

1.6 Unified Messaging Features

1.6.1 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.

1.6.2 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.

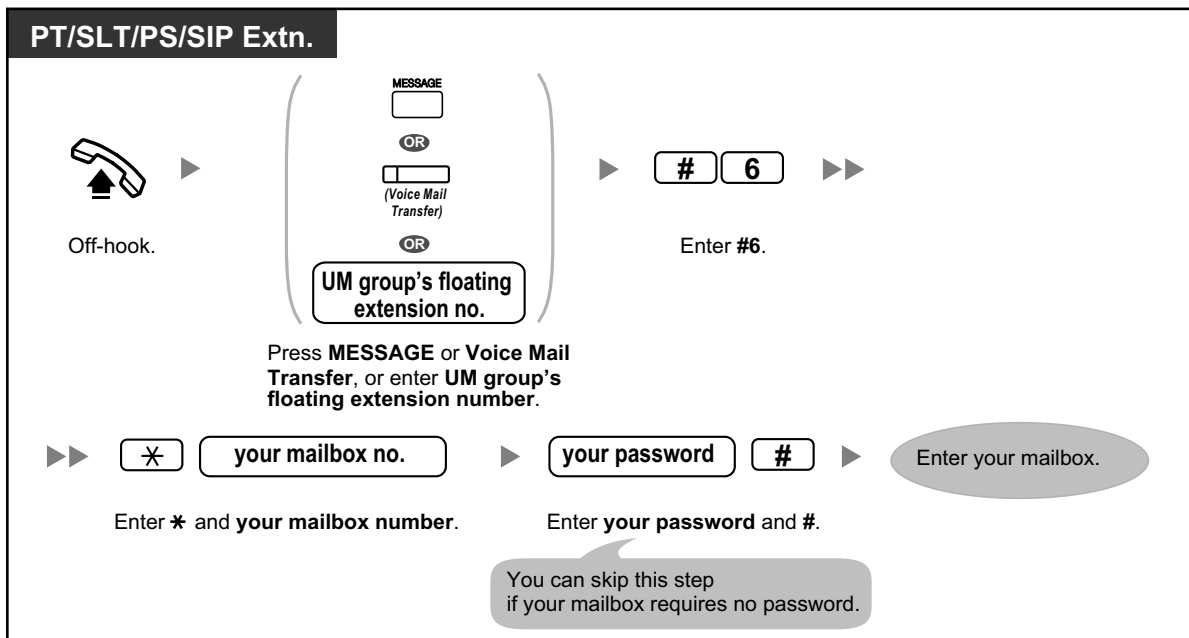


- The UM group's default floating extension number depends on system programming. For more information, consult your System Administrator or System Manager.

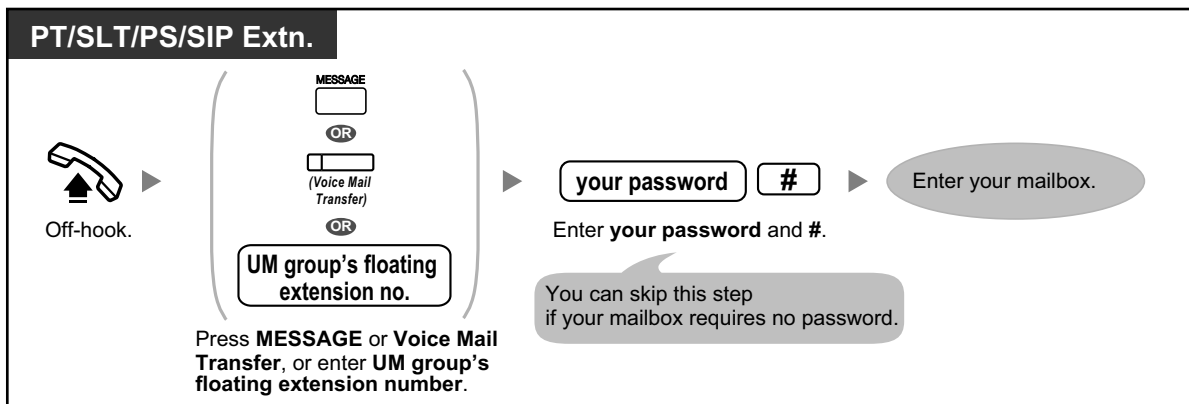


- **Mailbox Capacity Warning**
When your mailbox is almost full, you will receive a Mailbox Capacity Warning shortly after logging in to your mailbox. When you hear a Mailbox Capacity Warning, you should delete unnecessary messages to make more recording time in your mailbox available. The amount of 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 unauthorized access.
- To avoid unauthorized 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 unauthorized 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.



Customizing Your Phone

- 3.1.4 Customizing 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 Dialing by Name feature.

Personal Greetings:

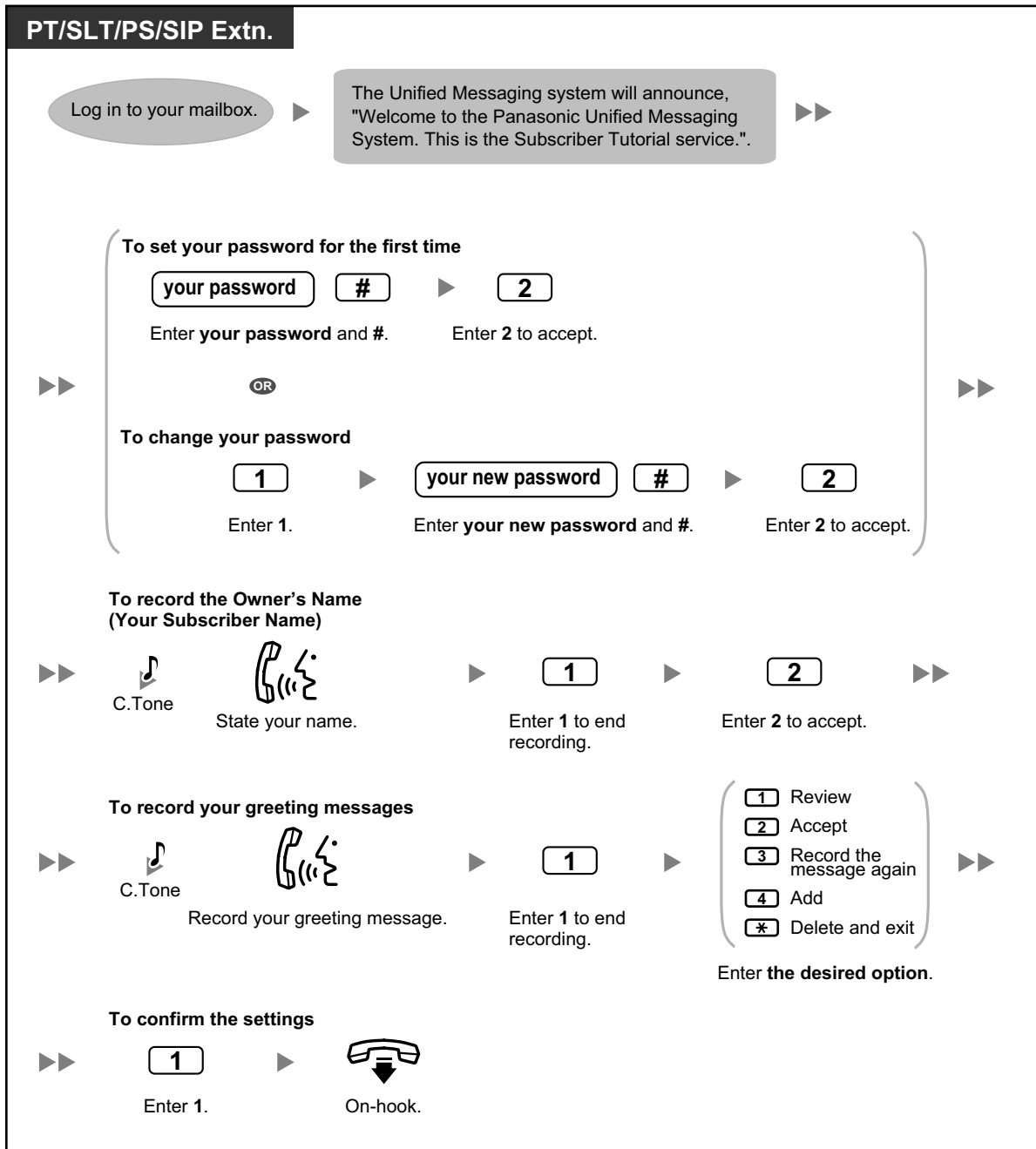
The following Personal Greeting Messages can be recorded in the subscriber tutorial. After the greeting is played, a tone will sound, and the caller can leave a message.

- **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

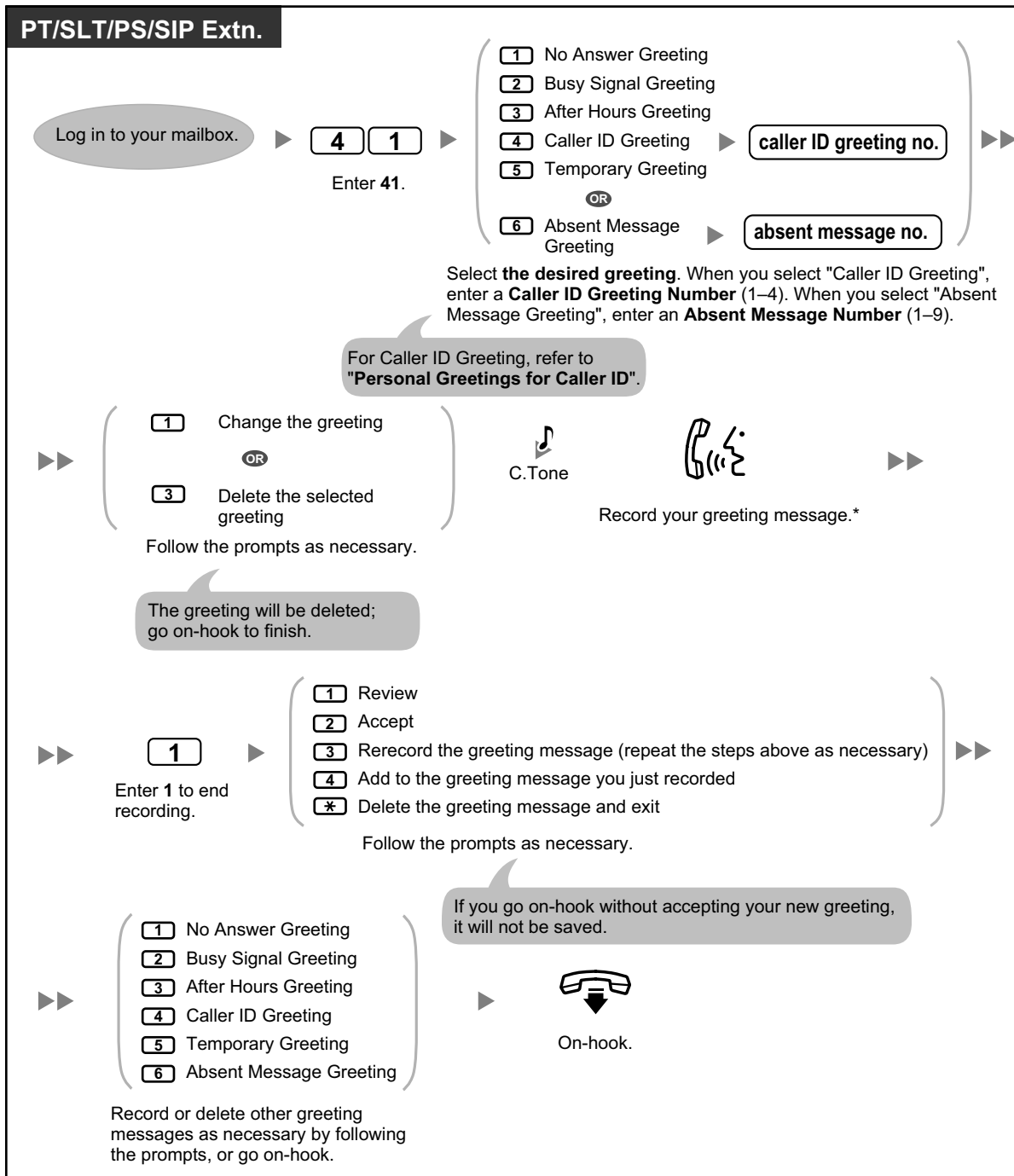
- It is strongly recommended that a password of 16 numbers be used for maximum protection against unauthorized access.
- To avoid unauthorized access to the PBX, keep the password secret. If it becomes known to others, the PBX may be misused.
- Change the password periodically.

◆◆ 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 "1.3.1 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 dialing 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.

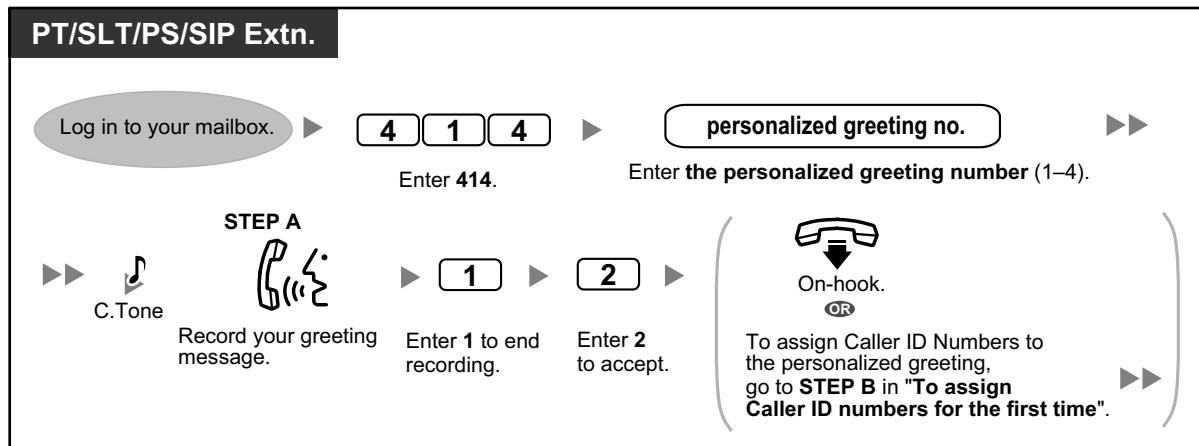
◆◆ Personal Greetings for Caller ID

You can record personalized greetings for specific callers. If you have assigned their telephone numbers (Caller ID numbers) to a personalized greeting, they will hear the appropriate greeting when they call you, instead of your other greeting messages normally played for callers.

