

1.8 Using the Unified Messaging Features

1.8.1 What is the Unified Messaging system?

Introduction to the Unified Messaging system

Your PBX can provide you with Unified Messaging system service. You or an outside party can access the Unified Messaging system from a telephone. As the owner of a mailbox, you can:

- Send a message to one or more people inside or outside your office.
- Transfer messages to other subscribers and add your own comments.
- Access your mailbox and listen to your messages, even when out of the office.
- Have the Unified Messaging system call or e-mail you when someone leaves you a message.
- Be notified by the message waiting lamp on your extension when new messages have been recorded in your mailbox.
- Screen your calls.
- Create a set of options and functions exclusive to your mailbox (Personal Custom Service) that can be selected by your callers.
- Voice and e-mail messages can be managed in a single inbox using the Communication Assistant plug-in for Microsoft® Outlook®.
- Voice and e-mail messages can be managed via an e-mail client that supports IMAP4.
- Many other useful messaging features.



- PBX users who are assigned a mailbox in the Unified Messaging system are called subscribers.

- **Hospitality Mode:**

If your service mode is set to "Hospitality Mode", available features such as listening to messages, personal greetings, etc. may be limited according to the COS settings for your mailbox.

Before You Begin

In order to use the Unified Messaging system as a subscriber, you need to know the following information. The System Manager can help you if you do not know this information.

- The extension number that you should dial in order to access the Unified Messaging system.
- Your mailbox number and extension number (In many cases these are the same number, but it is possible they are not).
- Your mailbox password (if set).
- The System Manager's telephone number. The System Manager is the person you should refer to when you have any problems with the Unified Messaging system.

Prompts

Prompts are recorded voice guidance messages that help you set and use Unified Messaging system features. Prompts also help callers when the system is handing their calls. Depending on how your Unified Messaging system is programmed, subscribers and callers can select the language they prefer for system prompts.

<Prompt example>

"To leave a message, press 1."

"Please leave a message at the tone."

"To end recording, hang up or press 1 for more features."



- Not all prompts are described in each operation.
- The prompts in each operation are not exactly the same as the actual prompts you will hear from the Unified Messaging system.
- Follow the instructions provided by the voice guidance.

1.8.2 Logging in to and Configuring Your Mailbox

- ◆◆ Logging in to Your Mailbox
- ◆◆ Subscriber Tutorial (Easy Mailbox Configuration)
- ◆◆ Changing or Deleting Your Personal Greeting Messages
- ◆◆ Personal Greetings for Caller ID
- ◆◆ Changing Your Password
- ◆◆ Changing or Deleting Your Subscriber (Owner) Name
- ◆◆ Common Service Commands and Navigation Commands

Logging in to Your Mailbox for the First Time

The first time you log in to your mailbox, there are certain mailbox settings you should perform before using any other Subscriber Services. These settings identify you as the owner of your mailbox, and are described in "◆◆ Logging in to Your Mailbox".

- **Password**
- **Subscriber's Name**
- **Personal Greeting Messages**

Your Unified Messaging system may be programmed to initiate a "Subscriber Tutorial" the first time you log in to your mailbox. If the Subscriber Tutorial is enabled, Unified Messaging system prompts will guide you through the mailbox configuration process.

◆◆ Logging in to Your Mailbox

In order to access Subscriber Services (to play messages, change mailbox settings, etc.), you must first log in to your mailbox. There are 2 ways to log in to your mailbox:

Manual Log-in:

Manual Log-in is necessary when logging in to your mailbox using someone else's extension, or when Automatic Log-in is not enabled for your mailbox.

Automatic Log-in:

When logging in to your mailbox from your own extension, you do not need to enter any special commands or your mailbox number.

