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CIX™

Strata Messaging
Voice Mail User Guide

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Telecommunication Systems Division

Publication Information

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Contents

Chapter 4 – Greetings

Chapter 5 – Using Group Distributions

Chapter 6 – Personal Options

Chapter 7 – Unified Messaging

Appendix – Soft Keys 23

Introduction

This guide describes the voice messaging capabilities and procedures for Strata Messaging on the Linux Unified Communication Appliance (LUCA). This guide can be used in conjunction with voicemail prompts when accessing your voicemail system.

Organization

This guide is divided as follows:

- **Chapter 1 – Getting Started** discusses information regarding accessing your mailbox by phone, using voice prompts and setting up your mailbox for the first time.
- **Chapter 2 – Checking Messages** contains procedures regarding checking, replaying, saving, replying, and deleting of messages.
- **Chapter 3 – Sending Messages** describes sending messages, recording messages, marking messages for priority or confidential delivery, and return receipt notification.
- **Chapter 4 – Greetings** contains instructions on changing your personal greeting, changing your recorded name, setting up temporary or extended absence greetings.
- **Chapter 5 – Using Group Distributions** describes the difference between private and global group distribution list, how to set up and use private and global distribution lists.
- **Chapter 6 – Personal Options** contains instructions on setting personal preferences, such as call screening, do not disturb, etc.
- **Chapter 7 – Unified Messaging** (UM) describes the various UM options supported by Strata Messaging.
- **Appendix– Soft Keys** contains the table of the soft keys that display on the different telephones.

Important! This document may contain references to features that are for future implementation.

Conventions

Conventions	Description
Note	Elaborates specific items or references other information. Within some tables, general notes apply to the entire table and numbered notes apply to specific items.
Important!	*Calls attention to important instructions or information.*
Extension Number	Press to answer a call to the Extension Number. Each station can have multiple extension buttons. Incoming calls ring the extension button(s) from the top down. For example, station 10's extensions ring 10-1 first, then 10-2, 10-3, and 10-4. A station is considered busy when all extensions are being used.
	Note The naming convention for DKT assignments within Toshiba is Directory Numbers. For clarity and ease of understanding, the terms Extension Number and Phantom Extension Number will be used in this document in lieu of PDN and PhDN.
Arial bold	Represents telephone buttons.
Courier	Shows a computer keyboard entry or screen display.
"Type"	Indicates entry of a string of text.
"Press"	Indicates entry of a single key. For example: Type **prog** then press **Enter**.
Plus (+)	Shows a multiple PC keyboard or phone button entry. Entries without spaces between them show a simultaneous entry. Example: **Esc**+**Enter**. Entries with spaces between them show a sequential entry. Example: **#** + **5**.
Tilde (~)	Means "through." Example: 350~640 Hz frequency range.
➤	Denotes a procedure.
➤	Denotes the step in a one-step procedure.
See Figure 10	Grey words within the printed text denote cross-references. In the electronic version of this document (Library CD-ROM), cross-references appear in blue hypertext.

Related Documents/Media

Note: Some documents listed here may appear in different versions on the Toshiba FYI site or in print. To find the most current version, check the version/date in the Publication Information on the back of the document's title page.

Important! Read this User Guide first, then use it with the Quick Reference Guide.

- Strata CIX Voice Processing General Description
- Strata Messaging on LUCA Installation and Administration manual

Getting Started 1

This chapter describes how to:

- Access your mailbox by phone
- Use system voice prompts and shortcuts
- Set up your mailbox for the first time

Access your Mailbox by Phone

The following information is required:

- Phone number to call the voice messaging system (this may be different from inside and outside of the organization)
- Your mailbox number
- Your security code (password)

Many organizations allow you to access your mailbox directly from your office phone by pressing the "Message" button. When using this button, you are prompted for your password. If you don't see this button on your phone, contact your system administrator to see if it is available.

System Voice Prompts

A system greeting plays when you call into the voicemail as a remote user. At any time during this greeting you can press the **#** key to log into your mailbox. When calling internally, the system will prompt you for your password. Check with your system administrator if you do not know your password.

Each time you enter your mailbox, the system informs you of any new messages and prompts you with keys to press on a touch-tone phone to access the Subscriber's Menu. The system repeats these options if you do not select an option after a few seconds. If you already know which option you need there is no need to listen to the entire prompt, and you may "Key ahead."

Subscriber's Menu

The Subscriber's Menu is the menu that lets you to access all features of the voicemail system available to you. You have access to the Subscriber's Menu once you have entered your password.

Cancelling an Operation

The **∗** key can be pressed at any time to cancel an operation. Pressing the **∗** key takes you back to the previous menu.

Set up Your Mailbox for the First Time

The first time you access your mailbox, the system asks you a few questions to set up your mailbox.