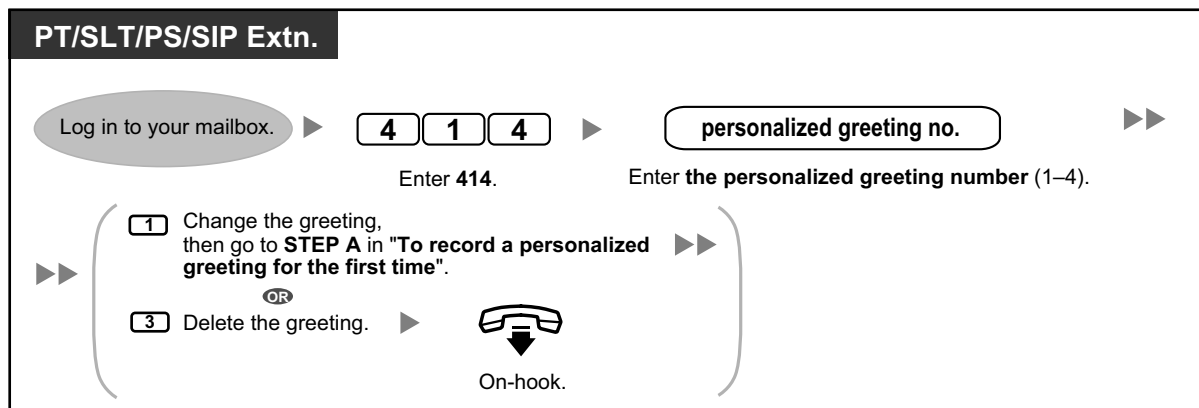
You can record 4 personalized greetings and assign 8 callers to each greeting. Record your personalized greetings before assigning Caller ID numbers.

This feature may be disabled by the System Administrator or System Manager for your mailbox.

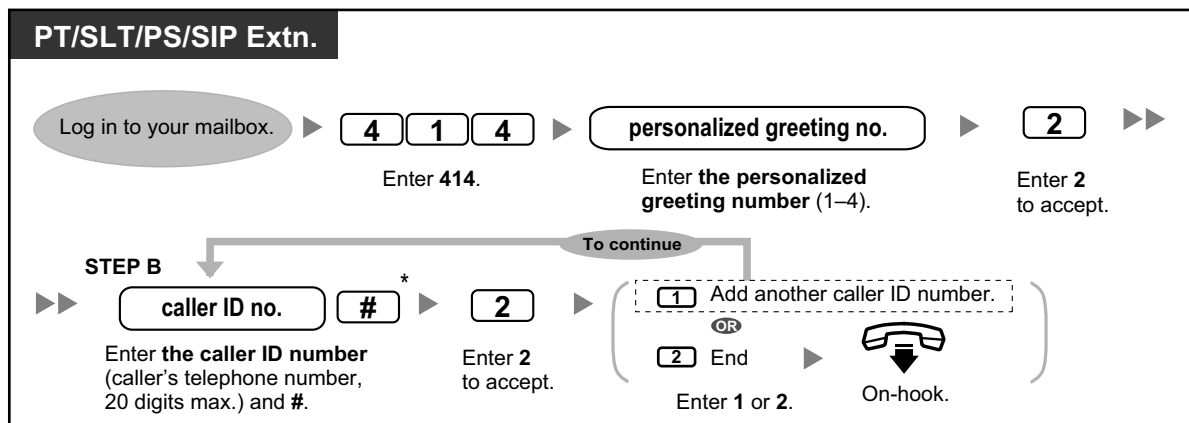
To record a personalized greeting for the first time



To change a personalized greeting

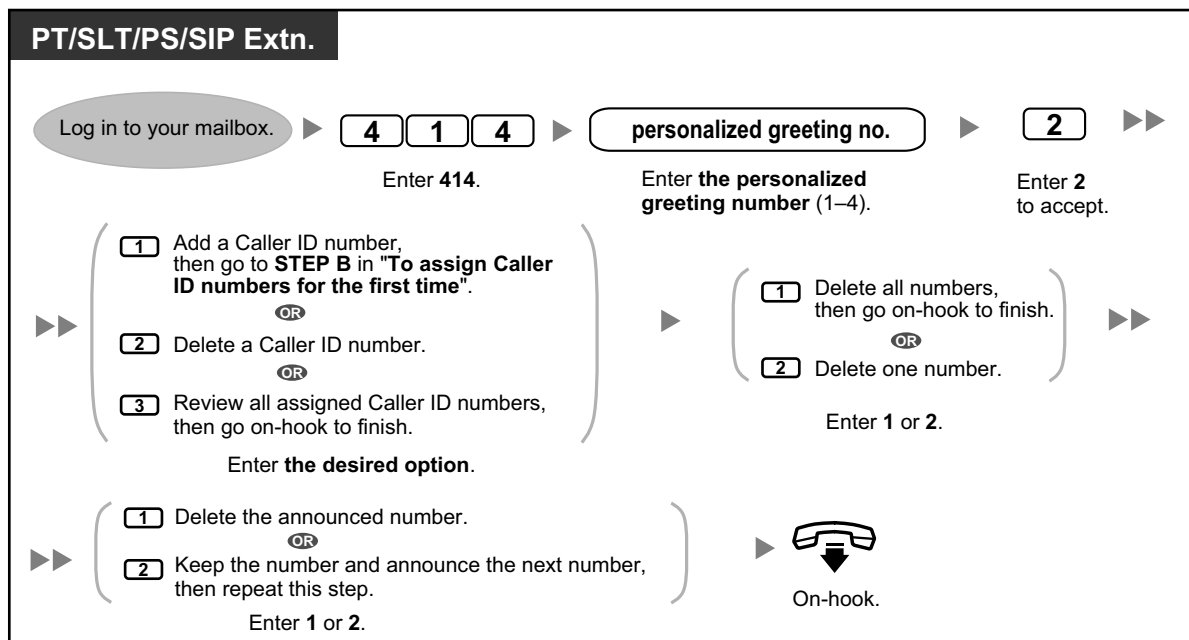


To assign Caller ID numbers for the first time



- * 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 personalized greeting.

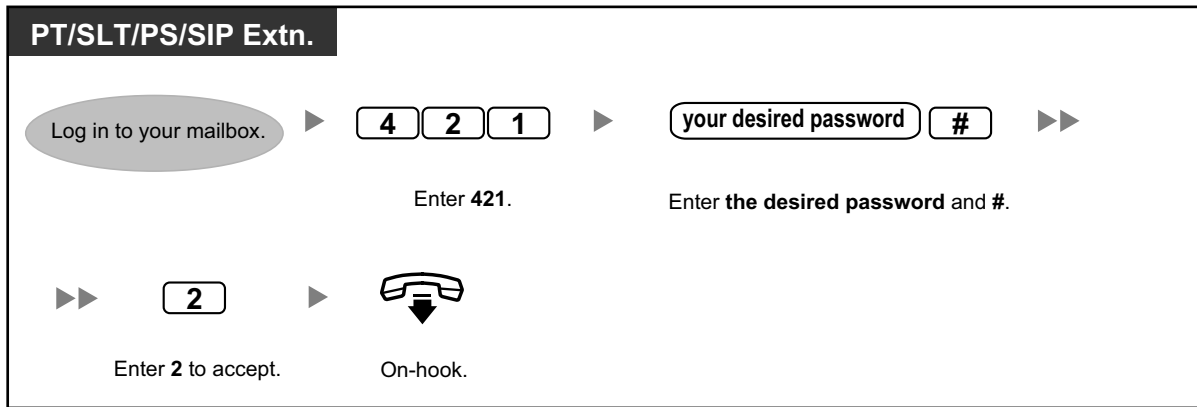
To add/delete/review Caller ID numbers later



◆◆ Changing Your Password

You can protect your mailbox by setting a password to prevent unauthorized 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



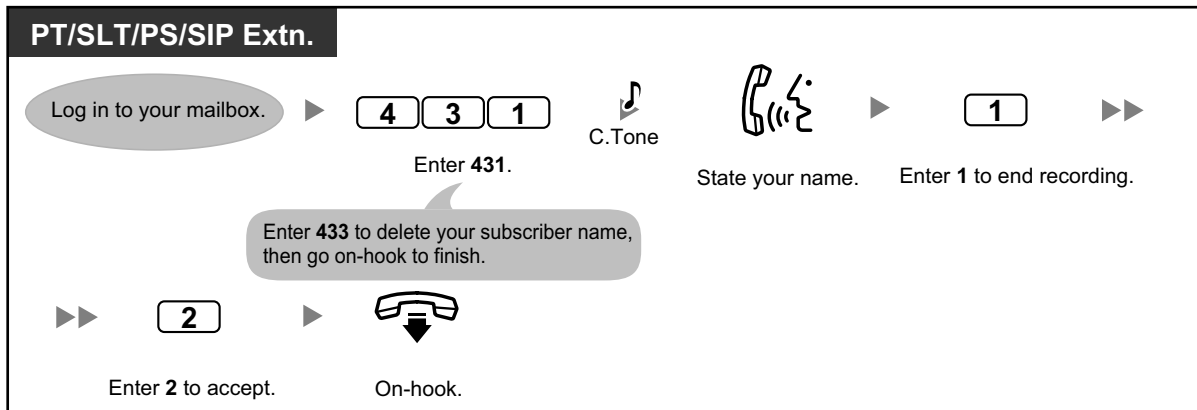
CAUTION

- It is strongly recommended that a password of 16 numbers be used for maximum protection against unauthorized access.
- To avoid unauthorized 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

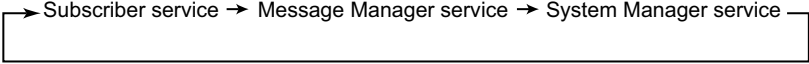


◆◆ Common Service Commands and Navigation Commands

Commands for Changing the Current Unified Messaging System Service

After going off-hook and pressing the MESSAGE button^{*1}, 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	Dialing 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 authorized 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.

1.6.3 Message Playback and Related Features

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

♦♦ Playing Messages

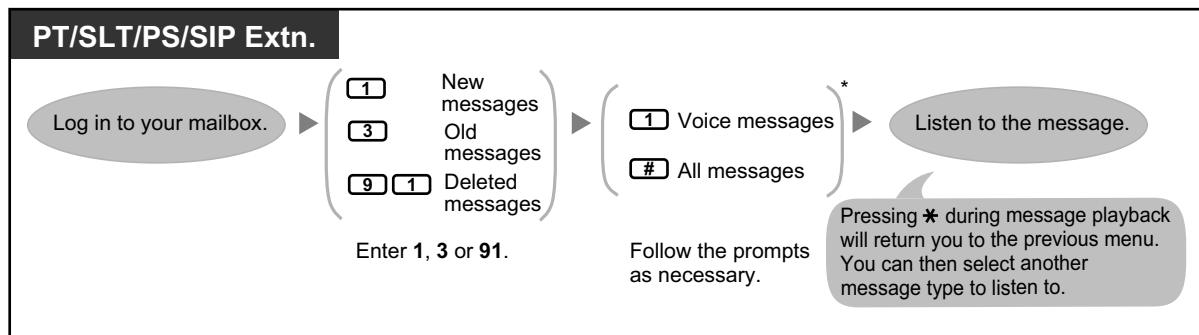
Callers and other subscribers can leave voice messages for you, and you can play them back later after you have logged in to your mailbox.

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 dialing 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	✓	✓	✓

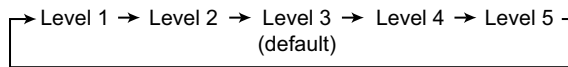
1.6.3 Message Playback and Related Features

Key	Feature	Message Type		
		New	Old	Deleted
1 1	Replay the previous message	✓	✓	✓
2	Play the next message	✓	✓	✓
3 (+ 1 *)	Delete this message <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 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.



- For voice messages, Unified Messaging system programming determines if the message envelope is played before each message, after each message, or only when you press **6**. For more information, consult your System Administrator.
- The Unified Messaging system will automatically delete both new and old messages after a specified number of days have passed. Your System Administrator or System Manager controls how many days messages are retained for. Each time you play a new or old message, the message retention counter resets.
- During playback, you can increase the playback volume by pressing **84**. If volume is at the highest setting, pressing **84** will select the lowest setting, as shown below.



◆◆ Bookmarks (Voice Messages only)

While listening to a message in your mailbox, you can set a bookmark. A bookmark lets you easily resume playback from a specific point in a specific message later. You can set one bookmark for each message in your mailbox; if you set a new bookmark, the old one is deleted.



- You cannot set or use bookmarks for deleted messages.

To set the Bookmark

PT/SLT/PS/SIP Extn.
<i>During message playback</i>
<div style="display: inline-block; border: 1px solid black; border-radius: 5px; padding: 2px 10px; margin-right: 5px;">8</div> <div style="display: inline-block; border: 1px solid black; border-radius: 5px; padding: 2px 10px; margin-right: 5px;">5</div>
Enter 85 .

To start playback at the Bookmark

PT/SLT/PS/SIP Extn.
<i>During or after message playback</i>
<div style="display: inline-block; border: 1px solid black; border-radius: 5px; padding: 2px 10px; margin-right: 5px;">8</div> <div style="display: inline-block; border: 1px solid black; border-radius: 5px; padding: 2px 10px; margin-right: 5px;">6</div>
Enter 86 .

◆◆ Recovering Deleted Messages

You can delete voice messages in your mailbox. Once a message has been deleted, it is retained until the end of the day, then it will be permanently deleted. Deleted messages can be "recovered", after which they will be treated as old messages.

To recover a Deleted Message

PT/SLT/PS/SIP Extn.
<p><i>During or after voice message playback</i></p> <p style="text-align: center;">3</p> <p>Enter 3.</p>

◆◆ Replying to Messages

You can reply to messages left in your mailbox by either calling back the caller or by leaving a message in the caller's mailbox.

Calling back is possible when the person who left you the message is another subscriber. Calling back outside callers is possible if their Caller ID information is received by the system, however, this feature may be disabled by the System Administrator or System Manager for your mailbox.

Replying by leaving a message in the caller's mailbox is possible only if the caller is another subscriber (i.e., the person must have his or her own mailbox). When replying by leaving a message in the caller's mailbox, you can set any of the following:

- **Urgent Status:**
The message will be heard before other messages by the recipient.
- **Private Status:**
The recipient will not be able to forward the message, ensuring privacy.
- **Auto Receipt:**
You will receive notification (receipt message) once the recipient has played back the message.

Finally, you can send your reply immediately or set a message delivery time. However, please note that you cannot reply to receipt messages.

