



IT USER MANUAL

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Mission Statement

The HCC IT department is responsible for all networking, computer hardware and software, telecommunicating, and the college administrative system. IT will provide the highest quality technology-based services, in the most cost effective manner, to facilitate HCC's mission as it applies to the curricular functions which are designed to meet student and community success.

Location

CPB-130

Hours of Operation

Monday through Thursdays, 7:30 a.m. until 10:00 p.m.

Fridays, 7:30 a.m. until 5:30 p.m.

Staff

Director

Craig M. Fentress, 1998

- B.S., Frostburg State University

- M.B.A., Frostburg State University

Manager, Information Technology

Jacquelyn A. Simmons, 2000

- A.S., Hagerstown Community College

Database System Administrator

Christopher C. Davis, 1998

- A.A., Hagerstown Community College

SQL Administrator

Joseph C. Seiler, 2014

- A.A.S., Hagerstown Community College

- B.A., Shippensburg University

Senior Information Systems Specialists

Cynthia J. Golem, 2008

- A.A., A.A., Hagerstown Community College

- B.S., Shippensburg University

Jeanne L. SanGiovanni, 2007

Senior Network System Administrator

Wiley Scott McIntyre, 1983

- A.A., Allegany College of Maryland

Telecommunications and Maintenance Service Manager

Robert L. Mitchell, 1977

- A.A., Hagerstown Community College
- B.S., Pennsylvania State University

Network Administrator

Herbert R. Fiege, 2009

Coordinator, Technology Support

Christopher S. McAfee, 2002

- A.A.S., Hagerstown Community College

Computer Support Technician

Melissa L. Yourich, 2012

- A.A., Pennsylvania Highland Community College

Computer Support Technician, part-time

Anthony T. Campello, 2005

- A.A.S., A.A.S., Hagerstown Community College
- B.S., University of Maryland University College
- M.S., M.S., University of Maryland, University College

User Support Specialist I

Tina M. Hartman, 1978

Kathy L. Stakem, 1993

- A.A., Allegany College

Web Programmer

Ricky L. Martz Jr., 2000

- A.S., Hagerstown Community College

Requesting Help from I.T.

If you are having issues with your computer, printer, phone, or fax machine you can request help by emailing TrackIT@hagerstowncc.edu or by phoning our help desk at extension 2457.

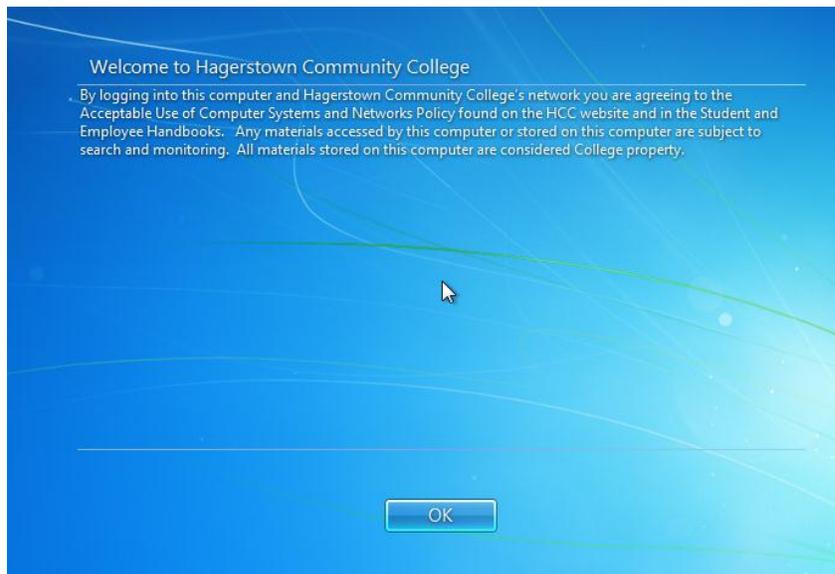
Please include the following information when submitting a request:

1. Include a succinct and meaningful subject line.
2. Name of person who is having the problem.
3. If you have worked with a technician about the problem before, please list his or her name.
4. The details of your request;
 - a. What equipment is affected? Explain in as much detail as possible. i.e. won't boot, can't print, can't open webpages, internet, software errors etc.
 - b. When did you notice the problem?
 - c. Tell us if there are error messages and if possible, document them.
 - d. Tell us what the last thing you did before you noticed the problem. i.e. installed an update, clicked on a link, inserted a disk/thumb drive, etc.
 - e. Tell us the exact location where the problem is occurring to include: building, room number, and phone extension.
 - f. If you are reporting a problem in a computer lab, please give us the specific location of the problem computer. Please list the asset tag number that is located on the back of the computer. It's a white sticker that has "HCC #####" printed on it.
5. Your work order will be given a priority based on the following:
 - a. Priority 1 – computer/phone/network completely down and issue will be addressed within 4 hours.
 - b. Priority 2 – computer/phone/network down but an alternate device is available so the issue will be addressed within 24 hours.
 - c. Priority 3 – request is non-urgent and will be completed within one week.
 - d. Priority 4 – request is not urgent and will be handled within a six-week time frame.

How to log in to a Campus Computer

1. Make sure system is powered on.
2. Read the security text (See Figure 1) and agree to abide by the “Acceptable Use of Computer Systems and Networks Policy” by clicking the “OK” button

Figure 1



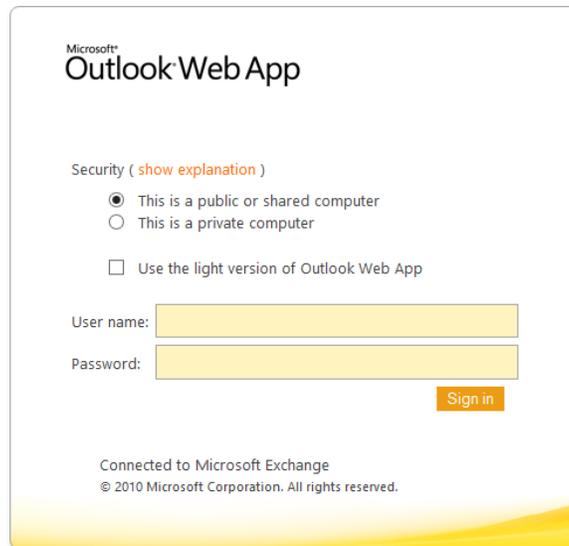
3. In the “User name” field (See Figure 2), type your HCC username, typically in the format of first initial, middle initial, full last name, i.e. John Q Public’s username would be jqpublic.
 - a. Other acceptable formats of the username are: *hcc\jqpublic*, and *jqpublic@hcc.int*, these simply specify the domain name already listed by default in the “Log on to: HCC” statement on the login screen.
4. In the “Password” field (See Figure 2), type your HCC password, if you are a new hire your password will have been supplied by documentation from the IT department. Type the password exactly as stated, capitalization, numbers, and special characters all count.
5. After entering this information click the right arrow button (See Figure 2), or press the “Enter” button on your keyboard to initiate login.
 - a. If this is your first time logging in to a Campus Computer it may take longer than normal because your profile is being built.

Figure 2

How to login to Outlook Web

1. Open a browser such as: Mozilla Firefox, Google Chrome, or Internet Explorer.
 - a. If you have Internet Explorer 11, or Windows 8.1 or higher it is **recommended** to use either Firefox or Chrome. See the Issues section below for an explanation.
2. Navigate to <http://hcc-exch01.hagerstowncc.edu/owa> or see the “Alternative Methods” section.
3. In the “User name” field (See Figure 1), type your HCC username, typically in the format of first initial, middle initial, full last name, i.e. John Q Public’s username would be jqpublic.
4. In the “Password” field (See Figure 1), type your HCC password, if you are a new hire your password will have been supplied by documentation from the IT department. Type the password exactly as stated, capitalization, numbers, and special characters all count.
5. After entering this information click the “Sign in” button (See Figure 1), or press the “Enter” button on your keyboard to initiate login.

Figure 3



Alternative Methods

1. Navigate to <http://www.hagerstowncc.edu/>
2. Click the “Faculty & Staff” link.
3. Under “Popular Links” click “Outlook Web Access.”
4. Click “Outlook Web Access.”
5. See instructions in “How to log in to Outlook Web” section.

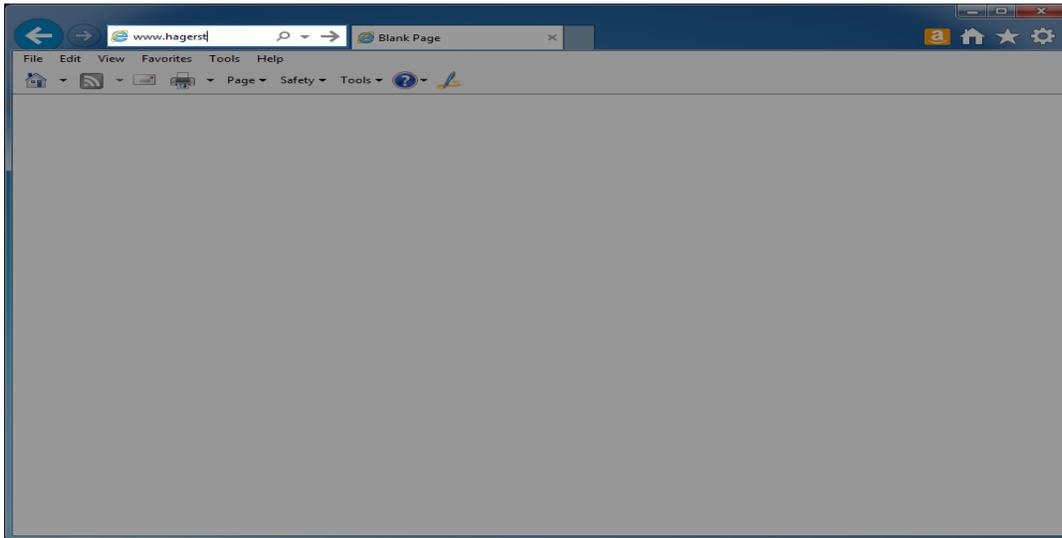
Issues

Internet Explorer 11 does not support the version (Exchange 2010) of Outlook Web Access currently used by HCC, unless you add it to the Compatibility View list.

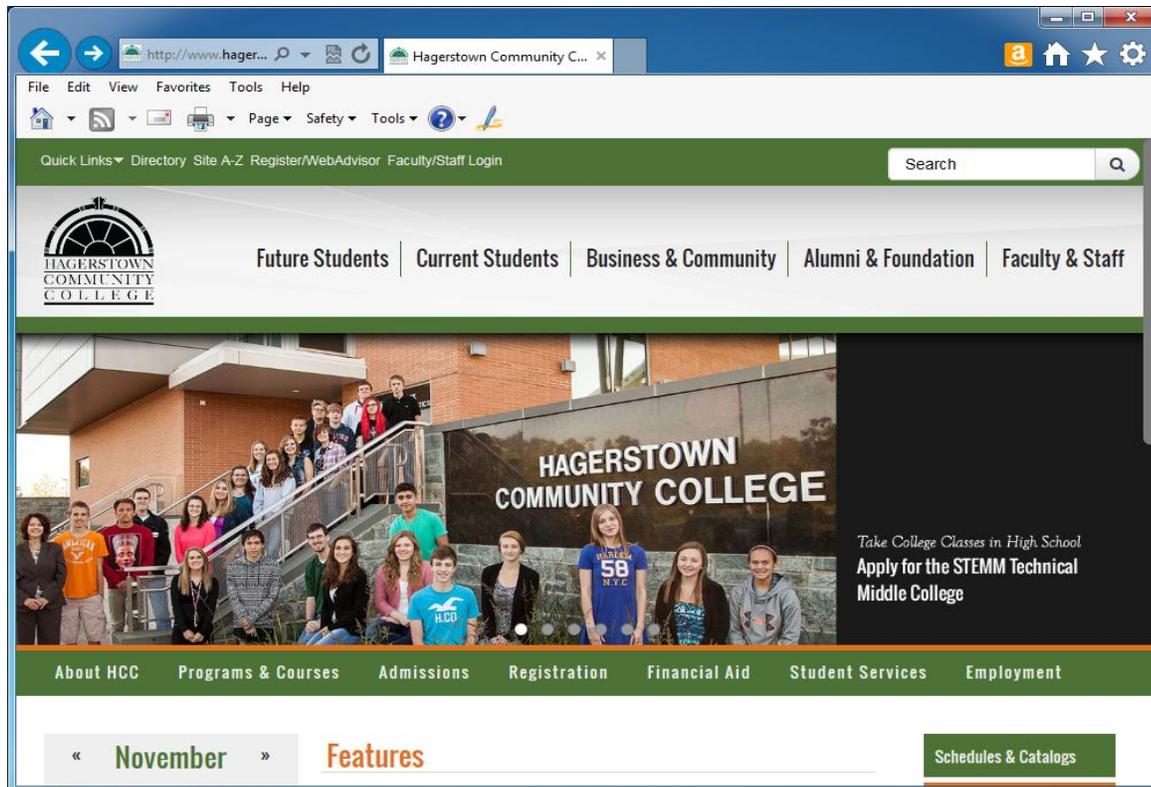
1. Click the gear icon in the upper right corner of Internet Explorer 11.
2. Click “Compatibility View settings” in the list.
3. In the “Add this website:” textbox type: hagerstowncc.edu and click the “Add” button, finally click “Close.”
 - a. *Outlook Web Access should now display properly in Internet Explorer 11. **However**, the HCC main website will now not display correctly.*

How to Login to the HCC Website

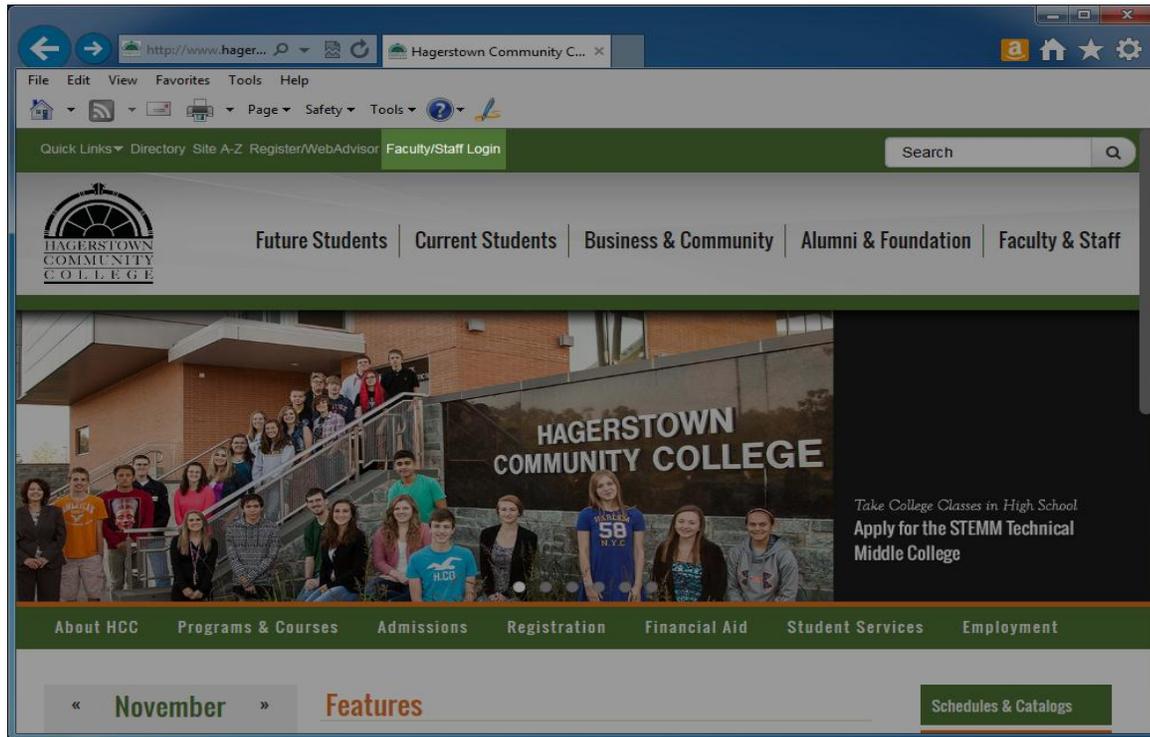
Open a web browser like Internet Explorer or Firefox. There will be a place near the top left of the window outside the page area that will allow entering a url address for the website you'd like the browser to retrieve. Click into the black area and type www.hagerstownncc.edu into that area.



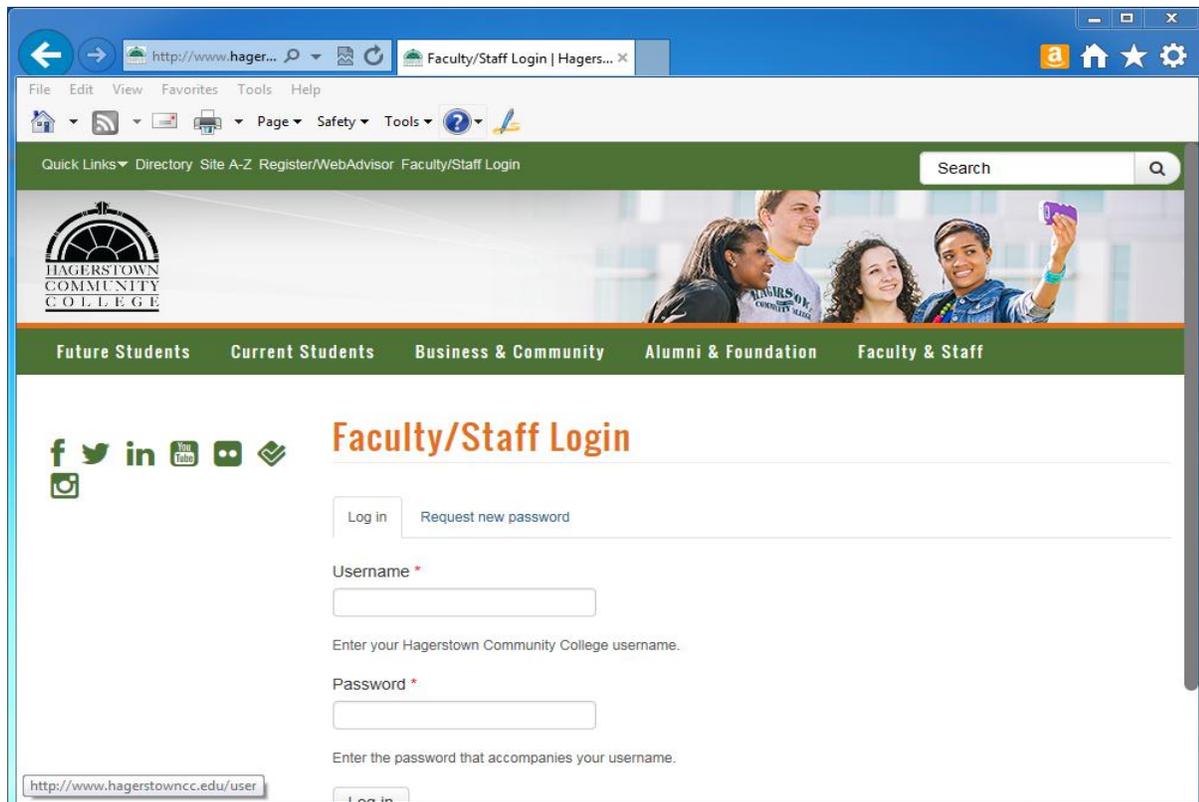
The website will load showing you the HCC website.



