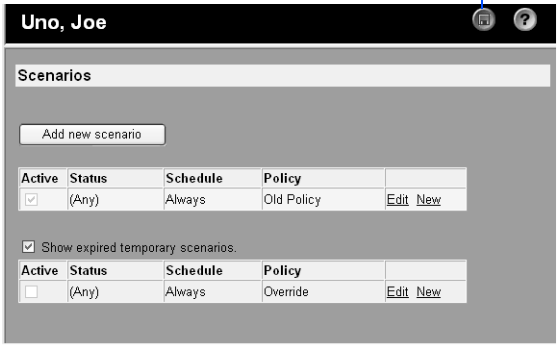
3   In the scenario table, click **Delete** in the row corresponding to the scenario to delete.

4   Click **OK** to confirm the deletion or click **Cancel** to cancel deletion.

> **NOTE**
>
> Only the scenario is deleted. The associated FollowMe policy is not deleted, even if it is not associated with another existing scenario. Contact your system administrator to delete a policy.

Editing a FollowMe Scenario

You can change the settings of a FollowMe scenario using UM8500 Assistant.

> **NOTE**
>
> This option may not be enabled for your account. Contact your system administrator for details.

USING THE UM8500 ASSISTANT

To Edit a FollowMe Scenario

1   Log on to the UM8500 Assistant.

2   In the navigation pane, under **Call Settings**, click **FindMe FollowMe**.

Navigation pane

Save
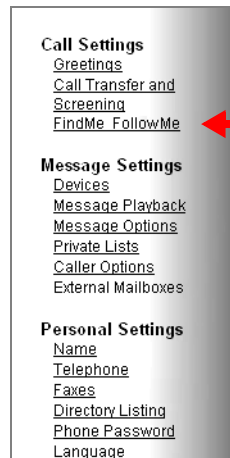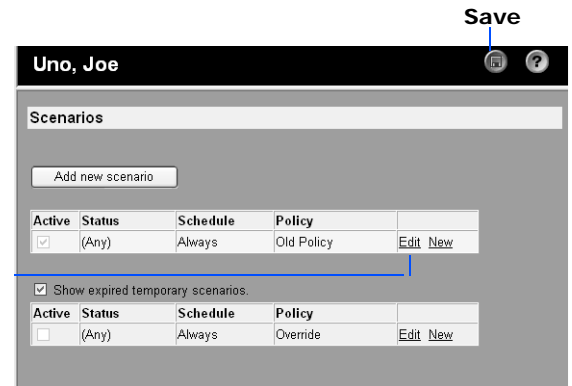
Edit scenario

3   In the scenario table, click **Edit** in the row for the scenario to edit.

The **Edit Scenario** dialog box appears.

4   Select the policy used for this scenario from the **Policy** list box.

If you want to edit the selected policy, see "Editing a FollowMe Policy" on page 129.

5   Click **Set** to select an After and Until date and time for the scenario.

Use the **Set Date** dialog box to select the date and time.

Click **Delete** to clear the date and time fields if you do not want this scenario to follow a time interval.

6   Select the schedule in the **During schedule** field.

Select **Always** in the **During schedule** drop down list if you do not want this scenario to follow a specific schedule.

7   Click **OK** to save your changes.

Editing a FollowMe Policy

You can change a FollowMe policy using UM8500 Assistant.

> **NOTE**
>
> This option may not be enabled for your account. Contact your system administrator for details.

USING THE UM8500 ASSISTANT

To Edit a FollowMe Policy

1 Log on to the UM8500 Assistant.

2 In the navigation pane, under **Call Settings**, click **FindMe FollowMe**.
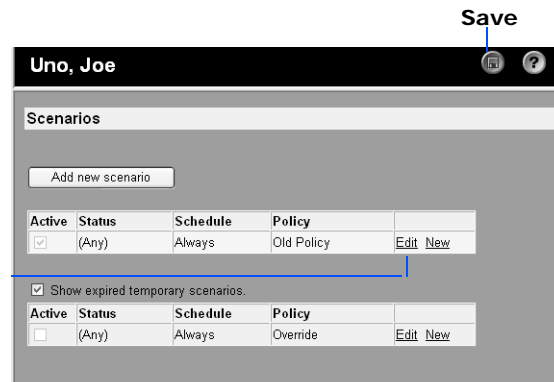
3 In the scenario table, click **Edit** in the row for the scenario to edit.

The **Edit Scenario** dialog box appears.

4 Select the policy you want to edit from the **Policy** list box.

5 Click **Edit Policy**. The Edit Policy dialog box appears.

> **IMPORTANT**
>
> A FollowMe policy may be used by multiple scenarios. The changes you make to this policy affect all the scenarios that use the policy.

6 The **Ring me at table** shows the existing transfer settings of the policy. If the table is empty, the **no transfer** option is configured.

   a Click **Edit** to add or edit the transfer settings for the policy. The **Add/Edit Phone** dialog box appears.

   b Under **Ring me at**, choose if you want UM8500 to attempt transfer to one of your devices or to another phone number, or simply to play a greeting.

