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Introduction

Communit  is a comprehensive, large-scale solution for unified communications, allowing users to retrieve email, voicemail, and faxes through an email client (e.g., Microsoft Outlook or Lotus Notes) or a touch-tone phone. Advanced features include Follow Me, presence management, call screening, rule-based call routing, and message notification. As a Communit  user, you can customize the system to meet your specific needs by creating rules to handle telephone calls, faxes, and voice messages. You can set rules based on certain conditions, such as the originating phone number, time of day, or your availability status. For example, you can create a “spouse” rule for calls that come from your home telephone number. You can configure this rule to use Follow Me, which will call you on your cell phone first and then dial any other phone numbers you define in your Follow Me rules. Each rule can have its own set of actions that Communit  processes, such as sending a call to voicemail, forwarding a call to another number, or even playing back a custom message using text-to speech (TTS) to the caller. A key feature of Communit  is the telephone user interface (TUI). The interface lets you dial in and retrieve messages from any touchtone phone (see the *Communit  Quick Reference Guide*). You can use the telephone to play back voicemail messages, listen to email (using text-to-speech), and manage telephone interface options. You may also have access to Communit  through your email system and/or the Communit  Web Access component. Ask your administrator if these features are available to you.

In this guide, each Communit  feature is described in detail as you step through the Communit  menus, prompts, and options. You will also learn commands and shortcuts available to you as you navigate through the system. All Communit  users have access to the telephone user interface; therefore, we describe these access methods first. If available, we describe the Communit  Web Access component, which you can access from the from any web browser. Your system administrator must provide you with the link to the Web Access page.

Accessing the User Tutorial

Before you use Communité', you must first set up your mailbox by phone or via the Communité' Web Access pages. Communité' provides a user tutorial to help you set it up.

This tutorial steps you through recording your name and a personal greeting, and in setting up a pass code. If you don't record a name prompt, the text to speech engine plays your name back to the caller.

These steps outline the tutorial:

1. Access your mailbox:
 - Dial the voicemail system number.
 - Enter your mailbox number and passcode.
 - Enter # to complete the access code. (The System plays a prompt, welcoming you to the tutorial.
2. The system will then prompt you to change your passcode. You must enter the passcode a second time for verification. Use a passcode only you know. A valid passcode is 4 to 10 numeric characters.

After you set your passcode, you can change it at any time from your mailbox menu by pressing 5, then 5 and 3.

If you forget your passcode, your administrator can reset it. After a certain number of unsuccessful login attempts, the system may lock your mailbox until your administrator unlocks it.

3. Next, the system asks you to record your name prompt. This recording plays when callers dial your extension through they system, or forward a message to your mailbox.

You can listen to or change your recorded name at any time from your mailbox menu by pressing 5, then 4.

4. Finally, the system asks you to record a personalized greeting, which callers hear when you are unavailable to accept calls.

If you do not record a greeting, or if you deactivate it, the system plays a standard system message.

Setting Up and Accessing Your Mailbox

Before you can use the system, you must set up your mailbox by phone or via the Web Access page. Record your name and a personal greeting, and change your passcode from the default one assigned by your administrator.

To access your mailbox, dial the voicemail system number, enter your mailbox number, passcode, and #. You can also access your mailbox by dialing your phone number, then entering *, your passcode, and #.

Use a passcode only you know. Your passcode tells the system who you are, and prevents others from accessing your messages. A valid passcode is 1 to 10 numeric characters.

Setting up your mailbox:

1. Access your mailbox.
 - Dial the voicemail system number.
 - Enter your mailbox number and passcode.
 - Enter # to complete the access code.
2. Change your passcode from the default passcode.
3. Record your name prompt and voicemail greeting.
4. Set up other personal options, such as forwarding and notification options.
5. After you change your passcode, disconnect, then record your name and complete personal options setup.

Access your mailbox from inside your organization:

1. Dial the voicemail system number: _____
2. When the system greets you, enter your mailbox number and passcode, then press # to complete the access code.
Example: 8007 (voicemail system), 2222 (extension), passcode, and #.

Access your mailbox from outside your organization:

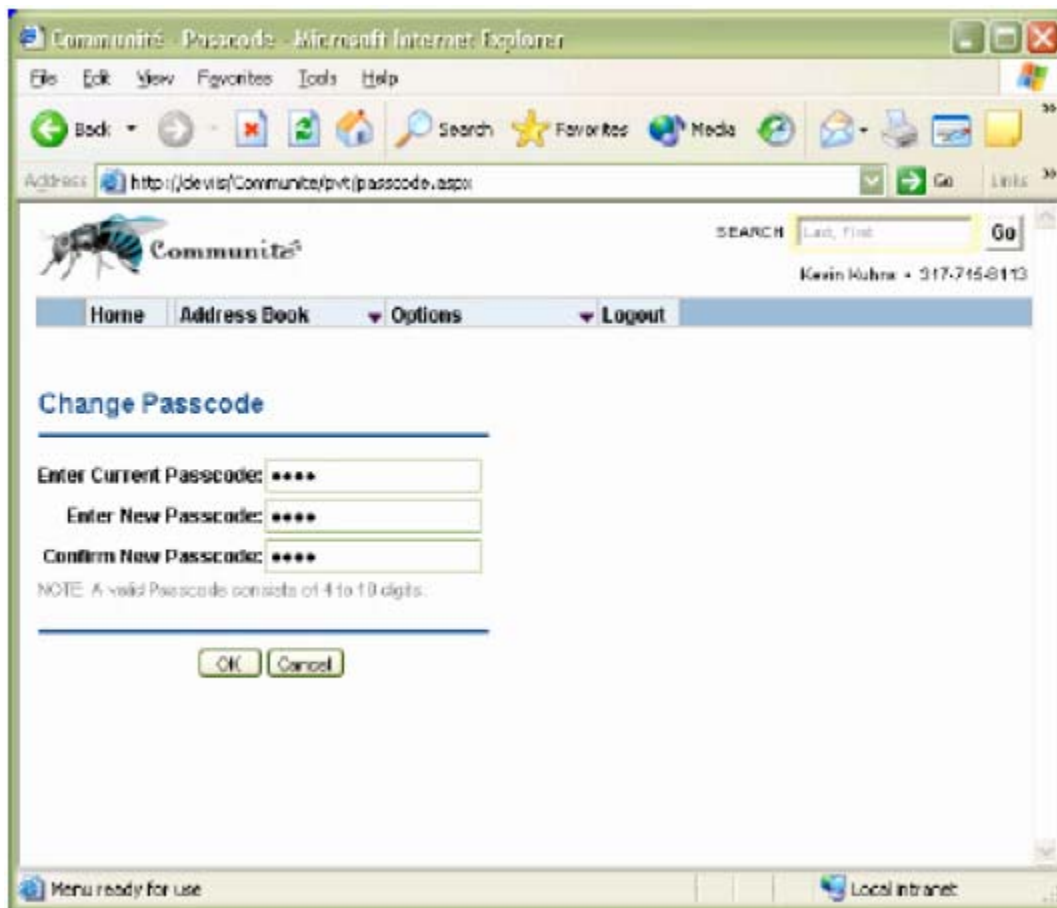
1. Dial the voicemail system number. _____
2. When the system greets you, enter your mailbox number and passcode, and press # to complete the access code.
Example: 715-8007 (voicemail system), 222 (extension), passcode, and #.

Accessing your mailbox through the Internet:

After you set up your mailbox by phone, you can also begin using the web access interface. Your system administrator must give you a link to the web page along with the default password.