1. Enter your initial default password.

   If you do not have this, it can be obtained from your system administrator. Once you enter your default password you are prompted to change it for security purposes.

2. Record your first and last name.

   This identifies your mailbox when you log in, as well as identifies your mailbox to other internal subscribers.

3. Record your personal greeting.

   This is the greeting callers hear when directed to your mailbox. You can change your personal greeting at any time in the future, or set up a temporary (extended absence) greeting. Refer to Chapter 4 – Greetings for more information on personal greetings.

If your mailbox is enabled with voice commands, the first time you access your mailbox you also hear a short tutorial that guides you on using spoken commands to navigate your mailbox.

Once you have completed this set up process, the system notifies you there are any new messages in your mailbox.

To access the New User Setup at any time in the future, press **7** from the main system options menu.

Soft keys

Soft key functionality is available on many of the Toshiba IP or digital telephones equipped with a Liquid Crystal Display (LCD).

Feature prompting makes voice mail functions easy to use via visual displays on the telephone in place of listening to voice prompts over the handset / speaker, although the Strata Messaging voice prompts still play when soft keys are used.

For general information on using Soft Keys on your phone, please see the appropriate Telephone User Guide.

Checking Messages 2

This chapter explains how to check new messages, as well as:

- Replay a message and find out when a message was sent
- Save a message, and listen to saved messages
- Reply to or redirect a message
- Delete and undelete messages
- Check message count
- Review fax and email messages[1]

Depending on licensed features, messages include voice, fax and email. These instructions refer to all three types of messages. Check with your system administrator to find out if you have access to fax and email messages, in addition to voice messages. See Chapter 7 – Unified Messaging for more information on unified messaging and how to access emails and faxes[1] through your voicemail box.

Check New Messages

Most organizations have a message indicator light on office phones. By default the message indicator will light up when you have a new voice message, but some system administrators will also set it up to indicate when you have a new fax message.

To check new messages and access your voicemail box:

1. You will need the following information:

    - Phone number to call the voice messaging system (this may be different from inside and outside of the organization)
    - Your mailbox number
    - Your security code (password)

2. From the Subscriber's menu, press **1** to review new messages. The system will play any priority stamped messages first.

You can also receive a text message to your cell phone or pager when a new message arrives, or set up a "call-out" where the system will call any designated phone number (e.g. a cell phone or home phone) when a message has been left in your voicemail box. To learn how to activate and deactivate these Message Notification options, review Chapter 6 – Personal Options.

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1. Future release

Review saved messages

Saved messages are messages you have already heard and saved. A message is moved to your saved messages when you press 1 during or after message playback. The length of time a saved message is kept before being permanently deleted (for example, 30 days) is set by your system administrator. Your system administrator will also designate if you receive notification that a saved message is about to be permanently deleted, providing you with the opportunity to save it again if you wish to keep it for a longer period of time.

To review saved messages:

1. Call the voice messaging system

2. Press **1 2** from the subscriber's menu to review saved messages.

Envelope Information

Press **8** while listening or after listening to the message to find out who sent the message as well as the date and time sent.

While listening to a message, you can press **4** to rewind or **6** to fast forward (in increments of five seconds or as programmed by the system administrator). You can also press **5** to pause the message and **5** again to resume it (it automatically resumes after 60 seconds or as programmed by the administrator).

Volume /Speed Control

You can use the following keys at any time during message playback to change message volume or message speed.

Press **9** then one of the following keys:

> **1** Low Volume
> **2** Normal Volume
> **3** High Volume
> **4** Low speed
> **5** Normal speed
> **6** High speed

Reply to a Message

During message playback or after the message has finished playing, you can reply to the sender of the message. The message will be delivered directly to the sender's voicemail box.

1. Press **7 1** while listening to a message or after the message has finished playing.

   You can use the following keys at any time during message playback:

   > **1** Save the message
   > **2** Listen to next message
   > **3** Erase the message
   > **#** Repeat the message
   > **7** Reply / Redirect the message
   > **8** Envelope information
   > **9** Speed or volume control

2. The system will prompt you to record a message. Use the following options to send the message.

    1 Delivery message

    2 Review message

    3 Rerecord message

    0 Delivery options (see Chapter 3 – Sending Messages for more information on delivery options)

    ✳ Cancel and exit

Call Back Directly

In addition to replying directly to a mailbox, you can also call back the sender of a message. This option will ring their phone rather than send a message to their mailbox.

1. Press **7** while listening to a message or after the message has finished playing.

2. You now have a few options:

    • To call the number and delete the message, press **3**
    • To call the number and save the message, press **4**
    • To call the number and keep the message as new, press **5**

3. The system will place you on hold while it transfers your call.

Redirect a Message

During message playback or after the message has finished playing, you can redirect (forward) a message to another subscriber's voicemail box.