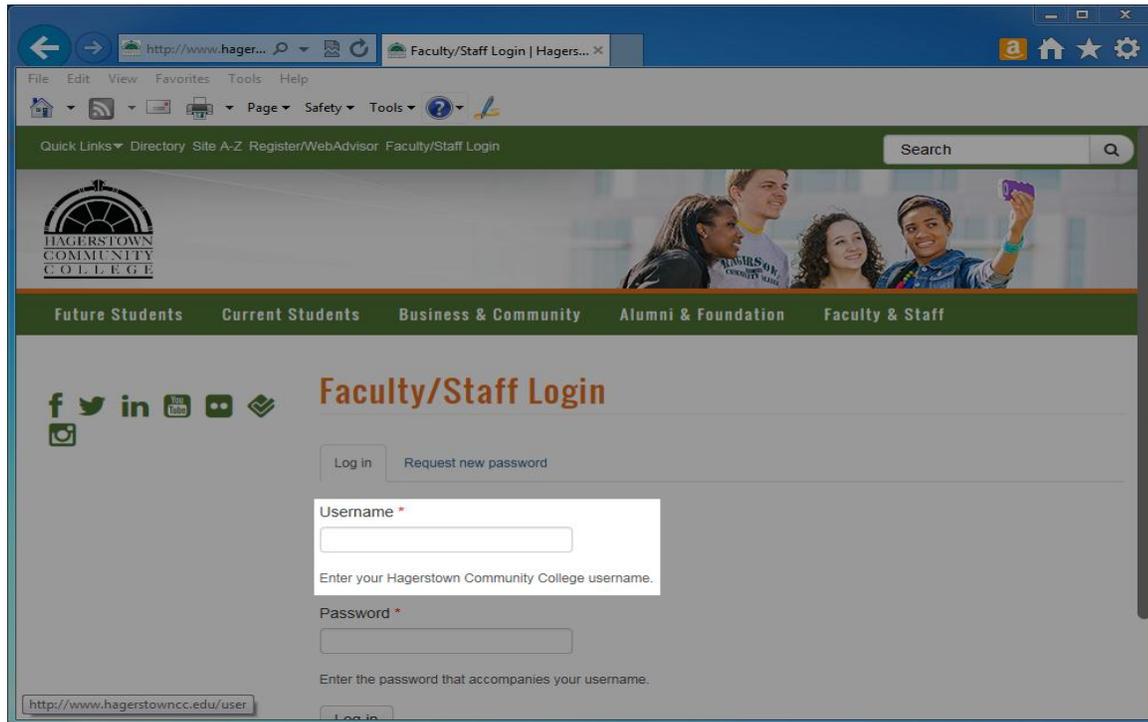
A menu is across the top of the page reading Quick Links, Directory, Site A-Z, Register/WebAdvisor, and Faculty/Staff Login. Click the Faculty/Staff Login link.



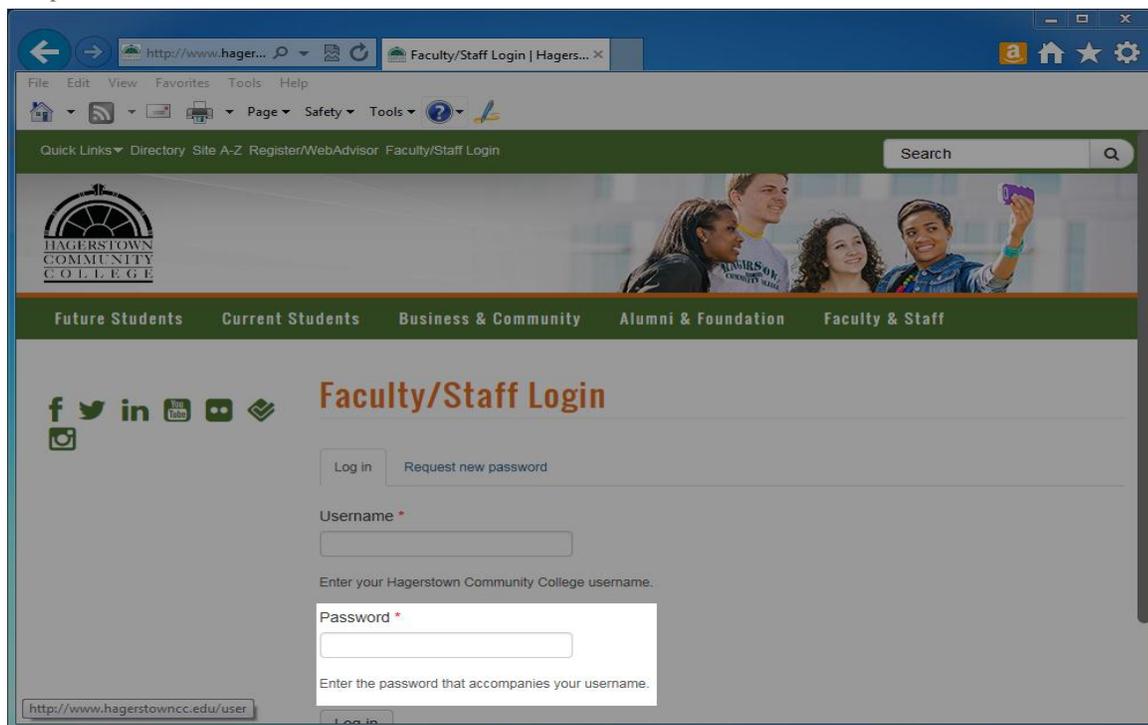
You will now be on the login page.



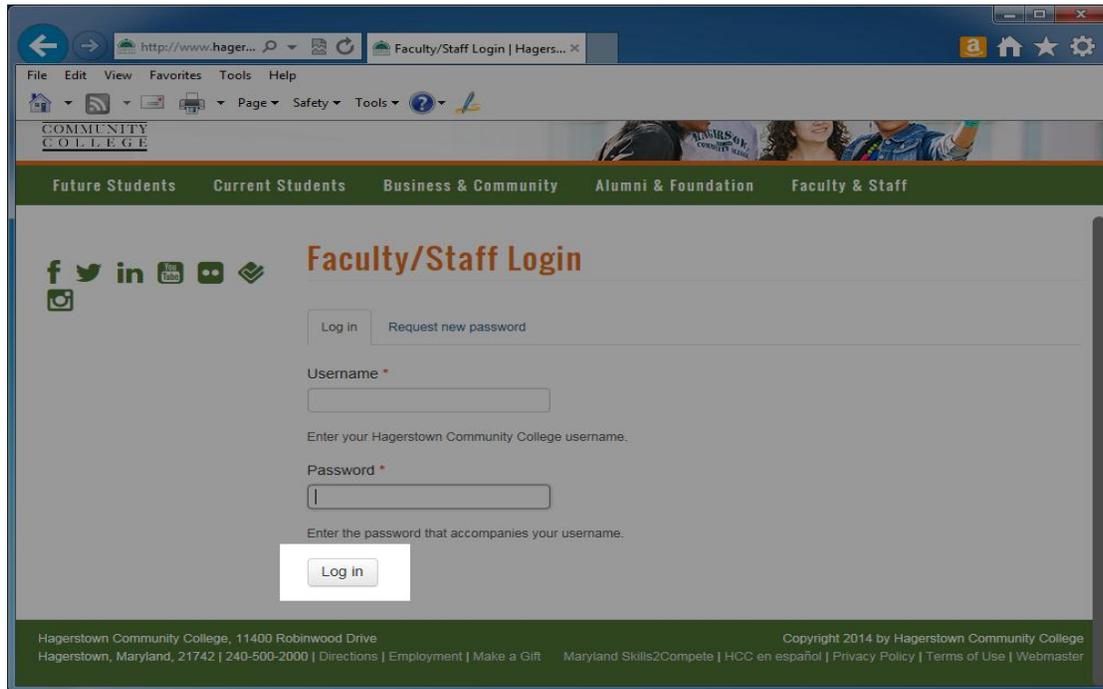
In the field below username use your first part of your email address or what you use to sign into on campus computers. If your email address is **jldoe@hagerstowncc.edu**, then you enter **jldoe** in the username field.



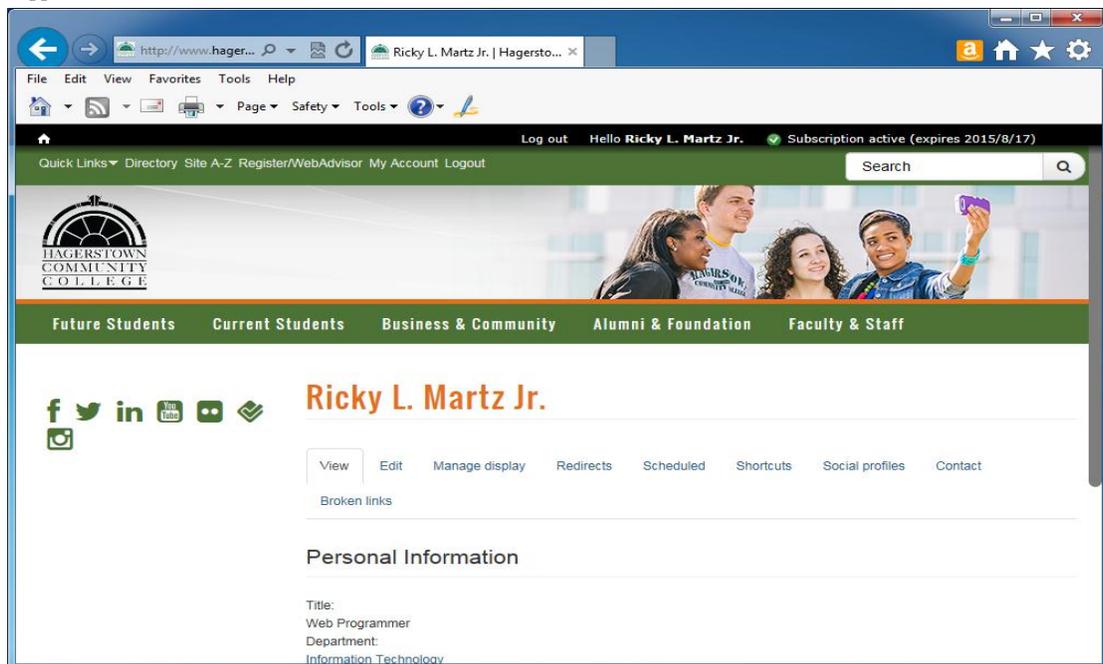
In the password field, enter the password you use when you check your HCC email or sign into a computer on campus.



After entering your password, click the login button. You may have to scroll down to see it in your browser.



Upon logging in, your profile page will load showing your information. You will now be browsing the web site while logged in.



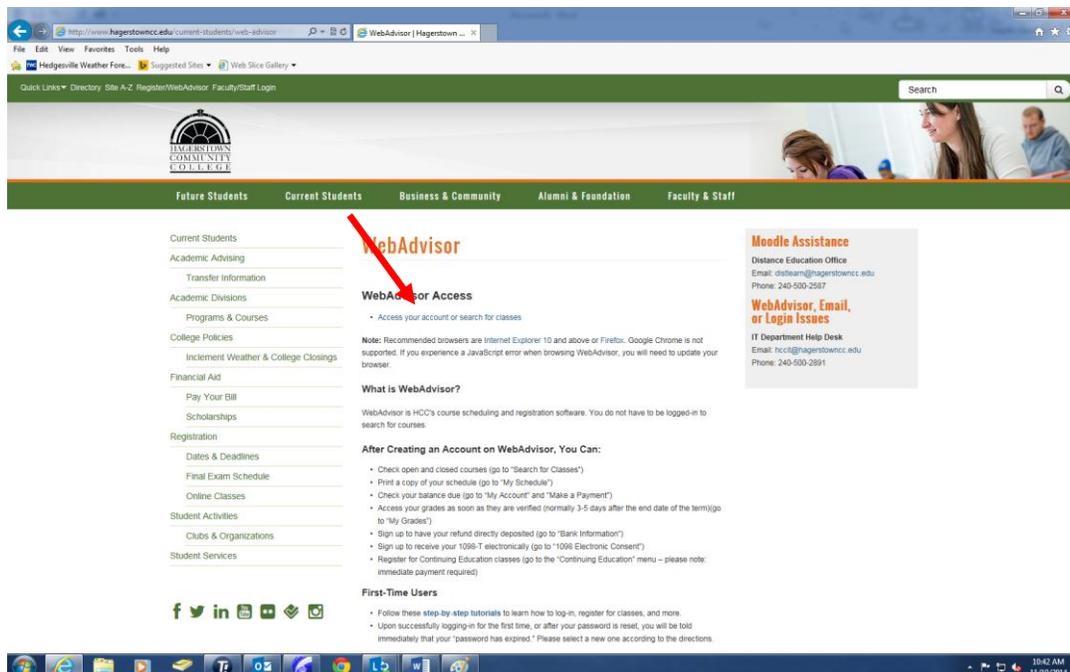
When you are done browsing the site, you should log off to avoid allowing a person access to restricted areas. The logoff button is located in the black bar across the top of the page to the left of the hello message.

Login Procedures for Web Advisor

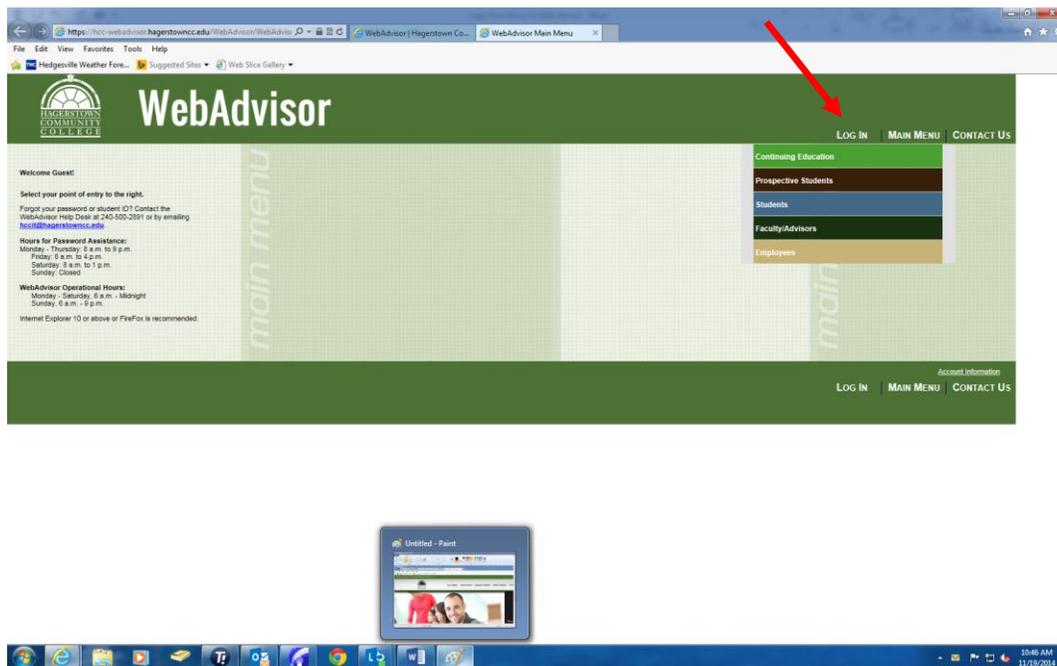
From the college's main web site at the top left-hand corner, click on the link Register/WebAdvisor:



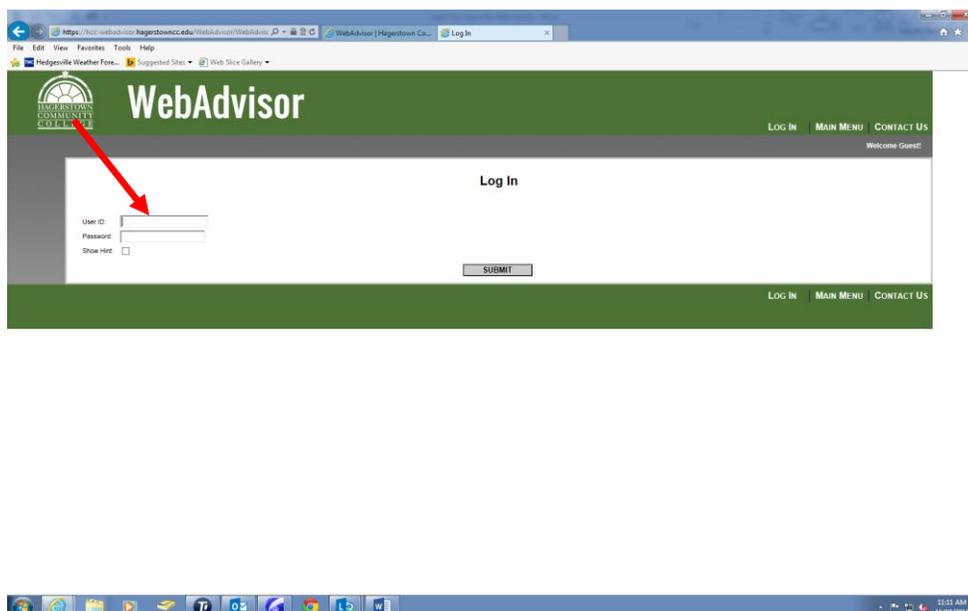
Next you will click on the link Access your account or search for classes:



On the main WebAdvisor page on the right-hand side near the top, click on the words Log In:



Enter your user name that you received in a letter from the IT department. This would be the same user name you use to login to the HCC network. Make sure you use all LOWER case letters. If this is your first time logging into WebAdvisor, your initial password would be your seven-digit ID number. If you have ever logged into WebAdvisor before, your password would be something you created that contained both letters and numbers, between 6 and 9 characters, but NO capital letters or special characters.



If this is your first time accessing WebAdvisor, you will be required to create a new password.

On the next page is a screen shot for the page where you will set up your new password. Your user name will remain the same. Enter your seven-digit ID number for the old password. Your new password must be between 6 and 9 characters, contain both letters and numbers, NO capital letters or special characters, and if you choose to enter a hint – the hint cannot contain any part of the password (not even the numbers).

If you have had your password reset, the new password you create must be unique. Meaning, it should contain mostly new letters and all new numbers from any password you think you may have used before.

If you receive a message that you are not permitted to change your password, you must exit WebAdvisor altogether and start over. If you have problems with the system accepting a new password, here is one hint – if you normally start your passwords with letters, try starting with numbers for the new password.

The screenshot shows a web browser window with the URL <https://hcc-webadvisor.hagerstowncc.edu/WebAdvisor/WebAdvisor>. The page is titled "Change Password" and contains the following text and form elements:

Change Password

Your password has expired. Please choose a new password.
Your new password must be 6 to 9 characters in length and include both letters and numbers.

* = Required

User ID *

Old Password *

New Password *

Confirm Password *

My password hint:

Navigation links: CHANGE PASSWORD | MAIN MENU | CONTACT US



After successfully logging into WebAdvisor, you will return to the main Welcome screen:

How to change your network password

Log into the computer with the assigned login and password that you received from the Network Administrator at the time of hire.

After the computer boots up and you can see the desktop, hold down the “Ctrl and Alt” keys at the same time. While still holding down the Ctrl and Alt keys, press the “Delete” key. This will bring up a blue Windows screen with 5 options to choose from. The 4th option down is “Change a password”. Choose this option. The first line on the screen you will see will be: HCC\login id name (your login id will already be filled in this field). The second line you will key in your old password and the third line will be where you key in your new password. The fourth and last line is where you will key in your new password to confirm it and then click on the “arrow” to the right of the confirmation line.