If you haven't yet changed your passcode from the default one assigned by your administrator, a Change Passcode page appears first, telling you to change your passcode. Your passcode must be between four and ten digits. Select a number that you can remember and that is easy to enter on a telephone keypad.

If your administrator did not already give you an icon or shortcut to the web page, create a link or icon to easily access the Web Access page in the future.



The Change Passcode screen requires you to create your own passcode: you can not use the default number.

Managing Voice Messages

This section describes many features, including listening to, saving, forwarding replying to, and deleting voicemail. You can access these features through your telephone, or from Web Access.

You can listen to voicemail through computer speakers, a local telephone handset, or a remote telephone number. If your telephone has a message waiting indicator, you may receive visual or audio signs, such as a flashing or solid light or a stutter tone when you lift the receiver, to let you know you have new messages. These indicators will not stop until you listen to all messages.

Managing voicemail by telephone:

Using your telephone, dial into your mailbox and on the Main Menu, press 1 to Manage Voice Messages. The next options are Listen to New (1) or Saved (2) Messages.

Commands and features available at all times:

At any time while the system is playing your messages, press these keys to perform these commands:

Save current message	1
Forward message to extension	2
Skip to next message	3
Replay current message	4
Rewind message 6 seconds	5
Fast forward 6 seconds	6
Delete this message, play next	7
Decrease volume	8
Increase volume	9

*You can always return to the previous menu by pressing the * (asterisk) key.*

Save a voicemail message:

1. Access your mailbox, press 1 to enter the Manage Voice Message menu, and choose 1 to listen to new messages, or choose 2 to listen to saved messages.
2. To save the message, press 1 while listening to it, or after the system finishes playing it.

Delete a voicemail message:

1. Access your mailbox, press 1 to enter the Manage Voice Message menu, and choose 1 to listen to new messages, or choose 2 to listen to saved messages.
2. To delete the current message, press 7 while listening to it, or after the system finishes playing it.

Forward a voicemail to an extension:

1. Access your mailbox, press 1 to enter the Manage Voice Message menu, and choose 1 to listen to new messages, or choose 2 to listen to saved messages.
2. To forward the message, press 2.
3. Enter the extension to which you want to forward the message, then press #.

You can enter multiple extensions each followed by # and end the list with ##.

Forward a voicemail using dial by name:

1. Access your mailbox, press 1 to enter the Manage Voice message menu, and choose 1 to listen to new messages, or choose 2 to listen to saved messages.
2. To forward a message, press 2.
3. To dial the forwarding extension by name, press 2.

Forward a voicemail and attach a comment:

1. Access your mailbox, press 1 to enter the Manage Voice Message menu, and choose 1 to listen to new messages, or choose 2 to listen to saved messages.
2. To forward the message, press 2.
3. Enter the extension, or dial by name,
4. To record a voice comment and attach it to the original voicemail, press 2.

Forward a voicemail and set the priority:

1. Access your mailbox, press 1 to enter the Manage Voice Message menu, and choose 1 to listen to new messages or choose 2 to listen to saved messages.
2. To forward the message press 2.
3. Enter the extension or dial by name.
4. To accept the extension press 1.
5. To set the level of priority you wish to attach to this message (the system defaults to no0rmail priority):
 - For High priority, press 1
 - For Low priority, press 2
 - For Normal priority, press 3

Forward a voicemail using dial by personal group:

1. Access your mailbox, press 1 to enter the Manage Voice message menu, and choose 1 to listen to new messages, or choose 2 to listen to saved messages.
2. To forward the message, press 2.
3. To dial by personal group, press 3.
4. Enter personal group number or name.
5. To dial by group name, press 2, and enter the specified number of characters of your party's last name. The system tells you how many to enter.

Personal groups are groups of contacts you create on the Web Access page. You must have one or more groups defined first.

Forward a voicemail using dial by personal contact:

1. Access your mailbox, press 1 to enter the Manage Voice message menu, and choose 1 to listen to new messages, or choose 2 to listen to saved messages.
2. To forward the message, press 2.
3. To dial by personal contact, press 4.
4. Enter the specified number of characters of your party's last name. The system tells you how many to enter.

Skip to the next voicemail:

1. Access your mailbox, press 1 to enter the Manage Voice message menu, and choose 1 to listen to new messages, or choose 2 to listen to saved messages.
2. To skip to the next voicemail, press 3.

Replay the voicemail:

1. Access your mailbox, press 1 to enter the Manage Voice message menu, and choose 1 to listen to new messages, or choose 2 to listen to saved messages.
2. To replay the current voicemail, press 4.

Reply to the voicemail sender:

1. Access your mailbox, press 1 to enter the Manage Voice message menu, and choose 1 to listen to new messages, or choose 2 to listen to saved messages.
2. To reply to the sender of this voicemail, press 5.
3. To call back to the sender's number, press 1.
4. Press 1 again to call back the sender's number.

Reply to the voicemail using voicemail:

1. Access your mailbox, press 1 to enter the Manage Voice message menu, and choose 1 to listen to new messages, or choose 2 to listen to saved messages.
2. To reply to the sender of this voicemail, press 5.
3. To reply to the sender using voicemail, press 2.
4. Record your message then press 1 for options. Your options are:
 - To send the message, press 1.
 - To review the message, press 2.
 - To rerecord the message press 3.
 - To set the priority of the message, press 4.

Reply to voicemail and listen to number again:

1. Access your mailbox, press 1 to enter the Manage Voice message menu, and choose 1 to listen to new messages, or choose 2 to listen to saved messages.
2. To reply to the sender of this voicemail, press 5.
3. To reply to this voicemail, press 1.
4. To listen to the sender's number again, press 3.

Reply to voicemail by calling a different number:

1. Access your mailbox, press 1 to enter the Manage Voice message menu, and choose 1 to listen to new messages, or choose 2 to listen to saved messages.
2. To reply to the sender of this voicemail, press 5.
3. To call a different number, first press 1 and then press 4.
4. Enter the number you wish to call.

Delete current voicemail and play next message:

1. Access your mailbox, press 1 to enter the Manage Voice message menu, and choose 1 to listen to new messages, or choose 2 to listen to saved messages.
2. To delete the current voicemail and begin playing the next message, press 7.

Delete current voicemail and all other voicemails with the same subject:

1. Access your mailbox, press 1 to enter the Manage Voice message menu, and choose 1 to listen to new messages, or choose 2 to listen to saved messages.
2. To delete the current voicemail, press 7.
3. To delete all other voicemail messages with the same subject, press 1.

Delete current voicemail and all other voicemails addressed to the same recipient list:

1. Access your mailbox, press 1 to enter the Manage Voice message menu, and choose 1 to listen to new messages, or choose 2 to listen to saved messages.
2. To delete the current voicemail, press 7.
3. To delete all other voicemail messages addressed to the same recipient list, press 2.

Managing Faxes

This section describes many fax management features including receiving, saving, and deleting faxes. You can access these fax features from your telephone or from the Web Access page.

You may not have certain options, depending on the features available in your version. See your administrator if you have questions about certain options.

Managing faxes by telephone:

On the Main Menu, press 2 to Manage Faxes. The next options are Receive New (1) or Saved (2) Faxes.

Commands and features available at all times:

At any time while the stem is playing your messages back, you can press these keys to perform the following commands:

Save current message	1
Forward message to extension	2
Skip to next message	3
Replay current message	4
Rewind message 6 seconds	5
Fast forward 6 seconds	6
Delete this message, play next	7
Decrease volume	8
Increase volume	9

Access your faxes:

1. Dial the system number.
2. Enter your mailbox number and passcode.
3. Enter # to complete the passcode.
4. Enter 2 to manage faxes.
5. Press 1 to listen to new faxes, or press 2 to listen to saved faxes.