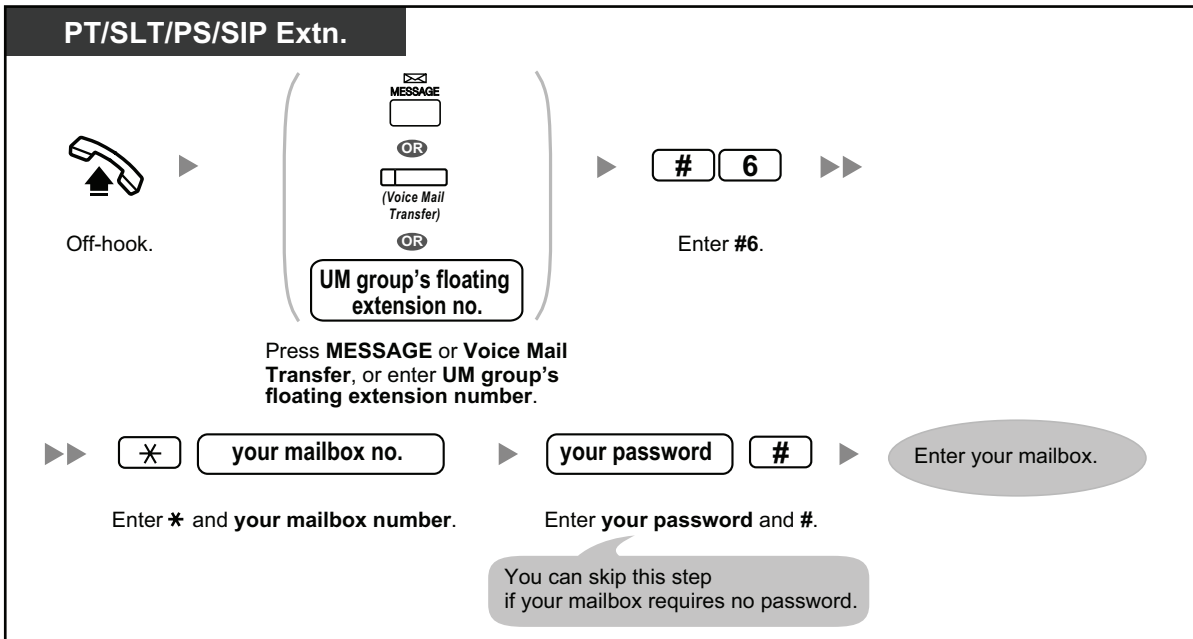


- The UM group's default floating extension number depends on system programming. For more information, consult your System Administrator or System Manager.



- **Mailbox Capacity Warning**
When your mailbox is almost full, you will receive a Mailbox Capacity Warning shortly after logging in to your mailbox. When you hear a Mailbox Capacity Warning, you should delete unnecessary messages to make more recording time in your mailbox available. The amount of recording time that remains when you hear the Mailbox Capacity Warning depends on how your mailbox is configured. This feature may be disabled by the System Administrator or System Manager for your mailbox.
For more information, consult your System Administrator or System Manager.
- **For KX-UT series SIP phone users:**
When using the MESSAGE button, please press the MESSAGE button before going off-hook.

Manual log-in



Automatic log-in



CAUTION

- It is strongly recommended that a password of 16 numbers be used for maximum protection against unauthorised access.
- To avoid unauthorised access to the PBX, keep the password secret. If it becomes known to others, the PBX may be misused.
- Change the password periodically.

Notice

- When disabling the password requirement, ensure that an unauthorised third-party is not allowed access to your extension.



- When following audible prompts only: if Autoplay New Messages is enabled for your mailbox, new messages will be played back automatically each time you log in to your mailbox. Whether or not new messages will be played back one after the other automatically depends on system programming. For more information, consult your System Administrator.
- If Message Waiting Lamp is enabled for your mailbox, the message lamp on your telephone will light when you receive a new message. You can log in to your mailbox and play back a new message automatically simply by going off-hook and pressing the Message button on your telephone. The Unified Messaging system will play back the first new message only. To play back other messages, press the appropriate button.
- After logging in, the system will announce the number of total messages, the number of new messages, or the length of new messages. These announcements depend on the mailbox settings and Class of Service (COS) settings of your mailbox.



Customising Your Phone

- 3.1.3 Customising the Buttons
Create or edit a Voice Mail Transfer button or a Message button.

◆◆ Subscriber Tutorial (Easy Mailbox Configuration)

Your Unified Messaging system may be programmed to present a "Subscriber Tutorial" to you the first time you log in to your mailbox. If the Subscriber Tutorial is enabled, Unified Messaging system prompts will guide you through the mailbox configuration process. Simply by following the prompts, you can configure the following items. You can configure these items later manually if necessary, as explained later in this section. This feature may be disabled by the System Administrator or System Manager for your mailbox.



- You may be asked to enter your password after logging in to your mailbox. If you do not know this password, ask your System Administrator.
- The subscriber tutorial may be simplified or not available depending on your COS settings.

Password:

If your mailbox has a password, you must enter it using the dial keys (0–9) whenever you log in to your mailbox. Your password can contain up to 16 digits.

Subscriber's Name:

This is a recording of your name. Other subscribers will hear your name when they listen to messages you left for them. It may also be heard by callers when they use the Dialling by Name feature.

