



POCKET USER GUIDE

Release 2.0

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Congratulations on your purchase of the Unified Communications Platform. You now have the power to manage your messages from a touch-tone telephone, networked PC, email client or wireless device.

With UCP, you can be confident that your messages are kept private and confidential. You can listen to, forward and reply to messages, set up user lists and out-dialing schedules, and much more!

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Getting Started

When you first call into the system, you will be greeted with a tutorial. This tutorial will take you step-by-step through the process of setting up your password, recording your greetings, and recording your name.

*For more information on changing your password, see **"Changing your password" on page 21.***

*For information on recording options, see **"Record Menu" on page 22.***

If you accidentally exit the tutorial and need to go through it again, simply call back into the voice mail system.

To access your mailbox and change your options, follow the instructions in this guide.

For more in-depth information on your telephone user interface, refer to the UCP Telephone User Guide.

Exiting your mailbox

To exit from any menu at any time, press [#]. To exit from your mailbox press [#] for each level of the menu you are in, or simply hang up.

Accessing Your Mailbox

1. Dial into the system.

From inside: _____

From outside: _____

2. Press # when the system answers.

NOTE: You may not need to go through these steps if you dial your voice mail from within your company and your telephone system offers voice messaging integration. In many cases, you will need only to enter your password.

3. Enter your mailbox number
4. Enter your password

Dialing the system

To access the system from within your company, dial the extension of your voice mail system (your system administrator will provide you with this number).

Access the system from outside your company via your company's telephone number.

Entering your mailbox number

After you press [#], you are prompted to enter your mailbox number (your extension). Your system administrator will reserve a mailbox number for you.

Entering your password

After you enter your mailbox number, you are prompted to enter your password. By default, your password is **1111**. This number will be used as your temporary password. In order to maintain security, it is advised that you create your own distinct password. You will be prompted for your password each time you access your mailbox.

Main Menu

NOTE: The Options (Actions) detailed throughout this guide may be changed to suit your needs and/or desires. Please refer to the Server Configuration Guide.

When you first access your mailbox, you are placed at the Main Menu, where you are told how many new and saved messages you have.

The following options are available from the Main Menu:

- 1 Listen to unread messages
- 2 Listen to read messages
- 3 Send a message
- 4 Mailbox Options
- 5 Change location
- 6 Browse folders
- 7 Listen to Future Delivery messages
- 8 Review current availability and location
- 9 Call a contact

- 0** Return to auto attendant
- *** Disconnect
- #** Make current caller ID default extension

1 | 2 | Listening to your messages

When you press **[1]** to listen to unread messages or **[2]** to listen to read messages from the Main Menu, you are presented with the following options:

- [1]** Review message
- [2]** Save message
- [3]** Move messages to Deleted folder
- [4]** Reply options
- [5]** Forward message
- [6]** Time and Date
- [8]** Print fax
- [9]** Call back sender
- [0]** Transfer to operator
- [*]** Return to Main Menu
- [#]** Skip to next message without changing status

3 Sending a message

When you press **[3]** from the Main Menu you are sent to the Send Message Menu, where you are presented with the following options:

- [1]** Send message
- [2]** Review message
- [3]** Re-record message
- [4]** Append to message
- [5]** Add recipients
- [6]** Delete a recipient
- [7]** Send recorded message in future
- [*]** Return to Main Menu

4 Accessing your mailbox options

When you press **[4]** from the Main Menu, you are sent to the Mailbox Options Menu. Go to **“Mailbox Options Menu” on page 17** for more information on Mailbox Options.

5 Changing your location

When you press **[5]** from the Main Menu you are sent to the Change Location Menu, where you are presented with the following options:

- [#]** Change availability
- [1]** Review current availability and location
- [2]** Change location to In Office
- [3]** Change location to Temporary
- [4]** Change location to At Home
- [5]** Change location to Meeting
- [6]** Change location to At Lunch
- [7]** Change location to Vacation
- [8]** Change location to Extended Absence
- [9]** Change location to User Defined location
- [*]** Return to Main Menu

6 Browsing folders

When you press **[6]** from the Main Menu, you are sent to the Browse Folders Menu, where you are presented with the following options:

- [1]** Listen to messages in Deleted folder
- [*]** Return to Main Menu

7 Reviewing your future delivery options

When you press [7] from the Main Menu you are sent to the Future Delivery Options Menu, where you are presented with the following options:

- [1] Review message
- [2] Skip to next message
- [3] Move message to Deleted folder
- [5] Deliver message now
- [7] Keep Future Delivery date/time
- [8] Change Future Delivery date/time

8 Reviewing your current availability and location

Press [8] from the Main Menu to review your current availability and location.