Save a fax:

1. Access your mailbox, press 2 to enter the manage faxes menu, and choose 1 to listen to new faxes, or choose 2 to listen to saved faxes.
2. To save the fax, press 1.

Skip to the next fax:

1. Access your mailbox, press 2 to enter the manage faxes menu, and choose 1 to listen to new faxes, or choose 2 to listen to saved faxes.
2. To skip to the next fax, press 3.

Forward the current fax to an extension:

1. Access your mailbox, press 2 to enter the manage faxes menu, and choose 1 to listen to new faxes, or choose 2 to listen to saved faxes.
2. To forward the current fax to another user extension, press 2.
3. Enter a user extension followed by #. Then press 1 to send or 2 to record a voice comment to attach to the fax. To dial by a user's name instead of extension, press 2.

Receive the current fax:

1. Access your mailbox, press 2 to enter the manage faxes menu, and choose 1 to listen to new faxes, or choose 2 to listen to saved faxes.
2. To receive the current fax, press 4.
3. Enter the phone number of the fax machine at which you want to receive the fax, followed by #.

Delete a fax:

1. Access your mailbox, press 2 to enter the manage faxes menu, and choose 1 to listen to new faxes, or choose 2 to listen to saved faxes.
2. To delete a fax, press 7.

Delete the current fax and all other faxes with the same subject:

1. Access your mailbox, press 2 to enter the manage faxes menu, and choose 1 to listen to new faxes, or choose 2 to listen to saved faxes.
2. To delete the current fax, press 7.
3. To delete all other faxes with the same subject, press 1.

Delete the current fax and all other faxes addressed to the same recipient list:

1. Access your mailbox, press 2 to enter the manage faxes menu, and choose 1 to listen to new faxes, or choose 2 to listen to saved faxes.
2. To delete the current fax, press 7.
3. To delete all other faxes addressed to the same recipient list, press 2.

Play envelope information:

1. Access your mailbox, press 2 to enter the Manage Faxes menu, and choose 1 to listen to new faxes, or choose 2 to listen to saved faxes.
2. To play detailed information about the current fax message, such as when the fax was sent, who sent the fax, and the subject of the fax, press 8.

Managing Email

This section describes many features including listening to, saving, forwarding, replying to, and deleting email. You can access these email features from the telephone, or from the Web Access page.

On the Main menu, press 3 to Manage Email. The next options are Listen to New (1) or Saved (2) Email.

Commands and features available at all times:

At any time while the system is playing your messages, you can press these keys to perform the following commands:

Save current message	1
Forward message to extension	2
Skip to next message	3
Replay current message	4
Rewind message 6 seconds	5
Fast forward 6 seconds	6
Delete this message, play next	7
Decrease volume	8
Increase volume	9

Access your email:

1. Dial the system number.
2. Enter your mailbox number and passcode.
3. Enter # to complete the passcode.
4. Press 3 to manage email.
5. Press 1 to listen to new email, or press 2 to listen to saved email.

Save an email message:

1. Access your mailbox, press 3 to enter the Manage Email menu, and choose 1 to listen to new email, or choose 2 to listen to saved email.
2. To save the email, press 1 while listening to the email message or after the system finishes playing it.

Delete an email message:

1. Access your mailbox, press 3 to enter the Manage Email menu, and choose 1 to listen to new email, or choose 22 to listen to saved email.
2. While listening to the email message or after the system finishes playing it, press 7. By default, the next message is played automatically.

Forward an email to an extension:

1. Access your mailbox, press 3 to enter the Manage Email menu, and choose 1 to listen to new email, or choose 2 to listen to saved email.
2. To forward the email, press 2.
3. Enter the extension followed by #. You can enter multiple extensions each followed by #, and end the list by ##.

Forward an email using dial by name:

1. Access your mailbox, press 3 to enter the Manage Email menu, and choose 1 to listen to new email, or choose 2 to listen to saved email.
2. To forward the email, press 2.
3. To dial by name, press 2.

Forward an email using dial by personal group:

1. Access your mailbox, press 3 to enter the Manage Email menu, and choose 1 to listen to new email, or choose 2 to listen to saved email.
2. To forward the email, press 2.
3. To dial by personal group press 3.
4. Enter the personal group number or name.
5. To dial by group name, press 2, and enter the specified number of characters of your party's last name. The system tells you how many to enter.

Forward an email using dial by personal contact:

1. Access your mailbox, press 3 to enter the Manage Email menu, and choose 1 to listen to new email, or choose 2 to listen to saved email.
2. To forward the email, press 2.
3. To dial by personal contact, press 4.
4. Enter the specified number of characters of your party's last name. The system tells you how many to enter.

Forward an email and set the priority:

1. Access your mailbox, press 3 to enter the Manage Email menu, and choose 1 to listen to new email, or choose 2 to listen to saved email.
2. To forward the email, press 2.
3. Enter the extension, or dial by name.
4. To send the message now, press 1.
5. Set the level of priority for this message (the system defaults to Normal priority):
 - For High priority, press 1.
 - For Low priority, press 2.
 - For Normal priority, press 3.

Forward an email and attach a voice comment:

1. Access your mailbox, press 3 to enter the Manage Email menu, and choose 1 to listen to new email, or choose 2 to listen to saved email.
2. To forward the email, press 2.
3. Enter the extension, or dial by name.
4. To record a voice message and attach it to the original email, press 2.

Skip to the next email:

1. Access your mailbox, press 3 to enter the Manage Email menu, and choose 1 to listen to new email, or choose 2 to listen to saved email.
2. To skip to the next email, press 3.

Replay the current email:

1. Access your mailbox, press 3 to enter the Manage Email menu, and choose 1 to listen to new email, or choose 2 to listen to saved email.
2. To replay the current email, press 4.

Reply to the current email using voicemail:

1. Access your mailbox, press 3 to enter the Manage Email menu, and choose 1 to listen to new email, or choose 2 to listen to saved email.
2. To reply to the email sender, press 5.
3. Record your message and press 1 for these options:
 - To send the message, press 1.
 - To review the message, press 2.
 - To rerecord the message, press 3.
 - To set delivery priority, press 4.
 - To cancel and return, press *.

Play text in the message body of the email:

1. Access your mailbox, press 3 to enter the Manage Email menu, and choose 1 to listen to new email, or choose 2 to listen to saved email.
2. To listen to the text portion of the email message, press 6. The system cannot read graphics or attachments.

Delete the email and play the next message:

1. Access your mailbox, press 3 to enter the Manage Email menu, and choose 1 to listen to new email, or choose 2 to listen to saved email.
2. To delete the current email and begin playing the next message, press 7.

Delete the current email and all other messages with the same subject:

1. Access your mailbox, press 3 to enter the Manage Email menu, and choose 1 to listen to new email, or choose 2 to listen to saved email.
2. To delete the current email press 7.
3. To delete all other email messages with the same subject, press 1.

Delete the current email and all other emails addressed to the same recipient list:

1. Access your mailbox, press 3 to enter the Manage Email menu, and choose 1 to listen to new email, or choose 2 to listen to saved email.
2. To delete the current email, press 7.
3. To delete all other email messages addressed to the same recipient list press 2.

Play the envelope information:

1. Access your mailbox, press 3 to enter the Manage Email menu, and choose 1 to listen to new email, or choose 2 to listen to saved email.
2. To play detailed information about the current email message, such as when the email was sent, who sent the email and the subject of the email, press 8.

Sending Voicemail

The system lets you record voicemail messages for other users or external callers. If you call a user's extension and the call is unanswered (the user is on the phone, or the extension is forwarded to voicemail), you can leave a voicemail. You can also leave a voicemail without speaking to the user.