Personal Greetings:

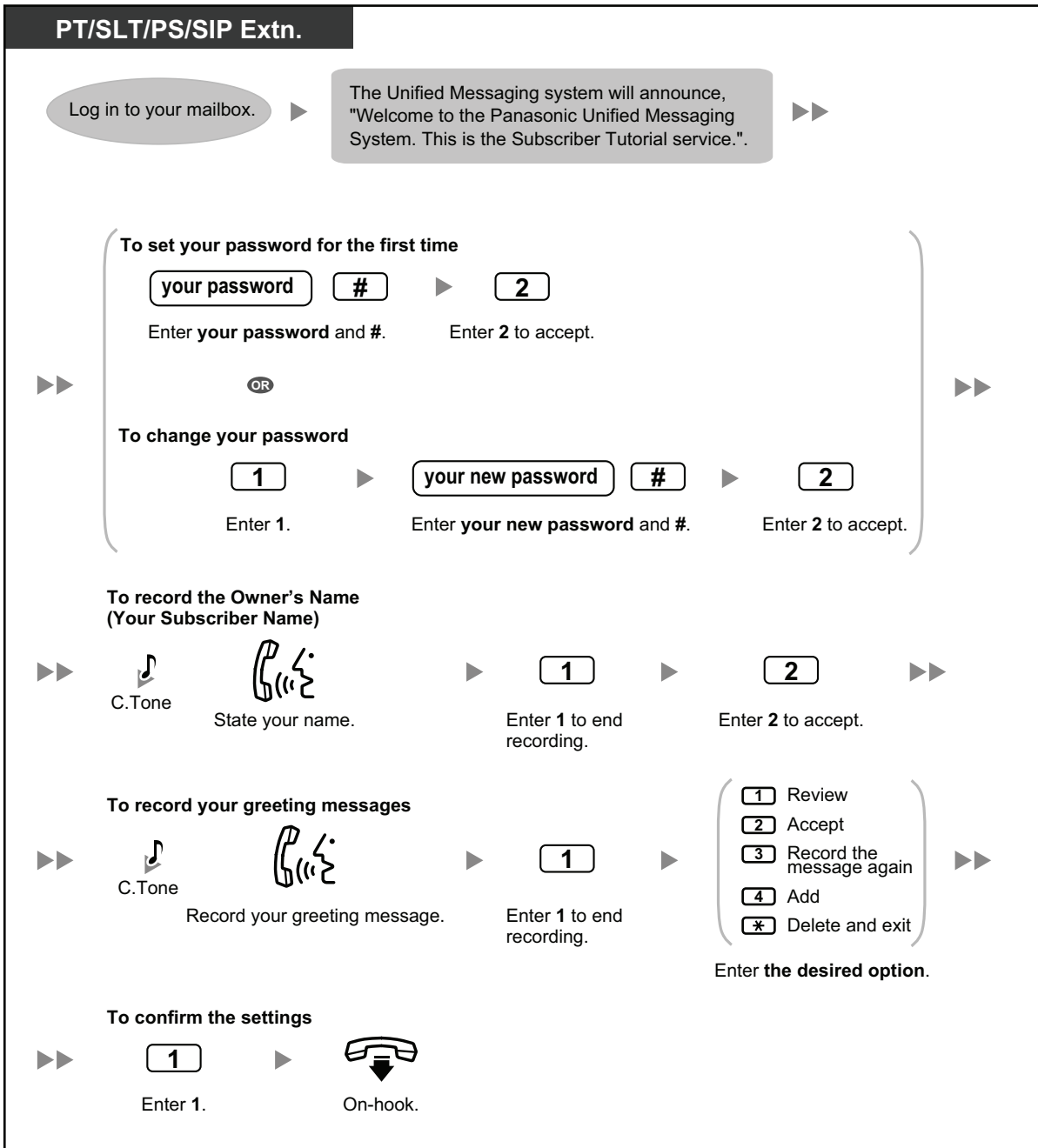
The following Personal Greeting Messages can be recorded in the subscriber tutorial. After the greeting is played, a tone will sound, and the caller can leave a message.

- **No Answer Greeting:** Heard by callers when you do not answer their calls. A common example might be, "This is (name). I can't take your call right now...".
- **Busy Signal Greeting:** Heard by callers when you are on another call. A common example might be, "This is (name). I'm on another call right now...".
- **After Hours Greeting:** Heard by callers when the Unified Messaging system is in night mode. A common example might be, "This is (name). I've gone home for the day...".



- If you do not record a greeting message, a prerecorded greeting message will be used.