To change your location, press [5] from the Main Menu. See **“Changing your location” on page 10** for more information on changing your current location.

9 Calling a contact

Press [9] from the Main Menu to call a contact.

For more information on modifying contacts, see **“Modifying contacts” on page 18**.

0 Returning to the auto attendant

Press [**0**] from the Main Menu to return to the auto attendant.

*** Disconnecting**

Press [*****] from the Main Menu to disconnect.

Making the caller ID your default extension

Press [**#**] from the Main Menu to make current caller ID default extension.

Message Menu

When you press [1] to listen to unread messages or [2] to listen to read messages from the Main Menu you will be sent to the Message Menu, where you are presented with the following options:

- [1] Review message
- [2] Save message
- [3] Move messages to Deleted folder
- [4] Reply Options
- [5] Forward message
- [6] Time and Date
- [8] Print fax
- [9] Call back sender
- [0] Transfer to operator
- * Return to Main Menu
- # Skip to next message without changing status

1 Reviewing a message

Press [**1**] from the Message Menu to review a message.

2 Saving a message

Press [**2**] from the Message Menu to save a message.

3 Moving a message to the Deleted folder

Press [**3**] from the Message Menu to move a message to the Deleted folder.

4 Accessing the Reply Options Menu

When you press [**4**] from the Message Menu you are sent to the Reply Options Menu, where you are presented with the following options:

- [**1**] Reply to sender
- [**2**] Reply to all recipients
- [**3**] Call back sender
- [*] Return to Message Menu

5 Forwarding a message

When you press [5] from the Message Menu you are sent to the Send Message Menu, where you are presented with the following options:

- [1] Send message
- [2] Review message
- [3] Re-record message
- [4] Append to message
- [5] Add recipients
- [6] Delete a recipient
- [7] Send recorded message in future
- [*] Return to Main Menu

6 Reviewing time and date

Press [6] from the Message Menu for the message time and date.

8 Printing a fax

Press [8] from the Message Menu to send a fax to the printer.

9 Calling back the sender

Press [9] from the Message Menu to call back the message sender.

0 Transferring to the operator

Press [**0**] from the Message Menu to be transferred to the operator.

*** Returning to the Main Menu**

Press [*****] from the Message Menu to return to the Main Menu.

Skipping to the next message

Press [**#**] from Message Menu to skip to the next message without changing the status (read/unread) of the current message.

Control Keys

Control keys can be pressed when listening to a voice message. Your system administrator may enable or disable these key functions, or they may be assigned different numbers than those below. For more details, contact your system administrator.

7 rewind

8 pause

9 fast forward

Mailbox Options Menu

When you press [4] from the Main Menu, you are sent to the Mailbox Options Menu. From here, you can record personal prompts, set notification schedules, access the Call Transfer Options Menu, set up autoforwarding, create distribution lists and change your mailbox password.

- 1 Record greetings
- 2 Modify contacts
- 3 Notification Options
- 4 Distribution List maintenance
- 5 Call Transfer Options
- 6 Change auto forwarding
- 7 Play active options
- 8 Set wakeup call
- 9 Change password
- * Return to Main Menu

1 | Recording greetings

When you press **[1]** from the Mailbox Options Menu, you will be sent to the Record Menu. From here, you can record various greetings for different scenarios:

- [1]** Record Personal greeting (external calls)
- [2]** Record Personal greeting (internal calls)
- [3]** Record Unavailable greeting (external calls)
- [4]** Record Unavailable greeting (internal calls)
- [5]** Record Busy greeting (external calls)
- [6]** Record Busy greeting (internal calls)
- [7]** Record custom greetings
- [8]** Record more greetings
- [9]** Record Name greeting
- [*]** Return to Mailbox Options Menu

2 | Modifying contacts

Press **[2]** from the Mailbox Options Menu to modify your contacts.