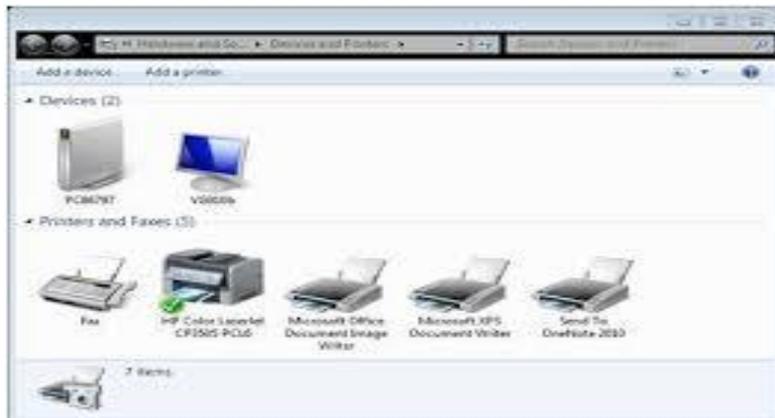
This will change your login password.

How to Install a Network Printer

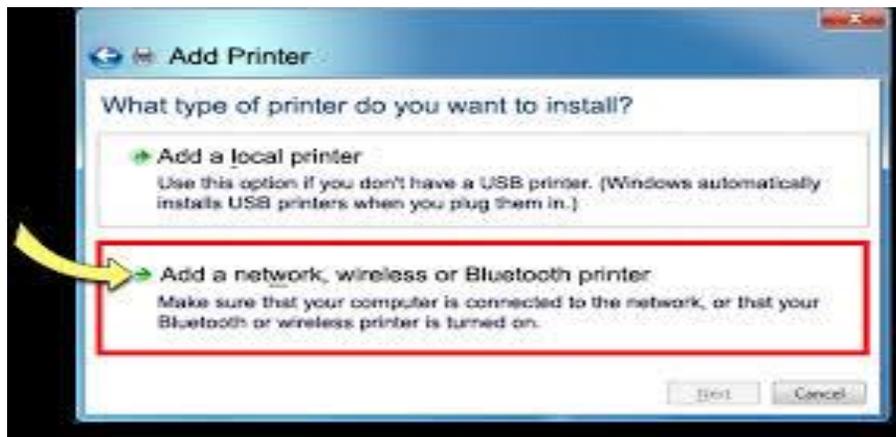
1. Click on the Windows Start button and navigate to **Devices and Printers** and click on it.



2. A window will open up with two choices: **Add a Device** or **Add a Printer**. Choose **Add a Printer**.



3. Another window will open up with two choices. Navigate to the bottom option: Add a Network, Wireless, Bluetooth printer. Click on this option.

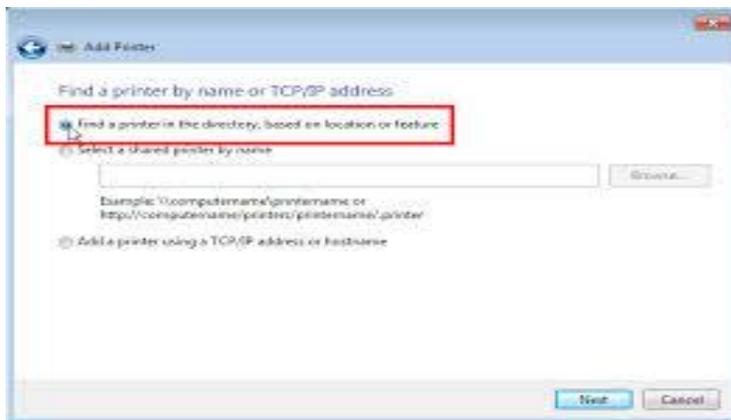


4. The next window that opens is Searching for available printers.

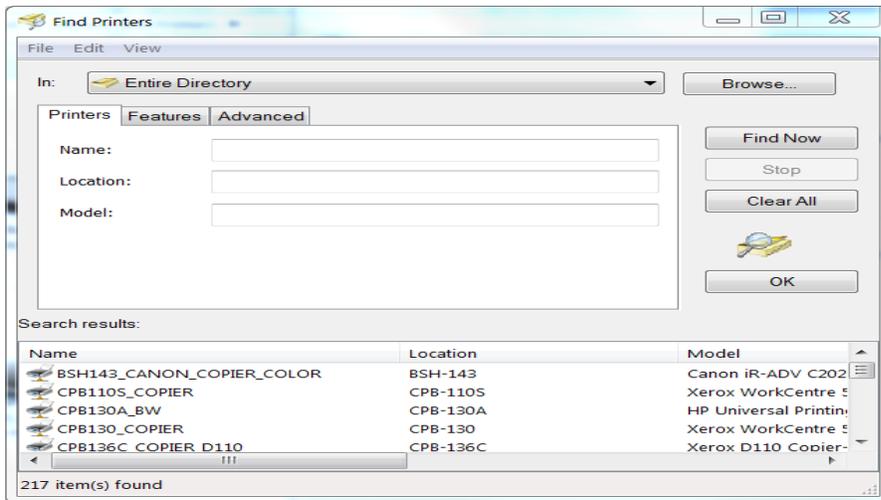


Choose: The printer I want isn't listed

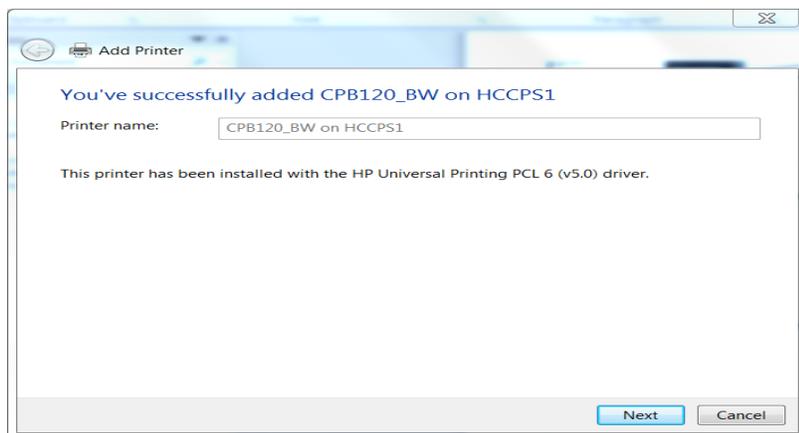
5. The next window that opens will be: Find a Printer by Name or TCP/IP Address. Click on Find a printer in the directory, based on location or feature.



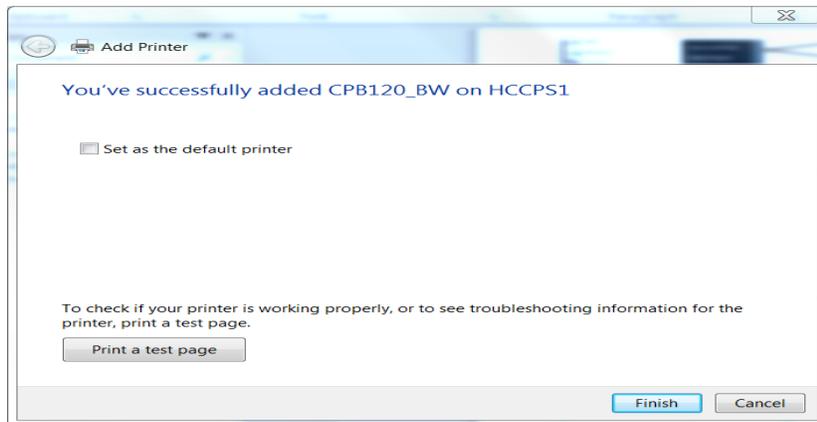
6. Find Printers window opens and next to Location type in building for example: LRC, LSC, ASA, CPB, SLC, ATC, ARCC, STEM. Then click on Find Now.



- At the bottom, under Search Results will be the network printers listed for the building you requested by room number. Choose the appropriate printer you want to install by double clicking on it. Wait until it installs. When the printer is installed the next screen will be: You've successfully added Name of printer – See Example



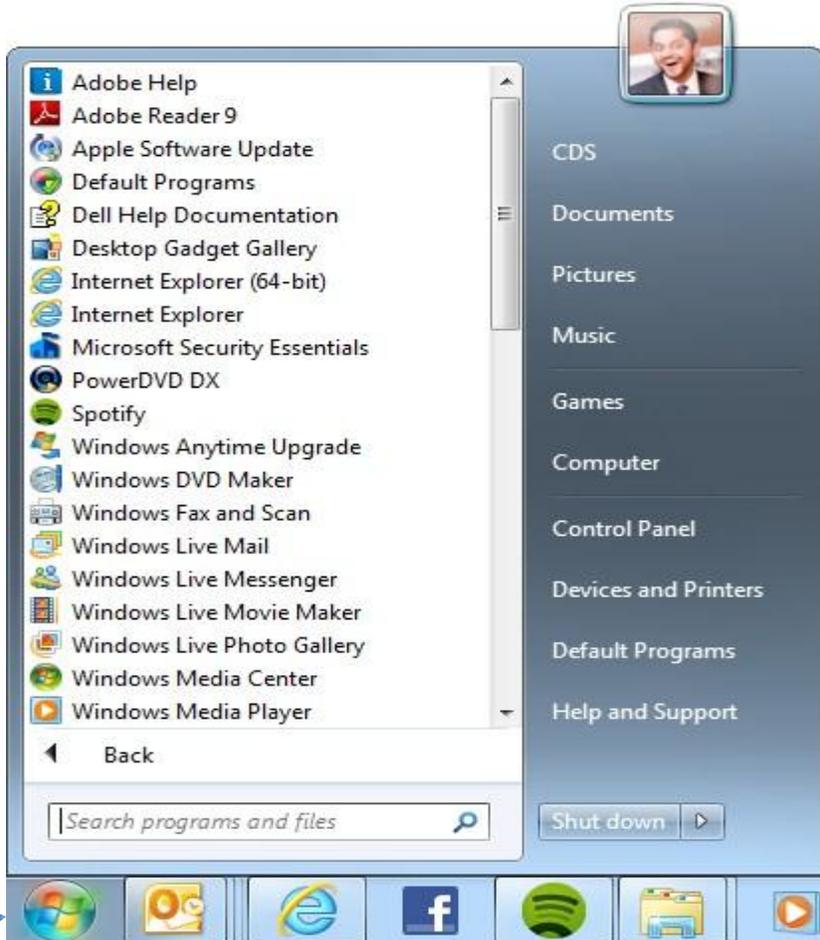
8. Click on **Next** and the last window that will open is where you can set this printer to your **Default printer** and send a test page to the printer if you choose to.



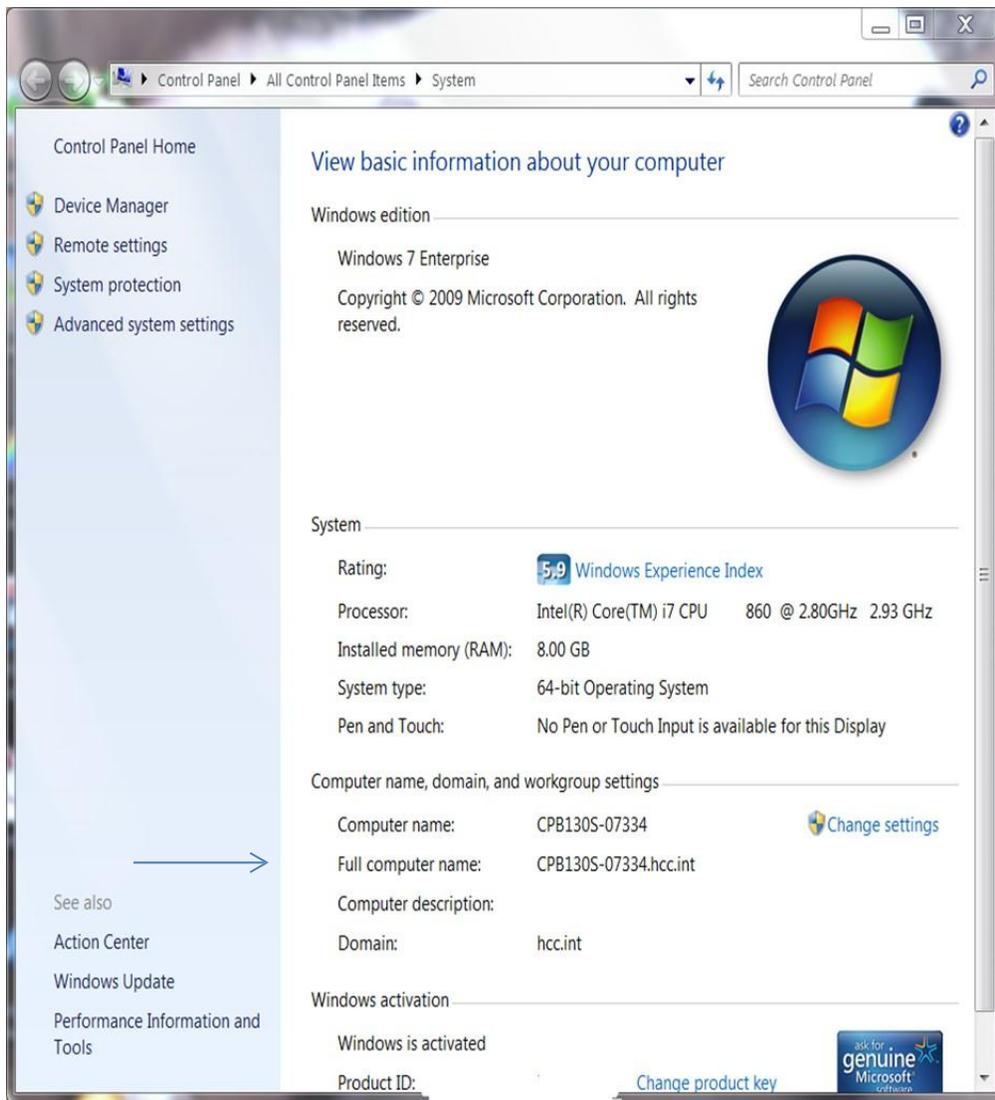
9. Then click **Finish** and your printer is installed.

Locating the computer name

Open System by clicking the Start button,



right-clicking Computer, and then clicking Properties.



Under Computer name, domain, and workgroup settings, you can find your computer name, and its full computer name if your computer is on a domain.

How to Install the Cisco AnyConnect VPN Client

1. Navigate to **Control Panel > Programs and Features** and make sure you have a recent version of Java installed on your system. If you do not, go to <http://java.com/en/download/index.jsp>. Here you can download and install the latest version of Java on your system.
2. After you've made sure you have Java installed, open Internet Explorer and navigate to <https://hcc-vpn.hagerstowncc.edu/>. This will take you to the VPN client installation site.
3. Enter the user name and password you were previously given by Information Technology and click **Login**.



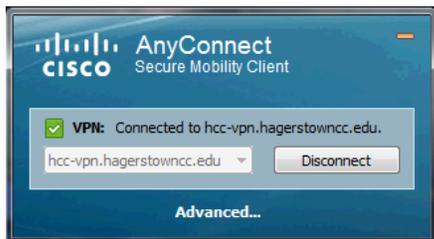
4. Click **AnyConnect** in the left-hand navigation pane.



5. Click **Start AnyConnect** in the right-hand navigation pane. The VPN will start downloading the client software and install it. Once the VPN client has been installed, you can close your browser. You are now connected to HCC through the VPN client.
6. Take note of the AnyConnect icon in your system tray. There is a lock on the icon and you are connected to the VPN. Please remember that while you're connected to HCC through the VPN client, you will only be able to access HCC resources. You will not be able to use your internet connection until you disconnect from the VPN.



7. Click the tray icon as shown above. You will see a pop-up window appear. Click the **Disconnect** button and you will be disconnected from the VPN.



8. If you have successfully disconnected, your tray icon should look like the one below. You will now be able to access the internet.



How to Connect to the VPN and Use Remote Desktop

1. Click the Cisco AnyConnect icon in your system tray.



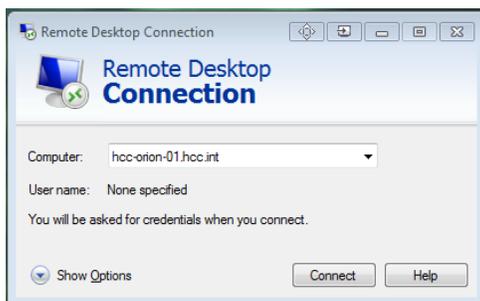
2. Log into the VPN client by clicking **Connect**.



3. After you've logged in the first time, you should only need your password. The VPN client will remember your name. Enter the password supplied to you by Information Technology and click **OK**.



4. After the VPN client connects, you will see a banner stating that you are now connected. You can now connect to your remote desktop. Click the **Start** icon, click **All Programs > Accessories > Remote Desktop Connection**. Enter your work computer name that you located from the instructions entitled *How to Locate the Computer Name* and click **Connect**.



- When you are asked for your user name and password, use your normal network credentials. It may be necessary to click **Use another account** to put in your user name and password. Type in your user name (if required) and password, then click **OK**.



- Once you are connected, you may continue as though you were on campus.
- When you are finished and wish to disconnect from your remote desktop, slide your mouse cursor to the top of the screen. When the status bar appears, click the **X** on the right side and disconnect.



- When you are ready to disconnect from the VPN, click the tray icon as shown below.



- Click **Disconnect** to disconnect the VPN client.



- When the VPN client is disconnected, your system tray icon will look like the one shown below.

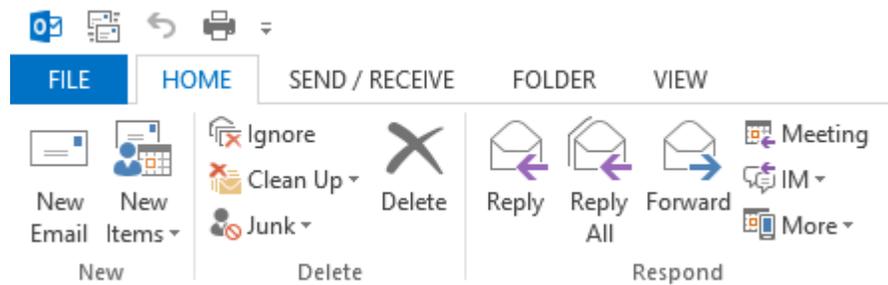


- You are finished using the VPN client and remote desktop.

How to add a Shared Mailbox to Outlook 2013

1. Log on as the user that needs to add the shared mailbox to Outlook 2013.
2. Open Outlook 2013.
3. Click the “File” button (See Figure 1) in the upper left-hand corner.

Figure 4



4. Click the “Account Settings” drop-down button (See Figure 2) and then click the “Account Settings” button (See Figure 3) from the list.