1. Press **7 2** while listening to a message or after the message has finished playing.

2. The system will prompt you to enter the mailbox to which you wish to forward the message. You can also use a private or public group distribution list at this time.
    See Chapter 5 – Using Group Distributions for more information on setting up and using group distribution lists.

3. After you have made your selection, press **1** to confirm or **2** to change.

4. Press **1** to send without a comment, or **2** to attach a comment to the beginning of the message. You can send the message with normal delivery, return receipt and/or priority; see Chapter 3 – Sending Messages to learn about these delivery options.

5. The message is now sent. Press ✳ to continue, **2** to send to additional destinations, or **7** to additional destinations with the same comment.

Erase / Delete and Retrieve a Deleted Message

While you are listening to a message, or after a message has finished playing, you can delete the message from your inbox or saved box.

Delete a Message

Press **3** during or after message playback. The message will be moved to a deleted folder.

Note: You will have a minimum of one day to recover this deleted message; some system administrators may extend this recovery period.

Retrieve a Deleted Message

You may also retrieve a deleted message and move it back into your saved messages folder.

1. Press **6** from the main subscriber's menu. If you are currently reviewing messages press **∗ 6**.

2. You now have three options:

    -   To listen to your deleted messages, press **1**
    -   To move the message back to your saved messages, press **2**
    -   To delete the message, press **3**

Note: Erasing a message permanently deletes your message from the system and you will no longer be able to recover it.

Number of Messages

To check how many messages you haves:

The system can tell you how many new and saved voicemail messages you have. If you have fax and email capabilities, the system will also inform you how many fax and email messages you have.

From the Subscriber's menu, press **1 4** to hear your message count.

Sending Messages 3

This chapter describes how to:

- Send a message to one or more recipients
- Review or re-record a message before sending
- Mark a message for priority or confidential delivery
- Mark a message for return receipt notification

Send A Message Directly To A Subscriber's Mailbox

You can send a message directly to another subscriber's mailbox from your voicemail.

To record and send a message:

1. Access your voicemail box.
   You will need the following information:

   - Phone number to call the voice messaging system (this may be different from inside and outside of the organization)
   - Your mailbox number
   - Your security code (password)

2. From the subscriber's menu, press **2** to record a message.

3. Press any key when you are done recording.

   - Press **2** to review your message before sending
   - Press **3** to Re-record your message
   - Press **✱** to cancel without sending
   - Press **1** to send.
   - Press **0** for delivery options such as confidential, urgent or message confirmation.

4. The system will prompt you to enter the mailbox to which you wish to send the message. You can also use a private or public group distribution list at this time; see Chapter 5 – Using Group Distributions for more information on setting up and using group distribution lists.

5. Press **1** to confirm or **2** to change your entry.

When sending a message, the system will also provide you with the option to send the message with return receipt and/or schedule it for future delivery. See this chapter for more information on these options and follow the prompts in the system to use these features.

Note: You can press any key to interrupt the system voice prompt explaining how to leave a message.

To Mark a Message as Confidential

When you mark a message as confidential, you inform the recipient that it is confidential before the message plays.

1. Call the voice messaging system, then press **2** from the subscriber's menu to record a message. Press any key when you are done recording.
2. Press **0 3 1** to mark your message as confidential.
3. The system will then ask you to address your message.

When sending a message as confidential, the system will also provide you with the option to send the message with return receipt and/or schedule it for future delivery. This chapter contains more information on these options and follow the prompts in the system to use the features.

To Mark a Message as Priority

When you mark a message as priority, it will be sent to the front of the subscriber's message inbox.

1. Call the voice messaging system and select 2 from the subscriber's menu to record a message. Press any key when you are done recording.
2. Press **0 3 2** to send your message as priority.
3. Address your message.

When you send a message as priority, you will also be provided with the option to send the message with return receipt and/or schedule it for future delivery. See this chapter for more information on these options and follow the prompts in the system to use these features.

To Mark a Message as Priority and Confidential

1. Call the voice messaging system and press **2** from the subscriber's menu to record a message. Press any key after recording.
2. Press **0 3 4** to send the message as priority and confidential.
3. Address your message.

When you send a message as priority and confidential, the system will also provide you with the option to send the message with return receipt and/or schedule it for future delivery. See this chapter for more information on these options and follow the prompts in the system to use these features.

To Request a Return Receipt for a Message

When sending a message to a subscriber's inbox you can request a confirmation that the recipient received and listened to the message. A notification will be delivered to your inbox after the message has been listened to.

1. Call the voice messaging system and press **2** from the subscriber's menu to record a message. Press any key when you are done recording.
2. Press **0 5** to send your message with return receipt.
3. Address your message.

To Request Notification of Non-receipt

You can request that the system notify you if a message you send to a subscriber is not heard. A notification will be delivered to your inbox if the message is not listened to by a date and time that you designate.