To start the Subscriber Tutorial



CAUTION

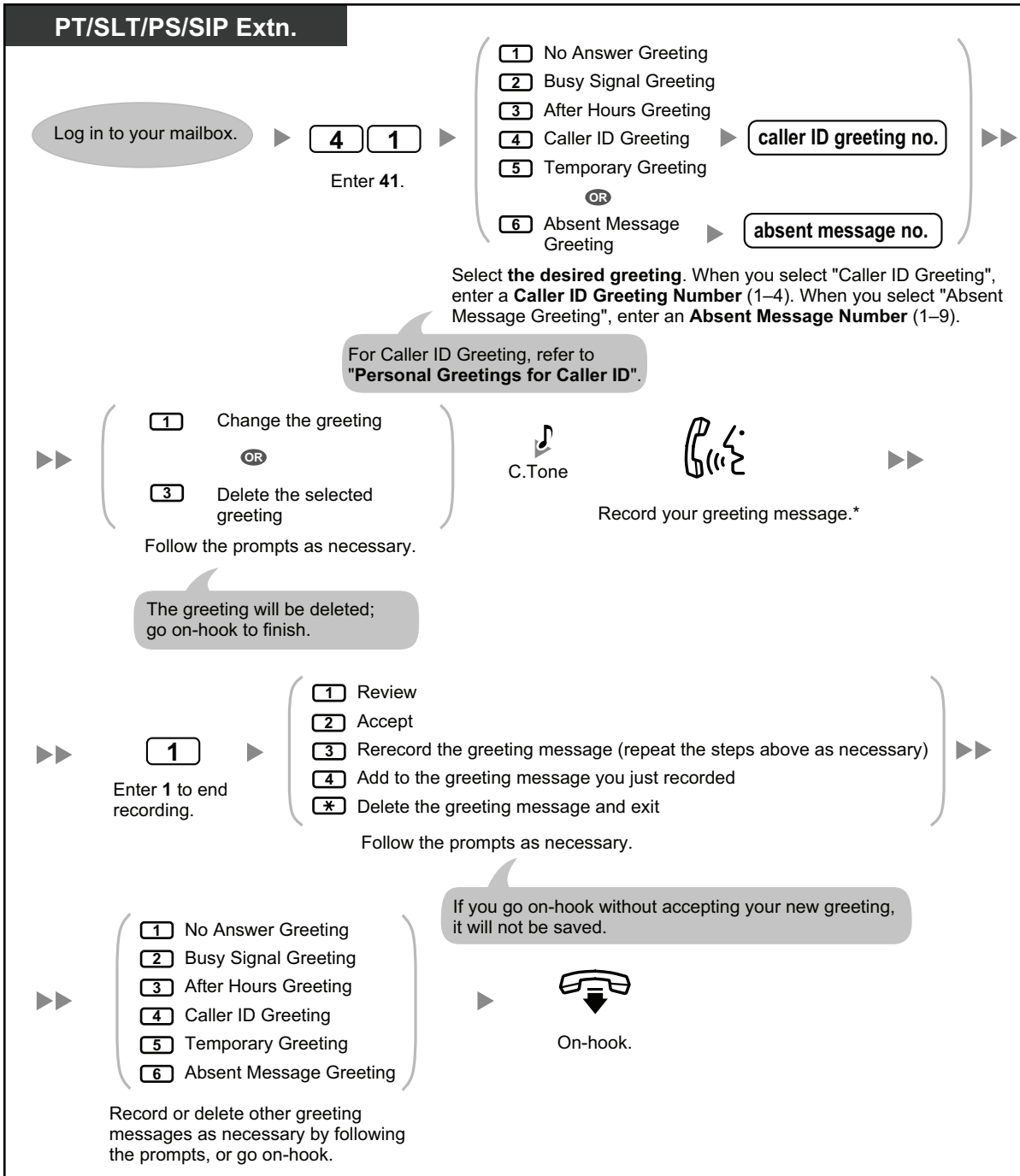
- It is strongly recommended that a password of 16 numbers be used for maximum protection against unauthorised access.
- To avoid unauthorised access to the PBX, keep the password secret. If it becomes known to others, the PBX may be misused.
- Change the password periodically.

◆◆ Changing or Deleting Your Personal Greeting Messages

After callers reach your mailbox, they will hear your personal greeting message. You can record 6 kinds of Personal Greetings; the appropriate greeting will be played for callers. If you delete or do not record a greeting message, a prerecorded greeting message will be used.

- **No Answer Greeting:**
Heard by callers when you do not answer their calls. A common example might be, "This is (name). I can't take your call right now...".
- **Busy Signal Greeting:**
Heard by callers when you are on another call. A common example might be, "This is (name). I'm on another call right now...".
- **After Hours Greeting:**
Heard by callers when the Unified Messaging system is in night mode. A common example might be, "This is (name). I've gone home for the day...".
- **Personal Greeting for Caller ID:**
Heard by callers from preprogrammed telephone numbers. For details, refer to "◆◆ Personal Greetings for Caller ID".
- **Temporary Greeting:**
A special greeting that, if recorded, is heard by callers instead of the other greetings. A common example might be, "This is (name). I'm out of the office this week...".
- **Absent Message:**
Heard by callers when a personal greeting is set to a PBX's absent message, and that absent message is currently set.

To record or delete your Personal Greeting Messages



- The contents of the Absent Message Greeting prompt and the absent message displayed on telephones (refer to "1.6.2 Showing a Message on the Caller's Telephone Display (Absent Message)") should be programmed to match through system programming.