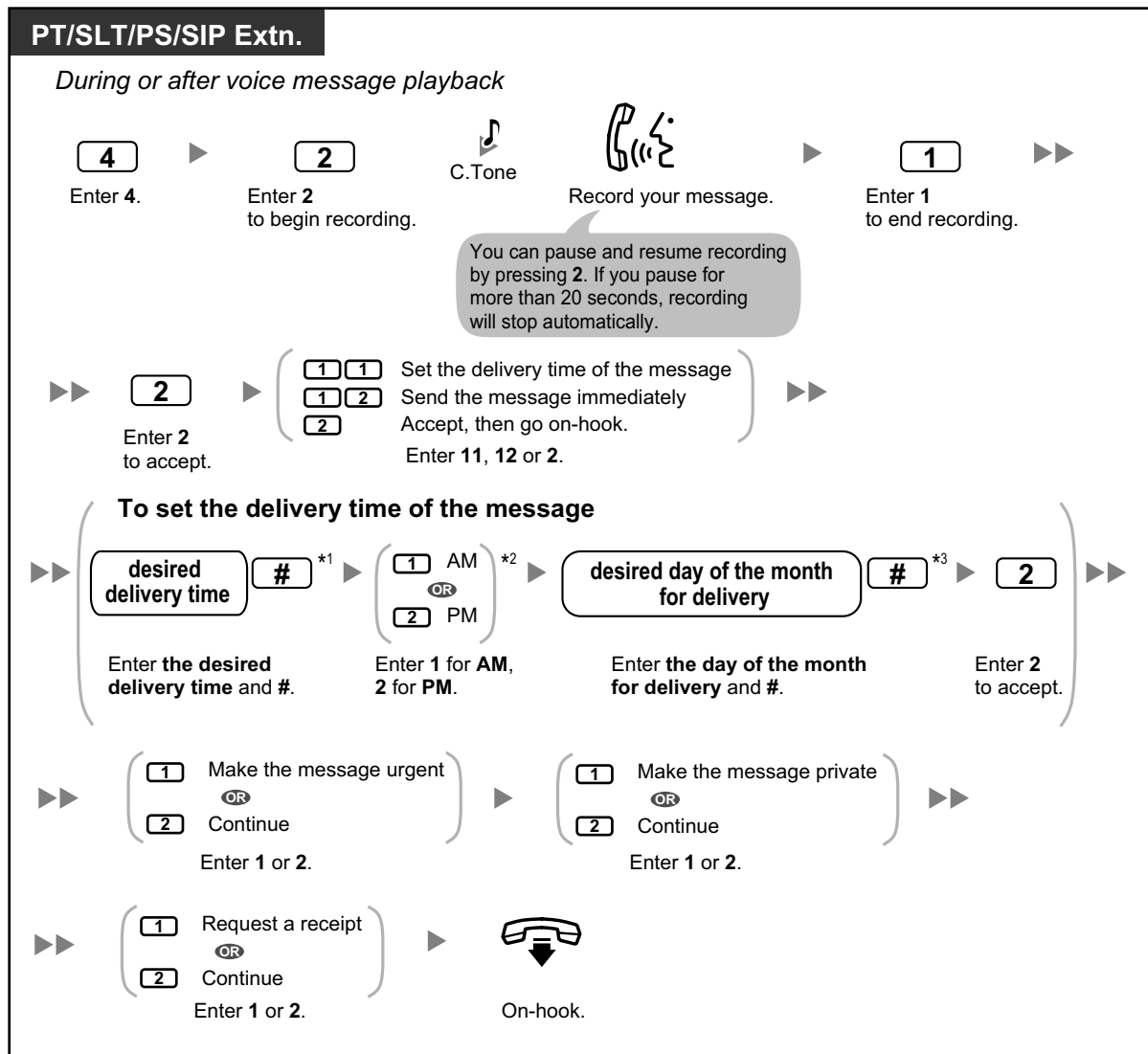


- Only new and old messages can be replied to. To reply to a deleted message, recover the message first (refer to "◆◆ Recovering Deleted Messages").

To call back the message sender

PT/SLT/PS/SIP Extn.
<p><i>During or after voice message playback</i></p> <p style="text-align: center;">4 ▶ 1</p> <p>Enter 4. Enter 1 to call the sender.</p>

To leave a message for the sender



- *1 Example: To enter 5:00, press **5#**. To enter 5:15, press **515#**.
- *2 This option may not be available if the Unified Messaging system is programmed to use 24-hour time.
- *3 Example: If today is February 16 and you enter **17#**, the message will be delivered tomorrow. If today is February 16 and you enter **5#**, the message will be delivered on March 5.
- Auto Receipt is not enabled by default. For more information, consult your System Administrator.
- New urgent messages are played before any other messages. However, old urgent messages are treated like regular messages: messages are played starting with the oldest.

◆◆ Transferring Messages

You can transfer (forward) messages in your mailbox to other subscribers. However, please note that you cannot transfer receipt messages, or messages that were specified by the sender as "private".

When transferring a message, you can:

- Specify the recipient by entering another subscriber's mailbox number.

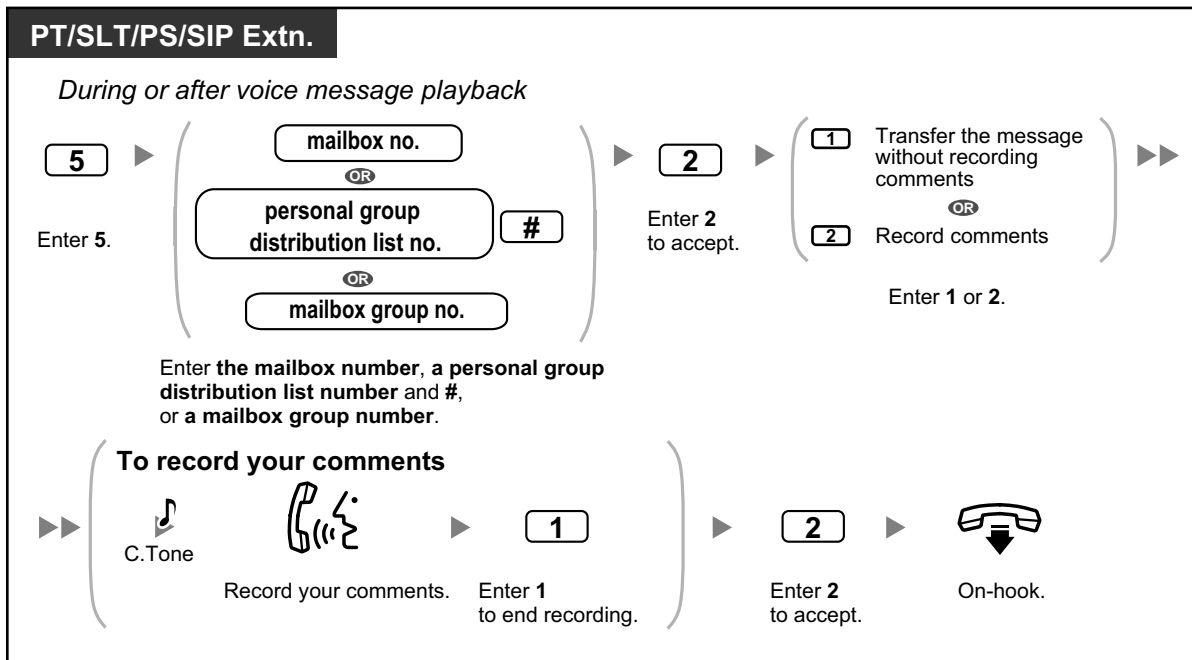
1.6.3 Message Playback and Related Features

- Specify several recipients by entering a Personal Group Distribution List number (refer to "◆◆ Personal Group Distribution Lists") or a Mailbox Group number.
- Record your own comments and send them along with the transferred message.

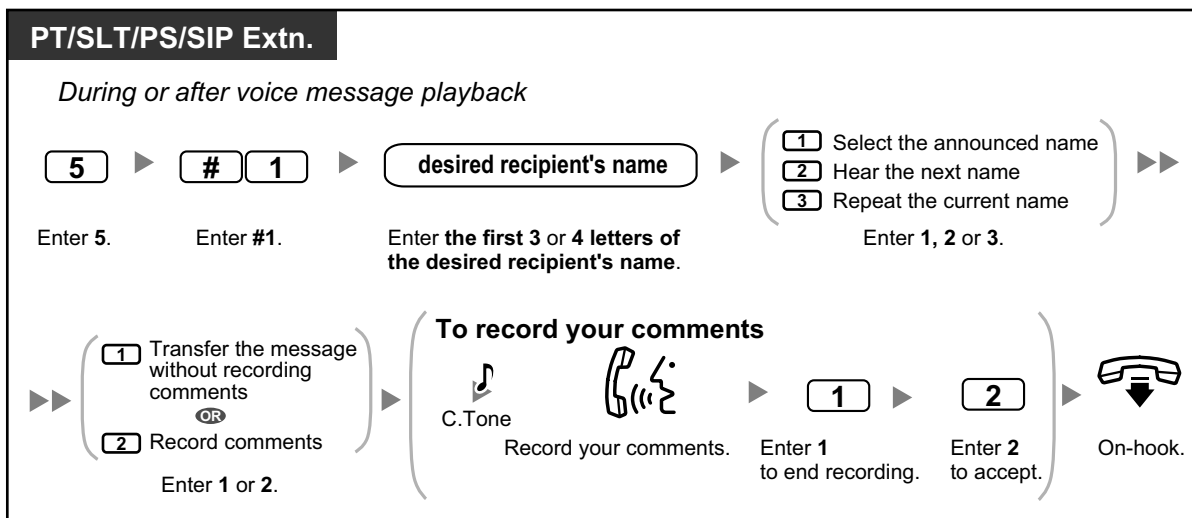


- No acknowledgement will be given to indicate the message has been transferred.
- Only new and old messages can be transferred. To transfer a deleted message, recover the message first (refer to "◆◆ Recovering Deleted Messages").

To specify the recipients by number



To specify the recipients by name (dialing by name)



◆◆ Remote Access

You can call the Unified Messaging system while outside and log in to your mailbox in order to listen to your messages. There are 2 ways to log in to your mailbox remotely:

- **Automatic Log-in:**

When logging in to your mailbox remotely from a preprogrammed outside telephone number (assigned as a Caller ID number), you do not need to enter any special commands or your mailbox number. The Unified Messaging system can recognize the telephone number you are calling from and therefore determine you are the caller (refer to "◆◆ Assigning Your Telephone Numbers for Remote Automatic Log-in and Toll Saver"). This feature may be disabled by the System Administrator for your mailbox.

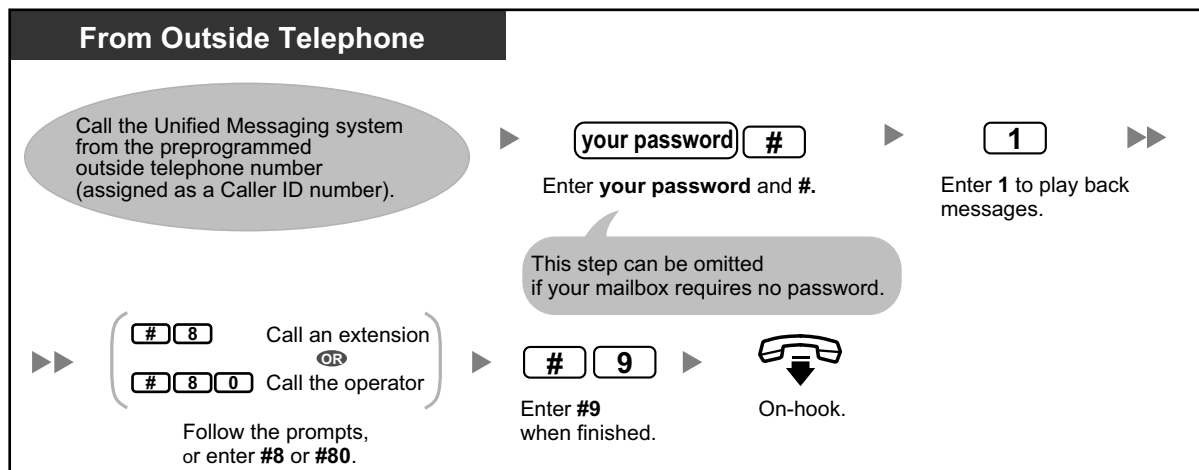
- **Manual Log-in:**

Manual Log-in is necessary if logging in to your mailbox, when your mailbox is not programmed for Automatic Log-in, or when you are calling from a telephone number not programmed for Automatic Log-in.



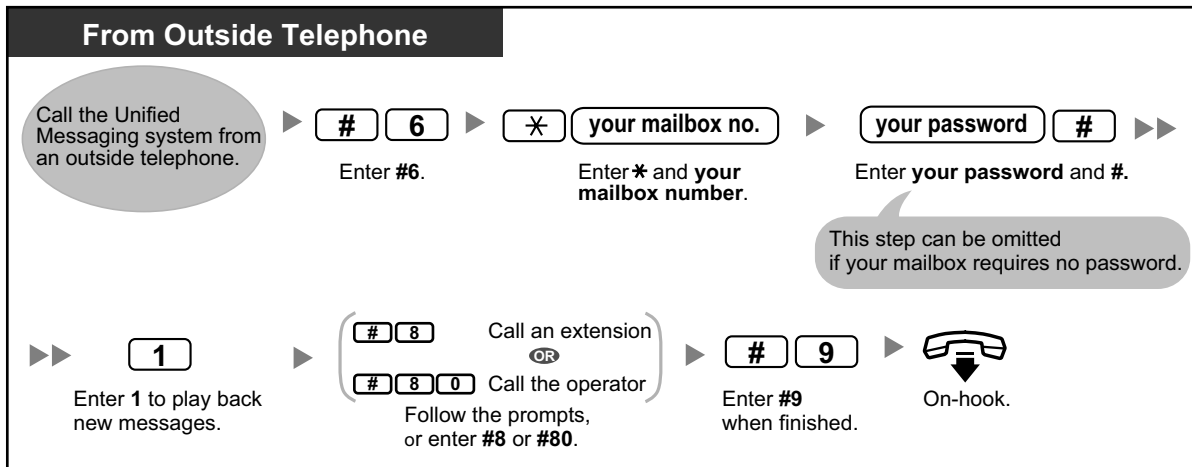
- Ask your System Administrator what telephone number you should dial in order to access the Unified Messaging system remotely.

Remote automatic log-in



- The number of rings you hear before the Unified Messaging system answers your call can indicate whether or not you have new messages (Toll Saver feature). For more information, consult your System Administrator.

Remote manual log-in



CAUTION

- It is strongly recommended that a password of 16 numbers be used for maximum protection against unauthorized access.
- To avoid unauthorized 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 unauthorized third-party is not allowed access to your extension.