Figure 5

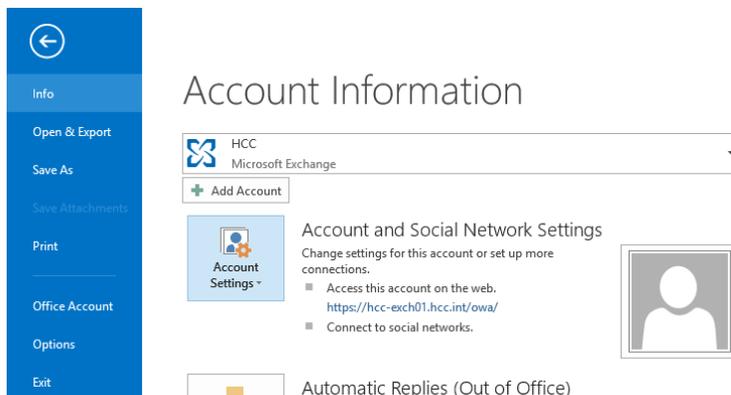
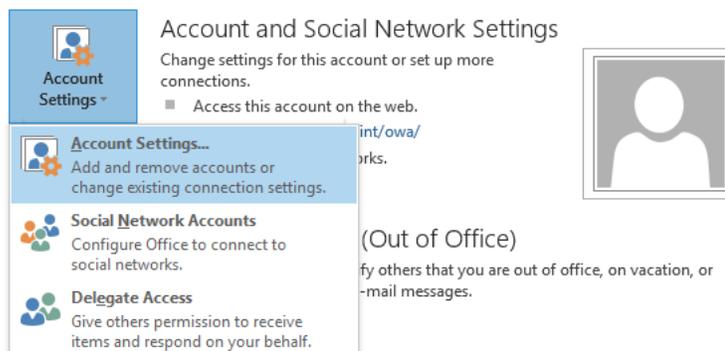
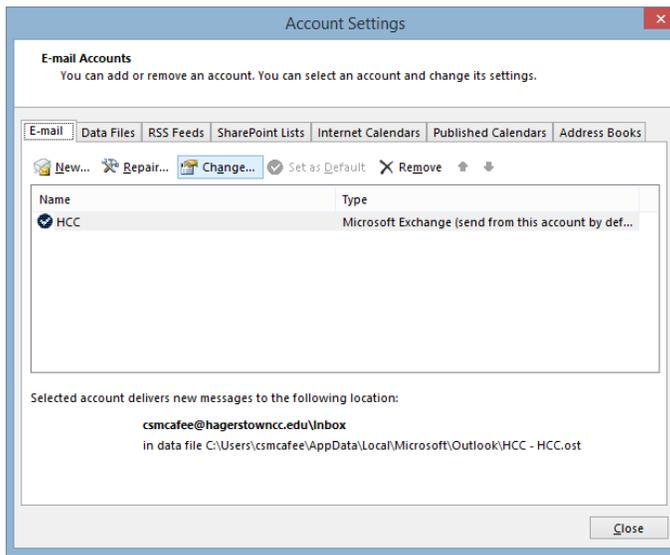


Figure 6



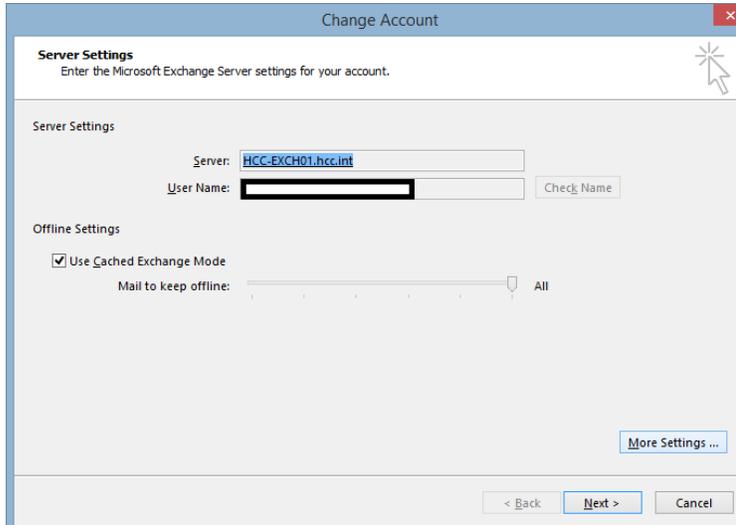
5. Click the “Change” button (See Figure 4) on the “Account Settings” window.

Figure 7



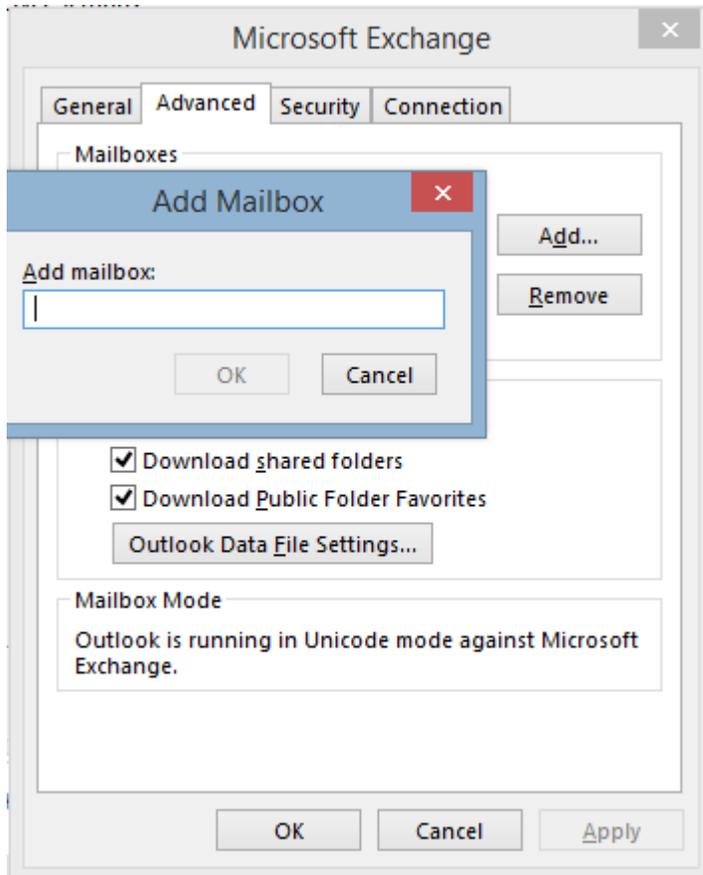
6. Click the “More Settings” button (See Figure 5) on the “Change Account” window.

Figure 8



7. Click the “Advanced” tab on the “Microsoft Exchange” window. Click “Add” under the Mailbox section. Type the name of the shared Mailbox in the “Add Mailbox” textbox (See Figure 6).

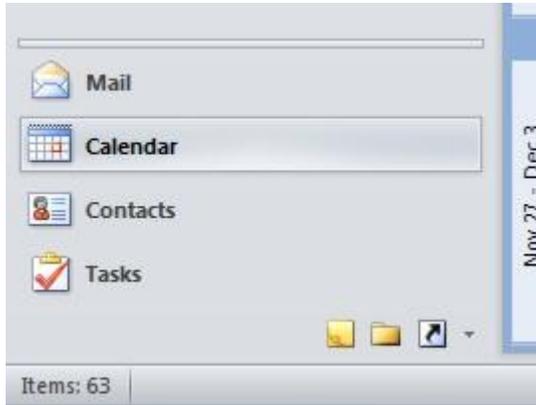
Figure 9



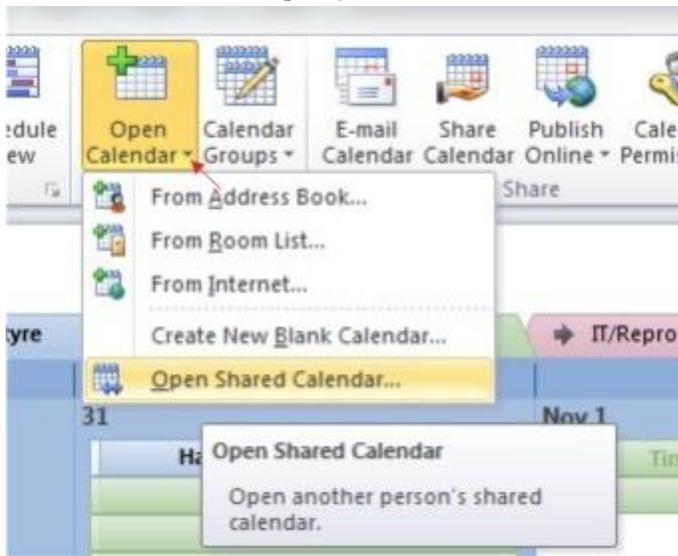
8. Click the “Ok” button on the “Add Mailbox” window.
9. Click the “Ok” button on the Microsoft Exchange” window.
10. Click the “Next” button on the “Account Settings” window.
11. Click the “Finish” button.
12. The shared mailbox should now be displayed in Outlook 2013 below your main email account.

How to Open a Shared Calendar

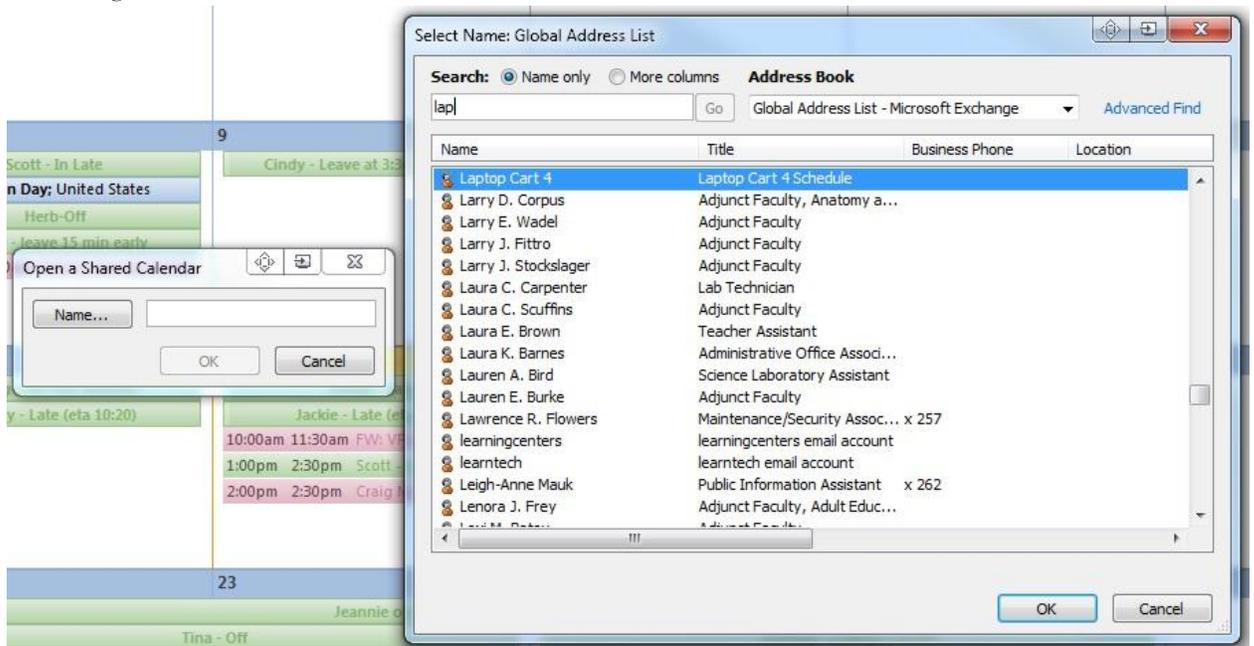
- 1) Open Outlook and click the **Calendar** bar in the left navigation pane.



- 2) On the tool bar at the top of your Outlook screen click the down arrow on the **Open Calendar** button.



- 3) Click **Name...** on the Open a Shared Calendar window and select the desired calendar from the Outlook global address book.



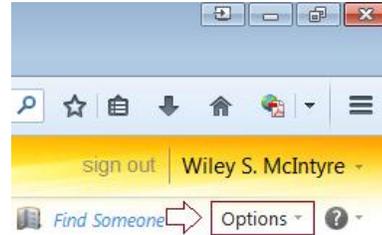
- 4) Click **OK** and the new shared calendar will appear in your shared calendar list.



The new shared calendar is now available for use. The functions available depend on the privileges set by the Exchange administrator.

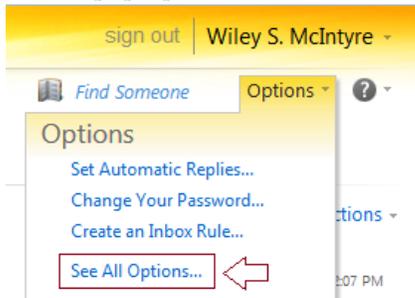
How to Change Your Password in Exchange Webmail

- 1) Log into your Outlook account through the Exchange Webmail interface. Once you're logged in, click



on “**Options**” in the upper-right hand corner of the window.

- 2) On the pop-up menu, click “**See All Options...**”



- 3) Look on the right side of the window under the section entitled “*Shortcuts to other things you can do*” and

A screenshot of the 'Change Password' form. The form has a title 'Change Password' and instructions: 'Enter your current password, type a new password, and then type it again to confirm it. After saving, you might need to re-enter your user name and password and sign in again.' Below the instructions, there are three input fields: 'Domain\user name: HCC\wsmcintyre', 'Current password:', 'New password:', and 'Confirm new password:'. Each input field has a red arrow pointing to it.

click “**Change your password**”.

- 4) In the boxes provided enter your current password, type your new password and then type it again. When you're finished, click “**Save**”.



- 5) You have just changed your password.

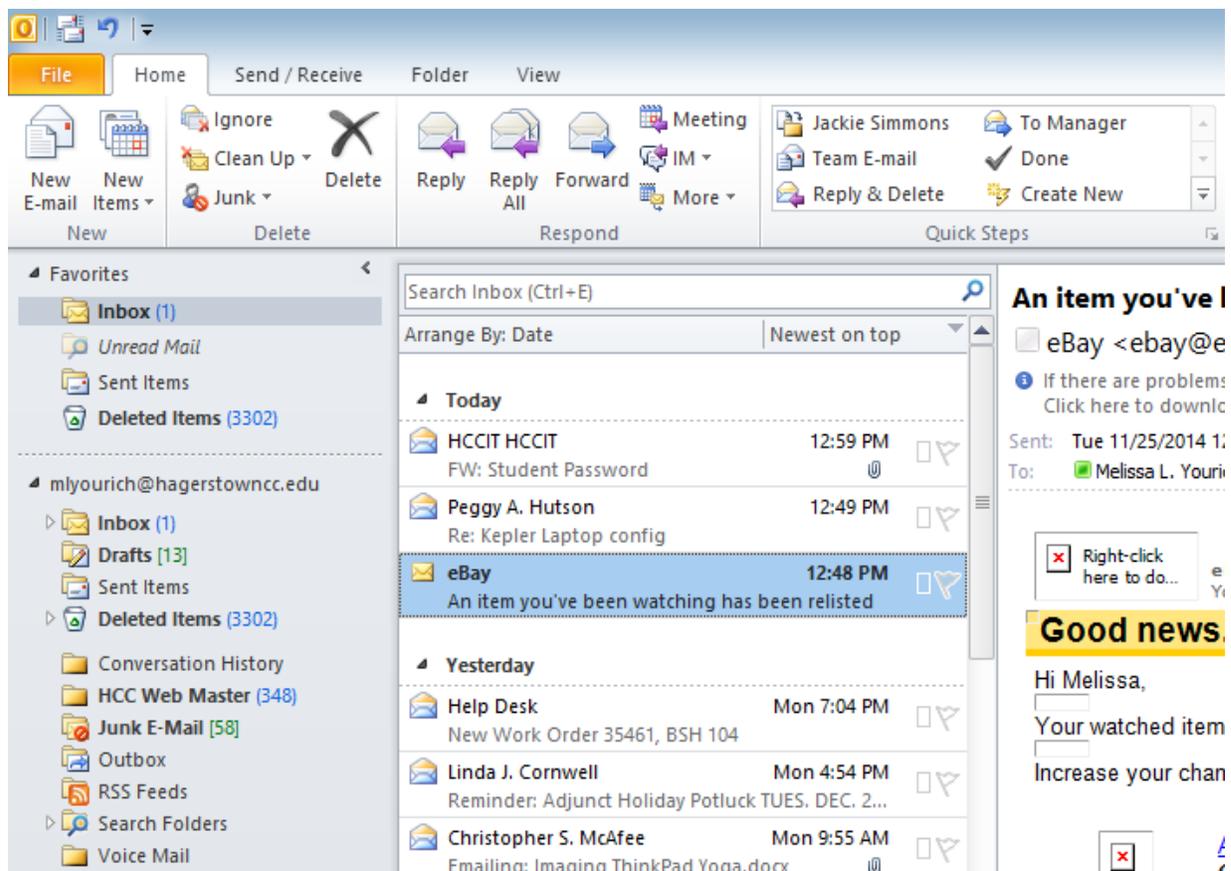
Junk Email Filter List

While the Junk Email Filter checks your incoming messages automatically, the Junk Email Filter Lists give you more control over what is considered spam. You can add names, email addresses and domains to these lists so the Filter allows for messages from sources that you trust, or blocks messages that arrive from specific email addresses and domains that you don't know or trust.

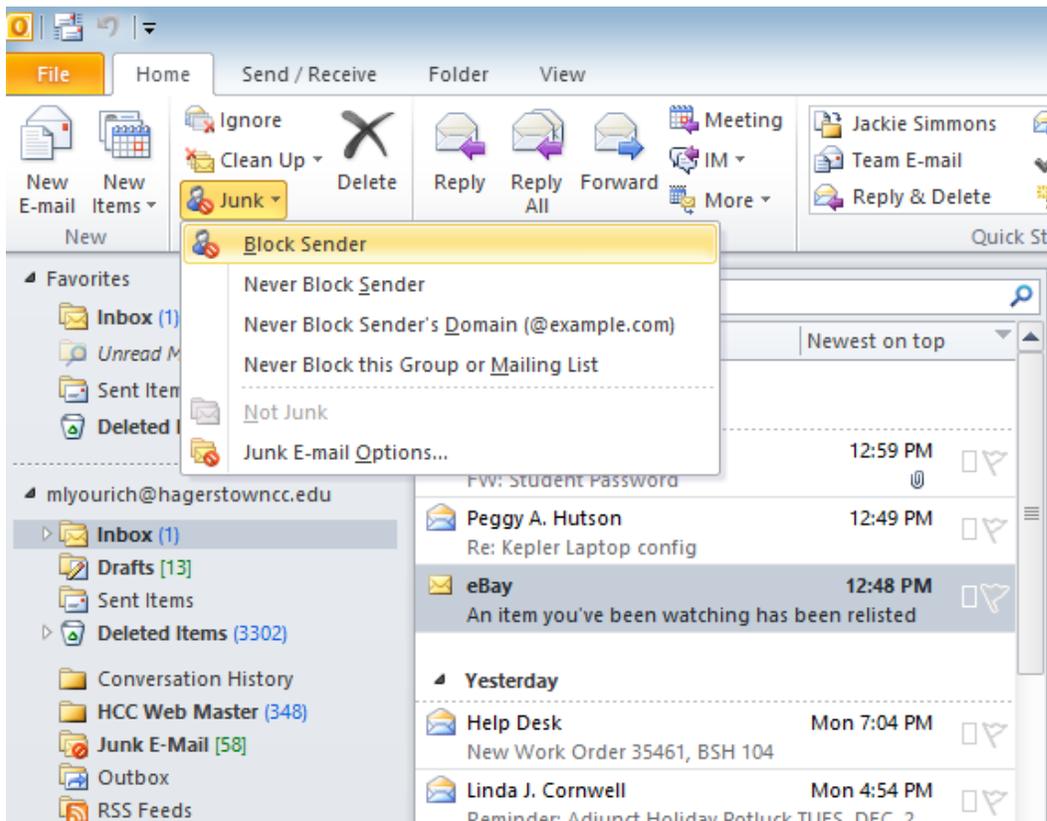
Blocked Senders List - You can easily block messages from particular senders by adding their email addresses or domain names to the Blocked Senders List. When you add a name or email address to this list, Outlook moves any incoming message from that source to the **Junk E-mail** folder. Messages from people or domain names that appear in this list are always classified as junk, regardless of the content of the message.

To block a sender:

1. Select the email message from the sender that you want to block by single clicking the message to highlight it. (eBay example below)



2. In the Delete group on the Ribbon bar click on the "Junk" drop down arrow and then click on "Block Sender".



3. A message box will display, click OK if you are sure you want to send all messages from this sender to the Junk Mail folder.