> **IMPORTANT**
>
> If you set the transfer for a device, such as your Home Phone, ensure that the device has a phone number set. If the device does not have a phone number set, the messaging system does not attempt the transfer. See "Changing a Device Phone Number" on page 104.

   c If you choose transfer to a device or specific number, select the action to be taken if number is busy.

> **NOTE**
>
> These options may not be available at your site.

d If you choose transfer to a device or specific number, select the actions to be taken when you answer the call.

> **NOTE**
>
> These options may not be available at your site.

e Click **Save** to save your changes.

7 Select if you want the messaging system to play a greeting if no transfer is set or if the transfer fails, and the select the greeting to be played.

- Select if the Busy and Internal greetings are enabled for the policy.

> **NOTE**
>
> The Busy and Internal greetings cannot be enabled if the Alternate greeting is used.

- Select if you want to allow caller to bypass greeting or not.

8 Select the **After greeting, take a message** check box to have the FollowMe policy take messages from callers.

- Select if caller can edit messages and mark them as urgent

- Select if caller can leave a callback number before sending the message

9 Click **OK** to save your changes.

■ Sharing a Phone

The procedures in this section show you how to set call handling for shared phones.

The messaging system can be set up to for up to nine subscribers to share a single phone. To reach you, a caller dials the extension number of the shared phone, then the caller hears a menu of all subscribers sharing the phone. The caller presses a key corresponding to your name.

Initially, your system administrator sets whether the shared phone rings when you receive a call, or if callers are routed directly to your greeting. Your system administrator also sets whether callers are allowed to hold when the shared phone is busy, and how calls are announced before they are connected, The system administrator can record a greeting for the shared phone.

Each subscriber assigned to a shared phone uses the UM8500 Assistant to change the settings for call transfer, call holding, and the shared greeting. When you change these settings, you change them for all subscribers assigned to the shared phone.

If you share a phone, you can be listed in the directory individually. Shared extensions are not listed in the directory.

In this Chapter…

Answering a Call on a shared Phone

When you answer a call on a shared phone, the messaging system can announce who the call is for, then asks whether to connect the call or take a message.

If the shared phone is not answered, callers can leave a message in your mailbox. If the shared phone is busy, callers can hold or route directly to your greeting to leave a message.

The shared extension can be set up to allow callers to leave the same message for everyone who shares the phone. See your system administrator for more information.

USING A PHONE

To Answer a Call on a Shared Phone

1   When the shared phone rings, answer it.

2   If asked, to accept the call, press **❶**.

3   To route the caller to the called recipient's mailbox to leave a message, press **❷**.

Checking Messages from a Shared Phone

You can use a shared phone to log on to the messaging system and check messages.

The shared extension can be set up so callers can leave a message for you or to leave the message for everyone who shares the phone. See your system administrator for more information.

Message waiting indication is turned on when any subscriber sharing the phone receives a message. Message waiting indication is turned off when none of the subscribers has a new message waiting.

USING A PHONE

To Check Messages from a Shared Phone

1 Using the shared phone, call the messaging system.

2 When the messaging system plays the menu that lists each person sharing the phone, press the key associated with your name, or for a different mailbox, press **#** followed by the extension number. Press **#** to finish.

3 Enter your password.

4 Press **1** to hear new messages, or press **3** to review old messages.

Use these keys during a message

TASK	KEY	TASK	KEY
Repeat	**1**	Reverse	**7**
Save	**2**	Pause or continue	**8**
Delete	**3**	Fast-forward to end	**9**
Change volume	**5**		

Use these keys after a message

TASK	KEYS	TASK	KEY
Repeat	**1**	Forward message	**5**
Save	**2**	Mark as new	**6**
Delete	**3**	Reverse	**7**
Return call	**4** **1**	Deliver an e-mail or fax to a fax phone number *****	**8**
Reply to all	**4** **4**	Hear summary	**9**
Reply to sender	**4** **#**		

* Available only with a fax installation.

Use these keys anytime

| TASK	KEY	TASK	KEY
Cancel or back up	*****	Skip or move ahead	**#**

Changing Call Transfer for a Shared Phone

You can set whether a shared phone rings when you have a call, or whether callers are routed directly to your mailbox greeting to record a message.

The call transfer settings for a shared phone can be changed using a phone or the UM8500 Assistant.

USING A PHONE

To Change Call Transfer for a Shared Phone

1   Call the messaging system and log on.

2   Press ❹ > ❹ > ❷.

3   After the messaging system tells you the current status of call transfer to the shared phone, press ❶ to change it.

USING THE UM8500 ASSISTANT

To Change Call Transfer for a Shared Phone

1   Log on to the UM8500 Assistant.

2   In the navigation pane, under **Shared Extension Settings**, click **Call Transfer Settings**.

Transfer settings

3   To set the shared phone to ring, select **Yes, ring at shared extension**, or

    to route callers to your mailbox, select **No (send directly to my greeting)**.

4   Click **Save** to save your changes.

Setting Call Handling for a Shared Phone

You can set how the messaging system handles callers when a shared phone is busy. For example, you can allow callers to hold or route them directly to the shared greeting to record a message. Call holding is available only with supervised call transfers. See your system administrator for more information.