1.6.4 Sending Messages

- ◆◆ Message Delivery
- ◆◆ Personal Group Distribution Lists
- ◆◆ External Message Delivery
- ◆◆ External Message Delivery Lists
- ◆◆ Receiving External Delivery Messages

You can record messages and send them to other subscribers, to extension users who do not have mailboxes, and even to outside parties. Messages can be sent using one of the following features:

- **Message Delivery:**
Sending a message to other subscribers (refer to "◆◆ Message Delivery").
- **External Message Delivery:**
Sending a message to parties that do not have Unified Messaging system mailboxes (extension users and outside parties) (refer to "◆◆ External Message Delivery").

There are several ways to determine the recipients of your messages. You can specify recipients by:

- Mailbox number or subscriber name (specifies an individual recipient for Message Delivery).
- Personal Group Distribution List number or Mailbox Group number (specifies a group of recipients for Message Delivery).
- Extension number or telephone number (specifies an individual recipient for External Message Delivery).
- External Message Delivery List number (specifies a group of recipients for External Message Delivery).

◆◆ Message Delivery

You can send messages to other subscribers. You can specify message recipients either by number or by subscriber name.

To specify the recipients by number:

- Enter the subscriber's mailbox number.
- Enter a Personal Group Distribution List number (refer to "◆◆ Personal Group Distribution Lists").
- Enter a Mailbox Group number (these must be created by the System Administrator. For more information, consult your System Administrator).

To specify the recipients by name:

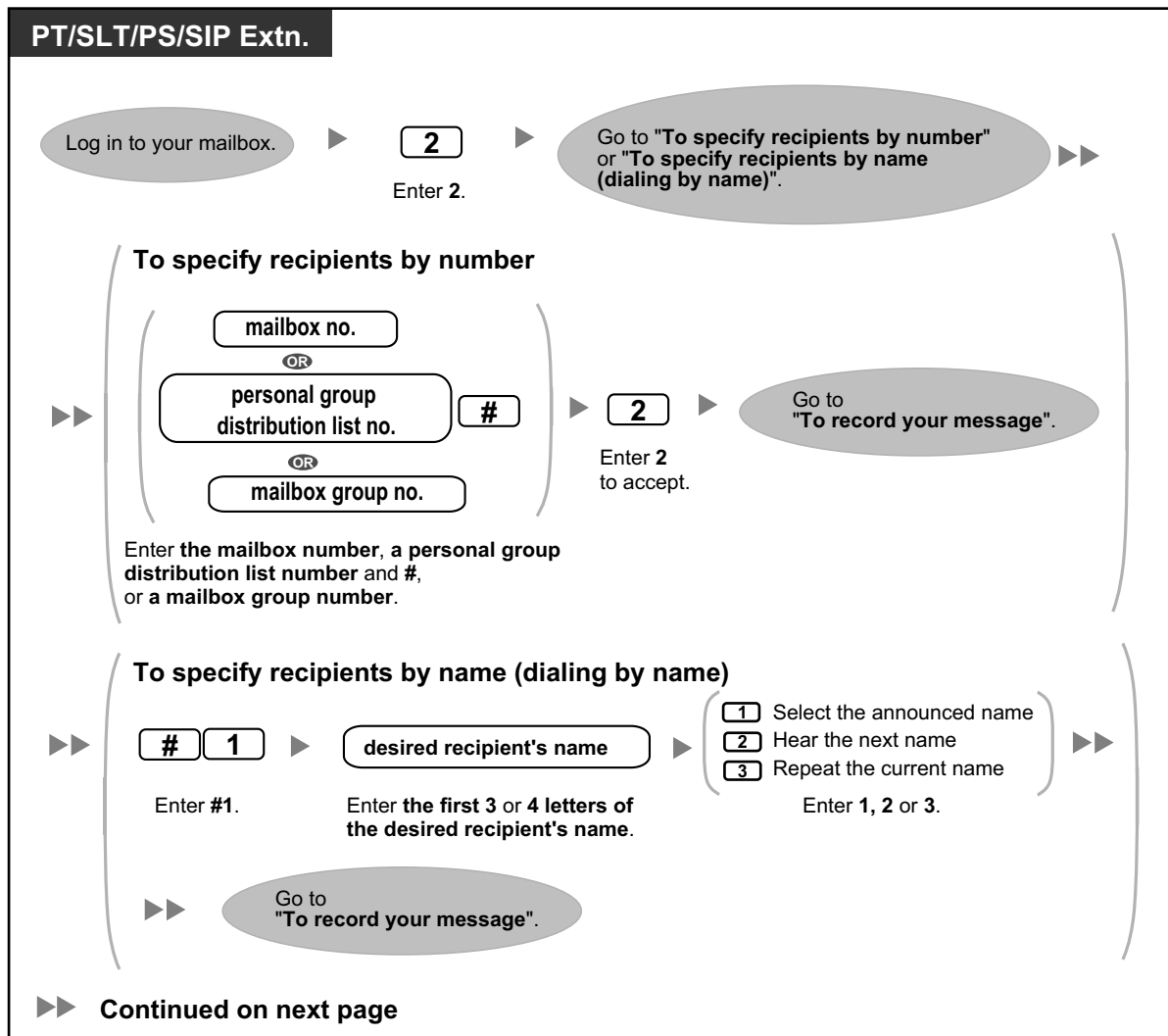
- Enter the first few letters of the subscriber's name (Dialing by Name feature).

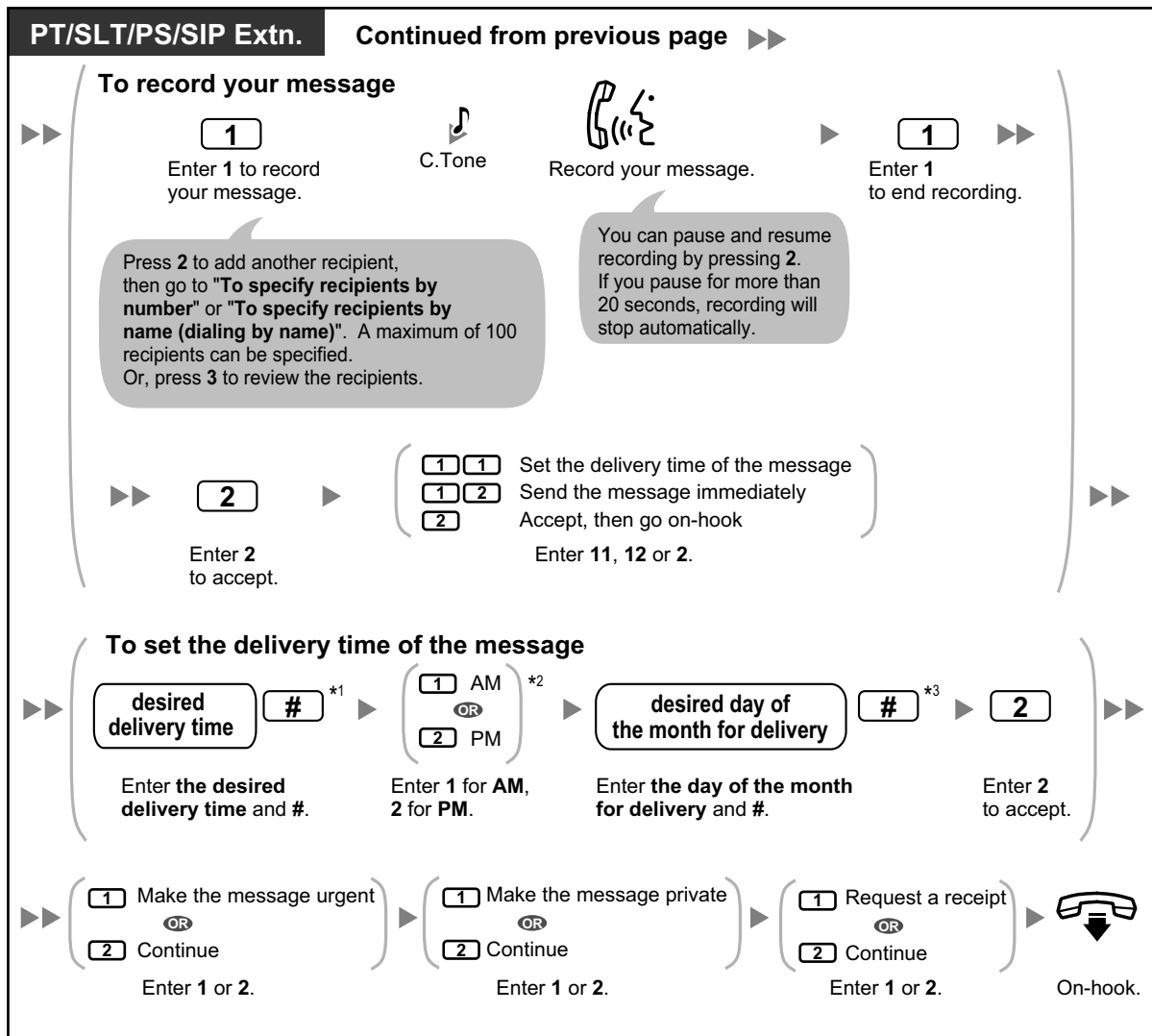
Once you have specified the recipients, you can record a message. Before sending your message, you can set any of the following:

- **Urgent Status:**
The message will be heard before other messages by the recipient.
- **Private Status:**
The recipient will not be able to forward the message, ensuring privacy.
- **Auto Receipt:**
You will receive notification once the recipient has played back the message.

Finally, you can send your message immediately or set a message delivery time.

To send a message



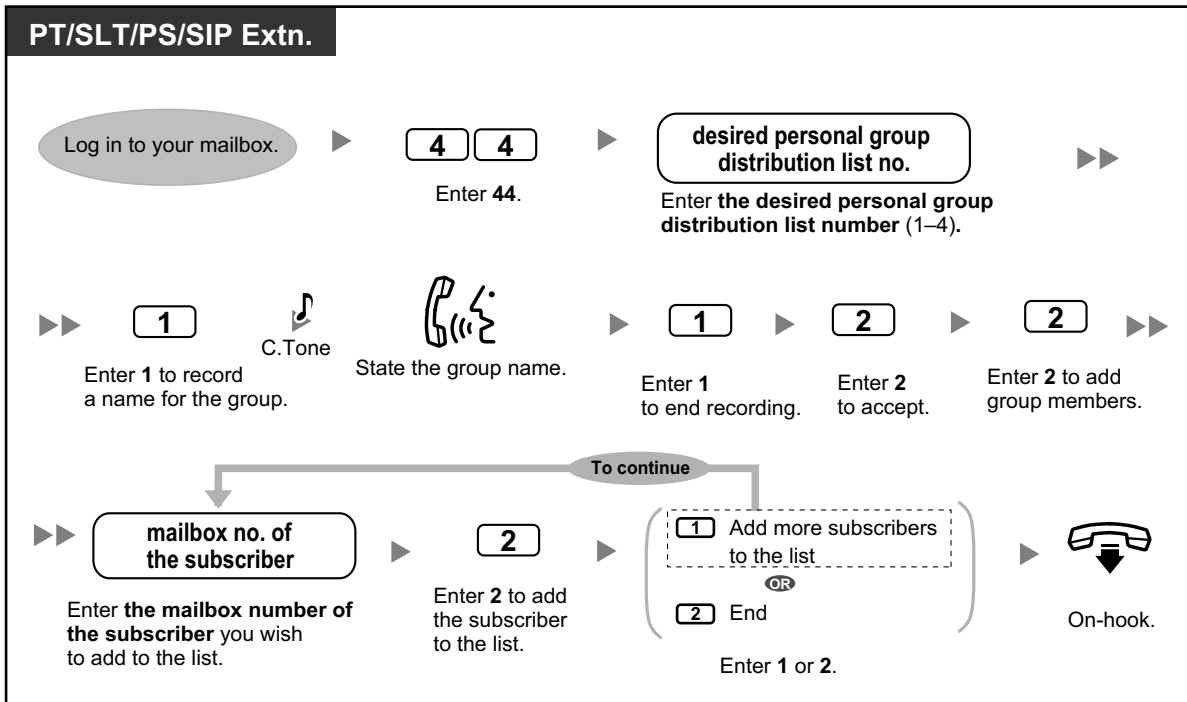


- *1 Example: To enter 5:00, press **5#**. To enter 5:15, press **515#**.
- *2 This option may not be available if the system is programmed to use 24-hour time.
- *3 Example: If today is February 16 and you enter **17#**, the message will be delivered tomorrow. If today is February 16 and you enter **5#**, the message will be delivered on March 5.
- Auto Receipt is not enabled by default. For more information, consult your System Administrator.
- New urgent messages are played before any other messages. However, old urgent messages are played with other messages, in the original order.

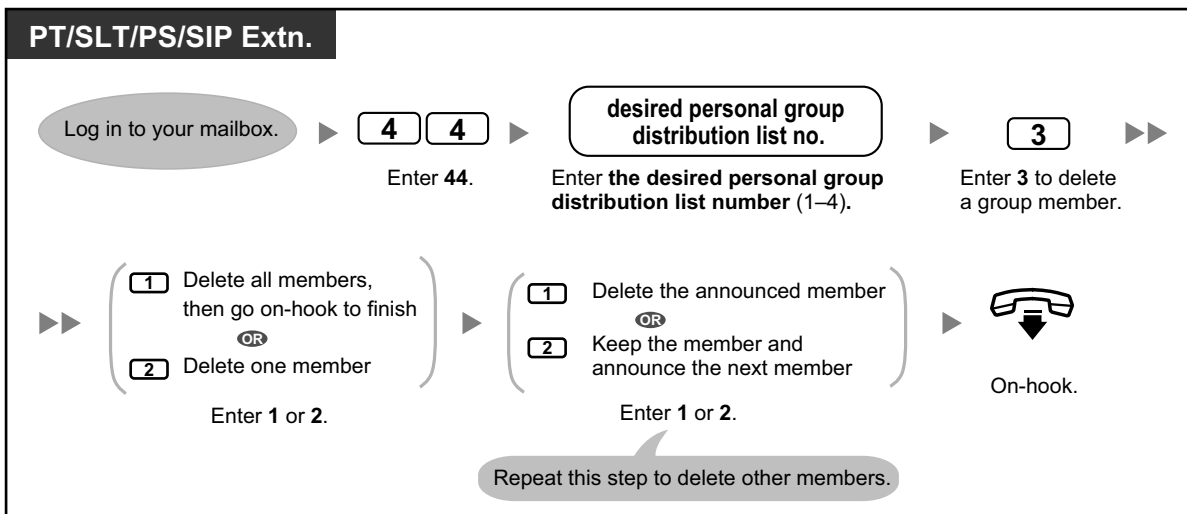
◆◆ Personal Group Distribution Lists

Personal Group Distribution Lists allow you to send messages to several subscribers at once (refer to "◆◆ Message Delivery"). You can create and edit 4 Personal Group Distribution Lists, and these lists can only be used by you. You can assign 40 group members (subscribers) to each list and record a name for each group (for example, "Sales Team", "Department Heads", etc.).

