UNIVERGE UM8700 Unified Messaging Features

Create a voice message

1. Click the **New Voice Mail** button on the Lotus Notes toolbar. The Voice Message form appears.
2. Click **Address** and select the name of the recipient(s) from the displayed address list, then click **To**. When finished, click **OK**.
3. Click **Record** ● and begin recording your message using your selected recording device.
4. To stop recording, click **Stop** ■.
5. To review your message, select a playback device (telephone or speaker), then click **Play** ▶.
6. To send the voice message, click **Send**.

Reply to a voice or fax message with a voice message

1. Double-click the voice or fax message in the Inbox.
2. Click **Voice Reply**. The Voice Message form appears. The To box will indicate the name of the person to whom you are replying.
3. Click **Record** ● and begin recording your message using your selected recording device.
4. To stop recording, click **Stop** ■.
5. To review your message, select a playback device (telephone or speaker), then click **Play** ▶.
6. Click **Send**. The original message is not sent with the reply.

Listen to a voice message

1. Double-click the voice message in the Inbox.
2. If your message doesn't begin playing immediately, click **Play** ▶ to hear the message over your selected playback device.
3. Click **Notes** to add information about the message.
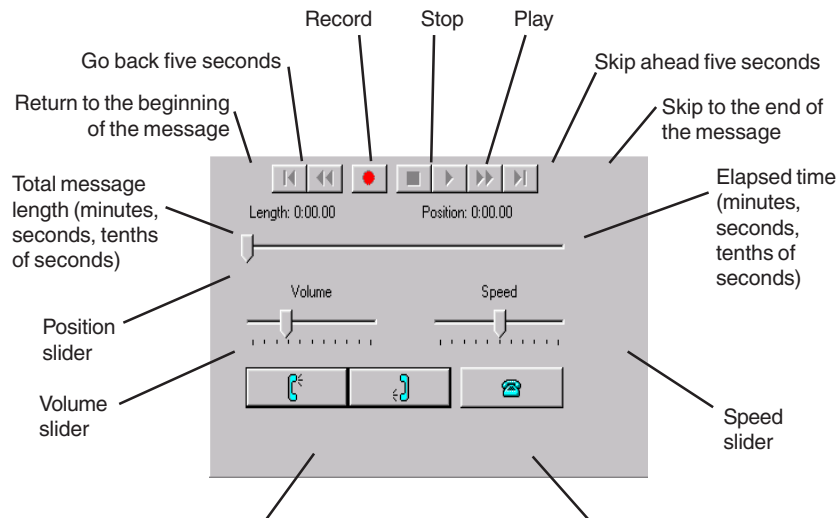4. Click **OK** when you are finished.

Reply to a message using Live Reply

1. Select the message to which you want to reply.
2. Click **Reply** on the Lotus Notes toolbar, then select **Live Reply** from the list.
3. Verify the telephone number in the Number box. If the number is not the number you want to call, either click the down arrow and select the desired number, or click the box and type another telephone number.
4. Click **Start Call**. UNIVERGE UM8700 dials the telephone number automatically.

You can also use Live Reply from you Personal Name and Address Book to place a call to someone listed there.
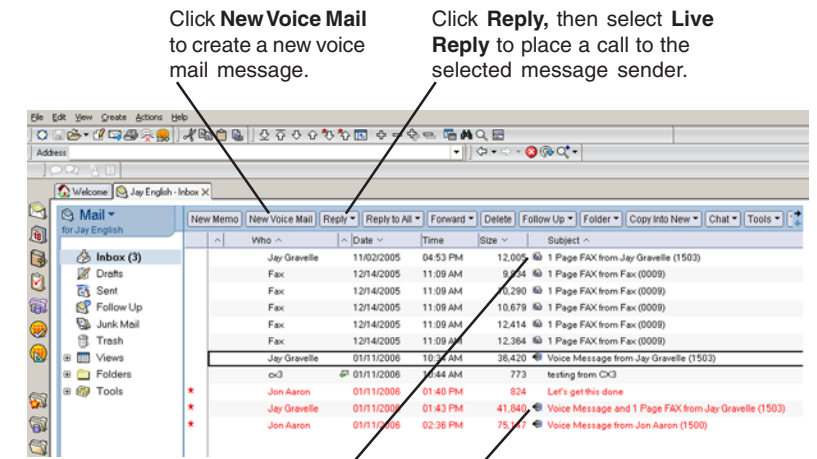
Recording and Playback Tools

The following tools appear whenever you prepare to play back or record any greeting or message.

