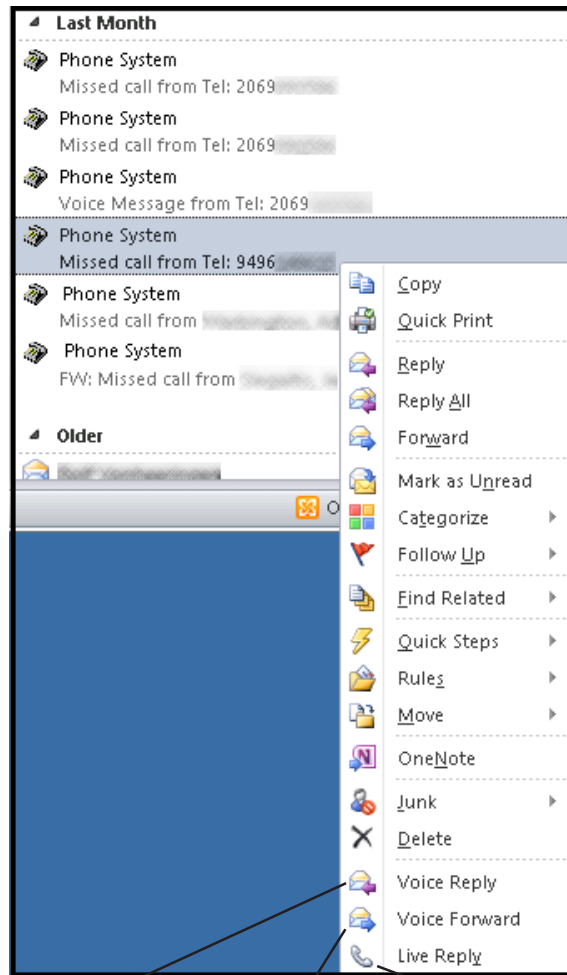


Context Menus

Once installed and configured, right-clicking on voice messages or faxes in Outlook displays context menus with actions appropriate to the message type at the bottom of the menu. The available options differ, depending on the type of message.



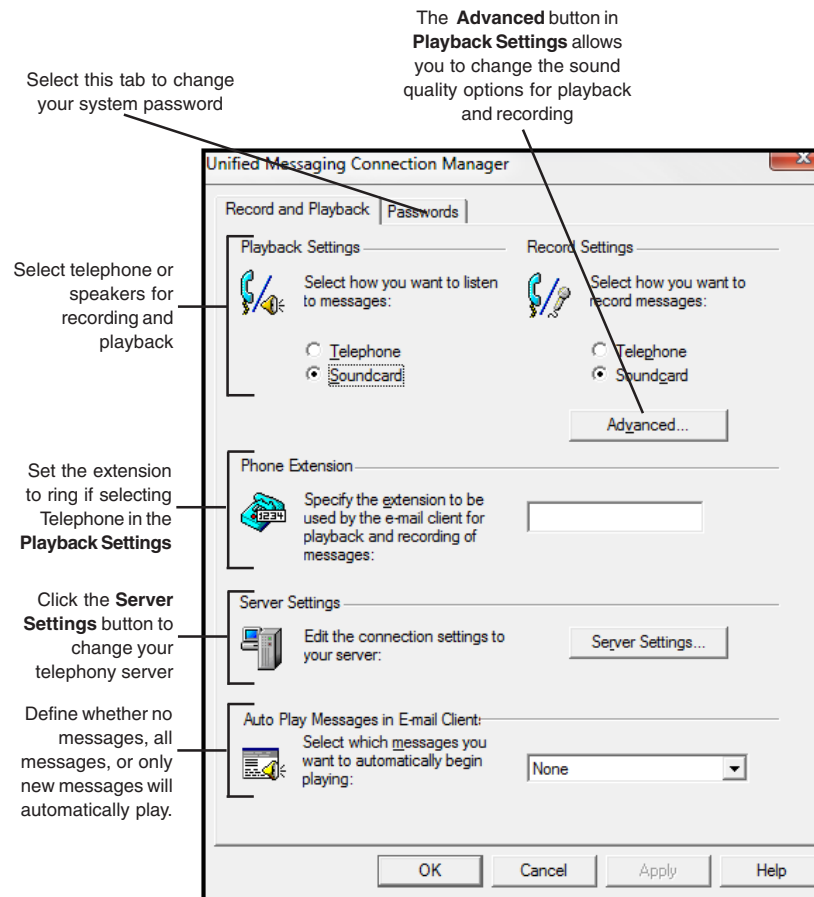
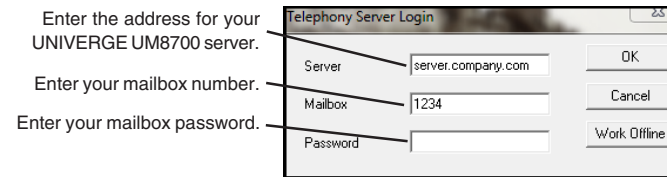
Voice Reply sends a response to a voice message in your in-box