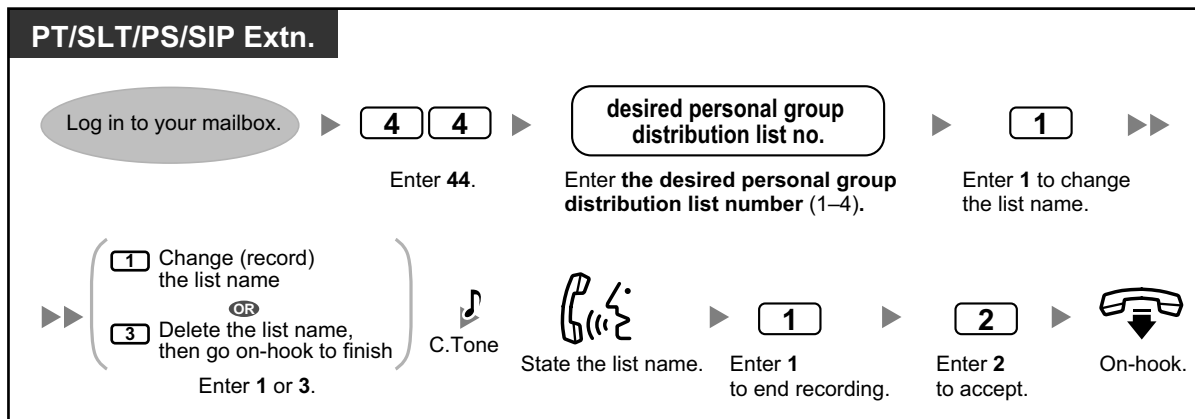
To create and edit personal group distribution lists



To delete members from personal group distribution lists



To change personal group distribution list names



- The System Administrator can create "Mailbox Groups", which are similar to personal group distribution lists except they can be used by other subscribers. For more information, consult your System Administrator.

◆◆ External Message Delivery

You can send messages to outside parties and to extension users who do not have their own mailboxes. After you record your message, the system will dial the appropriate telephone numbers and/or extension numbers, and once the party on the other end answers the call, your recorded message will be played back. You can specify message recipients by:

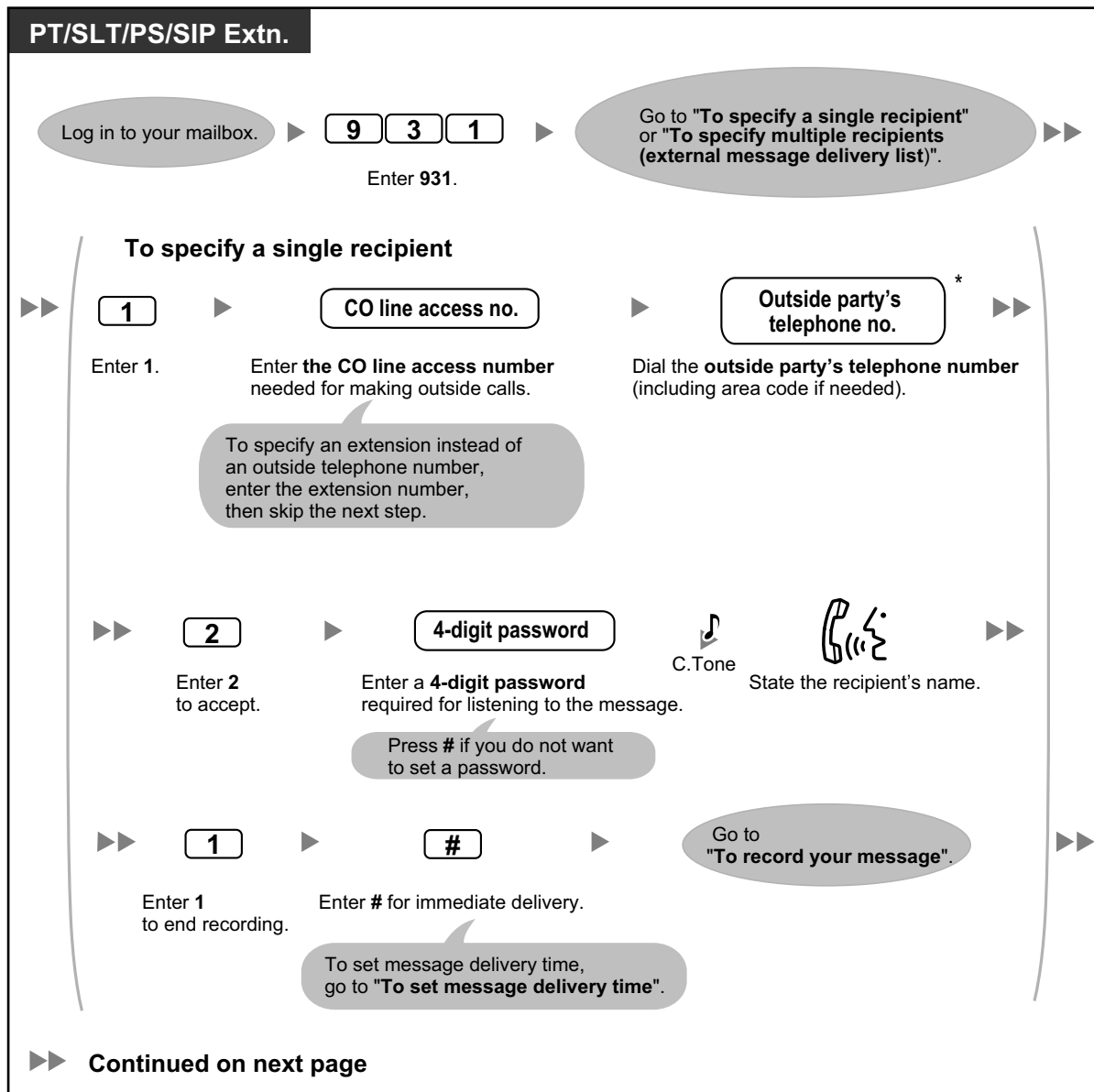
- Extension number
- Outside telephone number
- External Message Delivery List number (refer to "◆◆ External Message Delivery Lists")

Unlike recipients who have their own mailboxes, you have no way of knowing who may answer the call when the Unified Messaging system sends an External Delivery Message. To protect the privacy of your messages, you may assign a password that must be entered by the other party before your message is played back. You can set Auto Receipt so that you will receive notification once the recipient has played back your message. You can also send your message immediately or set a message delivery time. Finally, recipients of an External Delivery Message can reply to your message, and can even set urgent and private message status.

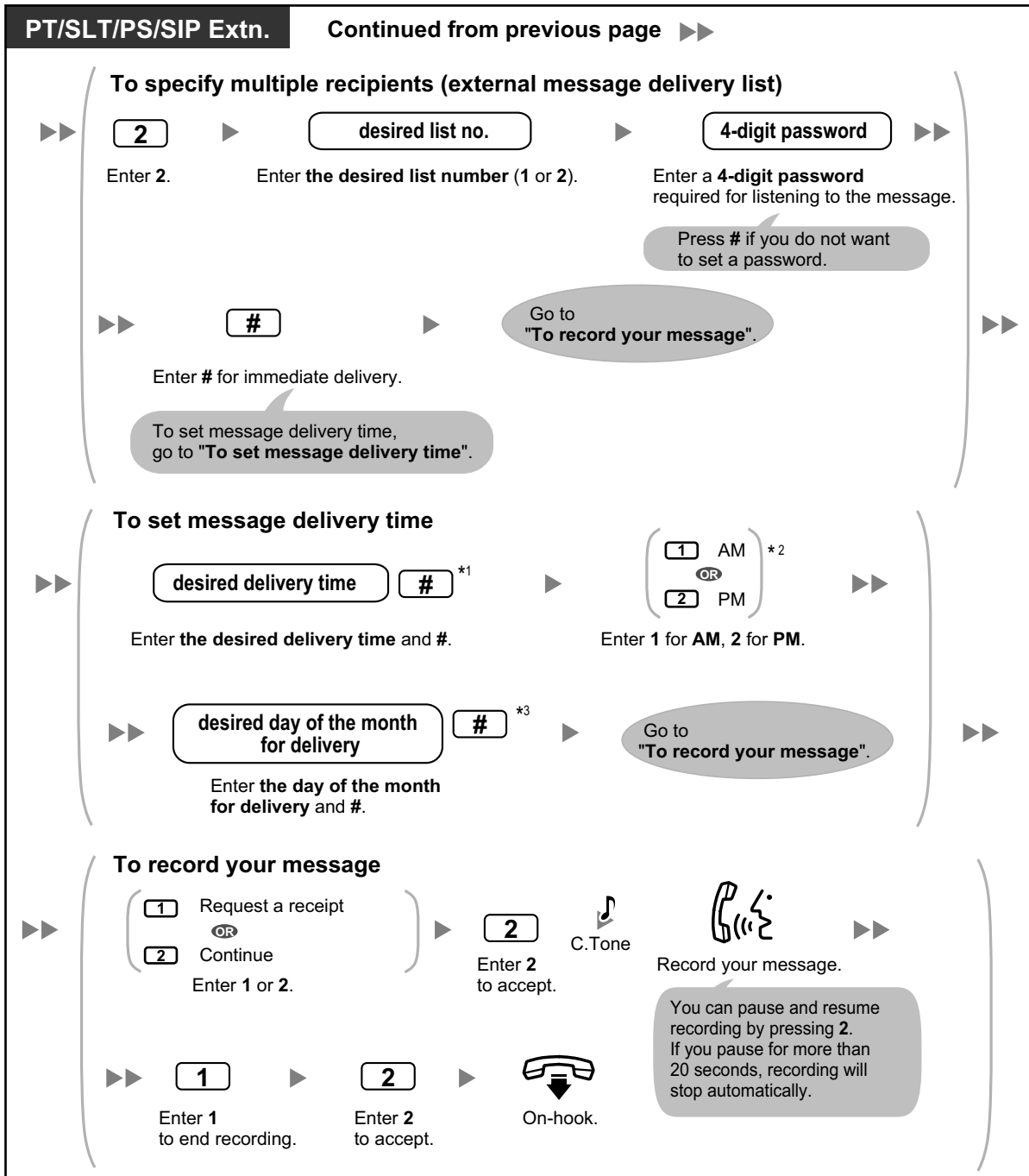


- This feature must be enabled for your mailbox by the System Administrator or System Manager.

To send an external delivery message



- * If you are using an ISDN or SIP line in en bloc dialing mode, to insert a pause or special command in the middle of the telephone number, pause momentarily while entering the telephone number. You will hear a list of available options, for example, "To add more digits, press 4. To insert a pause, press 5."





- *1 Example: To enter 5:00, press **5#**. To enter 5:15, press **515#**.
- *2 This option may not be available if the system is programmed to use 24-hour time.
- *3 Example: If today is February 16 and you enter **17#**, the message will be delivered tomorrow. If today is February 16 and you enter **5#**, the message will be delivered on March 5.
- If you set a password required for listening to the message, make sure you notify each recipient what the password is.
- If you are using a PRI line, you may need to enter **#** at the end of outside telephone numbers. For more information, consult your System Administrator.
- Auto Receipt is not enabled by default. For more information, consult your System Administrator.

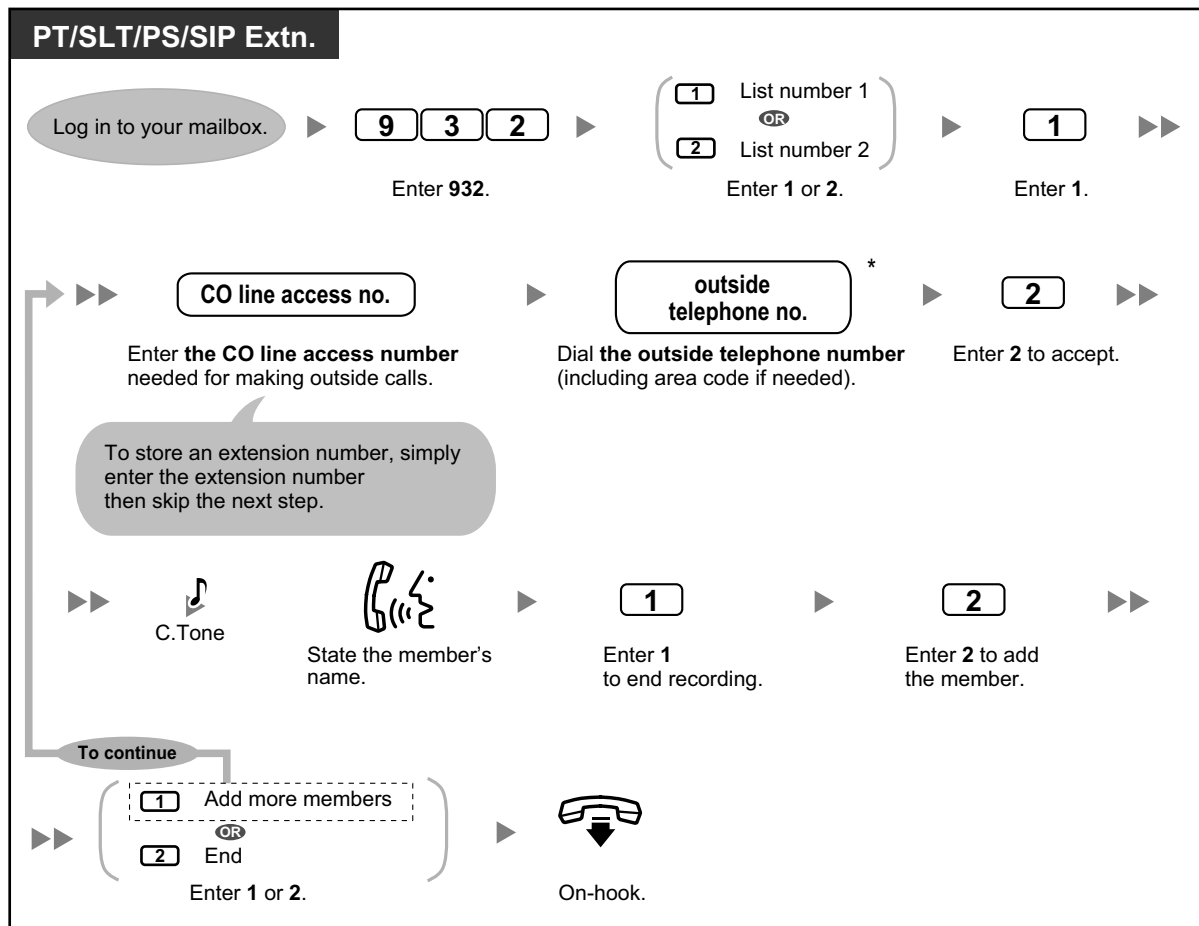
◆◆ External Message Delivery Lists

Your external message delivery lists allow you to send messages to several outside parties and extension users who do not have their own mailboxes at once (refer to "◆◆ External Message Delivery"). You can create and edit 2 External Message Delivery Lists, and these lists can only be used by you. You can assign up to 8 members to each list and record a name for each member.