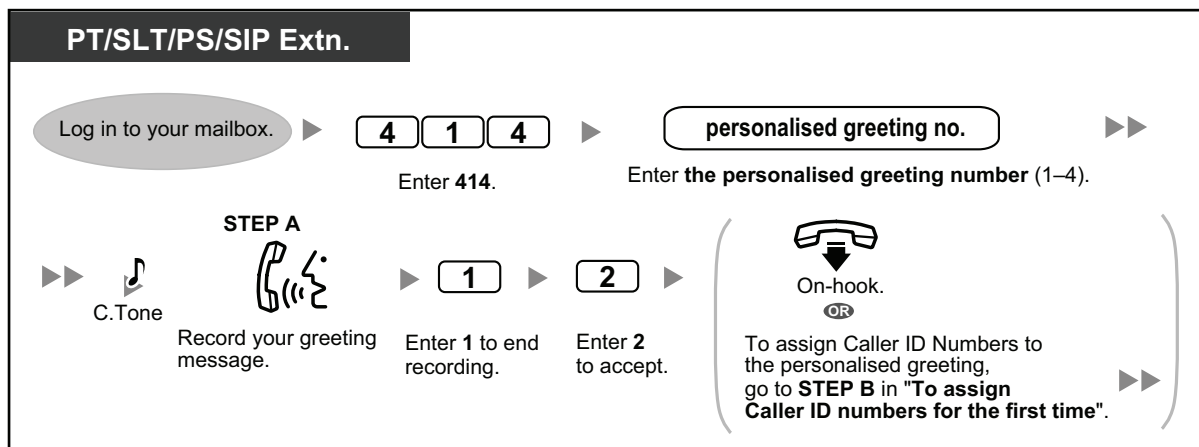


- * We recommend stating your name in your greeting messages, so that callers will know they have reached the correct mailbox.
- A Temporary Personal Greeting is played instead of all your other greetings until it is deleted. Each time you log in to your mailbox, the Unified Messaging system will ask you if you want to turn off (delete) your Temporary Personal Greeting.
- Direct Service Access**
If Direct Service Access is set in Mailbox Settings, you can access Record No Answer Greeting, Record Busy Greeting, Record After Hours Greeting and Record Temporary Greeting features directly by dialling a specific Unified Messaging extension number from your extension. Automatic login must be enabled to use Direct Service Access (refer to "Automatic log-in"). For details about these Unified Messaging extension numbers, consult your System Administrator.

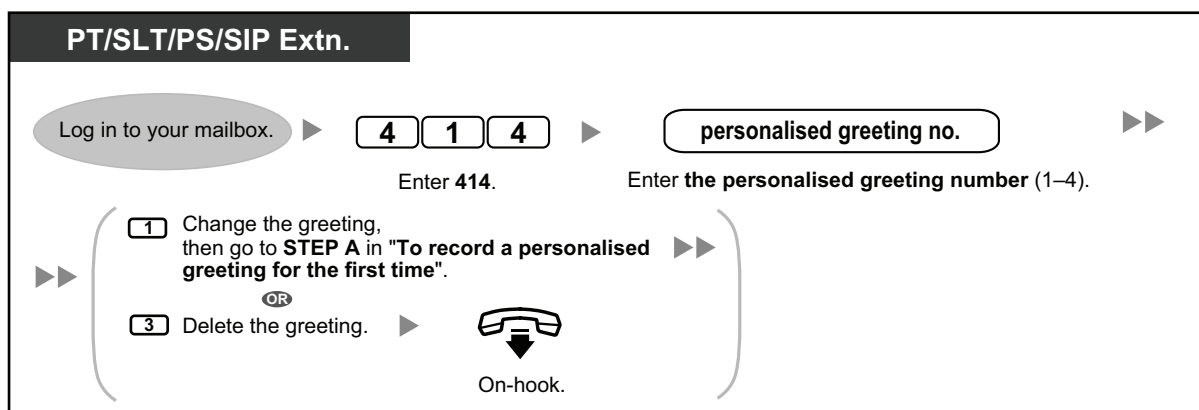
◆◆ Personal Greetings for Caller ID

You can record personalised greetings for specific callers. If you have assigned their telephone numbers (Caller ID numbers) to a personalised greeting, they will hear the appropriate greeting when they call you, instead of your other greeting messages normally played for callers. You can record 4 personalised greetings and assign 8 callers to each greeting. Record your personalised greetings before assigning Caller ID numbers. This feature may be disabled by the System Administrator or System Manager for your mailbox.