1. Call the voice messaging system and press **2** from the subscriber's menu to record a message. Press any key when you are done recording.

2. Press **0 6** to send your message with return receipt.

3. The system will ask you to use your keypad to input a 2-digit month, 2-digit date and 4-digit time. The system will confirm the date and time you specify.

4. To confirm and continue sending press **1**.

5. Select the mailbox destination and press **1** to confirm and send.

To Schedule a Message for Future Delivery

You can schedule a message for future delivery with any delivery option (normal, priority, confidential, receipt and non-receipt). After you select your delivery options and address the message you can send the message immediately or mark it for future delivery.

1. Call the voice messaging system and select **2** from the subscriber's menu to record a message. Press any key when you are done recording.

2. Select your delivery option.

3. Select the mailbox destination and confirm.

4. Press **2** for future delivery.

5. The system will ask you to use your keypad to input a 2-digit month, 2-digit date and 4-digit time. The system will confirm the date and time you specify.

6. Press **1** to confirm and send, or **2** to change your delivery time.

To Send a Message Using Directory Assistance

If you do not know a subscriber's mailbox number you can use directory assistance to find it.

1. From the subscriber's menu, press **2** to record a message.

2. Press any key when you are done recording and press **1** to continue.

3. Follow the voice prompts to select directory assistance. Many organizations use **9** but some system administrators change this key press.

To Send a Message to a Group Distribution

You can send a message to a group distribution list. This option allows you to send a message to multiple individuals without having to enter in individual mailbox numbers. For example, if you are a manager, you may wish to set up a distribution list that includes your team members.

You can set up private (personal) group lists while a system manager will set up global (public) group lists. See Chapter 5 – Using Group Distributions for more information on setting up group distribution lists.

1. From the subscriber's menu press **2** to record a message. Press any key when you are done recording and press **1** to continue.

2. Press **#** to send to a Private Distribution list or **# #** to send to a global Distribution list.

3. Enter the group number.

4. Press **1** to confirm or **2** to change your destination.

5. Press **1** to send.

Delete a Message after Sending

You have the option of deleting a message from a subscriber's mailbox if a message you sent to the subscriber has not yet been listened to.

1. Call the voice messaging system and select **5** from the subscriber's menu.

2. Enter in the mailbox number you wish to check and the system will play the first unheard message you left for the recipient.

3. To delete the message press **3**, to replay the message press **1**, to hear the next message press **2**.

Greetings 4

This chapter describes how to:

- Change your personal greeting
- Change your recorded name
- Set up your temporary (extended absence) greeting

Change your Personal Greeting

When you access your mailbox for the first time you will be asked to record your personal greeting. You have the option of changing this greeting at any time.

1. Call the voice messaging system and select **3 2 3** from the subscriber's menu to change your greeting. Press any key when you are done recording.

2. To listen to the greeting you have just recorded press **2**, or to activate this greeting press **1**. To re-record the greeting press **3**.

Deactivate your Personal Greeting

When your personal greeting is deactivated, external callers will hear a standard system greeting that includes your recorded name. If you have also deleted your recorded name, callers will hear a system standard greeting that includes your mailbox number.

1. Call the voice messaging system and select **3 2**.

2. The system will tell you if your greeting is activated or deactivated. If it is activated, press **1** to deactivate.

Listen to your Greeting

Call the voice messaging system and select **3 2 2** from the subscriber's menu to listen to your greeting.

Change your Recorded Name

When you access your mailbox for the first time you will be asked to record your name. This will identify your mailbox to you when you log in, as well as identify your mailbox to other internal subscribers. You can re-record your name at any time.

1. Call the voice messaging system and press **3 3 2** from the subscriber's menu to change your recorded name. Press any key when you are done recording.

2. To listen to your name before saving, press **1**

3. To save your recorded name simply hang up or press ✱ to exit.

Delete your Recorded Name

Call the voice messaging system and select **3 3 3** from the subscriber's menu to delete your recorded name.

Important! If you delete your recorded name without re-recording, the system will identify your mailbox to internal callers only by its mailbox number.

Activate your Temporary Greeting (Extended Absence)

You can set up a temporary greeting which will replace your standard personal greeting when activated. A temporary greeting is often used when you are out of the office or have specific information to tell a caller, while retaining your standard personal greeting for reactivation at a later time.

1. Call the voice messaging system and select **8 1** from the subscriber's menu to record your greeting. Press any key when you are done recording.

2. To listen to the greeting you have just recorded press **2**, or to activate this greeting press **3**. To erase and re-record this greeting press **1**.

Deactivate your Temporary Greeting (Extended Absence)

Call the voice messaging system and select **8 4** from the subscriber's menu to deactivate your temporary greeting and restore your standard personal greeting.