... pictures. To help protect your privacy, Outlook prevented automatic download of some pictures.

2:46 PM

ch

Bay sent this message to Melissa Yourich (mlyourichsales).

Your registered name is included to show this message originated from eBay. [Learn more.](#)

You've got another chance to win item Apple iPhone 5

... has been relisted. Don't let it slip away this time.

... ces of winning! [Get](#) ... right from your ph

[Apple iPhone 5s - 16](#)

Current price:

End time:

[Go to My eBay](#) | [View](#)



preferences

... give this email? [Unsu](#)

If you would like to know more about setting up email rules click on the "Help" button at the top right of the Outlook window or press "F1" on your keyboard. Then type in the search field "Filter Email".

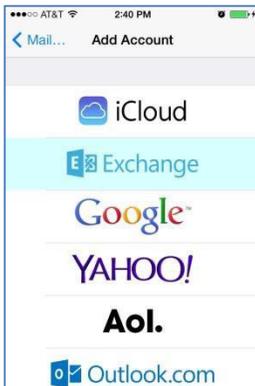
How to Setup Exchange on your iPhone

These instructions will help you setup an HCC email account on your iPhone and sync it with the Exchange server.

- 1) Tap the **Settings** icon on your iPhone.
- 2) Scroll down the screen and tap **Mail, Contacts, Calendars**



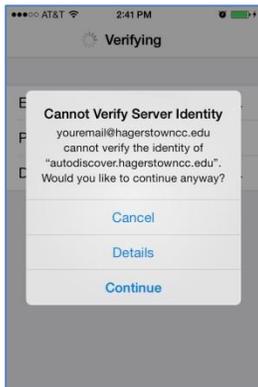
- 3) If this is your first email account, tap **Exchange** on your screen. Otherwise, scroll down the screen and tap **Add Account** and then tap **Exchange**.



- 4) Now let's get started. Type in your full HCC email address, your network password and an optional description in the appropriate fields as shown below.



- 5) You may get an error message the first time your iPhone tries to connect to the Exchange server.



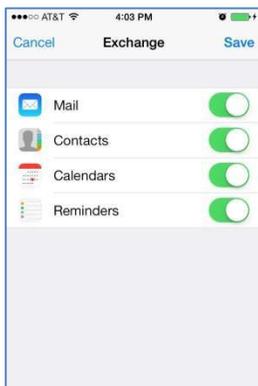
Tap **Details** to review your information and make sure it's correct.

- 6) Now we complete the setup. Type in *hcc-exch01.hagerstowncc.edu* for the **Server**, type in *hcc.int* for the **Domain** and type in your Exchange ID (*the first part of your email address*) for the **Username**. If you get a warning message, tap **OK**.



Tap **Save** or **Next** – if you get an error it's probably because there is a typing error.

- 7) You can now select which portions of your Exchange account you want to sync with your iPhone.



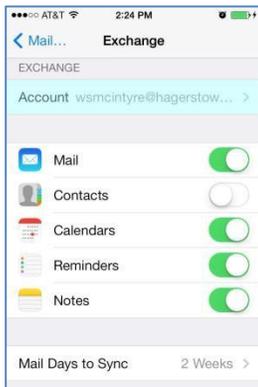
When you've made your selections, tape **Save**.

- 8) Now we have to make final adjustments to your account settings. Select your Exchange account on the **Mail, Contacts, Calendars** screen.

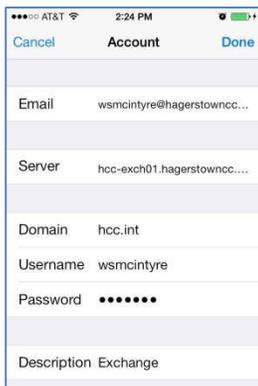


Tap **Exchange**.

- 9) Tap your account information to go to the settings screen.

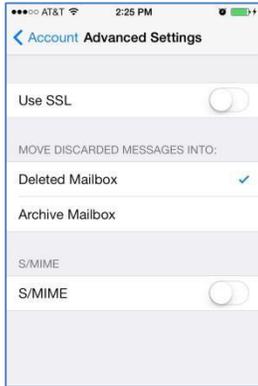


- 10) Scroll down to the bottom of the settings screen.



Tap **Advanced Settings**.

11) Tap **Use SSL** to turn it off.



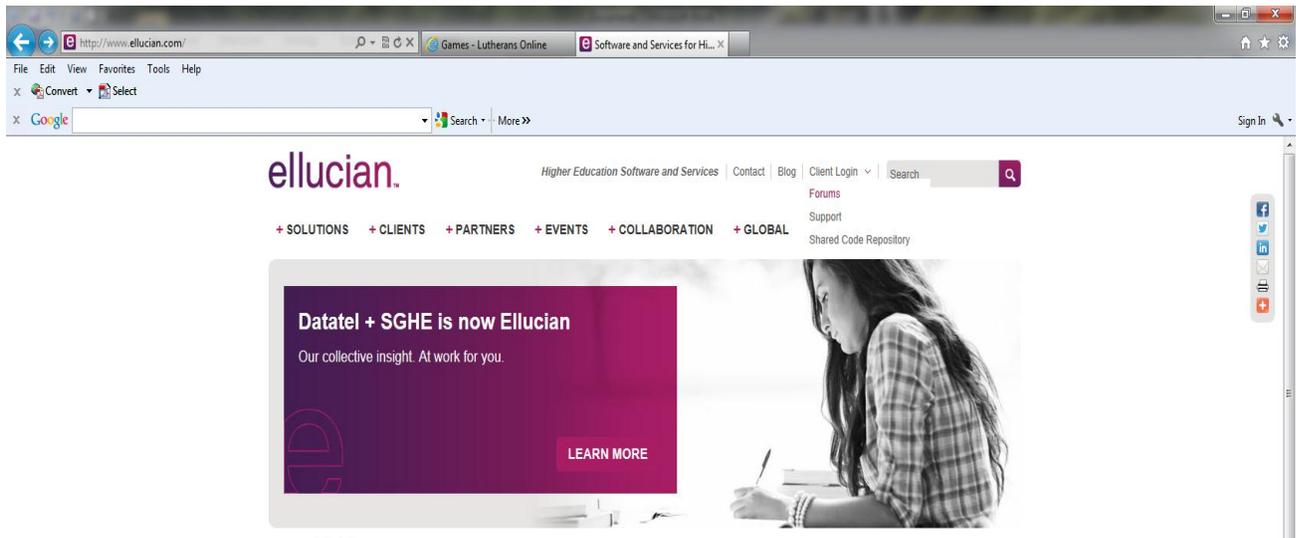
Tap **< Account** to go back one screen.

12) Tap **Done** to save your changes.

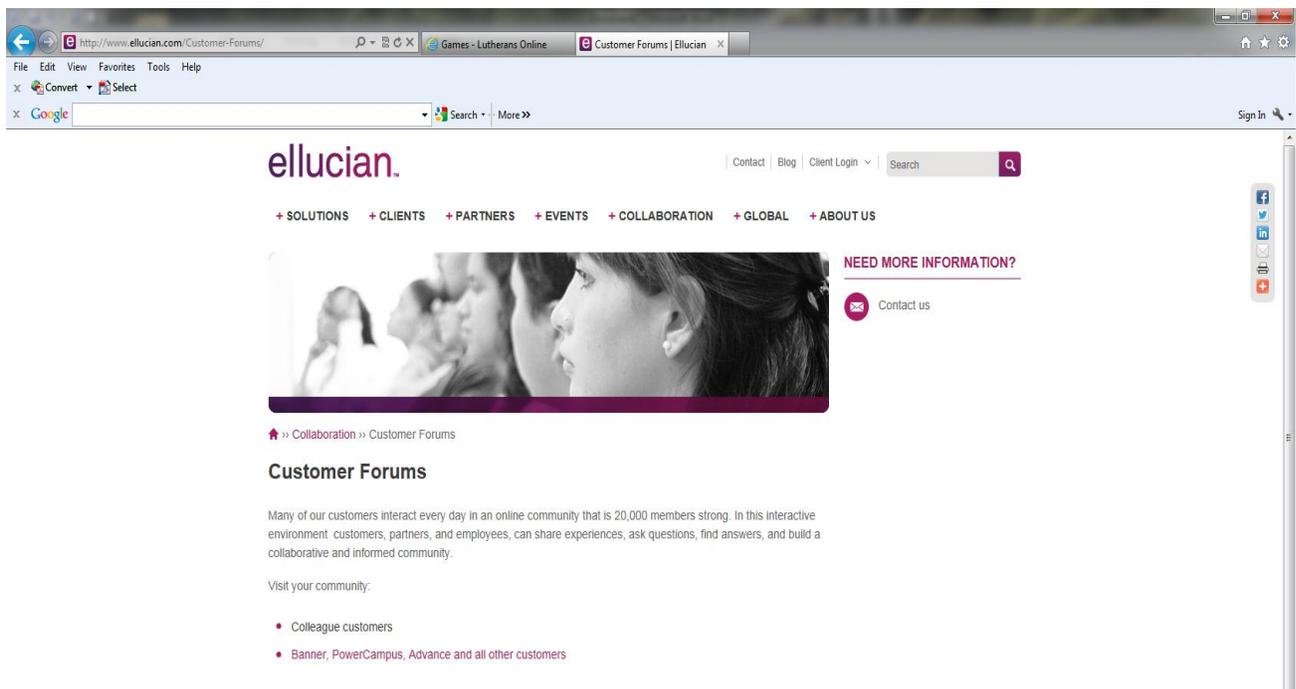
13) Press the **Home** button to exit the Settings app. You should now be able to get Exchange email on your iPhone.

How to Access the Datatel Training Library

Login to the **ellucian.com** website and select **Forums** under the **Client Login** drop down at the top of the page:

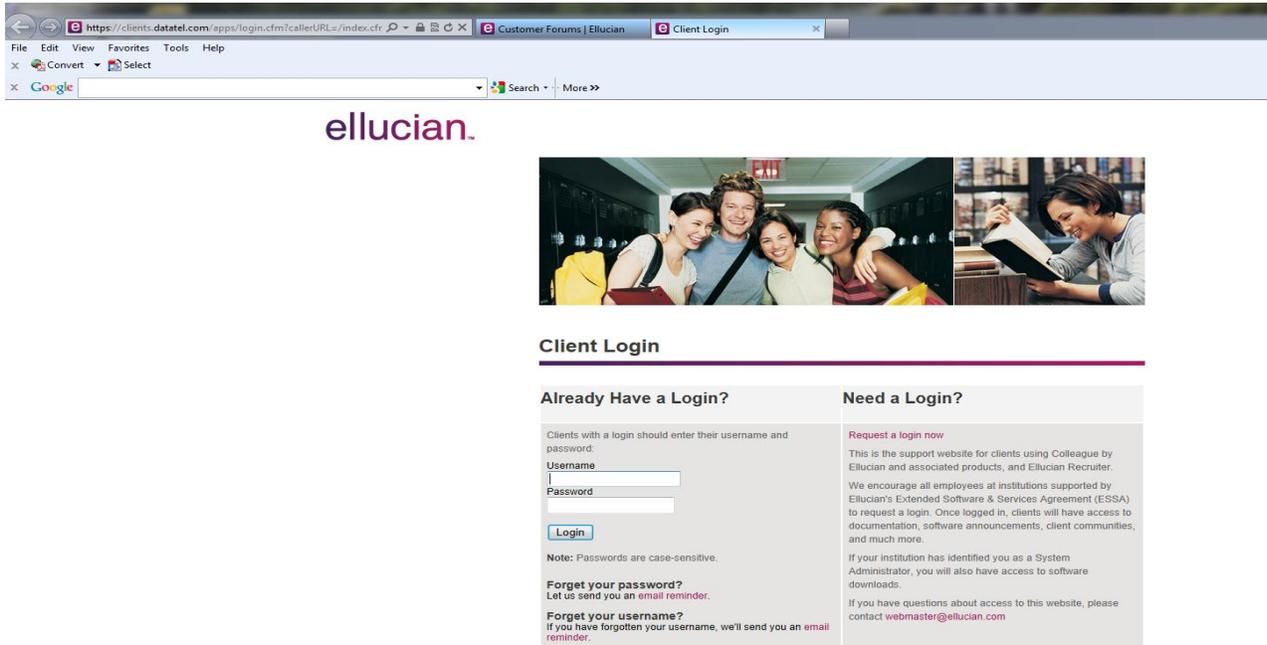


Click on **Colleague Customers**:

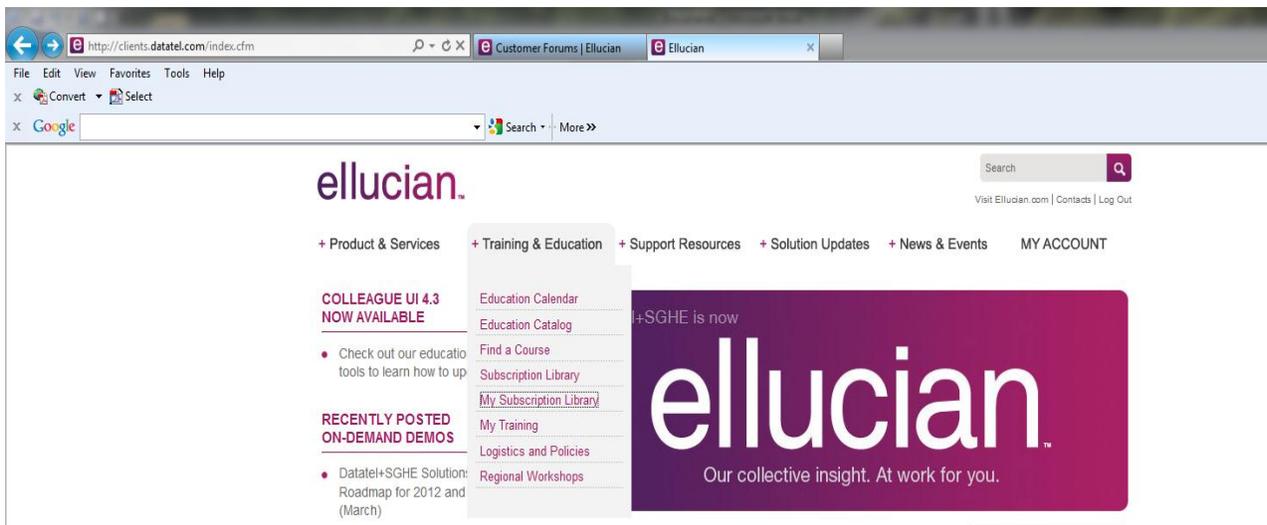


Login using your personal username and password:

If this is your first visit to this website, you will need to create a login by selecting Request a Login Now. For detailed instructions on how to request a login, please refer to the “Request a Datatel Login” section at the end of this document.



After you have logged in, select **Training & Education > My Subscription Library**:



On the My Subscription Library page, you will see a list of Course Collections that HCC has access to:

ellucian. Search

Visit Ellucian.com | Home | Contacts | Log Out

+ Product & Services + Training & Education + Support Resources + Solution Updates + News & Events MY ACCOUNT

RELATED LINKS

- My Training
- Training & Education home page

TRAINING & EDUCATION

Home :: Training & Education :: My Subscription Library

My Subscription Library

Your institution has purchased the following course collections with the Datalist Subscription Library. As a subscription holder, you have free access to courses within these collections. Watch this short video tutorial (1:37) to learn how to use this page to enroll and access your library courses. A one-time enrollment in each course collection is required to begin. Once enrolled click "Start Now" to access your courses.

See a listing of all courses in the Datalist Subscription Library.

After first activating your login to the Datalist Website, please wait at least 5 minutes before attempting to register for any course collections to ensure your new credentials have been passed throughout the Datalist registration system.

Your organization has subscribed to:

Course Collection	Expiration Date	
Colleague Navigation and Basics	12/19/2014	Enroll
Colleague Studio	12/19/2014	Enroll
CORE and Enterprise Wide Solutions	12/19/2014	Enroll
Enrollment Management and Student Services	12/19/2014	Enroll
Faculty and Advising	12/19/2014	Enroll

Select **Enroll** to gain access to a Course Collection. A one-time enrollment in each Course Collection is required to begin. Once enrolled, click **Start Now** to access your courses.

Request a Datatel Login

Enter your HCC email address and click on Apply:

ellucian.



Request a login

Datatel provides secured access to select areas of our Web site. If you have questions about access to the Datatel Web site, please contact webmaster@ellucian.com

To request a login, please enter the full e-mail address provided to you by your institution.

Apply for Login

* Email Address

* Required field

If you need any assistance during the registration process please contact webadmin@ellucian.com. Thank you!

Enter your information (our Client ID is H02) and click on Submit:

ellucian.



Request a login

We are unable to locate your email address in our records.

If you work for a Datatel client institution, you may complete the registration form below. Your school's System Administrator will then be notified to grant you access to our Web site.

Personal Information

* Salutation:	Mr. <input type="text"/>
* First Name:	<input type="text"/>
* Last Name:	<input type="text"/>
* Title:	<input type="text"/>
* Email Address:	<input type="text" value="cigolem@hagerstowncc.edu"/>
* Position Code:	Other Position <input type="text"/>
* Client ID:	<input type="text"/>
* Phone:	<input type="text"/>
	Ext: <input type="text"/>
** Username:	<input type="text"/>

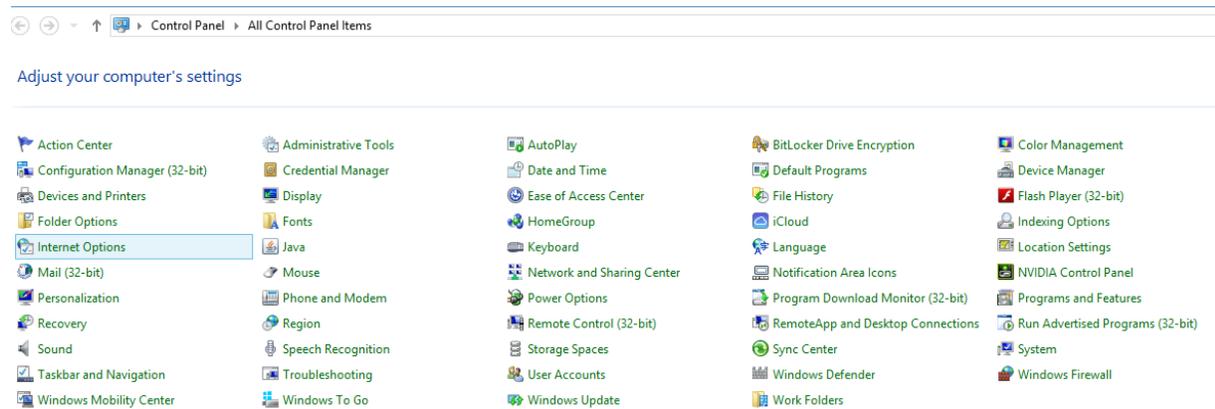
HCC's System Administrator will be contacted via email to confirm your employee status.

Once you are confirmed by the System Administrator, you will be sent a confirmation email with an activation link.

You must click on the activation link to activate your login.

