



Unified MailCall
User Guide

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Accessing your mailbox

In order to review and send messages or change your personal mailbox options, perform the following.

To access your mailbox by phone

- 1 Call Unified Messaging.
- 2 When the system greets you, enter the # key at any time.
- 3 If asked, enter your mailbox number.
- 4 When asked, enter your password.

NOTE: Some phone systems may allow you to skip some of these steps. You can enter menu options at anytime during the conversation.

Sending messages

Depending on how the phone system integration is set up, usually an unanswered or busy call is forwarded to the subscriber's mailbox. If you want to leave a message for another subscriber as an identified subscriber, enter # at any time. Perform the following procedure to leave a message directly in a subscriber's mailbox.

To send a message by phone as a subscriber

- 1 Access your mailbox. See page 3 for details.
- 2 Enter 2 to send a message.
- 3 When asked, record your message.
- 4 When asked, enter:
 - **1 to send**
 - **2 to review**
 - **3 to re-record**
- 5 When asked, enter the recipient's mailbox number or enter the first few letters of the recipient name. Spell the recipients name by using one key per letter. For example, to spell "cab" enter 222.
- 6 After addressing the message, enter 1 to send a normal message or 2 to send an urgent message.

Quick message

The operator or you, depending on how your phone system is set up, can also leave a message directly in a subscriber's mailbox by calling Unified Messaging and entering ★ and the subscriber's extension.

Directory assistance

Directory assistance can be set up to present names beginning with either first or last name. Contact your system administrator to make changes.

Checking messages

By phone

Unified Messaging completely supports the 16 standard Notes forms, and can recognize most custom forms. Depending on the form type, TTS (Text to Speech) usually plays the “From,” “Subject,” and then the “Body” fields. If your environment has custom message forms or added fields, Unified Messaging plays the recognizable fields.

To check messages by phone

- 1 Access your mailbox. See page 3 for details.
- 2 Enter one of the following.
 - **1 for new messages**
 - **2 for messages by date.** Enter a specific date in the mmddyy format or enter a specific number of previous days.

For example, enter 010101 to listen to all messages since January 1st, 2001. Enter 0 to hear all of today's messages or enter 7 to hear all messages received in the last 7 days.
 - **3 for messages by subject.** Enter two numbers per character. The first number specifies which group of three characters contains the letter and the second number specifies which of the three characters.

For example, to select the letter C, enter 23, in which 2 specifies ABC and 3 specifies C. The letter Q is number 77, Z is 99, and a space is 11. Unified Messaging searches for this string of characters anywhere in any subject field in any document in a view.
 - **4 for messages by sender.** The spelling of the sender follows the same rules as option 3, by subject. The string can appear anywhere in the “From” field, which allows for first or last name or for multiple names.

NOTE: For multilingual TTS, you can select between the different installed languages by entering 2 during a TTS playback of a message.

Enter during message playback		Enter after message playback	
Skip to the next message	#	Skip to next message	#
Rewind 5 seconds	1	Save and mark as “Read”	4
Rewind to beginning	1 1	Replay	5
Pause or continue	2	Delete	6
Go forward 5 seconds	3	Reply	7
Go to end of message	3 3	Forward	8
Speed up playback	7	Envelope (from and date received)	9
Slow down playback	7 7	Options	0
Louder	8		
Softer	8 8		

By computer

To check messages by computer

- 1 Access your Notes mailbox.
- 2 Click the “Play multimedia” button to play a selected voice message over your PC speakers. Or click the “Play by Phone” button to play the message over your phone.

NOTE: If your “Play multimedia” or “Play by phone” buttons are unavailable, ask your system administrator to activate them. These buttons can be made available from your mail inbox and memo form.

Changing personal options

Many personal configuration options can be changed either from the PC or by phone. Note that since your profile information is stored in Notes, macros can also be used to automatically change parameters based on time of day and other criteria.

Record Greetings

All of your greetings can be recorded, reviewed, and changed by phone. Since all greetings are standard WAV files, you can also record, edit, and switch greetings directly from your Person form in your Notes NAB. The system requires you to record greetings in 8 bit mono and 8khz or 11khz WAV file format.

1 Record Name. Your recorded name is played as confirmation before a message is sent and when a caller is using the spell-by-name directory.

2 Record Standard Greeting. Your greeting is played to an external caller for an unanswered or busy call or before taking a message. For example, "I'm unavailable to take your call. Please leave me a message and I'll return your call as soon as I can."

3 Record Absence Greeting. When active, this greeting plays immediately and offers the caller the "extension did not answer" options without ringing your phone. This greeting can be used for extended absences, such as vacation or travel. Or you can use this greeting when you want to avoid interruption.

Change Password

This option allows you to change your mailbox access password. Your password uses Notes one-way encryption and cannot be read by any other user.

Greeting Control

This option allows you to enable or disable your absence greeting.

Paging Control

This option allows you to enable or disable your personal pager. When enabled, the system will page you when you receive a new message and allows an external caller the option of paging you when the call is unanswered. All Notes compatible Pager Gateways (including Alpha and Numeric pagers) are supported.

Call Pursuit

Unified Messaging can intelligently attempt to find you and transfer a call to you, even when you are out of the office. You can set up your mailbox with a number of forwarding numbers, and the system will sequentially try each of these numbers. Between each attempt, the caller is informed that the system is trying another forwarding number, and offers options to stop trying and leave a voice message, try another extension, page the user, or transfer to the operator. Contact your system administrator for details.

Fax Gateway support

When using a Lotus-compatible fax server, you can call in and have any document in your mailbox faxed to any fax number. With Literature Out-fax, you can send fax documents, such as company literature, brochures, and contracts, from any configured Notes database.

Changing message sort order

Unified Messaging supports the customization of a Notes view for sorting and viewing messages in various ways. Contact your system administrator for details.

Quick Reference Chart