Voice Forward sends the message to another subscriber

Live Reply dials the number of the person who left the voice mail

Connection Manager

Default settings for your UNIVERGE UM8700 Unified Messaging for Microsoft Exchange are set in the Connection Manager. To access the Connection Manager, click **Connection Manager** in the Outlook tool bar and enter your password. Click **OK** to open the configuration screen.



Select this tab to change your system password

The **Advanced** button in **Playback Settings** allows you to change the sound quality options for playback and recording

Select telephone or speakers for recording and playback

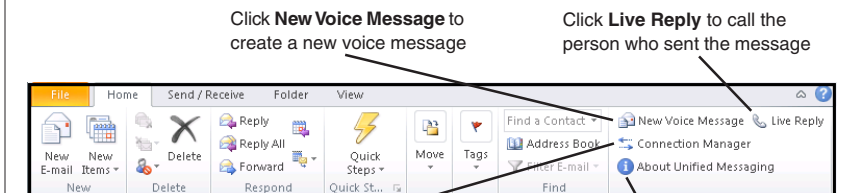
Set the extension to ring if selecting Telephone in the **Playback Settings**

Click the **Server Settings** button to change your telephony server

Define whether no messages, all messages, or only new messages will automatically play.

UNIVERGE® UM8700 Unified Messaging for Microsoft Exchange

Welcome to UNIVERGE UM8700 Unified Messaging for Microsoft Exchange. With this system, you can manage your voice and fax messages along with your email messages through one familiar user interface—Microsoft Outlook. Below you can see the new tools and icons included to help you manage your voice and fax messages.



Click **Connection Manager** for your account settings

Click **About Unified Messaging** for information on your system

Voice messages are indicated by a telephone icon. *Right-click for a context menu with UNIVERGE UM8700 features*



Fax messages are indicated by a page icon. *Right-click for a context menu with UNIVERGE UM8700 features*

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 the system.


Getting Started

UNIVERGE UM8700 automatically guides new users through the process of setting up their mailboxes¹ when they access them through the telephone. Unified Messaging Connection Manager² gives you another way to perform most of those steps as outlined here, except changing your security code.

Logging on to the UNIVERGE UM8700

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 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. If Microsoft Outlook is running, click  **Connection Manager** from the Outlook toolbar.

Otherwise, from the Windows menu, select **Control Panel**. Double-click  **Unified Messaging Connection Manager**.

2. At the Telephony Server Login dialog box, enter your security code and click **OK**. If not already configured, enter the Server and your Mailbox number.

To work offline:

1. If Microsoft Outlook is running, click  **Connection Manager** from the Outlook toolbar.

Otherwise, from the Windows menu, select **Control Panel**. Double-click  **Unified Messaging Connection Manager**.

2. Click **Work Offline** to open the Unified Messaging Connection Manager dialog box.

Recording Your Name and Greetings





Your name and voice mail greeting are recorded through the UNIVERGE UM8700 telephone or web system. Each site is configured differently. If Web PhoneManager is configured for your site, you can change your greetings through a web interface. If it isn't configured for your site, or if you prefer using the telephone interface, you can record your greetings using your telephone.

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.

UNIVERGE UM8700 Unified Messaging Features




Create a voice message

1. Click the **New Voice Message**  button on the Microsoft Outlook toolbar. The Voice Message form appears.
2. Click **To** and select the name of the recipient(s) from the displayed address list. 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), and then click **Play** .
6. To send the voice message, click **Send** on the toolbar.


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.


As an alternative to steps 1 and 2, right-click on the message in the Inbox and select **Voice Reply**.

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), and 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.

Reply to a message using Live Reply

1. Select the message to which you want to reply.
2. Click  **Live Reply** on the Microsoft Outlook toolbar.
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**. The system dials the telephone number automatically.

You can also use Live Reply to place a call to someone in your Contacts listing.

Recording and Playback Tools

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