The system retrieves caller identification information, if it is available from the White Pages file, and includes it in the voicemail form. This allows you to see immediately who left a voicemail message.

Sending voicemail by telephone:

On the Main Menu, Send Voicemail is Option 4. In order to access the Send Voicemail menu please proceed with the following steps:

1. Dial the system number
2. Enter your mailbox number and passcode.
3. Enter # to complete the passcode.
4. Enter 4 to send voicemail.

Create a voicemail and send to one or more extensions:

1. Access your mailbox and press 4 to enter the Send Voicemail menu.
2. To dial by name, press 2.
3. Enter the extension followed by #. Enter multiple extensions each followed by #, and end the list by ##.
4. Record your message then press 1 for these options:
 - To send the message, press 1.
 - To review the message, press 2.
 - To rerecord the message, press 3.
 - To set deliver priority, press 4.
 - To cancel and return, press *.
5. Optionally set the level of priority for your message (the system defaults to Normal priority):
 - For High priority, press 1.
 - For Low priority, press 2.
 - For Normal priority, press 3.

Create a voicemail and send it to a personal group:

1. Access your mailbox and press 4 to enter the Send Voicemail menu.
2. To dial by personal group, press 3.
3. Enter the personal group extension following by #. Enter multiple extensions each followed by #, and end the list by ##.
4. To dial by group name, press 2, and enter the specified number of characters of your party's last name. The system tells you how many to enter. (The system will prompt you if more than one group with the same number exists.)

For example, if Sales-East and Sales-West share the same group number, you will hear this prompt: "Several groups match that entry. To select Sales-East, press 1. To select Sales-West, press 2.

Create voicemail and send it to personal contacts:

1. Access your mailbox and press 4 to enter the Send Voicemail menu.
2. To dial by personal contact, press 4.
3. Enter the specified number of characters of your party's last name. The system tells you how many to enter. You can enter multiple extensions each followed by #, and end the list by ##. (The system prompts you if multiple matches for personal contacts exist. You will hear a list of people who have the same names and can choose from the available options.

For example, if two contacts have Smith as a last name, you will hear "Several people match that entry, for Sue Smith, press 1, for Doug Smith, press 2.

Managing Personal Options

This section describes many features including setting your user status, setting a forwarding fax number, changing your passcode, setting playback options, and managing many other options. You can access all of these features from your telephone, and some of them from the Web Access Page.

Managing personal options by telephone:

To Manage Personal Options from the main menu, press 5. There are six sub-menus to manage these options from the telephone user interface:

Set User Status	1
Manage Follow Me	2
Activate and Deactivate Rules	3
Manage Personal Prompts	4
Administrative Options	5

Accessing the Manage Personal Options menu:

1. Dial the system number.
2. Enter your mailbox number and passcode.
3. Enter # to complete the passcode.
4. Enter 5 to manage personal options.

Setting your status:

The first sub-menu under Manage Personal Options is Option 1, Set User Status.

1. Access your mailbox and press 5 to enter the Manage Personal Options menu.
2. Press 1 to set your status.
3. Press the number that corresponds with your status.

Depending on the status you choose, you may have the option to set the date, time or both. Some statuses also offer the Until Date. If the date and/or time exceeds the time you specify in the Until field, the system will not play the date and time to the caller when it plays your status.

Choose from the following available status types:

Available	1
At Lunch	2
Away from Desk	3
Do Not Disturb	4
Gone Home	5
In a Meeting	6
On Vacation	7
Out of the Office	8
Out of Town	9
Working at Home	10

Managing Follow Me:

The second sub-menu under Manage Personal Options is Option 2, Manage Follow Me.

The system uses the Follow Me feature to route your calls to you at a number or numbers that you specify, depending on your status. Follow Me numbers are associated with your availability status.

If you change your status, you can direct calls to follow you to a phone number or a series of phone numbers you specify in a Follow Me rule, created under the Rules menu of the Web Access page. You manage these phone numbers over the telephone or through the web Access page.

This section shows you the options available to manage the Follow Me feature over the phone, and later you'll see how to manage these options from your browser.

Set up Follow Me Routing:

1. Access your mailbox, and press 5 to enter the Manage Personal Options menu, and press 2 to manage Follow Me.
2. Choose from these options:
 - Turn Follow Me routing on or off 1
 - Listen to current configuration options 2
3. To control call screening and edit or delete an entry, or add a telephone number, press 2 to listen to current configuration options.
4. If you choose sub-option 3, add a telephone number:
 - Enter telephone number.
 - Enter the number of seconds you want the system to alert the entry.
 - To turn passcode verification on, press 1, or to turn it off, press 2.

When entering a Follow Me number for the first time, (sub-option 3) you must toggle Follow Me on and off by pressing 1. The system tells you that you must have at least one phone number configured for Follow Me to work. These numbers are entered on the Follow Me rule page.

Activating and deactivating rules:

The third sub-menu under Manage Personal Options is Option 3, Activate and Deactivate Rules. You can listen to and turn on or off the call, fax, and voice interaction rules you have set up in the Web Access page. The next section covers these personal configuration features.

1. Access your mailbox, press 5 to enter the Manage Personal Options menu, and press 3 to activate or deactivate your rules.
2. Press 1 while listening to a rule to turn it on or off.

Managing personal prompts:

The fourth sub-menu under Manage Personal Options is Option 4, Manage Personal Prompts. You can record your voicemail greeting and name prompt, and turn your prompt on and off through this sub-menu.

1. Access your mailbox, press 5 to enter the Manage Personal Options menu, and press 4 to manage your personal prompts.
2. Choose from these personal prompt features:
 - Record voicemail greeting 1
 - Listen to your voicemail greeting 2
 - Record your name 5
 - Listen to your name prompt 6
 - Toggle greeting on or off 9

You will only hear options 2, 6, and 9 if the prompt exists, which means you have already recorded a prompt.

While you are in this sub-menu, you can jump between the options. For example, you may wish to record your name (press 5), and then listen to your name prompt (press 6).

When recording greetings, you should include the options available to the caller, such as, "Press 6 to send a fax".

Working with administrative options:

The fifth sub-menu under Manage Personal Options is Option 5, Administrative Options. You can manage your personal groups, set fax options, change your passcode and other options. Five options are available to you:

Personal Groups	1
Fax Options	2
Passcode	3
Playback Options	4
Notification Options	5

Personal Groups:

1. Access your mailbox, press 5 to enter the Manage Personal Options menu, and press 5 to manage Administrative options.
2. To manage personal groups, press 1.
3. To review personal groups, press 1.
4. To add a new personal group, press 2.
5. To delete a personal group, press 3.

Fax Options:

1. Access your mailbox, press 5 to enter the Manage Personal Options menu, and press 5 to manage Administrative options.
2. To set your fax options, press 2.
3. To enter the number where you wish to forward your incoming faxes, press 1. The system will prompt you for the fax number.
4. To turn the fax-forwarding feature on, press 2. To turn fax-forwarding off, press 2 again. This feature acts as a toggle switch.

Change your system passcode:

1. Access your mailbox, press 5 to enter the Manage Personal Options menu, and press 5 to manage Administrative options.
2. To change your passcode, press 3.
3. Enter your old passcode.
4. Enter your new passcode followed by #. A valid passcode is 4 to 10 numeric characters.
5. Enter your new passcode once more to confirm.

Set message playback options:

1. Access your mailbox, press 5 to enter the Manage Personal Options menu, and press 5 to manage Administrative options.
2. To set your playback options, press 4.
3. To set the message playback mode, press 1.
4. For verbose mode, press 1, or for brief mode, press 2.
In verbose mode, typically recommended for the inexperienced user or the user who doesn't use the telephone interface as often, you receive more spoken prompts from the system.