Using Group Distributions 5

This chapter explains:

- The difference between a private and global group distribution list
- How to set up and use a private group distribution list
- How to use a global group distribution list

You can send a new message or redirect a message to a group distribution list. This option allows you to send a message to multiple individuals without having to enter in individual mailbox numbers. For example, if you are a manager you may wish to set up a distribution list that includes all members of your team, especially if you send them frequent voice messages.

There are two options for distribution lists: private and global (public). When you set up a private group distribution list, only you can access and manage this list. A global group distribution list is set up by a system administrator for everyone to use, but only the system administrator may add or delete members, delete the list, or listen to members of the list.

Set up a Private Group Distribution List

1. From the Subscriber's menu, enter **3 6 1** to create a new group.
2. Select a number to save the list under, followed by **#**. You can select any number from 1 to 5 digits.
3. The system will prompt you to record a list name. The list name will help you identify the list in the future. To save the name and continue, press **∗**.

   To listen to your recorded name, press **1**, to re-record press **2**, to delete press **3**.
4. After you save the recording you will add members to the list you just created. Select prompt **4** and the list number, followed by **#**.
5. To add members, press **2**
6. Enter the first mailbox of the person you wish to add. The system will confirm the addition.
7. Continue entering any additional members. Press **∗** when finished.

Add Members to a Private Group Distribution List

You can add members to a pre-existing distribution list at any time.

1. From the Subscriber's menu, enter **3 6 4**.
2. Enter the list number you wish to make changes to, followed by **#**
3. To add a new member, press **2** and the new mailbox number. The system will confirm the addition.
4. Continue entering any additional members. Press **∗** when finished.

Delete Members from a Private Group Distribution List	You can delete members from a pre-existing distribution list at any time. 1. From the Subscriber's menu, enter **3 6 4**. 2. Enter the list number you wish to make changes to, followed by **#** 3. To delete a member, press **3** and then the mailbox number followed by **#**. The system will confirm the deletion. 4. Continue entering any additional mailbox numbers you wish to delete. Press **∗** when finished.
Delete a Private Group Distribution List	In addition to deleting individual members from a private group distribution list, you can also delete an entire distribution list. 1. From the Subscriber's menu, enter **3 6 3**. 2. Enter the list number you wish to delete, followed by **#** 3. The system will play the name of the list and prompt you to press **#** to confirm the deletion.
Listen to Members in a Private Group Distribution List	You can listen to a list of members in a distribution list at any time. 1. From the Subscriber's menu, enter **3 6 4**. 2. Enter the group list number you wish to listen to, followed by **#** 3. Press **1** to listen to a list of the members of the group.
Using a Private Group Distribution List	You can use a private group distribution list when sending a new message or redirecting a received message. 1. Call the voice messaging system and record a new message or forward a received message. 2. When you address the message for delivery, you have the option of inputting a mailbox number or selecting **#** for a private group distribution list. 3. Enter the group number you wish to use followed by a **#** 4. Press **1** to confirm, or **2** to change your entry.
Using a Global Group Distribution List	You can use a global group distribution list when sending a new message or redirecting a received message. 1. Call the voice messaging system and record a new message or forward a received message. 2. When you address the message for delivery, you have the option of inputting a mailbox number or selecting **# #** for a public distribution list. 3. Enter the group number you wish to use followed by a **#** 4. Press **1** to confirm, or **2** to change your entry.

Personal Options 6

This chapter explains procedures on how to do the following:

- Send notification to additional devices when a message is left in your mailbox
- Set a wake-up call
- change your mailbox password
- Set up your personal assistant
- forward a call to another phone number using follow-me
- Set up call screening
- Set up do not disturb
- Set up a personal schedule

Some Personal Options are optional features which may or may not be available to your organization. Your system administrator will be able to tell you which of these features are available to you.

Message Notification

Message notification allows you to set up a schedule where you are notified through additional devices when new messages are received to your mailbox. Examples of message notification include:

- Receiving a text message to your cell phone
- A notification to a pager
- A call-out to another phone number (e.g., home phone)

Message notification enables you to set a day/time schedule whereby these notifications are sent. For example, if you work from home one day a week, you may wish to be notified at your home number if a message is left in your office mailbox. On the weekends you may still want to know when a new message arrives, but only wish to be notified by a text message to your cell phone. Each separate notification is set up through a separate "notification Line."

Depending on your organization, you may have access to set up message notification directly, or your system administrator may need to set up message notification for you. Once message notification is set up, you can activate and deactivate this feature through your mailbox.

To Activate or Deactivate Message Notification

You can use your phone to activate or deactivate message notification once the schedule has been set up.

1. Call the voice messaging system and select **3 1 1**. The system will tell you whether or not your message notification is activated.

2. If it is not already activated, press **1**.

You may also activate or deactivate individual schedule lines. You will need to know the notification schedule each schedule line refers to.

1. Call the voice messaging system and select **3 1 1**. The system will tell you whether or not your entire message notification is activated.