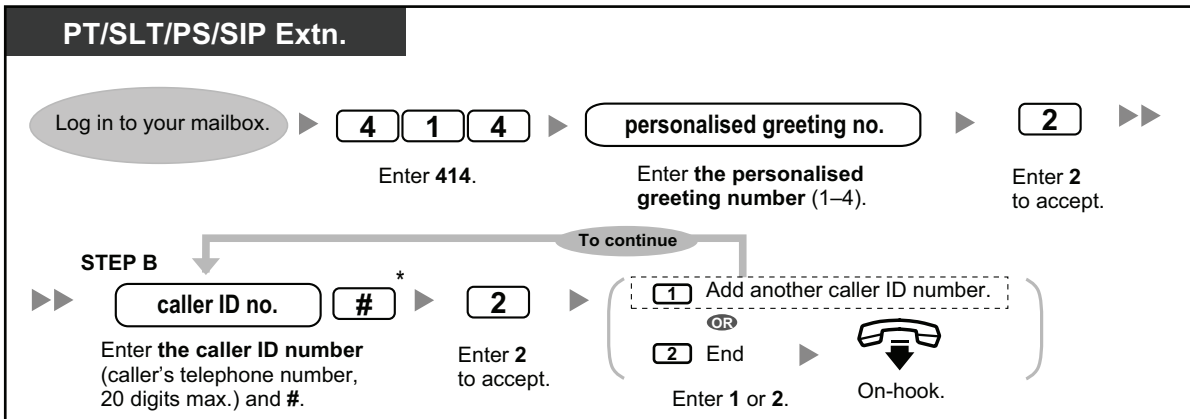
To record a personalised greeting for the first time



To change a personalised greeting

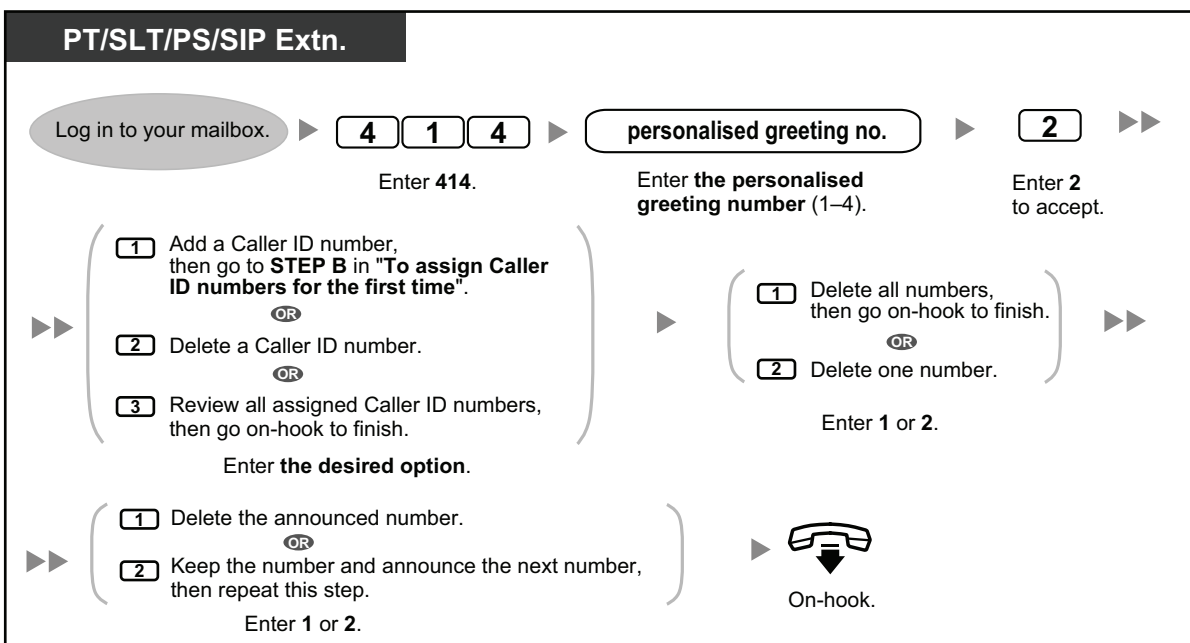


To assign Caller ID numbers for the first time



- * While entering a Caller ID number, you can press * to enter a "wild card". This allows several telephone numbers to match the Caller ID number that you assigned. For example, if you store the Caller ID number as "012*...*" (enter the number of *s as required for telephone numbers in your area), any telephone number that begins with "012" (for example, all callers from the "012" area code) will hear your personalised greeting.