Sort messages:

1. Access your mailbox, press 5 to enter the Manage Personal Options menu, and press 5 to manage Administrative options.
2. To set your playback options press 4.
3. To sort your messages press 2.
4. For oldest first press 1, or for newest first, press 2.

Play high priority messages:

1. Access your mailbox, press 5 to enter the Manage Personal Options menu, and press 5 to manage Administrative options.
2. To set your playback options, press 4.
3. To play high priority messages first, press 3.
4. To activate, press 1, or to deactivate, press 2.

Play mailbox greeting:

1. Access your mailbox, press 5 to enter the Manage Personal Options menu, and press 5 to manage Administrative options.
2. To hear playback options, press 4.
3. To play the mailbox extension greeting, press 4.
4. To activate, press 1 or to deactivate, press 2.

Play current status greeting:

1. Access your mailbox, press 5 to enter the Manage Personal Options menu, and press 5 to manage Administrative options.
2. To set your playback options, press 4.
3. To play the current status greeting, press 5.
4. To activate, press 1 or to deactivate, press 2.

Configure available message types:

This option turns off the series of prompts associated with a message type such as email. The feature does not prevent you from listening to messages of that type when they prompts are turned off, but it makes the listening experience much more efficient for those who are familiar with the system message prompts.

1. Access your mailbox, press 5 to enter the Manage Personal Options menu, and press 5 to manage Administrative options.
2. To set your playback options, press 4.
3. To configure available message types, press 6.
4. For voicemail, press 1; for fax, press 2; or for email, press 3.
5. To activate, press 1 or to deactivate, press 2.

Configure available saved message types:

1. Access your mailbox, press 5 to enter the Manage Personal Options menu, and press 5 to manage Administrative options.
2. To set your playback options, press 4.
3. To configure available saved message types, press 7.
4. For voicemail, press 1; for fax, press 2; or for email, press 3.
5. To activate, press 1 or to deactivate, press 2.

Set Personal Notification Options:

Setting these options defines the way the system notifies you when you receive a voicemail or fax.

1. Access your mailbox, press 5 to enter the Manage Personal Options menu, and press 5 to manage Administrative options.
2. To set personal notification options, press 5.
3. choose which notification option you want to define:
 - To change notification methods, press 1.
 - To change notification reasons, press 2.
 - To change your notification schedule, press 3.
 - To set up your notification phone number, press 4.

Change notification methods:

1. Access your mailbox, press 5 to enter the Manage Personal Options menu, and press 5 to manage Administrative options.
2. To set personal notification options, press 5.
3. To change the way you wish to be notified, press 1.
4. To turn notifications off, press 1; to be notified by pager, press 2; to be notified by phone, press 3. By default, the system leaves notifications off.

Change notification reasons:

1. Access your mailbox, press 5 to enter the Manage Personal Options menu, and press 5 to manage Administrative options.
2. To set personal notification options, press 5.
3. To change the reason you are notified, press 2.
4. To turn on notifications for new voicemail messages, press 1. To turn on notifications for new faxes, press 2.

Change notification schedule:

1. Access your mailbox, press 5 to enter the Manage Personal Options menu, and press 5 to manage Administrative options.
2. To set personal notification options, press 5.

3. To change your notification schedule, press 3.
4. To schedule notifications at all times, press 1; to schedule notifications in a range, press 2; or to set a specific schedule for notifications, press 3.
5. If you press 2 or 3 to set your schedule, you must enter the start and end times for your notifications in military time. (For example – 13:00=1:00 p.m.)

Set your notification phone number:

1. Access your mailbox, press 5 to enter the Manage Personal Options menu, and press 5 to manage Administrative options.
2. To set personal notification options, press 5.
3. To change your notification telephone number, press 4.
4. Enter your remote telephone number.

Placing a Call

This section describes how to use the system to place telephone calls. The system can dial a telephone number you specify, and can look up and dial a telephone number it retrieves from a list of users or your personal contacts.

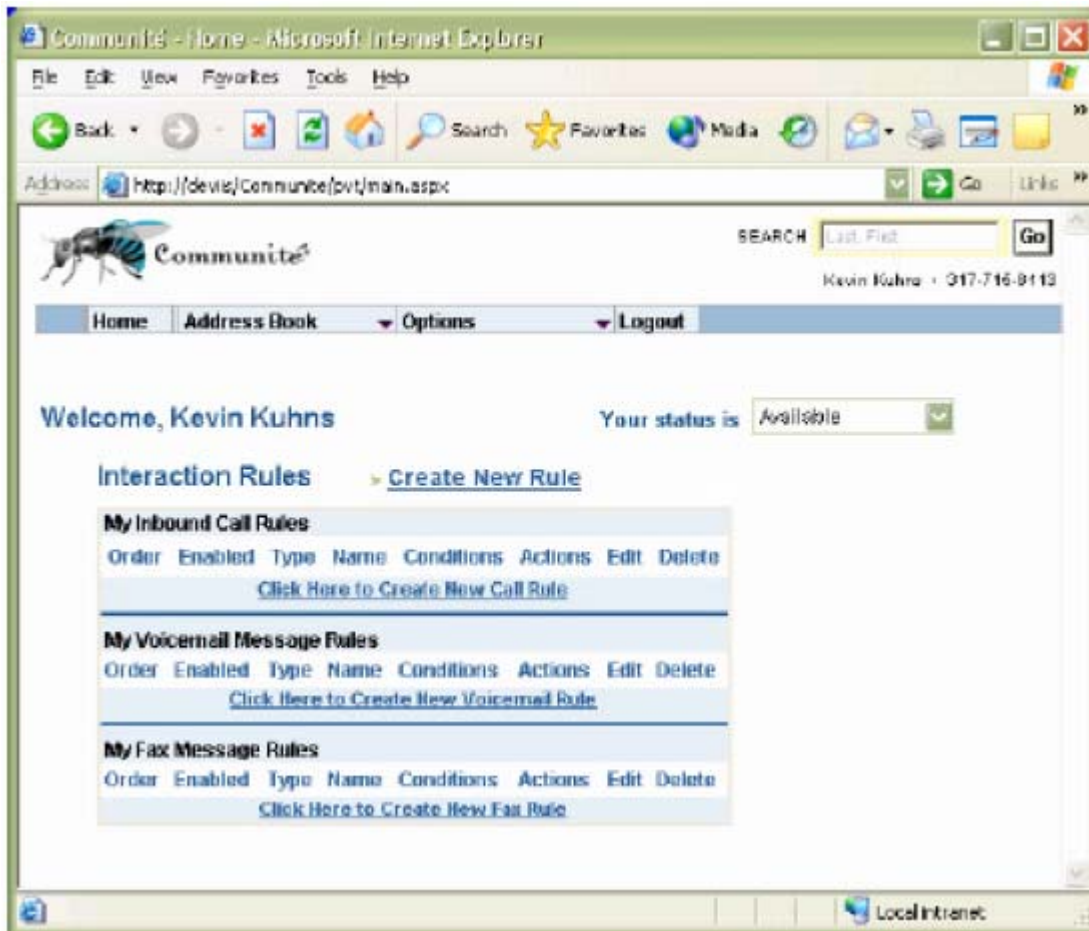
On the Main Menu, Place a Call is Option 9. Next, you can enter the telephone number to call, or you can choose to dial by name or by personal contact.