2. To activate or deactivate a specific schedule line, press **2**.

3. Enter the schedule line number

4. The system informs you if this schedule line is activated or deactivated. To change, press **1**.

Set a Wake up Call

You can set a wake up call to ring a phone (for example, your cell phone) at a specific time during the day. The wake-up ring will repeat everyday until you turn it off.

1. Call the voice messaging system and select **3 1 3**

2. To set a weekday wake-up call, press **1**; to set a weekend wake-up call press **2**

3. The system will tell you whether wake up call is activated or deactivated. To change, press **1**.

4. Once the wake-up call is activated, select **2 1** to enter in a time when you would like to receive the call.

5. Enter in a 4-digit time followed by a **✳** for AM or **#** for PM.

6. The system will confirm the wake up time.

7. Set up the call-out number. This is the number the system will ring at your scheduled time. Press **3** and the system will inform you if there is already a call-out number saved (this allows you to reuse a number without having to enter it every time you set up a wake up call). To change the call-out number press **1**.

8. Enter the phone number followed by **#**

9. The system will confirm the number.

Change your Mailbox Password

Your mailbox password is initially set when you access your mailbox for the first time and complete the mailbox setup process. However, you can change your mailbox password at any time.

To change your mailbox password:

1. Call the voice messaging system and select **3 4 1**
2. Enter a new password
3. The system will ask you to confirm the password.

You can also delete your mailbox password without entering a new one:

1. Call the voice messaging system and select **3 4 2**
2. The system will ask you to press **#** to confirm deletion

Important!   If you delete your mailbox password your mailbox will not be password-protected.

Personal Assistant

With Personal Assistant you can designate buttons that callers can press when listening to your voicemail message that will automatically transfer them to another extension. For example, you may wish to inform callers they can reach your assistant by pressing a number on their keypad.

A Personal Assistant must first be set up by your system administrator to define the key press. Once the key press is set up you can change the transfer extension through your phone. Check with your system administrator to see if any keys are pre-defined in your organization.

To change your Personal Assistant transfer extension:

1. Call the voice messaging system and select **3 7 2**
2. Enter the mailbox of the person you wish the call to be transferred to, followed by **#**.
3. Change your personal message greeting (see Chapter 4 – Greetings) to indicate to the caller that they can use this key press. For example, "Press **1** to be transferred to my assistant."

Follow me

Follow-me enables you to set up your mailbox to forward a call to another phone number before the call is transferred to your voicemail. For example, you may be out of the office but are expecting an important call and want all calls to be transferred to your cell phone.

Follow-me is an optional feature that may or may not be available in your organization and depending on how it is set up can also allow you to:

- Accept a call or reject it and send it to voicemail
- Record the conversation once the call is accepted
- Conference in the operator and stay on the call or drop out
- Conference in another extension and stay on the call or drop out

Setting up Follow me	1. Call the voice messaging system and select **3 1 2 2** from the subscriber's menu.
	2. Enter a phone number (the call-out number), followed by **#**, the system will then repeat the number back for confirmation.
	3. To activate this call-out number, press **1** or to enter a new call-out number, press **2**. Once the call-out number is activated, all calls stop ringing at your office phone and will automatically be forwarded to your call-out number.
Accepting or rejecting calls at a call-out	Once a call rings through to your call-out number you have the option of accepting or rejecting the call.
	1. Once the Follow me has been set up and a call is redirected to your call-out number and you answer the phone, you will hear a message that indicates you are receiving a transferred call from the voicemail system.
	2. Press **#** to accept the call or **✱** to reject the call and send it to voicemail.
Transfering to an Operator or another Extension	If available in your organization, you can transfer to an operator or to another extension once you accept a transferred call.
	1. Once the Follow me has been set up and a call is redirected to your call-out number and you answer the phone, you will hear a message that indicates you are receiving a forwarded call from the voicemail system.
	2. Press **#** to accept the call.
	3. At any time during the conversation, press **#** again to trigger the call options. You can press **0** for the operator or **#** and another extension number, then hang up.

Setting up Call Screening

When call screening is set up, a caller is asked to state their name before the call is transferred to your extension. You then have the opportunity to accept the call or send it to voicemail. If call screening is available in your organization, you may activate or deactivate it through your phone.

1. Call the voice messaging system and select **3 5**.
2. The system informs you if call screening is activated or deactivated.
3. To change, press **1**.

Setting up "Do not Disturb"

You can have calls sent directly to your voicemail when you do not want your office phone to ring.

1. Call the voice messaging system and select **4 1**
2. To deactivate and have calls transferred back to your phone, press **1** again.

Setting up a Personal Schedule

The personal schedule allows you to manage calls according to a schedule you define. With the personal schedule you can:

- Route a call to one or multiple destinations based on caller ID, time, or a combination of the two.