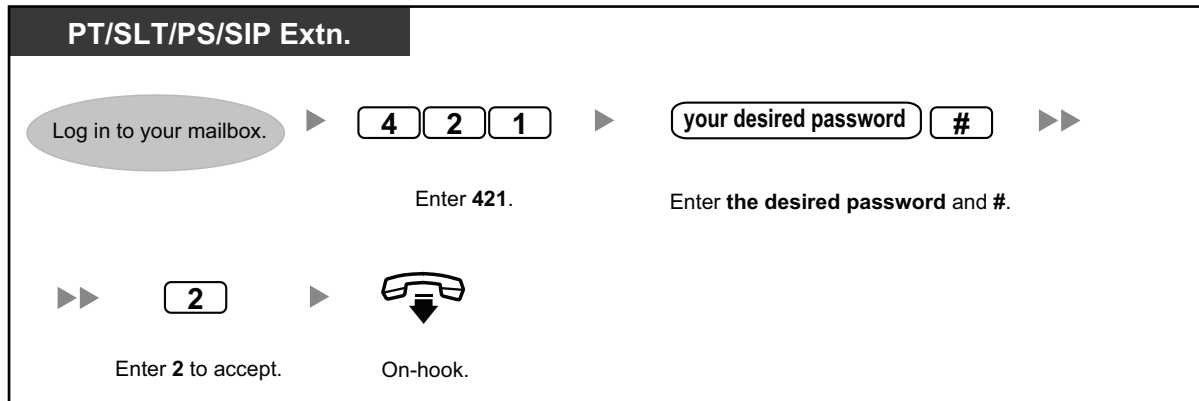
To add/delete/review Caller ID numbers later



◆◆ Changing Your Password

You can protect your mailbox by setting a password, to prevent unauthorised access to your mailbox. If your mailbox has a password, you must enter it using the dial keys (0–9) whenever you log in to your mailbox. Your password can contain up to 16 digits. You can change your password at any time. When choosing a password, avoid using obvious number combinations. If you forget your password, have your System Administrator or System Manager clear your password. You may then set a new one.

To change your password



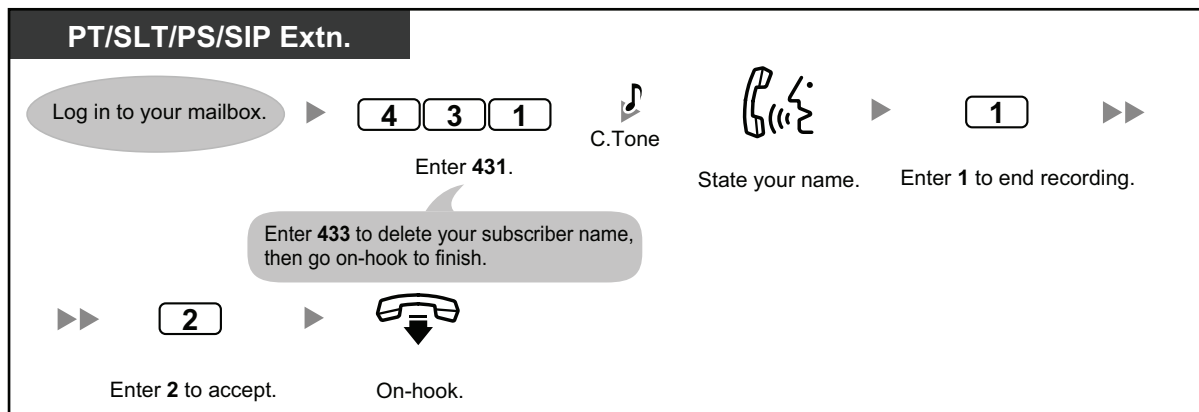
CAUTION

- It is strongly recommended that a password of 16 numbers be used for maximum protection against unauthorised access.
- To avoid unauthorised access to the PBX, keep the password secret. If it becomes known to others, the PBX may be misused.
- Change the password periodically.

◆◆ Changing or Deleting Your Subscriber (Owner) Name

You can record your name in the Unified Messaging system. The system can then announce your name for callers to let them know that they have reached the correct mailbox.

To change/delete your subscriber name



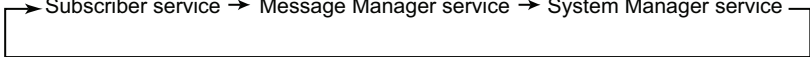
◆◆ Common Service Commands and Navigation Commands

Commands for Changing the Current Unified Messaging System Service

After going off-hook and pressing the MESSAGE button¹, Voice Mail Transfer button, or enter the UM group's floating extension number, you can enter a service command to access certain Unified Messaging system features quickly. While guidance is being provided, you can also use service commands to, for example, switch to a different Unified Messaging system service mode.

¹ For KX-UT series SIP phone users: When using the MESSAGE button, please press the MESSAGE button before going off-hook.