Place a call

1. Dial the system number.
2. Enter your mailbox number and passcode, followed by # to complete the passcode.
3. To place a call, enter 9 and then enter the telephone number you want to call, followed by #.
4. To dial by name, press 2 then follow the system instructions on how to enter your party's last name. The system will prompt you with the number of characters to enter.
5. To dial by personal contact press 4 then follow the system instructions on how to enter your party's last name. The system will prompt you with the number of characters to enter.

Managing your Rules, Address Book and Options

This section lists the features available to you through the Web access interface. From this interface, you can change your user status, change your profile and phone numbers, activate call screening, manage Follow Me, create and view personal groups, change your passcode, and manage your interaction rules.



The Web Access Welcome page lets you create and modify rules to control your calls, voicemail, faxes, contact information and other options.

Setting your status

Setting your status allows you to control how the system handles your calls. You can change your status from the main Web Access page.

Set your status from the Web Access Rules page

To set your status without setting an end date and/or time for the status:

1. Open the Web Access page.
2. Click the arrow at the end of the **Your Status is** drop down menu and choose your status.

Set your status and specify a return date and time:

Some statuses let you specify an end date and/or time. The following table lists the status name and whether or not you can configure date, time, or both for each status:

Status	Date	Time
Available		
At Lunch		X
Away from desk		
Do Not Disturb		
Gone Home		
In a Meeting	X	X
On Vacation	X	
Out of the Office	X	X
Out of Town	X	X
Working at Home		

Table 1. Until statuses

To set the status and set an end date or time for the status:

1. Open the Web Access page, click on the arrow at the end of the **Your Status is** drop down menu and choose the appropriate **Until** status from the list in Table 1. The **Until** button appears next to the **Your status is** menu.
2. Click **Until**. The **Status Until Settings** window opens.
3. If available, place a checkmark in the **Date** box and use the drop down menus next to the checkbox to choose your return date.
4. If available, place a checkmark in the **Time** box and use the drop down menus next to the checkbox to choose your return time.
5. Click **Save** to save your settings and return to the home page.

Creating and managing interaction rules:

Rules define system behavior in a way that lets you personalize your account and control the way you receive all interaction types. You can manage Rules from the Web Access home page, as previously show. Here, you can create personalized rules to apply to incoming calls, voicemail and faxes based on your status.

Understanding Interaction Rules:

You can create personalized rules for each interaction based on the type of interaction (e.g., call, voicemail or fax) and the behavior you want based on the status you set in the system.

The system handles interactions based on the way you have set up rules, and the system applies the rules in the order in which they are listed on the rules page, for each type of interaction.

If you do not have a rule set up for handling a particular incoming call, the default for every status is to play your voicemail greeting, if you have recorded and activated one.

The name prompt will either play back using the text-to-speech (TTS) engine or in your voice.

When recording greetings, you should include the options available to the caller, such as to press 6 to send a fax, etc.

Creating Rules:

The basic process for creating all rules:

1. Open the Web Access page.
2. In the **Interaction Rules** area, click the **Create New Rule** link.
3. On the Add Interaction Rule page, choose which kind of interaction to customize: inbound calls, voicemail, or fax messages. Then select one of the rule type options (e.g., Follow Me, Notify Me, etc.) and click the **Continue** button.
4. In the **Rule Name** field, type a unique name for the new rule, such as "Spouse". To begin using the rule immediately, place a checkmark in the **Enabled** box.
5. Specify the remaining conditions you want to define the rule. See the Quick Help or the online help on each page for details on each option you can use to define a rule.
6. Click **Save** to save the rule and return to the starting page.

Understanding Follow Me services:

The Follow Me feature enables you to have all your calls routed to a specific list of phone numbers. Follow Me services provide more sophisticated management of calls when users are not at their desks. The system dials a set of numbers you define to locate you if your Status setting or rule is configured to "Follow Me." You can set up a Follow Me rule for a variety of conditions. See the following for an example.

Example of Call Rules:

Create a rule to have calls follow you when you don't answer during business hours this week.

1. Open the Web Access page.
2. In the Rules area, click Create New Rule.
3. On the Add Interaction Rule page, click the Follow Me radio button and click Continue. This brings up the Interaction Rule Follow Me page where you define the rule.
 - In the Rule Name field, type a unique name for the new rule, such as "No Answer during work".
 - When you are ready to activate the rule, you can select the Enabled check box on the Rules home page.
 - In the Apply Follow Me to section, click the All Callers radio button to forward all calls. You can optionally specify individual callers by their phone number or system user or group name.

- In the When My Status is section, select All Statuses so no matter what your status, calls will follow you when you don't answer. You can optionally specify only the "Away from desk" status.
- In the Choose a Date Range section, select every day to make the rule operate perpetually. You can optionally specify a date range. A later step will let you specify just the week days.
- In the Choose a Time Range section, select during specific time periods and the Start time and End Time business hours.
- In the Choose days for this rule, select during specific days of the week and then check the box beside each week (work) day.
- In the Have Incoming Calls Follow Me list, enter a description (e.g., "Work cell phone") and the first phone number you want the system to call when you don't answer. In the second line, add a description (e.g., "Personal cell phone") and the phone number the system should use next, if you don't answer at the first number.
- For each Follow me number entry, you can indicate in the Time Out column how many seconds the system will let the phone ring before trying the next number in the list.
- Select the Passcode check box for each phone where the recipient will be prompted (before hearing anything else) to enter a system passcode in order to be connected to the call.
- Select one or more Follow Me Options, if desired. If multiple options are selected, the call recipient will hear the system prompts in this order: Passcode -> Call Screening name -> Caller ID number -> TTS message. For example, you may want a TTS message read indicating the call was forwarded.
- In the Notify Me at section, you can optionally have the system notify you via email, pager, or phone that a call attempted to follow you.
- In the Read the Following Text section, you can optionally play a message to callers, before your out of office greeting is played.
- Leave the stop processing Additional rules option clear in case you define additional rules that might be used after this rule is processed and the call did not reach the intended party.

Create a rule to forward certain calls when you are on vacation:

1. Open the Web Access page.
2. In the Rules area, click the Create New Rule.
3. On the Add Interaction Rule page, click the Forward radio button and click Continue. This brings up the Interaction Rule Forward page where you define the rule.
 - In the Rule Name field, type a unique name for the new rule, such as "Vacation Calls".
 - When you are ready to activate the rule, you can select the Enabled check box on the Rules home page.
 - In the Apply Forward to section, click the specific caller (s) radio button.
 - In the Specific Phone Numbers fields, enter all of the phone numbers you want to have forwarded to you during vacation. Separate each phone number with a comma. Alternatively, if the people you want to allow to call you during vacation have their complete contact information in your address book, you can click the Address Book button and select their names from the appropriate directory.
 - In the When My Status is section, select the status On Vacation.
 - In the Choose a Date Range section, select the on specific dates radio button and then enter the Start Date and End Date of the time you will be on vacation. These dates are inclusive, meaning you are considered on vacation on the start date and end date shown.
 - In the Choose a Time Range section, leave the all day (24 hrs) radio button selected, unless you plan to return at a specific time of day.
 - In the Choose Day (s) for this rule section, leave the everyday radio button selected
 - In the Have Incoming Calls Forward to section, enter the complete phone number you want the specified callers to reach when they are forwarded.
 - In the Notify Me at section, you can optionally choose to have an email, phone call or pager message sent when you receive a call from one of the specified numbers and this rule is performed. For example, if you want to receive an email letting know you received a call, enter your email address and select the Email check box.
 - In the Read the Following Text section, you can optionally choose to have the system read a specific message to your caller before they hear your recorded out of the office message. For example, you may want to tell these specific callers to "Please stay on the line – you will be forwarded to my cell phone." Enter this text and select the related check box.
 - To direct the system to not process any other rules, place a checkmark in the Stop Processing Additional Rules box. If you

check this box, the system will not process another rule, even if this interaction matches more than one rule you set.