3 Specifying Notification Options

When you press **[3]** from the Mailbox Options Menu, you will be sent to the Notification Options Menu. From here, you can create and modify notification schedules.

- [1]** Turn notification on/off
- [2]** Review notification
- [3]** Modify an existing notification entry
- [4]** Add a notification entry
- [5]** Delete a notification entry
- [*]** Return to Mailbox Options Menu

4 Accessing your distribution list options

When you press **[4]** from the Mailbox Options Menu, you are sent to the Distribution List Menu. From here, you can create and modify distribution lists.

- [1]** Review list
- [2]** Add a list
- [3]** Modify a list
- [4]** Delete an existing list
- [*]** Return to Mailbox Options Menu

5 Accessing your call transfer options

When you press [5] from the Mailbox Options Menu, you will be sent to the Call Transfer Options Menu. From here, you can customize how you would like the system to handle your calls.

[2] Turn Call Screening on/off

[3] Turn Pre-Paging on/off

[4] Turn Post-Paging on/off

[5] Turn Call Queueing on/off

[6] Turn Call Forwarding on/off

[*] Return to Mailbox Options Menu

6 Change auto forwarding

Press [6] from the Mailbox Options Menu to change auto forwarding.

7 Play active options

Press [7] from the Mailbox Options Menu to play your active options.

8 Set wakeup call

Press [8] from the Mailbox Options Menu to set your wakeup call.

9 Changing your password

When you press **[9]** from the Mailbox Options Menu, you are sent to the Password Menu. From here, you have the following options:

- [1]** Listen to an existing numeric password
- [2]** Set a new numeric password
- [3]** Clear numeric password

*** Returning to the Main Menu**

Press **[*]** from the Message Menu to return to the Main Menu.

Record Menu

When you press [1] from the Mailbox Options Menu, you will be sent to the Record Menu. From here, you can record various greetings for different scenarios:

- 1 Record Personal greeting (external calls)
- 2 Record Personal greeting (internal calls)
- 3 Record Unavailable greeting (external calls)
- 4 Record Unavailable greeting (internal calls)
- 5 Record Busy greeting (external calls)
- 6 Record Busy greeting (internal calls)
- 7 Record custom greetings
- 8 Record more greetings
- 9 Record Name greeting
- * Return to Mailbox Options Menu

1 Recording a Personal greeting (external calls)

Press [1] from the Record Menu to record a Personal greeting for external calls.

2 Recording a Personal greeting (internal calls)

Press [2] from the Record Menu to record a Personal greeting for internal calls.

3 Recording an Unavailable greeting (external calls)

Press [3] from the Record Menu to record an Unavailable greeting for external calls.

4 Recording an Unavailable greeting (internal calls)

Press [4] from the Record Menu to record an Unavailable greeting for internal calls.

5 Recording a Busy greeting (external calls)

Press [5] from the Record Menu to record a Busy greeting for external calls.

6 Recording a Busy greeting (internal calls)

Press [6] from the Record Menu to record a Busy greeting for internal calls.

7 Recording a custom greeting

Press **[7]** from the Record Menu to record a custom greeting.

8 Recording location greetings

When you press **[8]** from the Record Menu you are sent to the Location Greeting Menu, where you are presented with the following options:

- [1]** Record In Office greeting
- [2]** Record Temporary greeting
- [3]** Record At Home greeting
- [4]** Record Meeting greeting
- [5]** Record At Lunch greeting
- [6]** Record Vacation greeting
- [7]** Record Extended Absence greeting
- [8]** Record User Defined greeting
- [*]** Back to Record Menu

9 Recording a Name greeting

Press **[9]** from the Record Menu to record a Name greeting.

Returning to the Mailbox Options Menu

Press [*] from the Record Menu to return to the Mailbox Options Menu.