Fix for WebNow Java Error

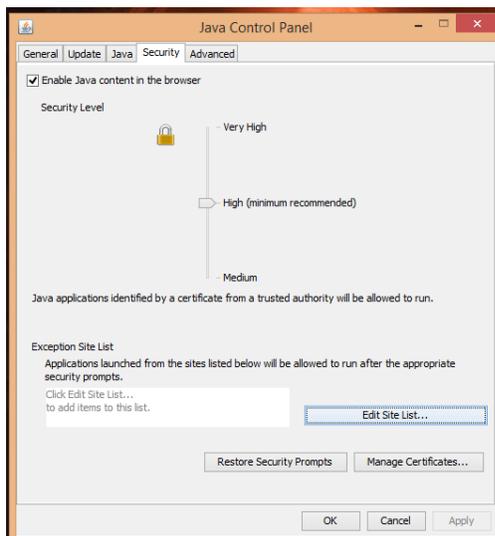
Go into Control Panel (Change the view to small icons)



Click on Java

Go to Security Tab

Lower the security level to Medium



Edit Site List and add the WebNow URL (<http://hcc-in2:8080/webnow/>)

Not all Java versions have the “edit site list” option but lowering the security level should take care of the problem.



ImageNow 6.6

The reliable solution for all of your document management needs.

11/07/2014

1

What is ImageNow?

- ImageNow a document imaging system that adapts to business processes.
- Ensures that all documents are secure, quickly retrievable, and tied to the files and applications you want, with comments and annotations as needed.
- ImageNow can also capture and manage data from e-mails, reports, and non-image file formats such as DOC and TXT.

11/07/2014

2

Processing Documents

- Involves three essential tasks:
 - Capture the documents into ImageNow, which is typically done by scanning or importing them from a computer.
 - Review each document to ensure they were captured to the standards of quality that you need.
 - Link them to index keys so that they are grouped in a logical order and matched to records in your business application (Datatel).

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3



ImageNow 6.6

Scanning

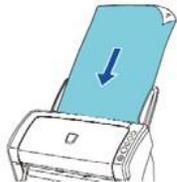
(Simplex + Duplex Documents)

Simplex = Single-Sided Documents ● Duplex = Double-Sided Documents

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4

Load document(s) into scanner (Fujitsu fi-6130Z) face down.

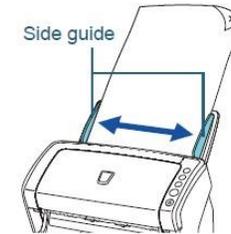


 Remove all paper clips and staples. Reduce the number of sheets if a multifeed or pick error occurs.

11/07/2014

5

If needed, adjust the side guides to the width of the document(s). Do not leave space between the side guides and the document(s). Otherwise the document(s) may be fed skewed.



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6

Log in to ImageNow by clicking the ImageNow icon on your desktop and using the username and password supplied to you. If you have already been given access to ImageNow or WebNow, use the standard username and password you always have.



The username and password is typically the same as what you use to log in to your computer or access e-mail off site.

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On the ImageNow toolbar click the Capture Profile button drop-down menu and choose *Documents (Simplex)*.

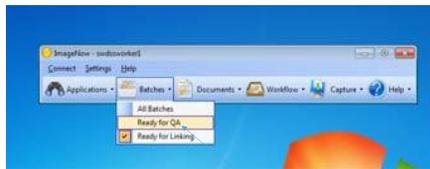


For documents with text on both the front and back choose *Documents (Duplex)*. You can mix both simplex and duplex documents with the *Documents (Duplex)* capture profile.

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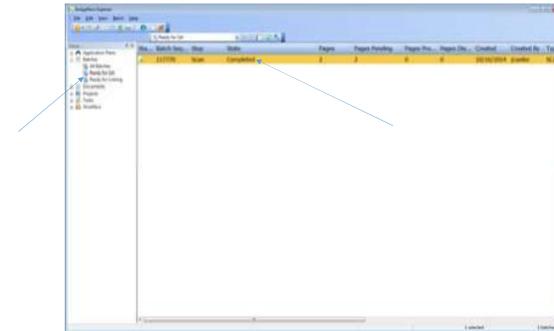
Once the document(s) have been scanned click the Batches button drop-down menu located on the ImageNow Toolbar and choose *Ready for QA*.



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9

You should see the recently scanned documents listed as its own batch within the ImageNow Explorer window, as shown below. If nothing is there, press F5 to refresh the window until it appears. Make sure the State column is listed as "Completed."



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Double-click the newly created batch to open the scanned documents in ImageNow Viewer for a legibility check. You should see a window display that looks similar to the image below:



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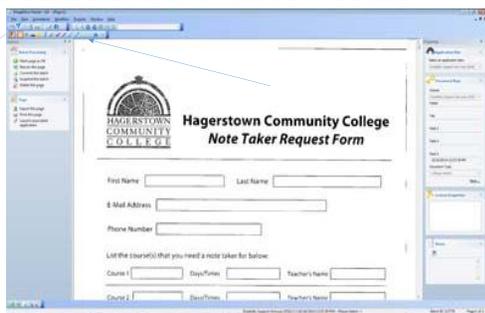
Optional: Annotation

- It is possible to add an annotation to your documents as you verify image quality.
 - An annotation is a mark or comment on a document that does not affect the image itself.
 - It is typically used to verify the document was reviewed and stamping it approved.
 - You can express your review of a document by stamping it approved, signing off on it using a pen, or adding a check mark.
 - You can also add sticky notes to add small notes to a document object, either inline or as a global comment on the document.
 - Customized annotations can be created, but only by an ImageNow administrator.
 - For example, a Stamp template can be created with the following text: "Received by Accounts Payable." Your ImageNow administrator can set the template security so that only users in the Accounts Payable group can use, modify, or delete annotations created using that Stamp template.
 - The following slides will give examples of the most commonly used annotations.

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Where can I find these so-called “Annotations”? Annotation choices are located on the Annotation Toolbar.

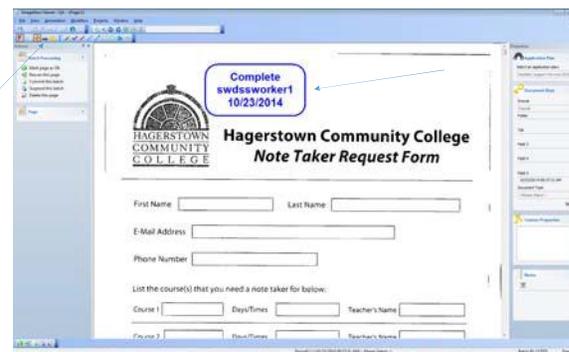


Note: If you do not see the Annotation toolbar, click View on the Menu bar, select Toolbars, and click Annotations.

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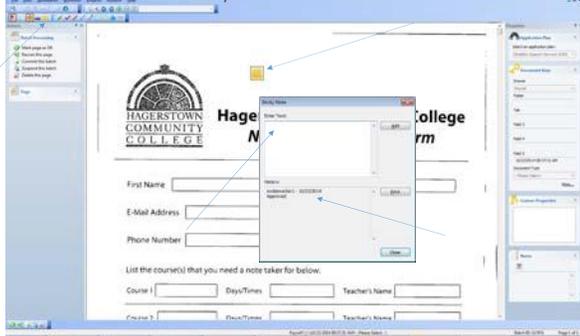
Stamp Annotation – lets you stamp predefined (Approved, Confidential, Rejected, and so forth) or custom messages on document images.



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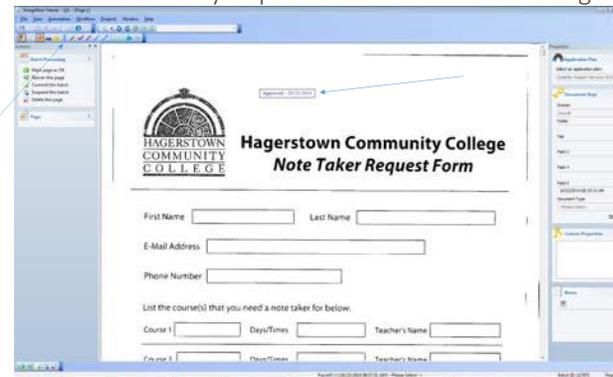
Sticky Note Annotation – lets you add small notes to document images.



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Text Annotation – lets you place text on document images.



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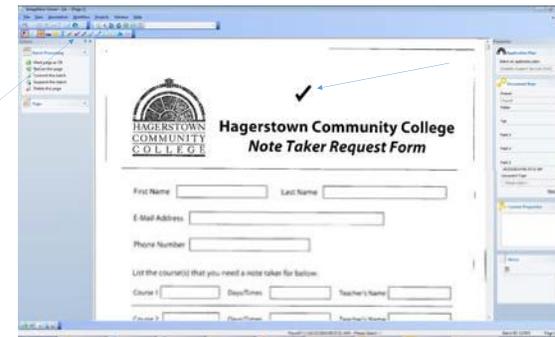
Highlight Annotation - lets you highlight an area on a document image.



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Check Annotation - lets you place a check mark on a document image.



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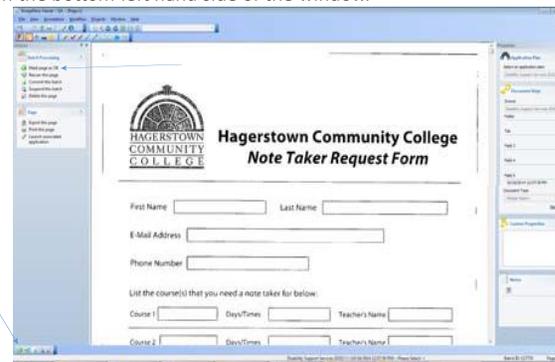
Pen Annotation - enables you to draw on a document image.



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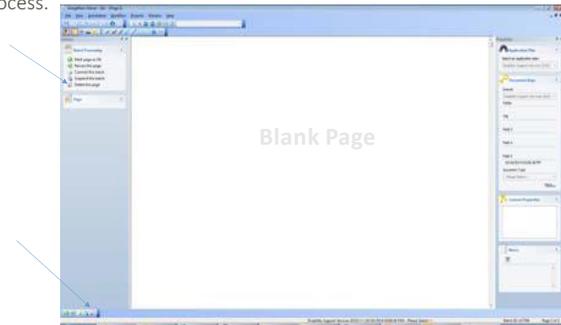
Each image will be its own page within the ImageNow Viewer window. Once you have determined the image quality is legible, and possibly added an annotation, click the "Mark page as OK" link under Batch Processing or click the "Mark Page OK" button on the bottom left hand side of the window.



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20

If the capture profile of *Documents (Duplex)* was chosen on slide 8 and the batch included both simplex and duplex documents, you may notice blank pages being a part of the batch. These pages should be deleted as you go through the *Ready for QA* process.

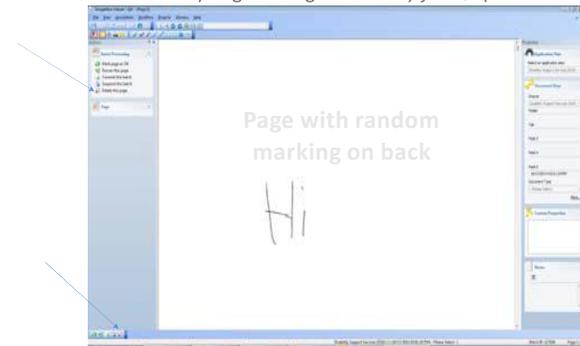


To do this click the "Delete this page" link under Batch Processing or click the "Delete Batch Page" button on the lower left hand corner of the window.

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The *Documents (Duplex)* profile is set up to automatically delete blank pages, but pages with any type of markings on the back may show up as well. These pages should also be deleted as you go through the *Ready for QA* process.

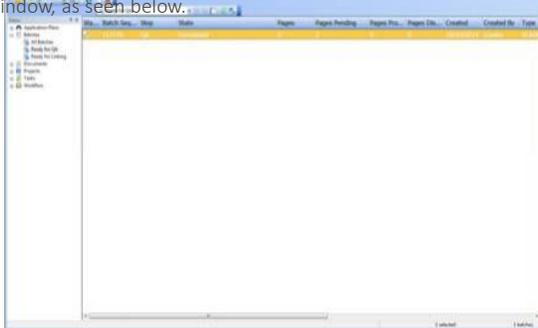


To do this click the "Delete this page" link under Batch Processing or click the "Delete Batch Page" button on the lower left hand corner of the window.

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Once you have gone through each page and verified its quality the ImageNow Viewer window will automatically close and bring you back to the ImageNow Explorer window, as seen below.



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We are now ready to begin the process of linking student data from Datatel into ImageNow itself. Open Datatel 4.4 by using the link below and sign in using the ID and password supplied to you (if you have changed your password, use that one instead). **Due to certain setup criteria you will need to use Microsoft Internet Explorer when linking data between Datatel and ImageNow.**

- a. <https://hcc-dui2.hagerstowncc.edu/production/ui44/sl/index.htm>
- b. In order to ensure the linking process works properly, DO NOT PERFORM THE FOLLOWING ACTIONS:
 - i. Within Microsoft Internet Explorer:
 1. Install toolbars (Google, Yahoo, etc.)
 2. Display the Menu, Favorites, or Command bar
 3. Adjust the Zoom settings (should be left at 100%)
 - ii. Within Microsoft Windows
 1. Adjust the Display to either *Medium* – 125% or *Larger* – 150% (should remain at *Smaller* – 100%(default))

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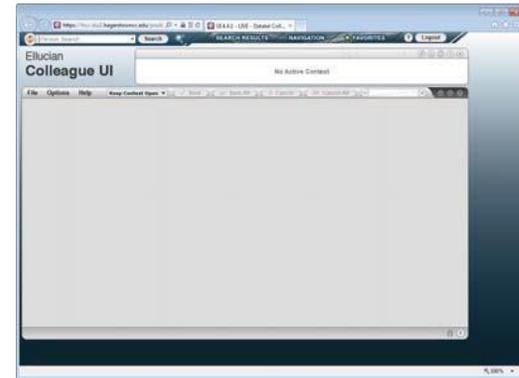
We are now ready to begin the process of linking student data from Datatel into ImageNow itself. Open Datatel 4.4 by using the link below and sign in using the ID and password supplied to you (if you have changed your password, use that one instead). **Due to certain setup criteria you will need to use Microsoft Internet Explorer when linking data between Datatel and ImageNow.**

- a. https://hcc-dui2.hagerstowncc.edu/production_ui44/sl/index.htm

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Once you are signed in your window should look similar to the image below.



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In order to ensure the linking process works properly, click the Compatibility View mode button within your browser's address bar.



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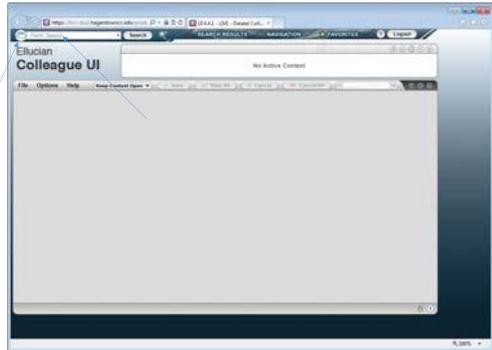
If the button is darkened, that indicates Compatibility View mode has successfully been enabled. The button will look similar to the picture below:



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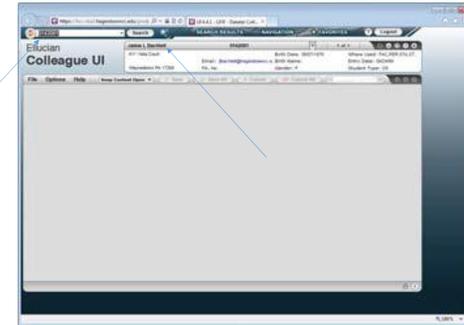
Pay attention to the search area in the upper left hand corner of the window. It should say "Person Search" within the white space. If it says "Form Search," click the button to the left to switch it to "Person Search."



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Type the student ID you want to link with your documents within the search area and press Enter to bring up the student's Datatel account.



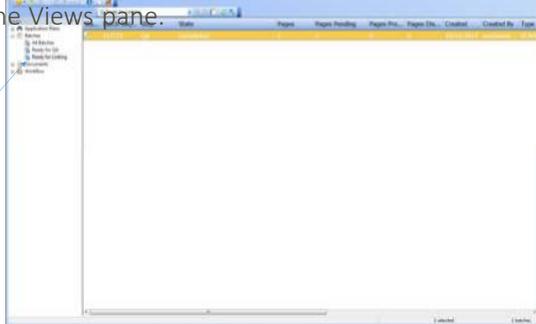
Name searches are possible as well, if a student ID is not available.

etc. if only searching by name.

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Go back to ImageNow Explorer and choose "Ready for Linking" under the Views pane.



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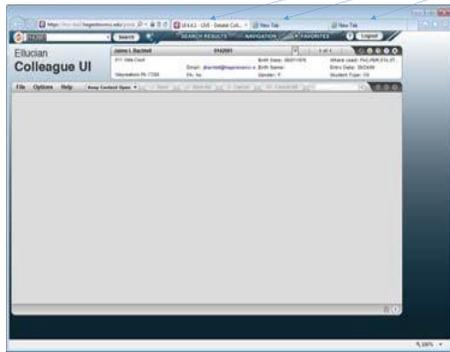
Double-click the document batch you just verified on slide 20 (or slide 21 if there are duplex documents in the batch). The window that opens should look similar to the image below.



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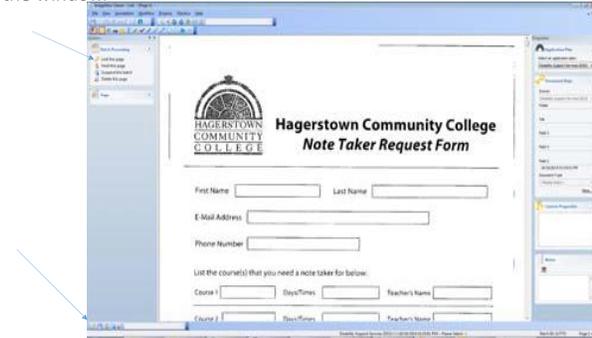
Before you perform the linking process make sure Datatel is still open and the appropriate student information you want to link is still displayed. Also, if you have more than one tab open within Microsoft Internet Explorer, make sure the Datatel tab is the one selected and in view.



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Within ImageNow Viewer click "Link this page" under Batch Processing in the Actions pane or the button with a picture of a key on it on the bottom left hand side of the window.



Note: If you do not see the Actions pane on the left hand side of the window, click View on the menu bar and select Actions.

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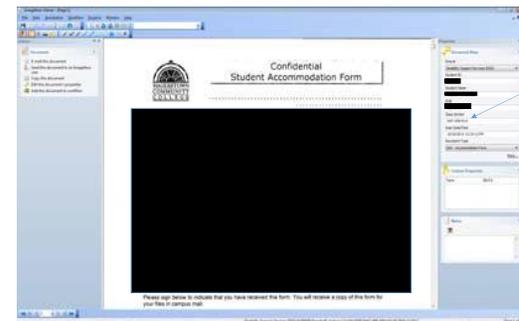
After linking the document between Datatel and ImageNow you should see the fields automatically populate under the Document Keys area on the right hand portion of the ImageNow Viewer window.



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If one of the documents in the batch is the Student Accommodation Form, please manually type the class section within the Class Section area under Document Keys. Otherwise make sure the area is blank. The format used for the class section should look similar to the example below:



Example: MAT-008-M14

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Select the appropriate document type using the drop-down menu under Document Keys. The example below is an image of the Note Taker Request Form, so that particular form should be selected under Document Type.

Be sure to adjust any Custom Properties that may be associated with a particular document type.

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Verify the correct student information has been linked and the correct document type has been selected.

If the wrong student data was populated in the document keys, navigate back to Datatel, pull up the correct student, and perform the linking process again (slide 34). Performing this action will repopulate the document keys with the correct data.

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If the Student Accommodation Form is the document currently being worked on, make sure the class section is entered and in the appropriate format, as the example on slide 36 shows.

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Once you have verified the data is correct click the "Save this page" link under Batch Processing or the "Save this batch page" button on the lower left hand corner.