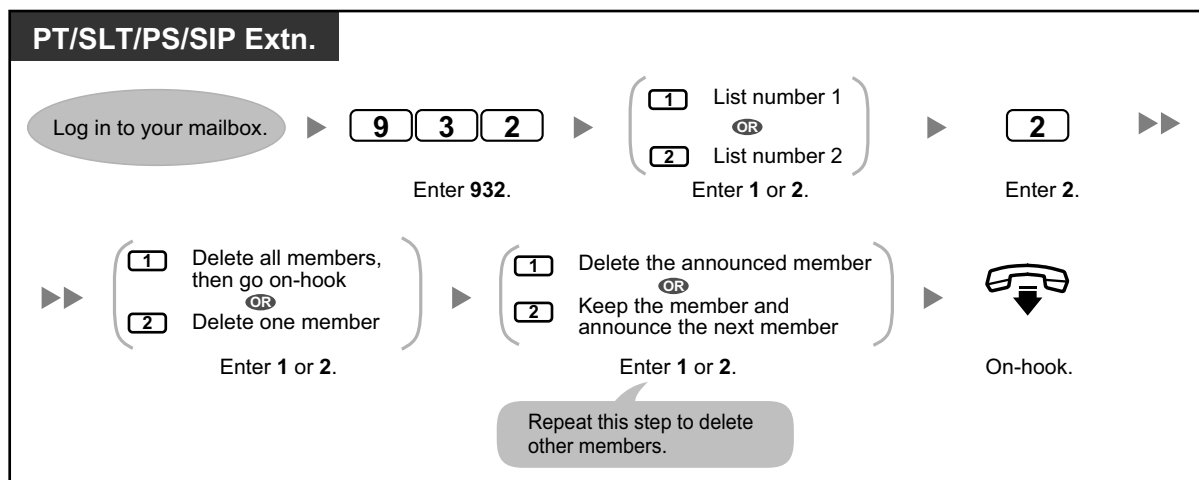
- This feature must be enabled for your mailbox by the System Administrator.

To create/add to an external message delivery list



- * If you are using an ISDN or SIP line in en bloc dialing mode, to insert a pause or special command in the middle of the telephone number, pause momentarily while entering the telephone number. You will hear a list of available options, for example, "To add more digits, press 4. To insert a pause, press 5."

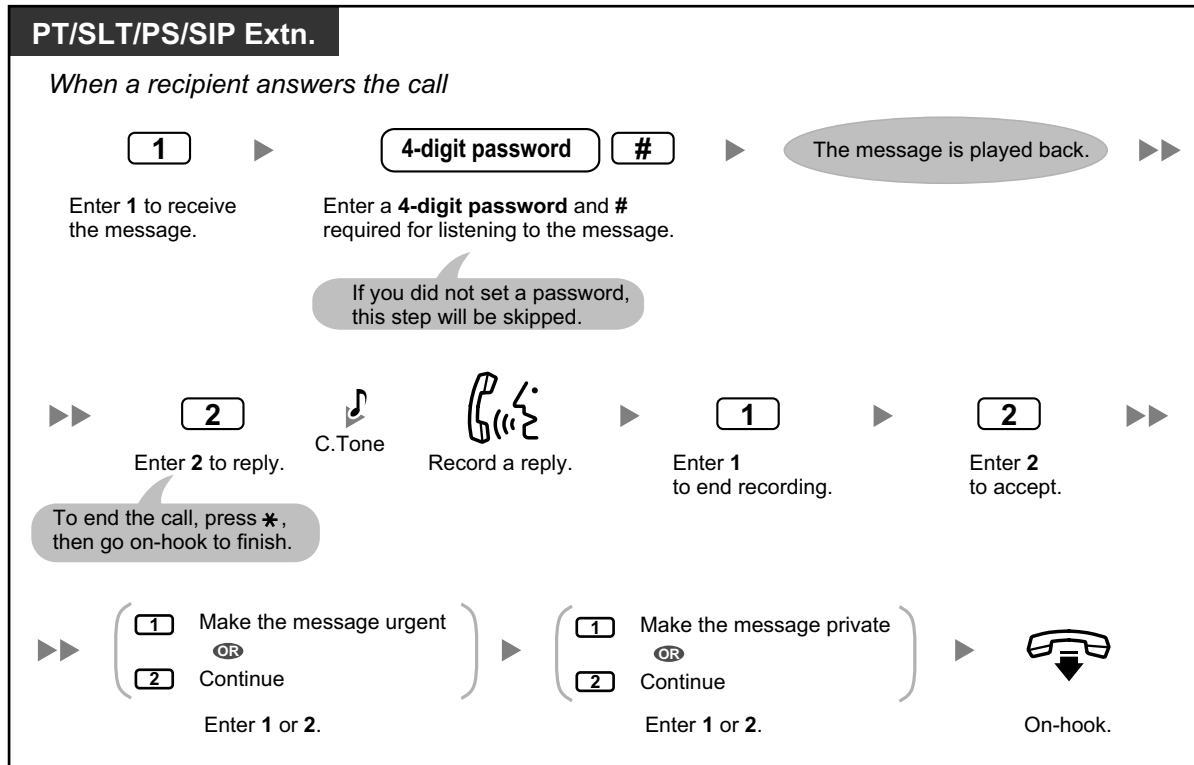
To delete members from an external message delivery list



◆◆ Receiving External Delivery Messages

When you send an external delivery message, the Unified Messaging system will call each of the specified recipients. When a recipient answers the call, the system will guide him or her through the following procedure. After a recipient has listened to an external delivery message, he or she can send you a reply to your message, and even set urgent or private message status.

To receive a message and reply



- If the recipient enters an incorrect password 3 times, the system will announce the following information if it has been programmed. This information can help the recipient track down the message or message sender (you).
 - Company name
 - Callback telephone number
 - Your subscriber name
- The Unified Messaging system may be able to guide recipients using a different language. For more information, consult your System Administrator.

1.6.5 Transferring Calls

- ◆◆ Call Transfer
- ◆◆ Incomplete Call Handling
- ◆◆ Assigning Your Covering Extension
- ◆◆ Remote Call Forwarding
- ◆◆ Assigning and Canceling Telephone Numbers for Call Transfer to CO Line
- ◆◆ Voice Mail Transfer

◆◆ Call Transfer

When a call reaches your extension via the Automated Attendant service, normally your extension will ring and you can answer the call. If you use the Call Transfer feature, however, the Unified Messaging system can handle the call in a number of ways. The status you set for Call Transfer determines what happens to the call. You can set one of the following:

Call Blocking:

The call will be handled by the Incomplete Call Handling feature (refer to "◆◆ Incomplete Call Handling"), which allows you to have your calls ring at another extension, transferred to your mailbox, transferred to the operator, etc. The call will not ring at your extension. The call will be handled according to the settings you have made for Incomplete Call Handling for No Answer.

Call Screening:

The system will prompt the caller to record his or her name. If you are available to answer calls, the system will ring your extension and play back the name of the caller. You can then answer the call if you choose. If you do not or cannot answer the call, the call will be handled according to the settings you have made for Incomplete Call Handling for No Answer.

Intercom Paging:

The Unified Messaging system will page you using the Intercom Paging feature. The call will not ring at your extension. Your name will be announced to alert you to the call. If you do not or cannot answer the call, the call will be handled according to the settings you have made for Incomplete Call Handling for No Answer.

Transfer to Mailbox:

The system will transfer the caller to your mailbox where he or she can leave a message for you. The call will not ring at your extension.

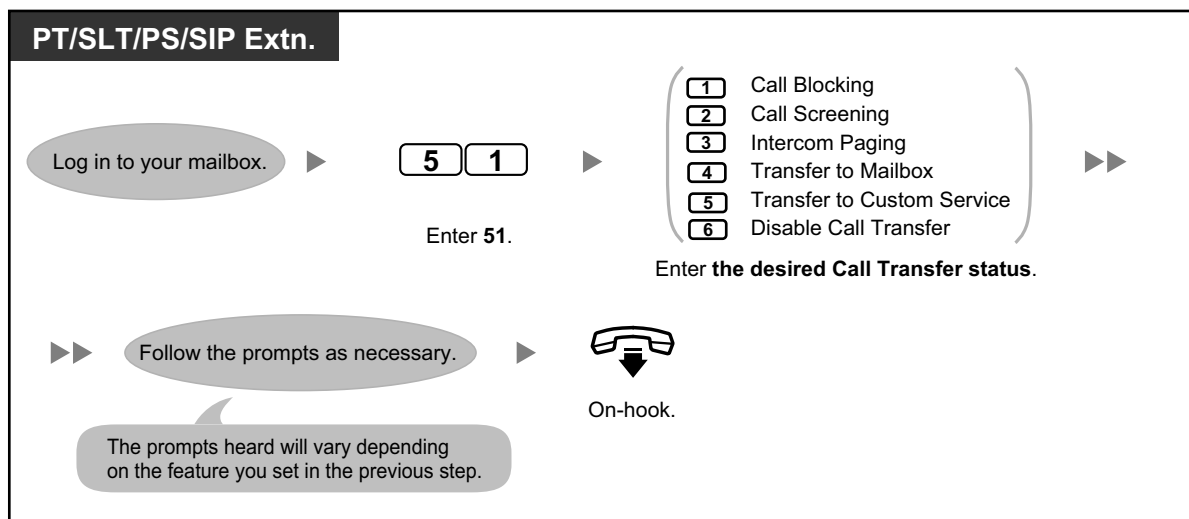
Transfer to Custom Service:

The system will transfer the caller to the custom service you specify here. The call will not ring at your extension.

Disable Call Transfer:

Turns the Call Transfer feature off. The call will ring at your extension.

To set call transfer status



- If Call Screening or Disable is selected, calls will be transferred to an outside telephone if a telephone number has been programmed for call transfer to CO line (refer to "◆◆ Assigning and Canceling Telephone Numbers for Call Transfer to CO Line").

◆◆ Incomplete Call Handling

When a call is directed to your extension via the Automated Attendant service, Incomplete Call Handling will handle the calls if:

- You do not answer the call (These calls are considered "no answer" calls).
- You are on another call (These calls are considered "busy" calls).
- You have set Call Blocking (refer to "◆◆ Call Transfer").

The status you set for Incomplete Call Handling determines what happens to these calls. You can set one or more of the following for no answer calls and for busy calls separately. If you select more than one option, the caller will be prompted to select his or her desired option.

Leaving a Message:

The system will transfer the caller to your mailbox where he or she can leave a message for you.

Transfer to Covering Extension:

The system will transfer the caller to your Covering Extension (refer to "◆◆ Assigning Your Covering Extension"). If you have not assigned your Covering Extension, this option is not available.

Intercom Paging:

The system will page you using the Intercom Paging feature. Your name will be announced to alert you to the call.

Transfer to Custom Service:

The system will transfer the caller to the Custom Service you specify here.

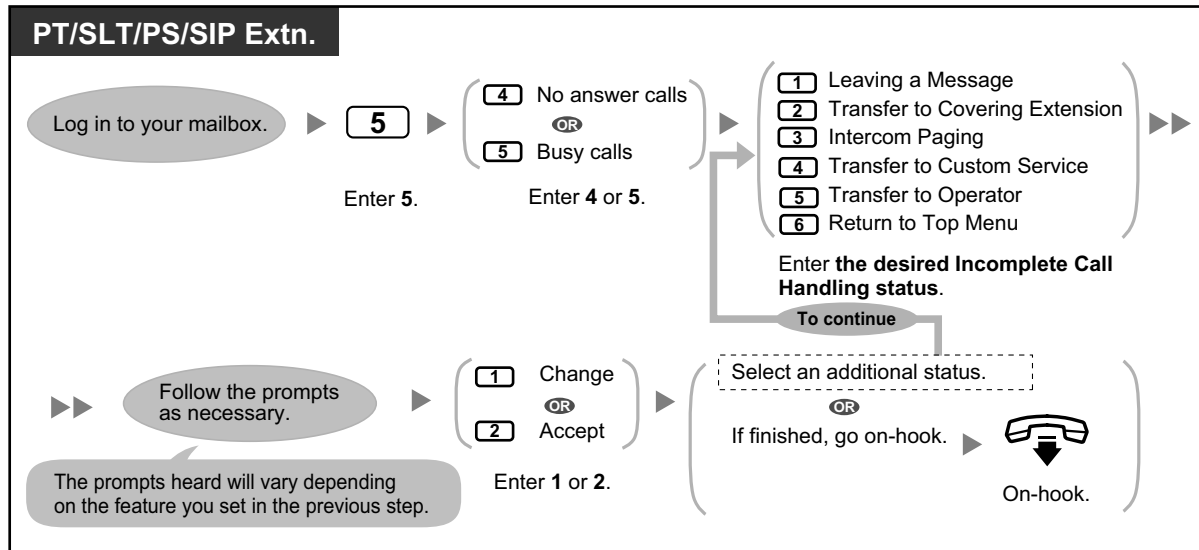
Transfer to Operator:

The system will transfer the caller to the operator.

Return to Top Menu:

The caller is returned to the top menu of the Automated Attendant service and can then choose to call a different extension.

To set Incomplete Call Handling status



- When Call Blocking is enabled, blocked calls are treated by Incomplete Call Handling for no answer calls.