- Play different greetings based on caller ID, time, or a combination of the two.

- Set up alternate dialing menus (allows callers to press digits on the keypad during your message to be transferred to a personal assistant or other extension/phone number, skip the greeting, replay the greeting or page you).

For example, when on a business trip you want your cell phone and a colleague's office phone to ring when a call comes into your extension. If voice mail picks up, you want an alternate greeting played that tells callers you are out of the office, but directs them to press **1** to reach an operator, **2** to leave a voicemail, and **3** to ring a different colleague's extension.

Recording a Scheduled Greeting

Your personal schedule is set up your system administrator, however your messages are recorded through your voicemail box.

1. Call the voice messaging system and select **3 8**

2. Select a greeting number on your keypad between **1** and **9**

3. To listen to the greeting select **2**; to record a greeting select **3**

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Unified Messaging

# 7

This chapter describes how to:

- Listen to your email messages through your voicemail, as well as delete, save, reply to and forward these emails.

- Listen to your voicemail messages from your email inbox, as well as archive these messages.

If Unified Messaging is available in your organization, you will be able to access all of your voice messages directly through your email inbox.

You can listen to your voice messages with any audio player. The subject line of voice messages will include caller ID and the duration of voicemail (in seconds).

Access your Voicemails through Email

If Unified Messaging is available in your organization all of your voicemails will be accessible through your email inbox. Each time you receive a voicemail an email will be sent to your inbox with an attachment that includes a recording of the voicemail. You can open this attachment with any audio player installed on your computer to listen to the recording or on your telephone as shown below.
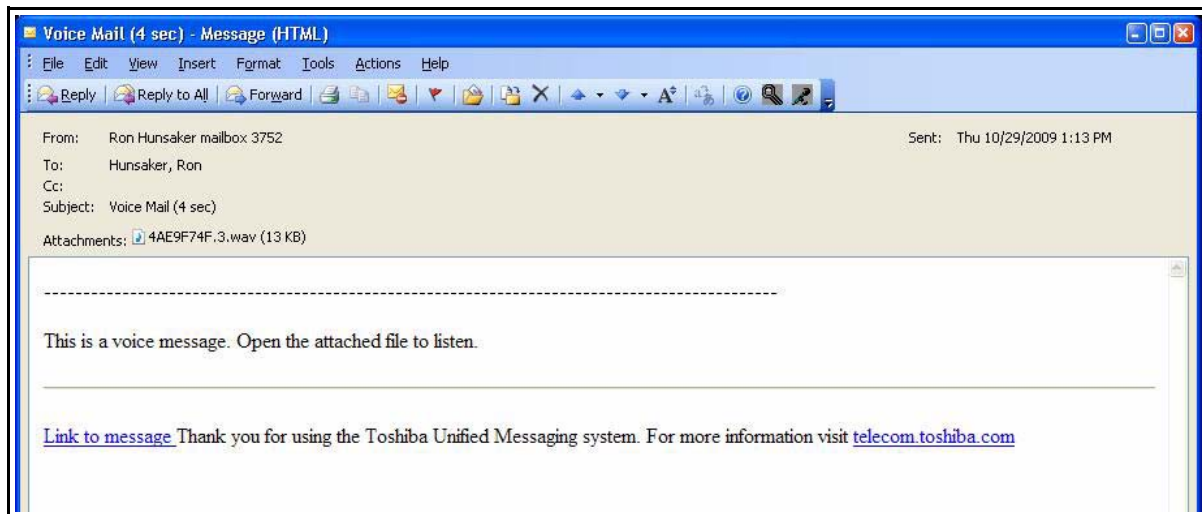
Click the "Link to message" to play your message using the telephone. The following options display. Click on the appropriate button.

Appendix – Soft Keys

If you have a Strata 2000, 3000 or 5000-series digital or IP telephone equipped with a Liquid Crystal Display (LCD), many standard functions of the Strata Messaging voicemail system can be displayed on the telephone LCD and operated by Soft Keys. Feature prompting makes voice mail functions easy to use via visual displays on the telephone in place of listening to voice prompts over the handset, although the Strata Messaging prompts still play when soft keys are used. The table below lists the soft keys that display when using Strata Messaging.