UCP 2.0 Telephone User Interface

MAIN MENU

- 1) Listen to unread messages
- 2) Listen to read messages
- 3) Send a message
- 4) Mailbox Options
- 5) Change location
- 6) Browse folders
- 7) Listen to Future Delivery messages
- 8) Review current availability and location
- 9) Call a contact
- 0) Return to auto attendant
- *) Disconnect
- #) Make current caller ID default extension

MESSAGE MENU

- 1) Review message
- 2) Save message
- 3) Move message to Deleted folder
- 4) Reply Options
- 5) Forward message
- 6) Time and date
- 8) Print fax
- 9) Call back sender
- 0) Transfer to operator
- *) Return to Main Menu
- #) Skip to next message without changing status

Control Keys
 7) Rewind
 8) Pause
 9) Fast forward

MAILBOX OPTIONS MENU

- 1) Record greetings
- 2) Modify contacts
- 3) Notification Options
- 4) Distribution List maintenance
- 5) Call Transfer Options
- 6) Change auto forwarding
- 7) Play active options
- 8) Set wakeup call
- 9) Change password
- *) Return to Main Menu

NOTIFICATION OPTIONS MENU

- 1) Turn notification on/off
- 2) Review notification
- 3) Modify an existing notification entry
- 4) Add a notification entry
- 5) Delete a notification entry
- *) Return to Mailbox Options Menu

RECORD MENU

- 1) Record Personal greeting (external calls)
- 2) Record Personal greeting (internal calls)
- 3) Record Unavailable greeting (external calls)
- 4) Record Unavailable greeting (internal calls)
- 5) Record Busy greeting (external calls)
- 6) Record Busy greeting (internal calls)
- 7) Record custom greetings
- 8) Record more greetings
- 9) Record Name greeting
- *) Return to Mailbox Options Menu

CALL TRANSFER OPTIONS MENU

- 2) Turn Call Screening on/off
- 3) Turn Pre-Paging on/off
- 4) Turn Post-Paging on/off
- 5) Turn Call Queuing on/off
- 6) Turn Call Forwarding on/off
- *) Return to Mailbox Options Menu

DISTRIBUTION LIST OPTIONS MENU

- 1) Review list
- 2) Add a list
- 3) Modify a list
- 4) Delete an existing list
- *) Back to Mailbox Options Menu

PASSWORD MENU

- 1) Listen to existing numeric password
- 2) Set a new numeric password
- 3) Clear numeric password
- *) Return to Mailbox Options Menu

CHANGE LOCATION MENU

- #) Change availability
- 1) Review current availability and location
- 2) Change location to In Office
- 3) Change location to Temporary
- 4) Change location to At Home
- 5) Change location to Meeting
- 6) Change location to At Lunch
- 7) Change location to Vacation
- 8) Change location to Extended Absence
- 9) Change location to User Defined location
- *) Return to Main Menu

LOCATION GREETING MENU

- 1) Record In Office greeting
- 2) Record Temporary greeting
- 3) Record At Home greeting
- 4) Record Meeting greeting
- 5) Record At Lunch greeting
- 6) Record Vacation greeting
- 7) Record Extended Absence greeting
- 8) Record User Defined greeting
- *) Return to Record Menu

SEND MESSAGE MENU

- 1) Send message
- 2) Review message
- 3) Re-record message
- 4) Append to message
- 5) Add recipients
- 6) Delete a recipient
- 7) Send recorded message in future
- *) Return to Main Menu #)

FUTURE DELIVERY OPTIONS MENU

- 1) Review message
- 2) Skip to next message
- 3) Move message to Deleted folder
- 5) Deliver message now
- 7) Keep Future Delivery date/time
- 8) Change Future Delivery date/time

REPLY OPTIONS MENU

- 1) Reply to sender
- 2) Reply to all recipients
- 3) Call back sender
- *) Return to Message Menu

MESSAGE ADDRESSING MENU

- 1) Mark message 'Urgent'
- 2) Mark message 'Confidential'
- 3) Certify message
- *) Return to Send Message Menu

BROWSE FOLDERS MENU

- 1) Listen to messages in Deleted folder
- *) Return to Main Menu