Use the UM8500 Assistant to change call handling setting for a shared phone.

USING THE UM8500 ASSISTANT

To Set Call Handling for a Shared Phone

1 Log on to the UM8500 Assistant.

2 In the navigation pane, under **Shared Extension Settings**, click **Call Transfer Settings**.

3 Select an action for when the phone is busy:

Ask caller to hold. The messaging system gives the caller the option to hold or leave a message.

Put caller on hold… The messaging system automatically puts the caller on hold, without the option to leave a message.

Send caller directly… The messaging system automatically routes the caller to your greeting, without the option to hold, then prompts the caller to leave a message.

4 Click **Save** to save your changes.

Setting Call Announcements for a Shared Phone

The messaging system can be set up to announce who a call is for before the call is connected. You can also set the messaging system to ask the person who answers a call whether to accept it or route the call to a mailbox to take a message.

Announced calls are available only with supervised call transfers. See your system administrator for details.

Use the UM8500 Assistant to set or change call announcement settings for shared phones.

USING THE UM8500 ASSISTANT

To Set Call Announcements for a Shared Phone

1 Log on to the UM8500 Assistant.

2 In the navigation pane, under **Shared Extension Settings**, click **Call Transfer Settings**.

3 Select one or more of the settings you want the messaging system to use when you answer the phone:

Tell me who the call is for. The messaging system announces whom the call is for.

Announce before connecting caller to me. The messaging system announces the call before connecting the caller.

Ask shared extension subscriber to confirm. The messaging system asks the person who answers the shared phone if it should connect the caller.

4 Click **Save** to save your changes.

Setting Call Screening for a Shared Phone

You can set whether the messaging system asks callers to record their name before transferring the call to a shared phone. The messaging system then plays the caller's name before connecting the call.

Call screening is available only with supervised call transfers. See your system administrator for more information.

Use the UM8500 Assistant to change the call screening for a shared phone.

USING THE UM8500 ASSISTANT

To Set Call Screening for a Shared Phone

1 Log on to the UM8500 Assistant.

2 In the navigation pane, under **Shared Extension Settings**, click **Call Transfer Settings**.

Call screening settings

3 In the Call Screening Settings group, select one of the following:

Do NOT screen calls to shared extension subscriber. The messaging system transfers calls without asking a caller's name.

Screen calls to shared extension subscriber. The messaging system asks for the caller's name before transferring the call.

4 Click **Save** to save your changes.

Recording Greetings for a Shared Phone

You can record a greeting for a shared phone. If you do not record a greeting, the messaging system creates a default greeting, assigns a menu, and plays the recorded name for each subscriber sharing the phone.

Plan carefully before changing the greeting for a shared phone. The rerecorded greeting plays for anyone who reaches the shared phone, not just for your callers. The greeting should include the names of the subscribers sharing the phone, tells callers which key to press to reach each subscriber.

If callers can press **#** to leave a message for everyone who shares the phone, you should include instructions in the greeting. See your system administrator for more information.

Record greetings for a shared phone using the phone or the UM8500 Assistant.

USING A PHONE

To Record Greetings for a Shared Phone

1 Call the messaging system and log on.

2 Press **4** > **4** > **1**.

3 After the messaging system plays your current shared greeting, press **1** to rerecord it, or press **3** to select and rerecord a different greeting.

   If you pressed **3** to edit other greetings, select the greeting by pressing the corresponding menu-key, then press **1** to rerecord-it.

GREETING	KEY	GREETING	KEY
Standard	**1**	Closed	**2**
Alternate	**3**		

Use these keys as you record

TASK	KEY	TASK	KEY
Pause or continue	**8**	End recording	**#**

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	*****	Skip or move ahead	**#**

USING THE UM8500 ASSISTANT

To Record Greetings for a Shared Phone

1 Log on to the UM8500 Assistant.

2 In the navigation pane, under **Shared Extension Settings**, click **Greetings**.

Greetings list box
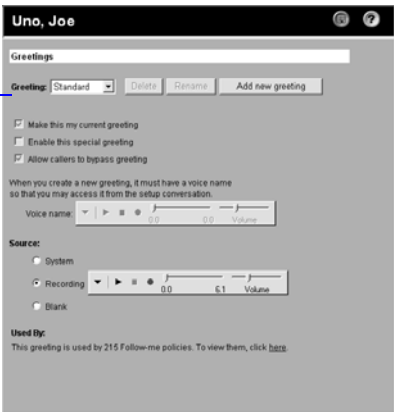
3 In the **Greeting list** box, select the greeting.

4 In the Status group, select **Enabled** to turn on the greeting. Select **Disabled** to turn off the greeting.

> **NOTE**
>
> The Standard greeting cannot be disabled.

5 In the Source group, to use the default greeting created automatically by the messaging system, select **Use system prompt**.

Select **Record my greeting** to record a greeting.

6 On the Audio Control bar, click the **Record** icon. Click **Stop** when you have finished the recording.

7 To allow your callers to skip the greeting by pressing ⊕, select **Bypass greeting**, or to require that callers hear the entire greeting before taking an action, clear this check box.

8 Click **Save** to save your changes.

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