Once you save the image it will automatically close out and display the next image in the batch. If only one document was originally scanned, skip to slide 45.

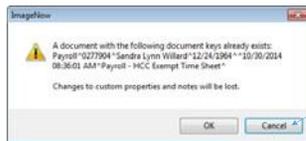
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Be careful when working with the following document type:

- DSS – Accommodation Form

You may have instances where the same document type is associated with the same student/employee within a batch. If so, you may receive an error message similar to the image below when trying to save the document (slide 40) (be sure to click Cancel if you do). This message will result if the class section has not been entered (see slides 36 and 39):



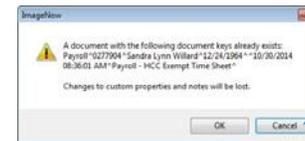
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Be careful when working with the following document types:

- Payroll – Community Health Donation
- Payroll – HCC Exempt Time Sheet
- Payroll – HCC Foundation Donation
- Payroll – HCC Non-Exempt Time Sheet
- Payroll – HCC Student Worker Time Sheet
- Payroll – United Way Donation

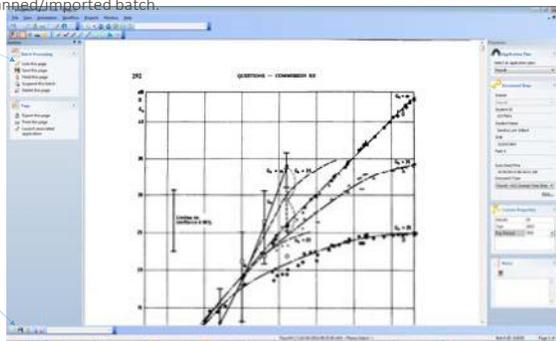
You may have instances where the same document type is associated with the same student/employee within a batch. If so, you may receive an error message similar to the image below when trying to save the document (slide 40). Be sure to click Cancel:



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If you receive the error message mentioned on the previous slide, click “Link this page” under Batch Processing or the “Link this page” button on the lower left hand portion of the window again. This will prevent the error message from presenting itself and let you continue through the rest of the recently scanned/imported batch.



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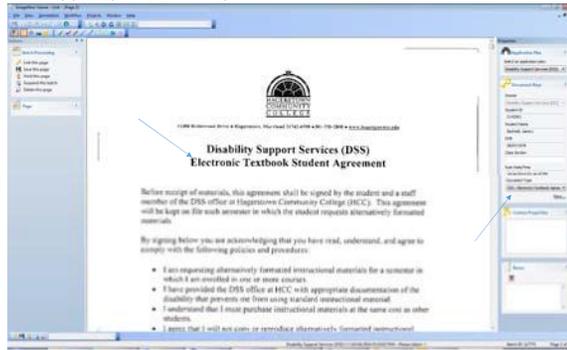
Next page: Typically the linking process is only performed once within a batch as long as the same student is being utilized for the document(s) displayed. If different students are a part of the batch you are working with, make sure to pull the appropriate student up in Datatel before linking the document (slide 34).

Note: When the “Link this page” action is performed multiple times within a multiple page document, and the same student is being utilized, it will separate each page into its own line item within your drawer. If you want to keep the multiple page document together, be sure to only perform the linking process once. Different document types and documents with additional unique identifiers will still be separated, regardless of whether or not you perform the linking process multiple times within the same batch.

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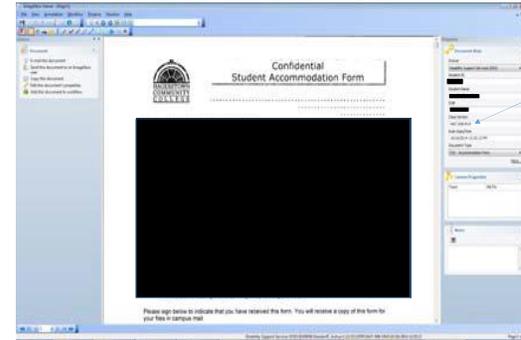
Make sure the data between the image and the document keys from the linking process performed match and choose a new document type (if needed).



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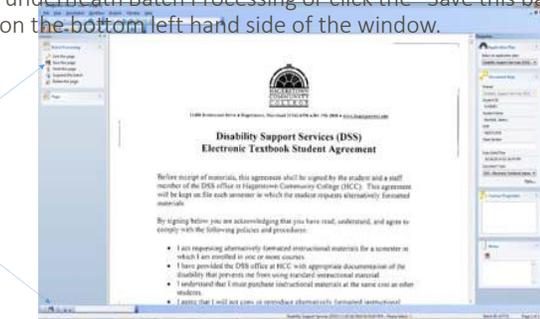
Again, if the document being reviewed is the Student Accommodation Form, be sure to include the Class Section (see slide 36). Otherwise leave that area blank.



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Once you have verified the data click either the “Save this page” link located underneath Batch Processing or click the “Save this batch page” button on the bottom left hand side of the window.

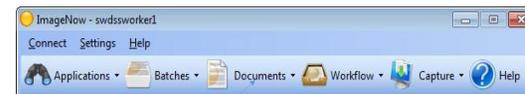


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Repeat slides 44-47 until you have linked and chosen the appropriate document type for each page within the batch.

47

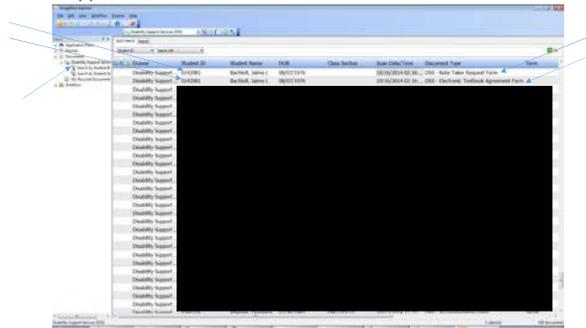
After you have saved each page the batch will automatically close and be filed under the document drawer you are assigned to. To navigate to your assigned document drawer return to ImageNow Explorer by clicking the Documents button on the ImageNow toolbar.



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Within your assigned drawer you should now see the recently reviewed, linked, and saved documents, each one separated by document type.



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ImageNow 6.6

File Importing

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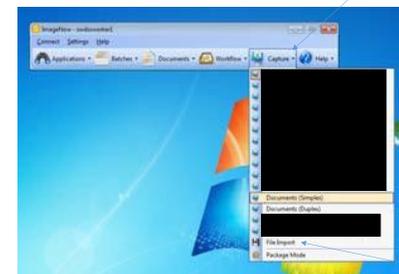
- The File Import process is the act of selecting one or multiple files, be it PDF, Word, Excel, etc., and sending them to ImageNow.
- With this method the files you import are stored in their original file format, making the ability to annotate more difficult.
 - For example, if importing a Microsoft Word document, the ability to view is available, but annotation is not.
 - The table below is a list of file formats and an indication of whether annotation is possible:

Format	Annotate in ImageNow
BMP (24 bit, or lower)	Yes
GIF	No
JPG	Yes
Microsoft Office documents	No
PNG	No
TIFF	Yes
LZW	No
PDF	No

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On the ImageNow toolbar click the Capture Profile button drop-down menu and choose *File Import*.



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Once you choose the *File Import* capture profile you will be prompted to navigate to the file(s) you want to import into ImageNow. The prompt should look similar to the image below.

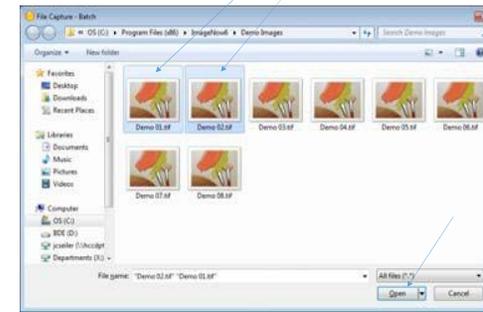


With the *File Import* capture profile you can import more than one file into the ImageNow system.
When importing more than one file, each file will be its own page within a document batch.

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Within the File Capture – Batch prompt, navigate to the file(s) you would like to import into ImageNow. Select the file(s) within the directory chosen and click Open.

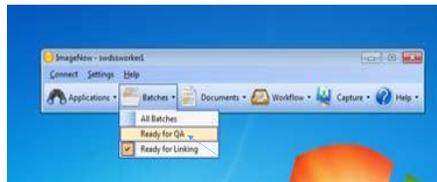


After clicking Open the file(s) selected will be imported into ImageNow.

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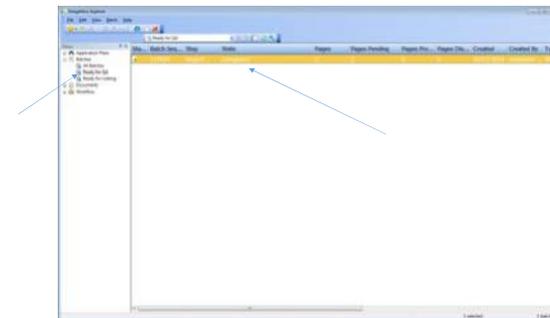
Click the Batches button drop-down menu located on the ImageNow Toolbar and choose *Ready for QA*.



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You should see the recently imported file(s) listed as its own batch within the ImageNow Explorer window, as shown below. If nothing is there, press F5 to refresh the window until it appears. Make sure the State column is listed as "Completed."



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Navigate to slide 9 and continue through the process as if you have just recently scanned hard copies through a physical scanner.

[Click to navigate to Slide 9](#)

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imagenow.
PERCEPTIVE SOFTWARE



ImageNow 6.6

ImageNow Printer

11/07/2014

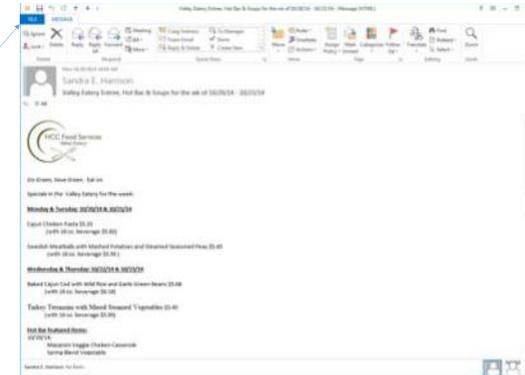
58

- ImageNow Printer can be used from any software that has a print option.
- For example, it allows you to import a Microsoft Word document, Microsoft Excel workbook, or an e-mail without having to print and scan it first.
- ImageNow Printer is its own printer object and works similar to how one would typically create an Adobe PDF file.
- Annotation is possible with any document/file you send through ImageNow printer since the file is automatically converted to a TIF format.
 - This is important to know in case you have files that are not possible to annotate through the File Import process.

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To send an e-mail to ImageNow open the e-mail and click File.



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Click Print on the left hand side of the window.



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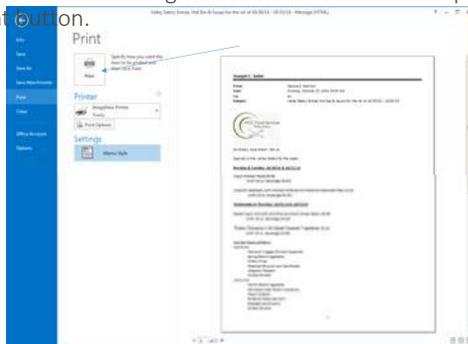
Click the drop-down menu under Printer and choose "ImageNow Printer."



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Once you have selected "ImageNow Printer" from the drop-down menu click the Print button.

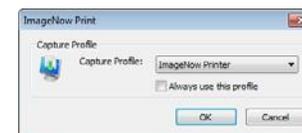


Note: Make sure you are logged in to ImageNow before clicking Print, otherwise you will receive an error message.

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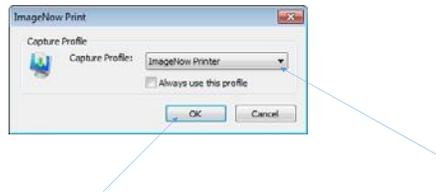
You should see the following window after clicking Print.



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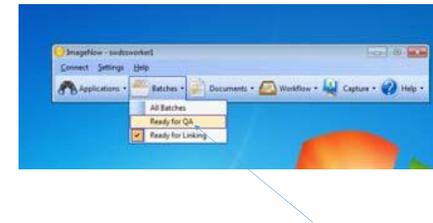
If ImageNow Printer is not the selected Capture Profile, click the drop-down menu and choose it. If you already have it selected, click OK.



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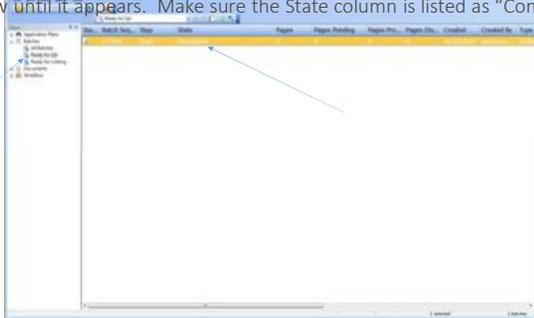
Once the e-mail has “printed” click the Batches button drop-down menu located on the ImageNow Toolbar and choose *Ready for QA*.



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66

You should see the recently “printed” e-mail listed as its own batch within the ImageNow Explorer window, as shown below. If nothing is there, press F5 to refresh the window until it appears. Make sure the State column is listed as “Completed.”



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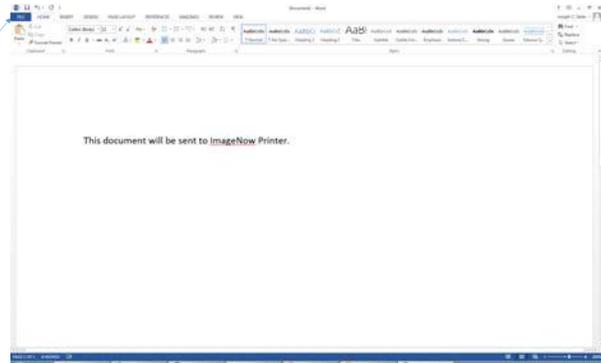
Navigate to slide 9 and continue through the process as if you have just recently scanned hard copies through a physical scanner.

[Click to navigate to Slide 9](#)

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To send a Microsoft Word document to ImageNow open the file and click File.



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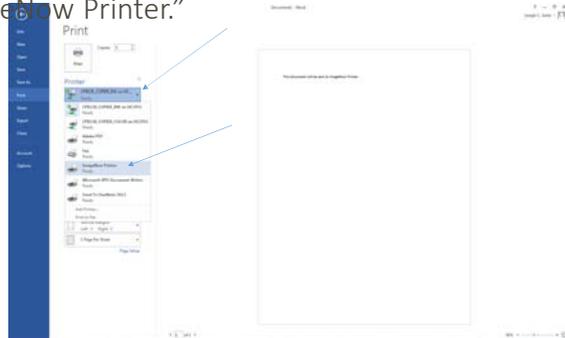
Click Print on the left hand side of the window.



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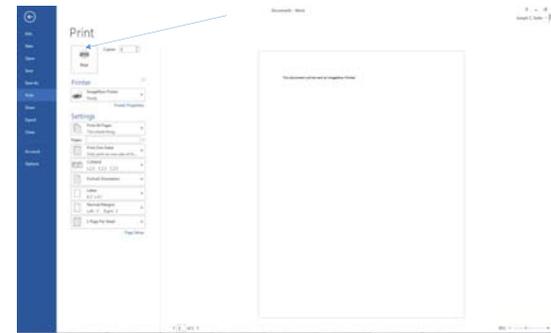
Click the drop-down menu under Printer and choose "ImageNow Printer."



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Once you have selected "ImageNow Printer" from the drop-down menu click the Print button.



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Note: Make sure you are logged into ImageNow before clicking Print, otherwise you will receive an error message

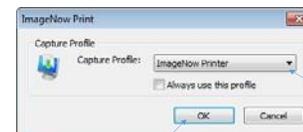
You should see the following window after clicking Print.



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If ImageNow Printer is not the selected Capture Profile, click the drop-down menu and choose it. If you already have it selected, click OK.



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Once the Word document has “printed” click the Batches button drop-down menu located on the ImageNow Toolbar and choose *Ready for QA*.



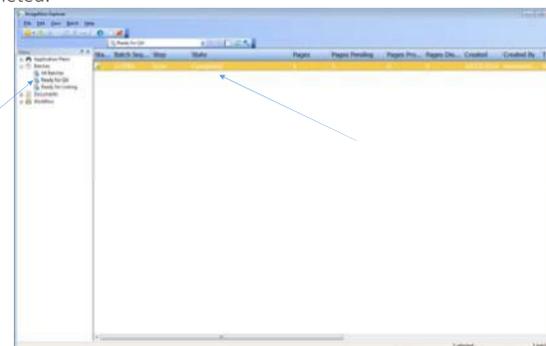
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You should see the recently “printed” Microsoft Word document listed as its own batch within the ImageNow Explorer window, as shown below. If nothing is there, press F5 to refresh the window until it appears. Make sure the State column is listed as “Completed.”



Navigate to slide 9 and continue through the process as if you have just recently scanned hard copies through a physical scanner.

[Click to navigate to Slide 9](#)

Telephone Models

Models 4018 / 4019 (6 buttons)



The Instrument

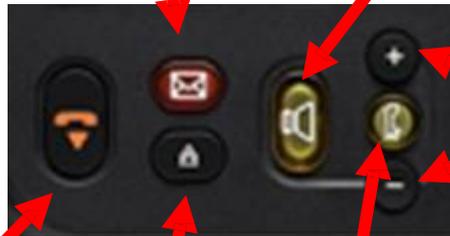


- 1 1x20 character display
- 2 Navigation Keys
- 3 Feature Keys
- 4 6 Programmable keys

Feature Keys

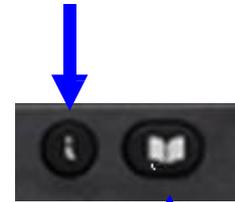
Messaging Button - to access various mail services: if the button flashes, new voice or text messages have been received

Speakerphone: Button to make a call without lifting the handset



To adjust the speaker or handset volume up or down

Guide Button – to obtain information on the pre-programmed keys



End Button

Terminates a call in progress
Or completes a programming activity

Redial Button

Redials the last number you dialed

Interphone / MUTE Key: During a call, press button so that the called party cannot hear you.
When terminal idle, press this button to that all incoming calls will be automatically answered, without lifting the receiver

Phone Book Button – to access your personal phone book

Making a Call



1

Dial by Phone Number

2

Programmable Keys

3

Personal Phonebook

Answering a Call



While the set is ringing you will see:

- In the display the name of the caller if it is an internal call or if an external call you will see the caller id (i.e. 321-259-8469)
- The 1: tells you which line it is
- The green light next to the ringing line will be flashing.

To Answer the call Simply pickup the handset

Answering Multiple Calls

While on a call and a second call comes in:

- For a brief couple of seconds you will see 2: (for the second line) and the callers name (if internal) or caller id (if external)
- The green light next to the 2nd line will be flashing.

To answer the second call:

- Press the line key next to the flashing green light. This will automatically place your first caller on hold.
- To switch between the 2 calls press the line key next to the line you want



Transfer a Call

While in conversation:

- Press an available line key
- Dial the number you want (if external, dial 9 first)
- Using the Navigation keys, Press the down arrow until you see **Transfer** in the display. Press the **OK** button.

Note:

UnSupervised Transfer – You transfer the call before the caller answers.

Supervised Transfer – You wait until the caller answers and announce the call before you press transfer.