4. Click Save to add the new rule.

Change the order of your personalized rules:

You can reorder inbound call rules, fax rules, and voicemail rules from the Rules (home) page.

1. Open the Web Access home page. Rules are sorted by type: calls, voicemail and fax.
2. Within a particular type of rules in the Rules area, click on the up arrow or down arrow beside each rule you want to move. The order on this page is the order the rules will be engaged, unless you defined a rule to stop processing all other rules.

Edit or delete a personalized rule:

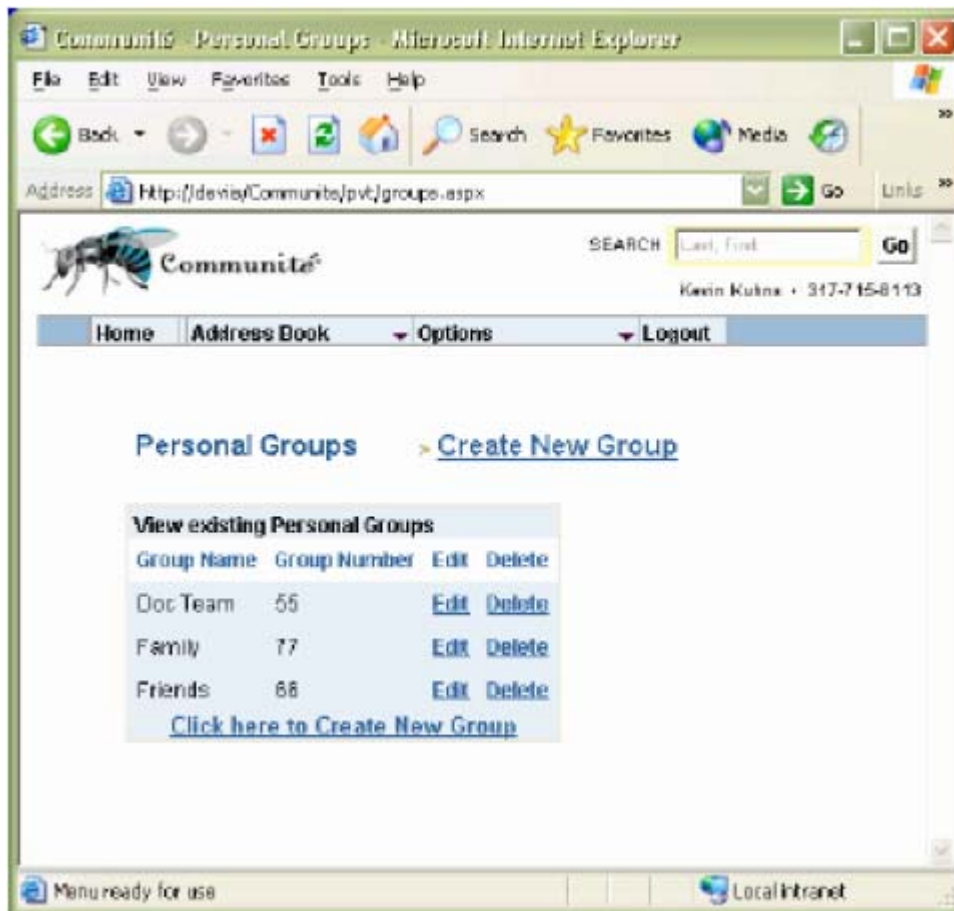
1. Open the Web Access page.
2. To delete a personalized rule, in the Rules area click the Delete link next to the rule you want to delete.
3. To edit a personalized rule, in the Rules area click the Edit link next to the rule you want to modify, and make your changes. Click the Save button when you are finished.

Creating and managing groups:

If you send messages to the same group of users and/or personal contacts regularly, personal groups can save time. You create the groups by assigning as many users and/or personal contacts as you desire to a group extension. The system's personal groups help you:

- Create personalized groups of users and personal contacts in order to broadcast voice messages to these people
- View the statuses of the users associated to your groups.

The following illustrates an example of personal groups and personal contacts located on the Personal Groups page, under the Address Book menu.



Use Personal Groups to define related groups of people you can send messages to all at once.

Using Personal Groups:

From the Web Access page, you can create, edit and remove your personal groups. From the telephone, you are able to broadcast a message to a group, where the message is sent to all members of the group.

The Web Access page, accessible under the Address Book menu, provides a quick view of your personal groups.

1. Open the Web Access page.
2. Click the Address Book menu and select Personal Groups. If any groups are defined, they will appear on the page.
3. click the Edit link beside a group to display the members of the group and to add or remove members

Create a Personal Group:

1. Open the Web Access Page.
2. Click the Address Book menu and select Personal Groups. If any groups are defined, they will appear on the page.
3. Click the Create New Group link to display the Address Book window.
 - In the Search From area, select either Directory or Personal Contacts to build the group from one or the other contact directory.
 - In the Group Name field, type a name for your personal group.
 - In the Group Number field add a number for your personal group. *The Group Number is used from the telephone user interface to select personal groups. Providing a group number makes it easier to forward voicemails, faxes and emails to personal groups.*
4. To add contacts or users to the Personal Group:
 - In the Search For section, type the last name of the person you want to find in either the directory or in your Personal Contacts list, then click the Search button. The contacts that match that name are displayed in the Found list.
 - In the Found list, select a name and click the -> button to move that name to the Members list
5. Click OK to add the contacts to your personal group and return to the Personal group page.

View a personal contact's properties:

From the Personal Contact view, you can see a list of all personal contacts and their properties. Click the Edit button beside a contact to update any contact information.

Edit a Personal Group:

1. Open the Web Access page.
2. Click the Address Book menu and select the Personal Groups menu.
3. In the Personal Groups area, click Edit beside the group you want to view or edit. The Address Book Web Page dialog appears.
4. Optionally edit the name, number or members of the group.
5. To add contacts or other members to the personal group, type a person's last name in the Name field and click Search.
6. Select the desired name in the Found list and click the -> arrow to add them to the Members list. Repeat steps 5 and 6 as needed.
7. Click OK to save the change.

Delete a Personal Group:

1. Open the Web Access page.
2. Click the Address Book menu and select the Personal Groups menu.
3. In the Personal Groups area, click the Delete link beside the personal group you want to delete.

Creating and managing contacts:

The system's Personal Contacts allow you to add non-system users to the system in order to dial personal contacts and add them to personal groups. After you create or import personal contacts, you can add them to any of your personal groups from the Web Access page or the telephone.

Create a Personal Contact:

1. Open the Web Access page.
2. Click the Address Book menu and select the Personal Contacts menu.
3. To add a personal contact:
 - On the Personal Contacts page, click Create New Contact.
 - Add the first and last name of the contact. These are required fields.
 - Optionally add the contact's Telephone Number, Email Address and Fax number.