Table 1: Strata Messaging Soft Keys

Telephones	2000 Series (except IP-2008)	3000 series, DP/IP 5000-series	IP-2008, DKT 3014
Soft Key Definitions	3 BUTTON - 4 characters max	4 BUTTON - 5 characters	12 BUTTON - 12 characters
Accept	ACPT	ACCPT	ACCEPT
Activate	ACTV	ACTIV	ACTIVATE
Additional Destinations	ADD	ADEST	ADD DEST
Call	CALL	CALL	CALL
Call Screening	SCRN	SCREEN	CALL SCREEN
Cancel	CANC	CANCL	CANCEL
Change	CHNG	CHANG	CHANGE
Check Delivery	CHK	CHECK	CHK DELIVERY
Comment	COM	COMNT	COMMENT
Confirm	CONF	CONFM	CONFIRM
Continue	CONT	CONT	CONTINUE
Count	CNT	COUNT	COUNT
Deactivate	DACT	DEACT	DEACTIVATE
Delete	DEL	DELET	DELETE
Directory Assistance	DIR	DIRCT	DIR ASSIST
Edit	EDIT	EDIT	EDIT
Email	EMAI	EMAIL	EMAIL
Name	NAME	NAME	NAME
Envelope Options	ENVP	ENVLP	ENVELOPE
Extension	EXTN	EXTN	EXTENSION

Strata CIX

– Soft Keys

Table 1: Strata Messaging Soft Keys

Telephones	2000 Series (except IP-2008)	3000 series, DP/IP 5000-series	IP-2008, DKT 3014
Soft Key Definitions	**3 BUTTON - 4 characters max**	**4 BUTTON - 5 characters**	**12 BUTTON - 12 characters**
Fast Forward	FFWD	FFWD	FAST FORWARD
Fax	FAX	FAX	FAX
Follow Me	FLLW	FLLOW	FOLLOW
Future Delivery	FUTR	FUTUR	FUTURE
Greeting	GRT	GREET	GREETING
Group	GRUP	GROUP	GROUP
Group List	GRP	GRPLS	GROUP LIST
Listen	LIST	LISTN	LISTEN
Mailbox	MBOX	MBOX	MAILBOX
Messages	MSGS	MSGS	MESSAGES
More	MORE	MORE	MORE
New	NEW	NEW	NEW
Next	NEXT	NEXT	NEXT
No Comment	NOCM	NOCOM	NO COMMENT
No Receipt Confirmation	NRC	NORCP	NO RCPT CON
No Recpeipt	NORC	NORCP	NO RECEIPT
Normal	NORM	NORML	NORMAL
Normal Speed	SPD	NOSPD	NORMAL SPEED
Normal Volume	VOLM	NOVOL	NORMAL VOLUM
Notification	NOTF	NOTIF	NOTIFICAT
Number	NUMB	NUMBR	NUMBER
Operator	OPER	OPER	OPERATOR
Options	OPT	OPTIO	OPTIONS
Password	PSWD	PSSWD	PASSWORD
Pause	PAUS	PAUSE	PAUSE
Personal Assistant	ASST	PASST	PRSL ASSIST
Personal Options	OPTN	PERSL	PERS OPTION
Play	PLAY	PLAY	PLAY
Previous	PREV	PREV	PREVIOUS
Priority	PRIO	PRIOR	PRIORITY
Private	PVT	PRIVT	PRIVATE
Private Priority	PRVT	PVTPR	PVT PRIORTY
Public	PUB	PUBLC	PUBLIC

Table 1: Strata Messaging Soft Keys

Telephones	2000 Series (except IP-2008)	3000 series, DP/IP 5000-series	IP-2008, DKT 3014
Soft Key Definitions	3 BUTTON - 4 characters max	4 BUTTON - 5 characters	12 BUTTON - 12 characters
Rdirect	RDIR	RDRCT	REDIRECT
Re Record	RRCD	REREC	RE RECORD
Receipt	RCPT	RECPT	RECEIPT
Receipt Urgent	RR+U	RR+UR	RETURN URGNT
Record	RECD	RECRD	RECORD
Reject	RJCT	REJCT	REJECT
Reply	RPLY	REPLY	REPLY
Review	REVW	REVW	REVIEW
Rewind	RWND	REWND	REWIND
Save	SAVE	SAVE	SAVE
Saved	SAVE	SAVED	SAVED
Scheduled Greeting	SCHD	SCHED	SCHED GREET
Send A Message	SEND	SEND	SEND MSG
Setup	SETU	SETUP	SETUP
Skip	SKIP	SKIP	SKIP
Speed Down	SDN	SPDDN	SPEED DOWN
Speed Up	SUP	SPDUP	SPEED UP
Stop	STOP	STOP	STOP
Temporary Msg	TMSG	TMSG	TEMP MSG
Time	TIME	TIME	TIME
Toggle	TOGL	TOGGL	TOGGLE
Transfer	TNFR	TRSFR	TRANSFER
Undelete	UNDL	UNDEL	UNDELETE
Urgent	URG	URGNT	URGENT
Voice Mail	VM	VMAIL	VOICEMAIL
Volume	VOL	VOL	VOLUME
Volume Down	VDN	VOLDN	VOLUME DOWN
Volume Up	VUP	VOLUP	VOLUME UP
Wake Up	WAKE	WAKE	WAKE UP
Weekday	DAY	WKDAY	WEEKDAY
Weekend	WKED	WKEND	WEEKEND

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