◆◆ Assigning Your Covering Extension

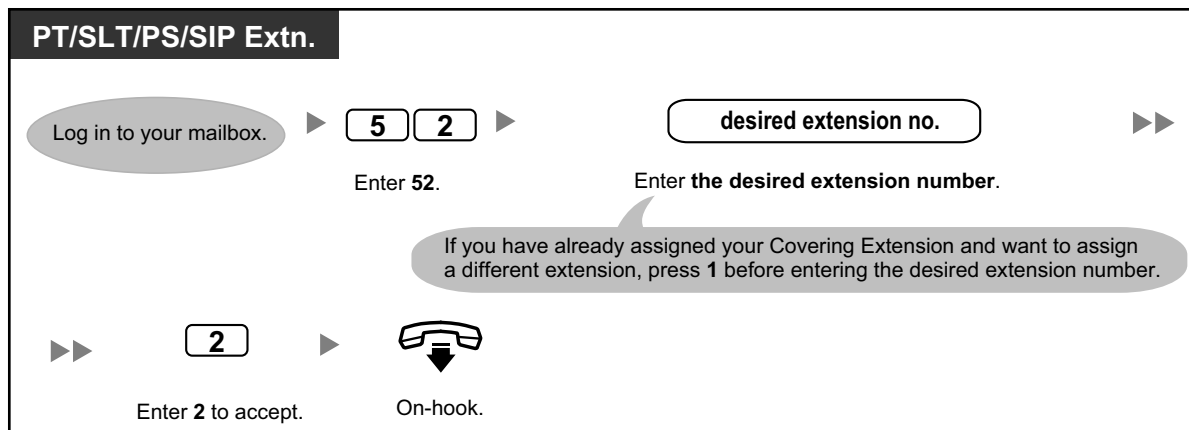
A Covering Extension is an extension that receives your calls instead of you. Your calls can be transferred to your Covering Extension in 2 ways:

- **By the Incomplete Call Handling Feature:**
When the Incomplete Call Handling feature handles the call (i.e., if you do not answer, if you are on another call, or if you have set Call Blocking), it will be transferred to your Covering Extension if you have set Incomplete Call Handling to "Transfer to Covering Extension" (refer to "◆◆ Incomplete Call Handling").
- **By pressing the specified dialing key (0, 3–9):**
If the caller presses the key assigned for "Transfer to the Specified Extension" during your greeting message or while recording a message for you, the call will be transferred to your Covering Extension.



- You can change the dialing key that transfers your callers to your Covering Extension. If you assign the "Transfer to Operator" option in your Personal Custom Service to a dialing key, callers who press that dialing key will be transferred to your Covering Extension (refer to "◆◆ Personal Custom Service").
- If you do not assign your Covering Extension, callers will be transferred to the operator instead.

To assign your Covering Extension



- Once you assign a Covering Extension, remember to tell callers in your greeting message that they can press the button you have assigned for transferring to your Covering Extension. For example, "To speak with my assistant, press 0".

◆◆ Remote Call Forwarding

You can program the Unified Messaging system to forward your calls to another extension or to an outside telephone (if authorized). You can do this even when you are away from the office. This feature may be disabled by the System Administrator or System Manager for your mailbox. There are 6 forwarding settings available:

FWD All:

Forwards all incoming calls to a specified extension number.

FWD Busy:

Forwards all incoming calls to a specified extension number when you are already on another call.

FWD No Answer:

Forwards all incoming calls to a specified extension number when you do not answer your telephone.

FWD Busy and No Answer:

Forwards all incoming calls to a specified extension number when you are on another call or do not answer your telephone.

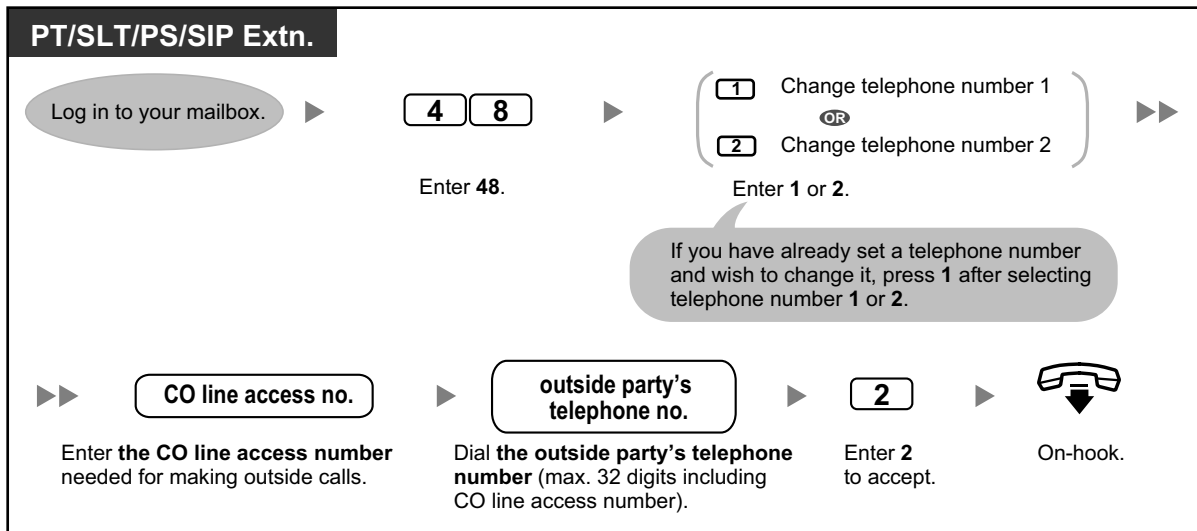
FWD to Outside:

Forwards all incoming calls to the specified outside telephone number if you are authorized to use this feature.

FWD Cancel:

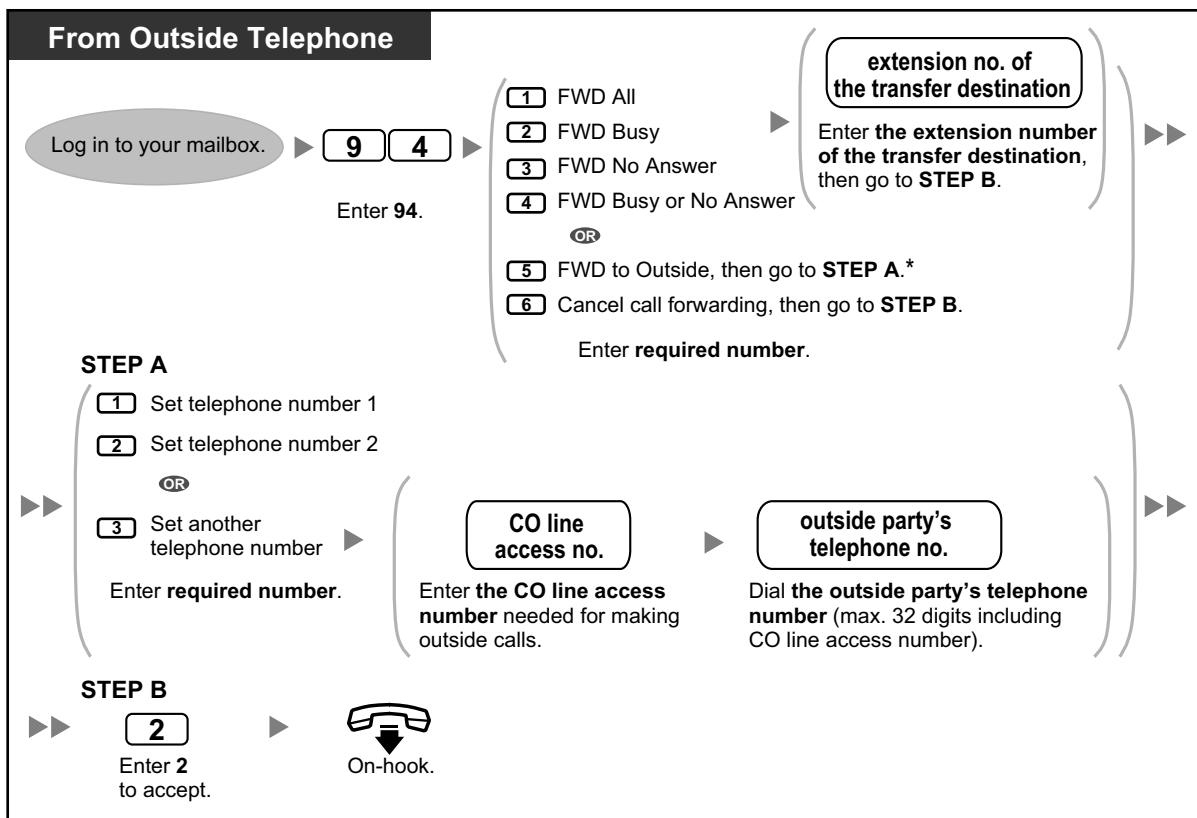
Cancels the forwarding setting.

To assign outside telephone numbers for Remote Call Forwarding



- Before you can forward your calls to an outside telephone, you should first store the telephone numbers you plan on using with this feature. You can store 2 telephone numbers for use with Remote Call Forwarding.
- If you change one of the outside telephone numbers for Remote Call Forwarding, you will need to set Remote Call Forwarding to "FWD to Outside" once again before the new outside telephone number will be used as the forward destination. If you do not do this, the old telephone number will continue to be used.

To set/cancel Remote Call Forwarding





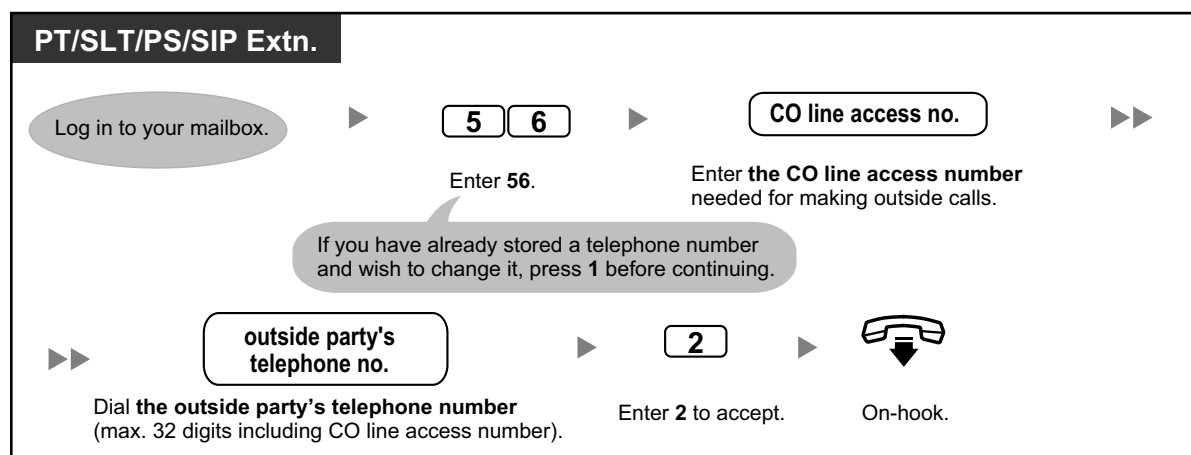
- * This option is announced only if you are authorized to use it through system programming for PBX COS (Class of Service) settings and UM COS settings. For more information, consult your System Administrator.

◆◆ Assigning and Canceling Telephone Numbers for Call Transfer to CO Line

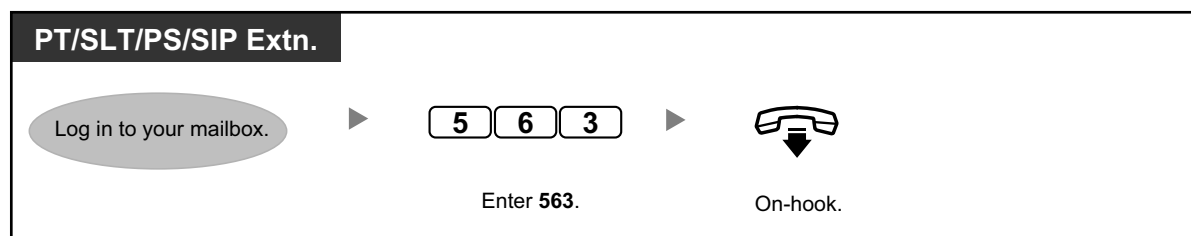
When you assign a telephone number for Call Transfer to CO Line, your calls will be transferred to the assigned telephone number when:

- You have set Call Screening (refer to "◆◆ Call Transfer").
- You have set Disable Call Transfer (refer to "◆◆ Call Transfer").

To assign telephone numbers for call transfer to CO line



To cancel telephone numbers for call transfer to CO line



- This feature must be enabled for your mailbox by the System Administrator.
- If you are using a PRI line, you may need to enter # at the end of outside telephone numbers. Consult your System Administrator for more information.

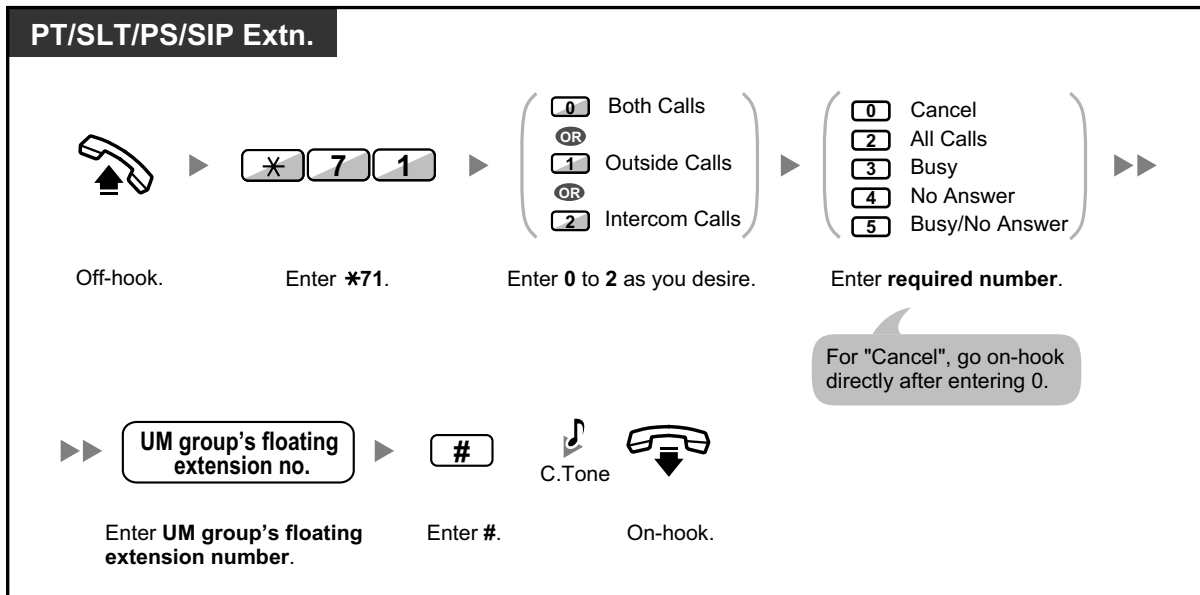
◆◆ Voice Mail Transfer

If you cannot answer calls, you can forward them to your mailbox. You can select the type of incoming calls (Intercom Calls/Outside Calls/Both Calls) that are forwarded.