Edit a Personal Contact:

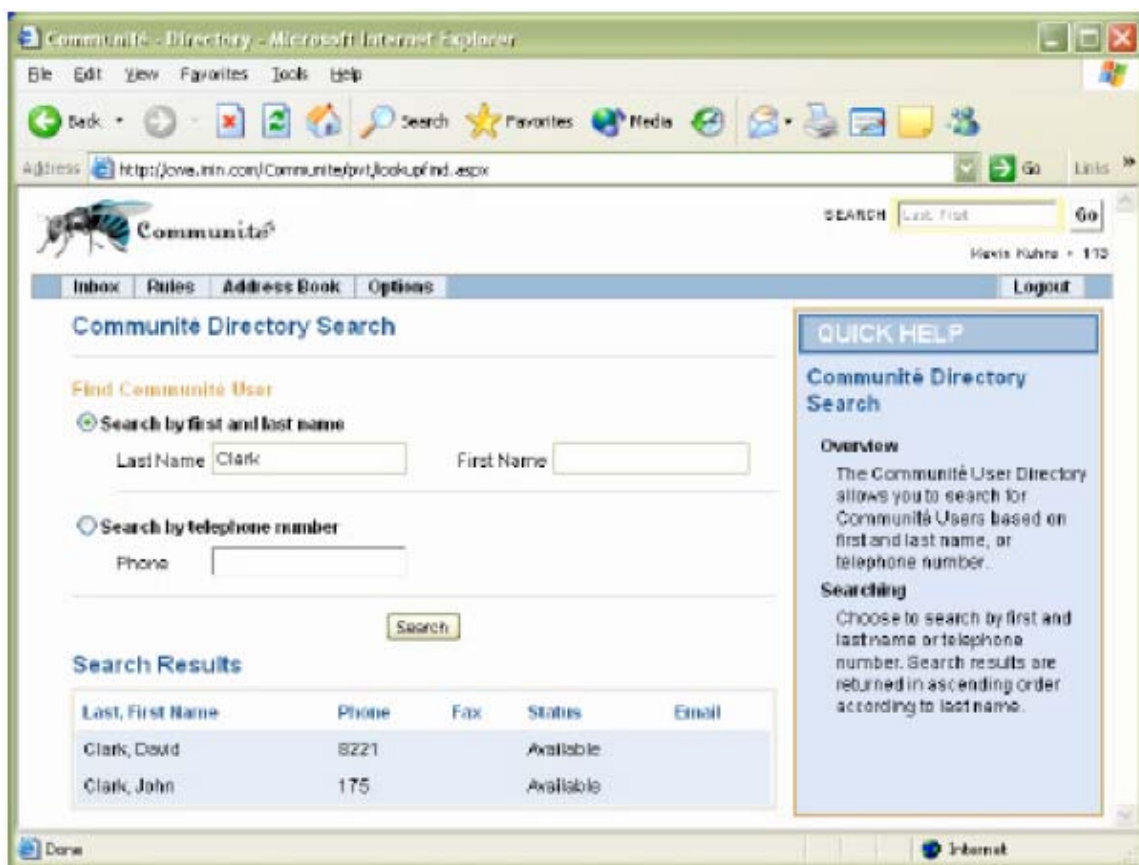
1. Open the Web Access page.
2. Click the Address Book menu and select the Personal Contacts menu to display your personal contacts list
3. Click the Edit button beside the name of the contact you want to edit.
4. Change any of the contact information and click the Save button when you are finished.

Delete a Personal Contact:

1. Open the Web Access page.
2. Click the Address Book menu and select the Personal Contacts menu to display your personal contacts list.
3. Click the Delete button beside the name of the contact you want to remove

Searching for users in the Directory:

The Directory page shows you how to search for other users. This is a useful tool to help locate phone numbers, email and statuses of other users.



The screenshot shows a web browser window titled "Communité - Directory - Microsoft Internet Explorer". The address bar shows the URL "http://jone.inh.com/Communité/prj/lookup/ind.aspx". The page features a navigation menu with "Inbox", "Rules", "Address Book", "Options", and "Logout". The main content area is titled "Communité Directory Search" and includes a search form with two radio buttons: "Search by first and last name" (selected) and "Search by telephone number". The "Search by first and last name" section has input fields for "Last Name" (containing "Clark") and "First Name". The "Search by telephone number" section has a "Phone" input field. A "Search" button is located below the form. The "Search Results" section displays a table with the following data:

Last, First Name	Phone	Fax	Status	Email
Clark, David	8221		Available	
Clark, John	175		Available	

On the right side of the page, there is a "QUICK HELP" section titled "Communité Directory Search" with an "Overview" and "Searching" subsection. The "Overview" states: "The Communité User Directory allows you to search for Communité Users based on first and last name, or telephone number." The "Searching" subsection states: "Choose to search by first and lastname or telephone number. Search results are returned in ascending order according to lastname."

Use the Directory Search page to search for and display contact information for other users.

Configuring Personal Options:

This section provides procedures for common user configuration tasks that you might need to perform using the system.

From the options menu, you can:

- Set up your Forward Fax number.
- Set up your Telephone Interface options.
- Change your Passcode.

Working with Forward Fax:

Use this page to set up your forwarding options for faxes.

1. Open the Web Access page.
2. Click the Options menu and select the Forward Fax menu.
3. To turn on fax forwarding, place a checkmark in the Enable Forward Fax box.
4. In the Forward Fax Options text box, enter the telephone number to which you want the system to forward your faxes.

Configuring Options in the Telephone Interface:

The Telephone Interface options allow you to control how the system behaves when you call in to listen to your voicemail, email, faxes, or configure your options, etc. Typically, when you call in to the system, it tells you how many new and saved voicemails you have, how many new and saved emails, and how many new and saved faxes. If you are not interested in hearing that information, you can configure the system telephone interface to tell you only how many new messages you have, or to not announce it at all.

Other options you can control include how messages are read first, and what announcements you receive when you dial in. These options allow more experienced users to minimize time spent listening to system prompts while new users in the system may want to hear all of the system prompts.

Configuring telephone interface prompts:

1. Open the Web Access page.
2. Click the Options menu and then the Telephone Interface menu.
3. In the Play Message Counts area, choose how you want the system to tell you about new and saved voicemails, emails and faxes. By default, the system tells you how many new and saved voicemail, email and fax messages you have in your Inbox.
 - If you only want to know the number of new messages, select the Count my total new messages radio button. In this case, the system will not tell you how many saved messages you have of this type.
 - If you don't want the system to tell you the number of new or saved messages, select the None radio button. In this case you will not hear any prompt about how to play new or saved messages of that type.
4. In the Message Sort Order area, you can tell the system to sort and play the newest messages first or the oldest messages first. To Direct the system to read messages sent with high priority to you first, check the Prioritize urgent messages to play back first box. In this case, high priority messages will be read first, either by newest (high priority) messages first, or oldest (high priority) messages first, depending on the other check box.
5. In the Mailbox Greeting area, you can tell the system to Play my mailbox name and status when I log in to voicemail. This will confirm to you that you logged in correctly and let you know your system status. Clear this check box if you don not want to hear this information.
 - You can also tell the system to play your mailbox name (either your recorded name or extension) for callers when they reach your voicemail. This information is played prior to your away greeting.
6. in the Set Playback Mode area, you can specify the way you want the system to play your messages back to you when you retrieve them:
 - Click the Verbose radio button to have the system play complete information about each message, including the date, time and "From" information for each message. This is recommended more for inexperienced users.
 - Click the Brief radio button to eliminate the extra information and go straight to the message. In this mode the voicemail will be played without being prefaced by the date, time, and "From" information. Email will be read starting with the body of the message. This is recommended more for experienced users.
7. Click the Save button when finished.

Changing Your Passcode:

Use this page to change the Passcode you use for telephone access.

1. Open the Web Access page and click the Options menu and then the Change Passcode menu.
2. In the Enter Current Passcode field, enter your old passcode.
3. In the Enter New Passcode field, enter your new passcode. Valid codes are numeric (0-9) and are typically limited to ten digits and four digits minimum. See your administrator if you have questions on the minimum passcode length.
4. In the Confirm New Passcode field, retype the new passcode.
5. Click OK.