- Record
- Stop
- Play
- Go back five seconds
- Skip ahead five seconds
- Return to the beginning of the message
- Skip to the end of the message
- Total message length (minutes, seconds, tenths of seconds)
- Elapsed time (minutes, seconds, tenths of seconds)
- Position slider
- Volume slider
- Speed slider

Length: 0:00.00   Position: 0:00.00

Volume   Speed

NEC

UNIVERGE UM8700 Unified Messaging for Lotus Notes and Domino

Welcome to UNIVERGE UM8700 Unified Messaging for Lotus Notes and Domino. With UNIVERGE UM8700 Unified Messaging, you can manage your voice and fax messages along with your email messages through one familiar user interface—Lotus Notes[1]. Below you can see the new tools and icons included to help you manage your voice and fax messages.

Click **New Voice Mail** to create a new voice mail message.

Click **Reply,** then select **Live Reply** to place a call to the selected message sender.

Fax messages are indicated by a fax machine icon.

Voice messages and **fax messages with voice attachments** are indicated by a speaker icon in the subject field.

You can see who sent the messages, when they were sent, and how long they are. Because you can listen to messages in any order, it's easy to act on the important ones first.

If you have questions or want to explore the features available to you, click the Help button in Unified Messaging Connection Manager, a Control Panel utility provided with UNIVERGE UM8700 Unified Messaging.

UNIVERGE UM8700 automatically guides new users through the process of setting up their mailboxes[1] when they access them through the telephone. Unified Messaging Connection Manager[2] gives you another way to perform most of those steps as outlined here, except changing your security code.

Step 1: Log on to the UNIVERGE UM8700 telephony server

You can choose to work offline or online. Working offline does not mean that you are working without connecting to a network, but that you are working without logging on to your UNIVERGE UM8700 mailbox. Even when you work offline, you can change some of the settings that are available when you work online, including your telephone extension and the record and playback devices. Logging on, however, permits you to make changes to all settings.

To work online:

1. From the Start menu, select Settings, then click **Control Panel.**
2. Double-click **Unified Messaging Connection Manager.**
3. At the Telephony Login dialog box, type your password and click **OK** to open the Unified Messaging Connection Manager dialog box.

To work offline:

1. From the Start menu, select Settings, then click **Control Panel.**
2. Double-click **Unified Messaging Connection Manager.**.
3. Click **Work Offline** to open the Unified Messaging Connection Manager dialog box.

[1] Each UNIVERGE UM8700 server is configured differently, so this might not be true for your site.

[2] You can also use Web PhoneManager to set up your mailbox. Contact your system administrator to find out whether Web PhoneManager is available to you.

Step 2: Record your name

The recording you make of your name is used by the subscriber directory and the automated attendant directory to identify your mailbox to callers. Your recorded name is also used in envelope information for outgoing messages when appropriate. The recording should include your name only; it is not a greeting.

You can choose your recording and playback devices while recording your name, or you can set them in advance as your default settings using the Recording and Playback tab in Unified Messaging Connection Manager. That is, you can choose to use either the telephone or your computer sound card, micro-phone, and speakers (if they are installed) each time you record and play back messages or simply use the devices that are already set.

1. If necessary, log on to your UNIVERGE UM8700 mailbox.
2. Under Greetings on the Recording tab, select **Spoken Name**.
3. In the **Language** box, select the language in which you want the directory to introduce your name.
4. Click the **Record Greeting...** button.
5. If desired, select your recording device (telephone or microphone).
6. Click **Record** and speak your name *only*.

   When recording, don't include an introduction such as *"Hello, this is..."* because UNIVERGE UM8700 already provides an introduction.
7. To stop recording, click **Stop**.
8. To review the recording, select the playback device (telephone or speaker), then click **Play**.
9. When finished, click **OK**.

Step 3: Record your ring/unanswered greeting

Your unanswered greeting plays to callers when you do not answer a call. You might find it helpful to write down what your greeting will say before you begin recording. A sample greeting you can use is shown below.

"You have reached the voice mailbox of <first and last name>. I am unable to take your call at the moment, but if you leave me a message I will return your call as soon as I can."

1. If necessary, log on to your UNIVERGE UM8700 mailbox.
2. Under Greetings on the Recording tab, select **Ring/Unanswered Greeting**.
3. In the **Language** box, select the language in which you want the directory to introduce your greeting.
4. Click the **Record Greeting…** button.
5. If desired, select your recording device (telephone or microphone).
6. Click **Record** and speak your greeting.
7. To stop recording, click **Stop**.
8. To review the recording, select the playback device (telephone or speaker), then click **Play**.
9. When finished, click **OK**.

After completing the three preceding steps, you are ready to use UNIVERGE UM8700 Unified Messaging. Some basic features are covered on the other side.

To access help for UNIVERGE UM8700 Unified Messaging, you must start Unified Messaging Connection Manager from the Control Panel. Then click **Help** or press **F1** at any time.