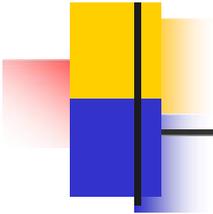


3 Party Conference Call



While in conversation:

- Using the Navigation keys, Press the down arrow until you see **Conference** in the display. Press the **OK** button. This will place the first caller on hold automatically
- Dial the number you want (if external, dial 9 first)
- Once the 2nd caller answers, use the navigation keys again to arrow down until you see **Conference** in the display then press the **OK** button. All three parties are now on the line.



Group Call Pickup

- You do not need to know the ext. number that is ringing to use the Group Call Pickup feature, you just need to be in the same Pickup Group. Pickup Groups were identified during the initial telephone interviews
- When a phone is ringing and it is in your pickup group simply press ***73** to answer the call.
- For Directed Call Pickup, press ***72**, then the ringing set.

Call Forward

With the Set Idle:

- Using the Navigation keys, Press the down arrow until you see **Forward** in the display. Press the **OK** button.
- Press the down arrow until you see **Immediate forward** in the display then press the **OK** button.
- Dial the number where you want your calls to go then press the **End** Button
- Your display will show that your calls are forwarded to the ext number you entered.



First Time Access

Press the MWI  button.
Then press OK



Listen to the Voice guide :

- Listen to the greeting message**
- Dial your temporary password (this is 0000)**
- Dial your new password. Press #**
- Record your first and last name. Press #**
- Record your Personal Greeting message. Press #**

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Telephone Models

**Models 4028 / 4029
(6 buttons)**



**Models 4038/4039/4068
(10 buttons)**

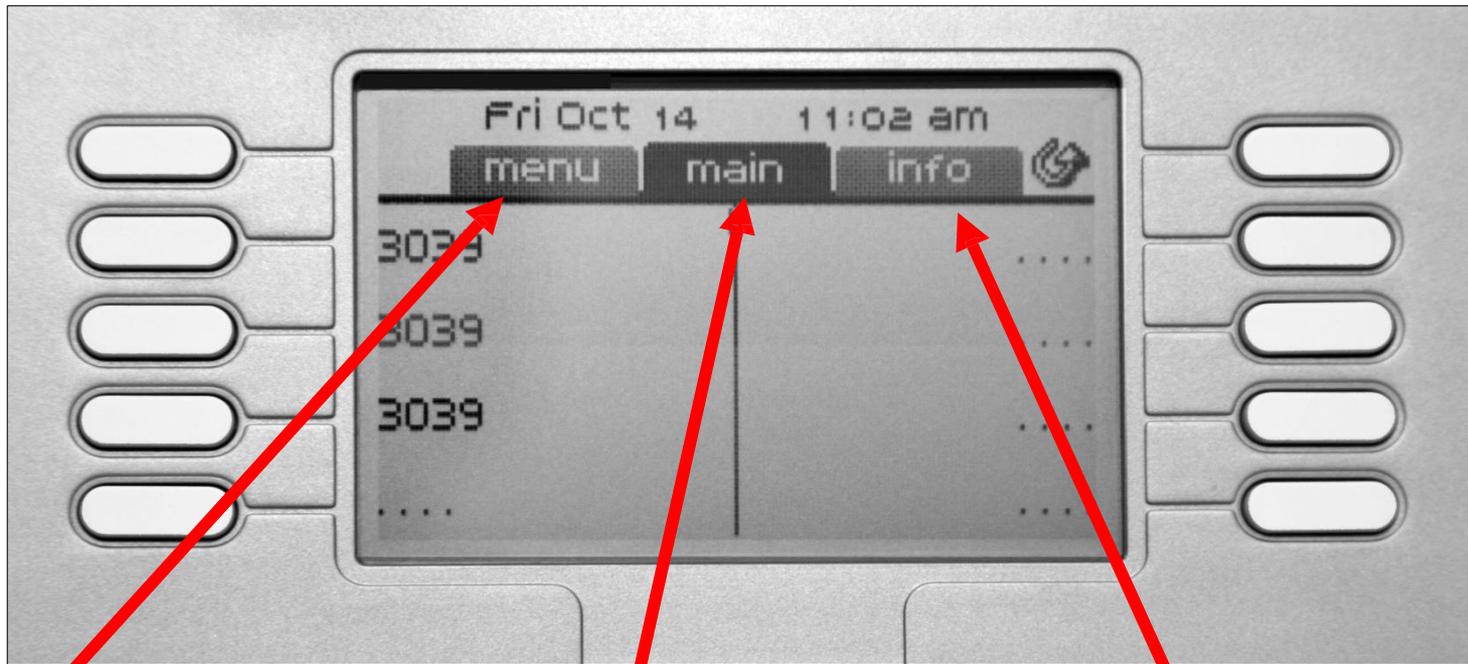


The Instrument



- 1 Handset
- 2 Number Pad
- 3 Alphabetic Keypad
- 4 Feature and Navigation Keys
- 5 LCD Screen & Programmable Key

LCD Display

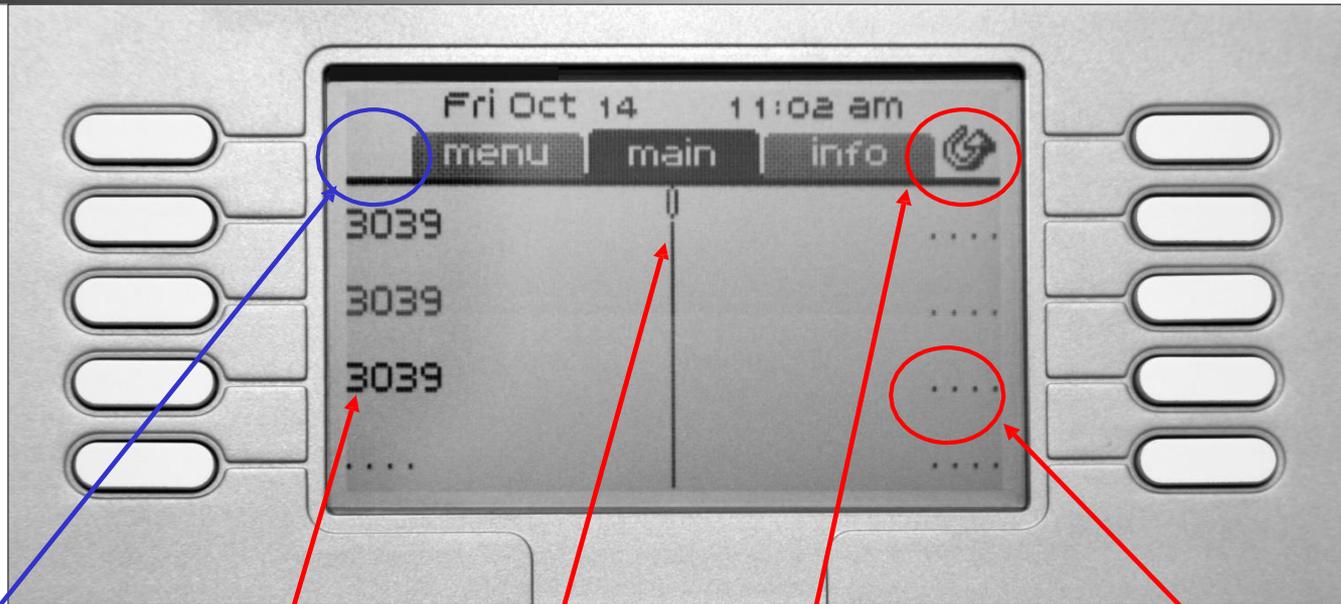


Menu page: contains all features and applications accessible via the buttons associated with the words on the screen

Main page: contains call line buttons (allowing supervision of calls) and programmable call buttons

Info page: contains information on the telephone & the status of its features: name, telephone number, number of msgs, activation of forward feature, Appointment Reminder, etc.

LCD Display



Secondary Display ICON:
 ICON will be displayed, when multiple calls are active at one time.

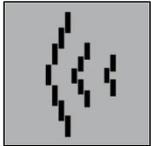
Line or Extension Number of Instrument:
 Multi-Line instrument, allows for up to 3 calls simultaneously

Slide Bar Control.
 Allows you to scroll down to additional information and speed dial locations displayed off the first screen.

Display ICON:
 Will change ICONS, with activity of instrument.

Programmable Keys Area: May program up to 72 Speed Dial Numbers.

Call Display Icons



Incoming call

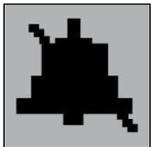


Call in progress or outgoing call



Call on hold

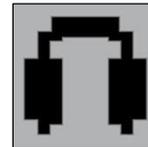
If you get two calls at the same time, you can switch from one call to the other by pressing the display button associated with each call



Silent mode enabled



Forward icon: pressing the button next to this icon allows you to program or change the Forward feature



Receiver connected



Appointment programmed



Display buttons: pressing a display button activates the feature shown associated with it on the screen

Feature Keys

Speakerphone: Button to make or answer a call without lifting the handset



To adjust the speaker or handset volume up or down

End Button

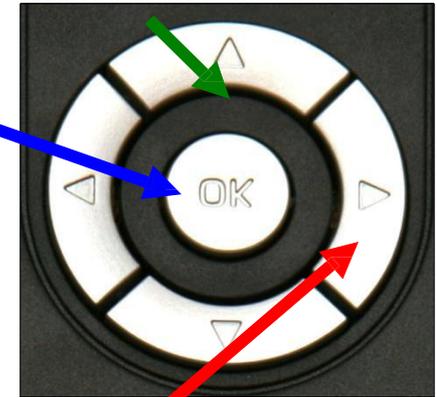
Terminates a call in progress Or completes a programming activity

Interphone / MUTE Key: During a call, press button so that the called party cannot hear you.

When terminal idle, press this button to that all incoming calls will be automatically answered, without lifting the receiver

Up-Down navigator keys: used to scroll through the content of a page on the display screen

OK: Used to validate your choices and options while programming or configuring instrument



Left-Right navigator keys: Used to move from one page to another



Back / Exit button: To return to previous menu (short press) or return to first screen (long press); During a conversation provides access to welcome screens and returns to conversation Icon screens.

Feature Keys



Guide button: used to obtain information on features of the **Menu** page and to program key of the **Main** page. For a brief description of each feature, press and release the (i) button, then press and release a white button next to any topic: Setting, Appointment, Text mail, Events, Outside calls, or Forward



Messaging button to access various mail services: if the button flashes, new voice or text message(s) have been received



Redial button: to activate the redial function



Hold button: the call is placed on hold



Transfer button: transfer the call to another number

Making a Call



1

Dial by Phone Number

2

Programmable Keys

3

Call by Name

Call By Name



Use the Alphabetic keypad to dial by name. Enter at least 2 characters of the last name of the person you want to call, then press the button next to Name on the display. When more than one name meets the entered criteria, use the Navigator Down Arrow key to scroll thru the names. Press the button next to the person's name you wish to call.

You may enter part of the last name, a space, then the first initial, then select Name&First. This may be helpful searching for persons with a common last name. **smi d** will present Smith Dan

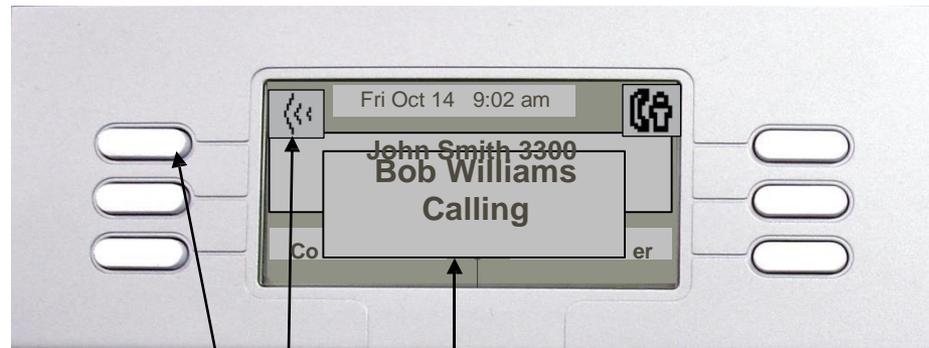
Answering a Call



To answer a call simply pick up the handset or press the speaker button

In this example the incoming call is an internal caller, if the call was an external call you would see the callers caller id (ie 321-259-8469 Morse Communications)

Answering Multiple Calls



When a 2nd call comes in you will briefly see a small window that tells you the callers name or caller id. This window will only be displayed for approx 5 seconds.

To answer this 2nd call simply press the first white button on the left next to the incoming call icon  Your first caller will automatically be placed on hold

Answering Multiple Calls

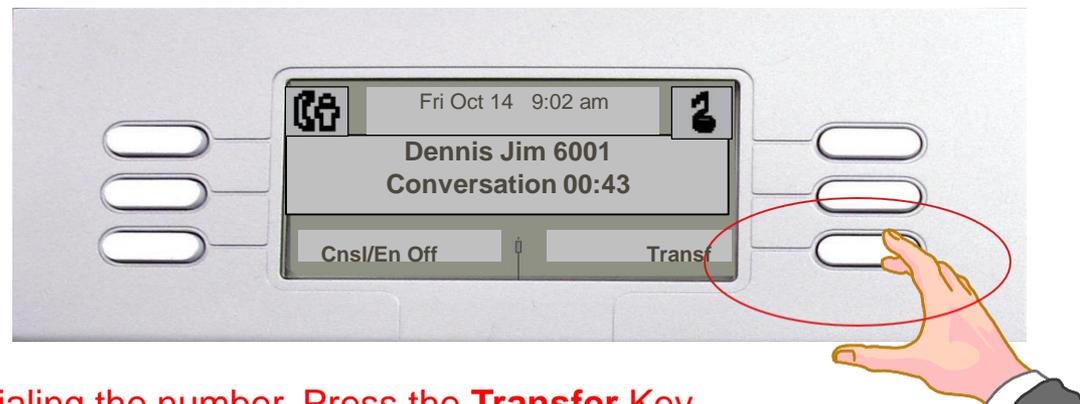


To switch between calls press the 1st white button on the left or the right. The button on the right is your 1st caller and the button on the left is the 2nd caller. Each time you press one of the buttons your current caller is automatically placed on hold. See the musical note.

Transfer a Call

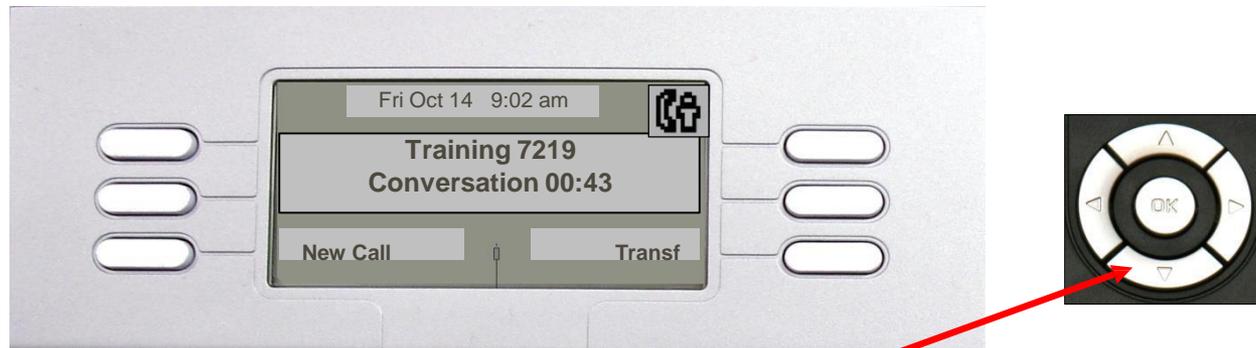


Press the **New Call** key (1st caller will automatically be placed on hold), Dial the number where the call will be transferred.



After dialing the number, Press the **Transfer** Key.

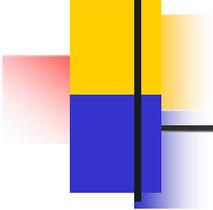
3 Party Conference Call



When in conversation, Using the Navigator Control, scroll down and Press the Conf Key.



Dial the number of the person you wish to add to the conference, then **wait** for the call to be answered. Once the caller has answered, press the Conf key a second time. All three parties will now be in the conference



Group Call Pickup

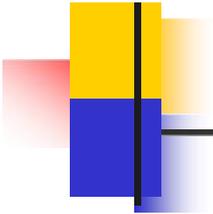
- You do not need to know the ext. number that is ringing to use the Group Call Pickup feature, you just need to be in the same Pickup Group. Pickup Groups were identified during the initial telephone interviews
- When a phone is ringing and it is in your pickup group simply press ***73** to answer the call.
- For Directed Call Pickup, press ***72**, then the ringing set.

Call Forward



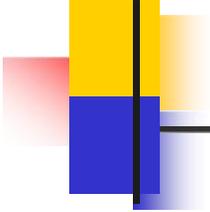
Fwd to text

Press the  button. The Display will change and provide options for the Various forwarding capabilities.



Call Forward

- Imm Fwd (Immediate Forward): Forwards all calls to designated number you enter. Instrument does not ring
- Other Fwd: Other forward allows you to select different forwarding options such as
 - Fwd on Busy, No Answer
 - Fwd on Ring, No Answer



First Time Access

Press * # #

Listen to the Voice guide :

- |Listen to the greeting message
- |Dial your temporary password (this is 0000)
- |Dial your new password. Press #
- |Record your first and last name. Press #
- |Record your Personal Greeting message. Press #

Welcome!

Your organization's new CallXpress unified messaging system is designed to provide you with the same convenient access to your voice, fax, and email messages whether you are at your desk or calling in over the telephone. When you call in, our Avaya Intuity AUDIX emulation saves you the effort of relearning most of the keystroke commands you use to send, retrieve, and manage messages.

Before You Start

To set up CallXpress, your system administrator will give you the following information.

CallXpress internal number:

CallXpress external number:

Your subscriber mailbox number:

Your system administrator may also give you a default security code to use when you log on to CallXpress for the first time.

Gaining Access to Your Mailbox

Follow these simple steps to start using CallXpress.

1. Call the CallXpress internal or external number.
2. If necessary, press # or any other key that your CallXpress system requires.
3. If prompted, enter your subscriber mailbox number.
4. Enter a security code (or the default code, if your administrator has given you one).

Performing Common Tasks

If you're looking for a quick hint on how to perform a specific task, read on.

Getting Started

<i>If you want to ...</i>	<i>Then enter ...</i>
Record and send a message	1
Review all new messages	2

After Recording and Approving a Message

<i>If you want to ...</i>	<i>Then enter ...</i>
Mark the message private	# 1
Mark the message urgent	# 2
Request future delivery	# 3
Address the message to the first subscriber and to each additional subscriber	destination #
Review or modify your list of recipients	* 1
Look up a recipient in the subscriber directory	* 2
Delete the last mailbox number you entered	* 3
Send the message	# #

After Listening to a Message

<i>If you want to ...</i>	<i>Then enter ...</i>
Forward the message to another subscriber	1 2
Delete the message	* 3
Reply (with a new voice message)	1 1
Send the message to your default fax number (if it is a fax)	* 1 1
Send the message to a fax number you specify (if it is a fax)	* 1 2

Setting Up Your Mailbox

<i>If you want to ...</i>	<i>Then enter ...</i>
Change your busy greeting	5 5 or 5 1 3 1
Change your name recording	5 1 5
Change your out-of-office greeting	5 6 or 5 1 3 3
Change your password	5 1 4
Change your standard greeting	5 4 or 5 1 3 2
Create or update a personal distribution list	5 2 3
Set automatic message forwarding	5 2 4
Set Immediate Message Notification	5 1 1

P/N 1081-50118-00 Rev 01 (7.80)

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CallXpress® Quick Reference Card

for Avaya Intuity AUDIX Emulation

