



UM8500

Optional telephone user interface: Centigram enhanced emulation at a glance

The chart on the next page shows the menus available by phone using the optional Centigram telephone user interface enhanced emulation.

Some of the touchtone keys used to manage messages by phone are different from those described in the other documents.

Please refer to this chart when managing messages by phone.

NOTE: *Some features shown might not be available at your site.*

The first time you call

1. Dial the internal or external unified messaging system phone number.
2. If you dialed the external phone number, press ***** when the system answers.
3. If required, enter your ID, then press **#**.
4. If required, enter your password.
5. Depending on how the system is set up, you might be asked to:
 - Record your name.
 - Record a greeting.
 - Set a new password.
 - Choose whether to be listed in directory assistance.

Access the system by phone

1. Dial the internal or external unified messaging system phone number.
2. If you dialed the external phone number, press ***** after the system answers.
3. If required, enter your ID, then press **#**.
4. If required, enter your password.

Centigram enhanced emulation at a glance

7

Listen to new messages

3

Listen to old messages

During message header

2 Reply to sender*	9 Go to main menu*
3 Delete message*	0 Transfer to operator*
4 Forward message*	# Transfer to extension*‡
5 Save message*	# # Fast forward to end
6 Create new message* 8 8 Skip and save as new†	8 8 Skip and save as new†
7 Play message	
8 Skip header	

*Not available during PBM.
†Available only for saved messages.
‡Available only if Extended Auto Attendant is enabled.

During message

2 Reply to sender*	9 Go to main menu*
3 Delete message*	0 Transfer to operator*
4 Forward message*	* Rewind 4 seconds
5 Save message*	# Fast forward 4 seconds‡
6 Create new message* # # Fast forward to end‡	# # Fast forward to end‡
7 Repeat message	8 8 Skip and save as new†
8 Skip message‡	

*Not available during PBM.
†Available only for saved messages.
‡Not available during PBM with forced listening.

After message or during message footer

2 Reply to sender	8 Skip
3 Delete message‡	9 Go to main menu*
4 Forward message*	0 Transfer to operator*
5 Save message*	# Transfer to extension* **
6 Create new message* 8 8 Skip and save as new†	8 8 Skip and save as new†
7 Repeat	

*Not available during PBM.
**Available only if Extended Auto Attendant is enabled.
†Available only for saved messages.
‡Not available during unheard PBM.

6

Send a message

4

Send a priority broadcast message (PBM)

Address and record the message, then:

- 3** Re-record message
- 6** Finish, go to delivery options
- 7** Finish and review message
- 8** Pause recording
- 9** Send message, go to main menu
- #** Finish, go to after recording options
- *** Finish recording

- 2** Return receipt
 - 3** Private message*
 - 4** Future delivery
 - 5** Set expiration
 - 8** Urgent*
 - 9** Force listening†
 - #** Send
- *Not available for PBM.
†Only available for PBM.

- 1** Add/remove name
- 2** Append
- 3** Re-record
- 6** Delivery options
- 7** Review
- 9** Send and exit
- *** Cancel
- #** Send
- 0** Help

9

Exit mailbox

0

Transfer to operator

2

Where you are

- 1** Redirect calls to number you are calling from or redirect to a specified number
- 2** Other transfer options
- 3** Override/revert to normal FindMe FollowMe policies*

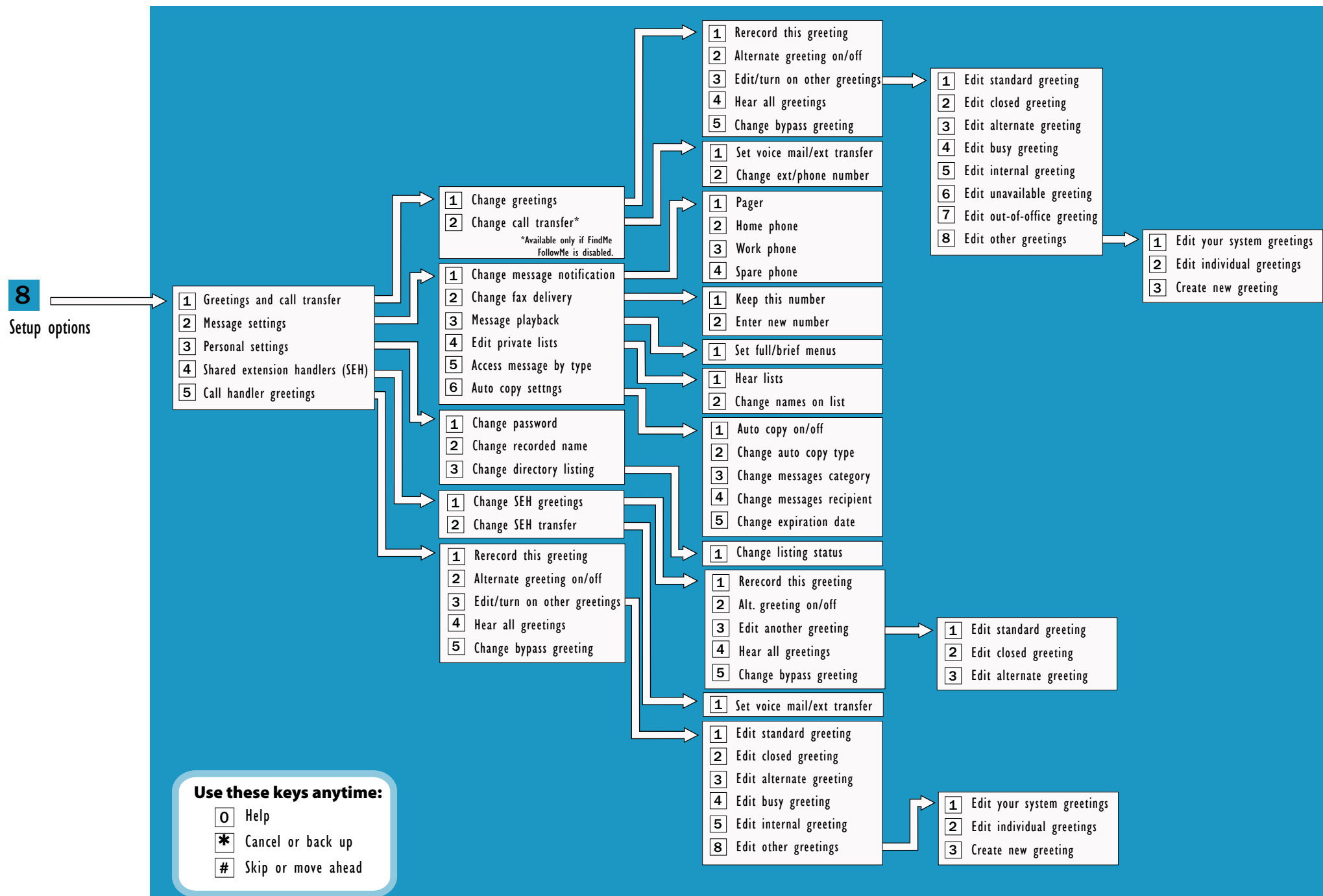
*Available only if FindMe FollowMe is enabled.

Use these keys anytime:

- 0** Help
- *** Cancel or back up
- #** Skip or move ahead

Centigram enhanced emulation at a glance

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Use these keys anytime:

- 0 Help
- * Cancel or back up
- # Skip or move ahead