1.8.2 Logging in to and Configuring Your Mailbox

# 1	Dialling by Name
# 2	Custom Service You will be guided to enter a Custom Service number (1–200).
# 5	Log in ¹
# 6	Voice Mail Service You can record a message for another subscriber by entering his or her mailbox number when guided. You can also log in to your mailbox by entering this command followed by * and your mailbox number.
# 7	Restart (Return to Main Menu) ²
# 8	Automated Attendant Service
# 9	Exit
*	Return to Previous Menu
0	Help
# #	Switch Service mode If you are authorised to access a System Manager and/or Message Manager mailbox by the System Administrator, you can switch between those services as follows: 

¹ If pressed while in Subscriber Service, you will be prompted to enter the desired mailbox number.

² If pressed while in Subscriber Service, you will return to the Subscriber Service Main Menu.



- Commands #5 and #7 are available only after you have accessed Subscriber Service.
- Some commands may not be available depending on the COS settings of your mailbox.

When Using Voice Prompts

The following commands can be used to help you navigate through Unified Messaging system menus.

*	Takes you back to the previous menu.
0	Repeats the current menu.
# 7	Takes you back to the Main Menu.

1.8.3 Message Playback and Related Features

- ◆◆ Playing Messages
- ◆◆ Bookmarks (Voice Messages only)
- ◆◆ Recovering Deleted Messages
- ◆◆ Replying to Messages
- ◆◆ Transferring Messages
- ◆◆ Remote Access

◆◆ Playing Messages

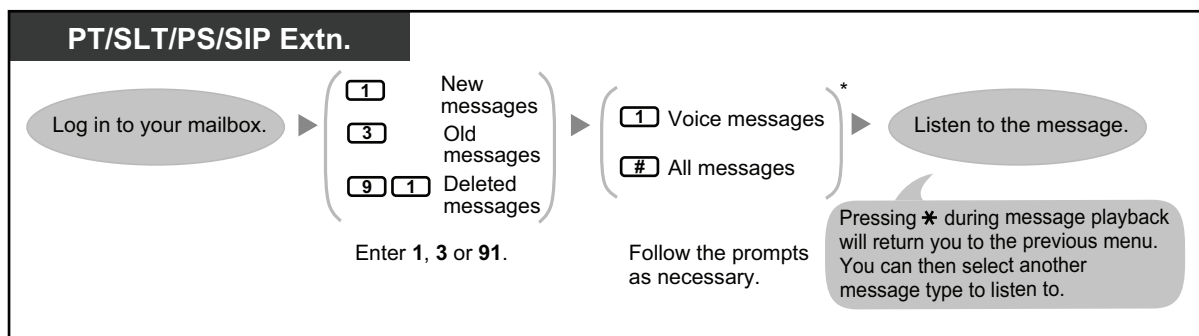
Callers and other subscribers can leave voice messages for you, and you can play them back later after you have logged in to your mailbox.

Messages in your mailbox are divided into 3 types:

- **New Messages:**
Messages in your mailbox which you have not played back yet.
- **Old Messages:**
Messages in your mailbox which you have played back but have not yet deleted.
- **Deleted Messages:**
Messages in your mailbox which you have deleted. You can "recover" your deleted messages, after which they will be treated as old messages (refer to "◆◆ Recovering Deleted Messages"). If you do not recover deleted messages, they will be permanently deleted at the end of the day.

When playing back a message, the Unified Messaging system can also announce the message's "envelope"—the date and time of the message, and the message sender's information.

To play messages



- * This step is omitted depending on settings and COS settings of your mailbox.

Additional features are available during/after the playback of voice messages. Refer to the table below and press the appropriate dialling key. The message types that can be used with each key are marked with a ✓. Note that certain features are not available depending on the message type (new, old, deleted).

Key	Feature	Message Type		
		New	Old	Deleted
1	Repeat this message	✓	✓	✓

1.8.3 Message Playback and Related Features

Key	Feature	Message Type		
		New	Old	Deleted
1 1	Replay the previous message	✓	✓	✓
2	Play the next message	✓	✓	✓
3 (+ 1 *)	Delete this message • If a confirmation message is played, press 1 to delete the message.	✓	✓	
3	Recover this message			✓
4	Reply to this message	✓	✓	
5	Transfer this message	✓	✓	
6 *	Play the message envelope	✓	✓	✓
7	<During playback only> Rewind the voice message	✓	✓	✓
8	<During playback only> Pause/restart message playback	✓	✓	✓
8 4	<During playback only> Increase playback volume	✓	✓	✓
8 5	<During voice message playback only> Set a Bookmark for the voice message • To restart message playback, press 8 .	✓	✓	
8 6	<For voice messages only> Start playback at the Bookmark for the voice message	✓	✓	
9	<During playback only> Fast-forward	✓	✓	✓
#	Save this message as new • After saving the message, the next message will be played.	✓		

*1 These keys only available when the appropriate COS settings are assigned to your mailbox. For more information, consult your System Administrator.