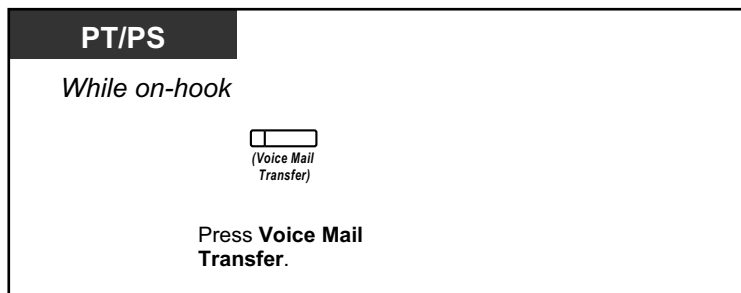
If your telephone has a Message button, the Message light turns on when a message is left in your mailbox. You will hear an indication tone* when going off-hook, regardless of whether or not your telephone has a Message button.

You can also create a Voice Mail Transfer button on your phone to transfer received outside calls to a mailbox of another extension so that calling parties can leave messages. Using the Voice Mail Transfer button, you can also perform operations with one touch (for PT and PS only).

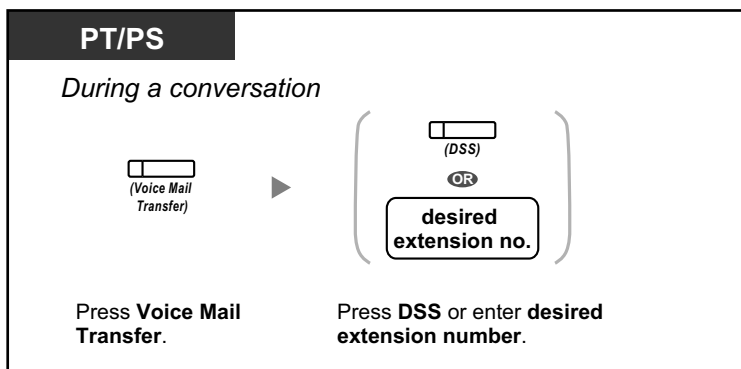
To forward your calls to your mailbox



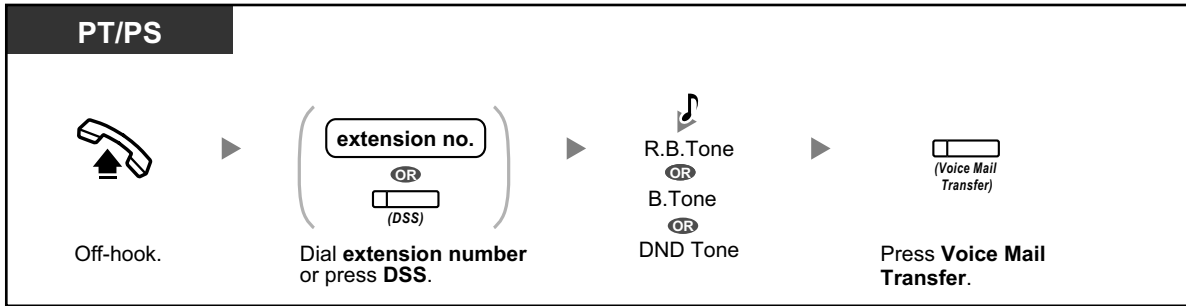
To forward a call to your mailbox while it is ringing



To transfer a call to a mailbox



To transfer your own call to the called extension's mailbox



- *Indication tone after going off-hook



- If using a PS in parallel with a PT or SLT (in Wireless XDP Parallel mode), you cannot use the Voice Mail Transfer button to forward a call to your mailbox while it is ringing.



Customizing Your Phone

- 3.1.4 Customizing the Buttons
Create or edit a Voice Mail Transfer button or a Message button.

1.6.6 Other Features

- ◆◆ Interview Mailbox
- ◆◆ Message Waiting Notification
- ◆◆ Personal Caller Name Announcement
- ◆◆ Live Call Screening (LCS)
- ◆◆ Recording Your Conversation
- ◆◆ Assigning Your Telephone Numbers for Remote Automatic Log-in and Toll Saver
- ◆◆ Personal Custom Service
- ◆◆ Setting the Alarm (Timed Reminder)
- ◆◆ Setting Absent Message Remotely
- ◆◆ Call-through Service
- ◆◆ Communication Assistant plug-in for Microsoft Outlook
- ◆◆ IMAP

◆◆ Interview Mailbox

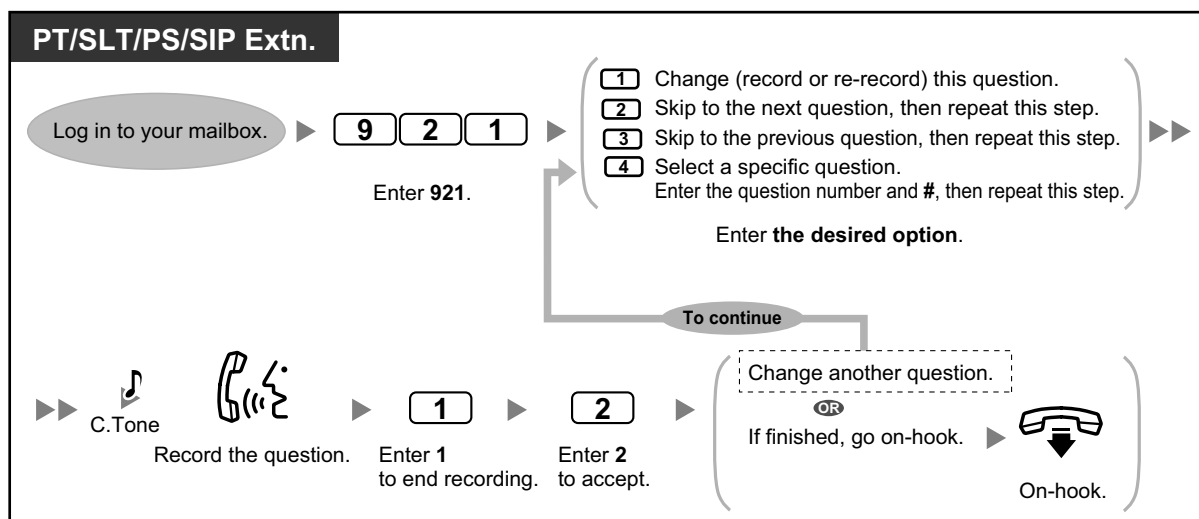
An interview mailbox is a mailbox designed to ask questions to callers and record their answers. If you have an interview mailbox (not all subscribers do), you can record up to 10 questions and set the answer recording time individually for each question from 1 to 60 seconds.

Your interview mailbox can be used, for example, to allow callers to place orders or request information from your company. You can ask them to record their names, address, and order or request information, and then you can note their information later while playing back their messages.

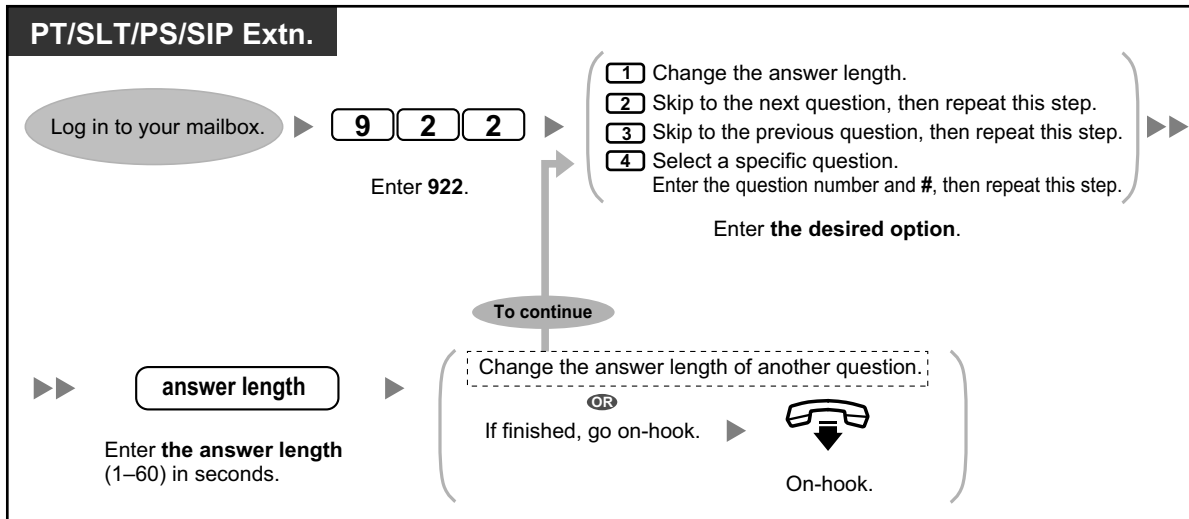


- If you would like to use this feature, you must first be assigned an Interview Mailbox. For more information, consult your System Administrator.

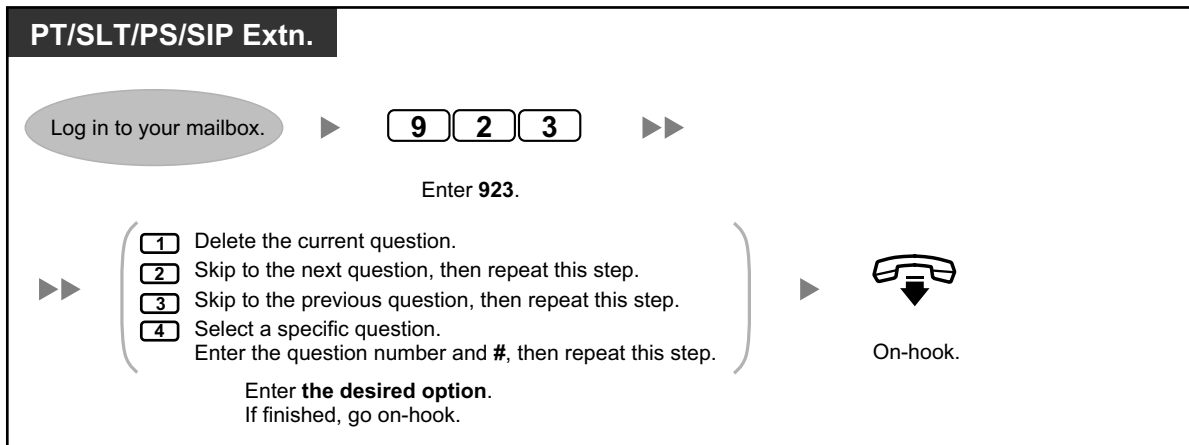
To record questions



To change answer lengths



To delete questions

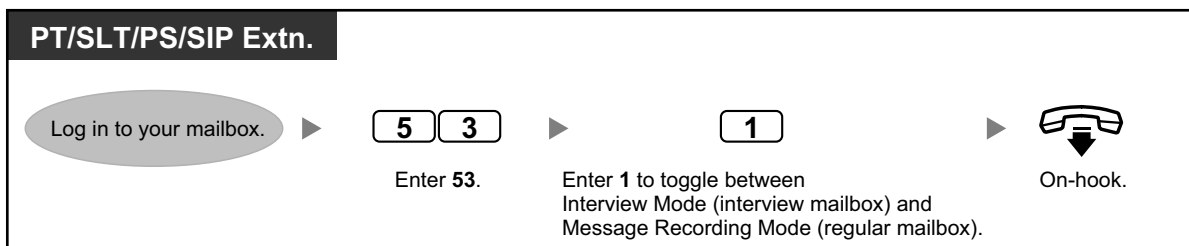


Message Reception Mode

If you have an interview mailbox in addition to your regular mailbox, Message Reception Mode determines which mailbox is used when:

- Calls are directed to your mailbox by the "Leaving a Message" setting of the Incomplete Call Handling feature (refer to "◆◆ Incomplete Call Handling").
- Your extension is a Logical Extension (i.e., your mailbox receives your calls automatically, perhaps because you do not have your own telephone for regular use).

To set a message mode





- Not all subscribers have interview mailboxes. For more information, consult your System Administrator.

◆◆ Message Waiting Notification

The Message Waiting Notification feature lets you know you have received new messages in your mailbox by:

Message Waiting Lamp:

The message lamp on your telephone (if it has one) will light when you receive a new message. If you have a 6-line display PT, you can also see the number of new messages you have on your display. If your telephone has a Message button, the Message light will also turn on when you receive a new message.

Device Notification:

Notifying you via a "device", i.e., an outside telephone, another PBX extension, your cellular phone, etc. You can assign three different devices. For each device, you have the option of receiving notification for urgent messages only, or for all messages. You can also choose to receive notification during certain hours only (called "scheduling"), which is useful if you do not want to be disturbed at night, for example. For more information on scheduling, consult your System Administrator.

If you turn device notification on for more than one device, the lowest numbered device (1, 2, or 3) will be used first. If notification is not possible (for example, if your outside telephone is busy), the next device will be used. Message notification by e-mail may also be available for your mailbox. When you receive new messages in your mailbox, you can receive notification by e-mail. The recorded message can also be added to the e-mail as an attachment. Consult your System Administrator for more information.

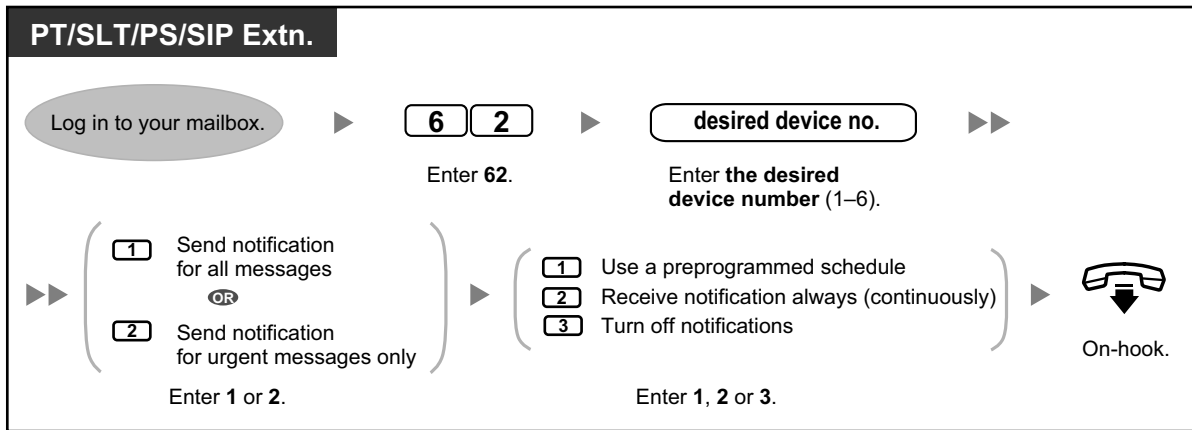


- Displaying the number of new messages is only available with a 6-line Display PT. For more information, consult your System Administrator.

To turn Message Waiting Lamp Notification On/Off

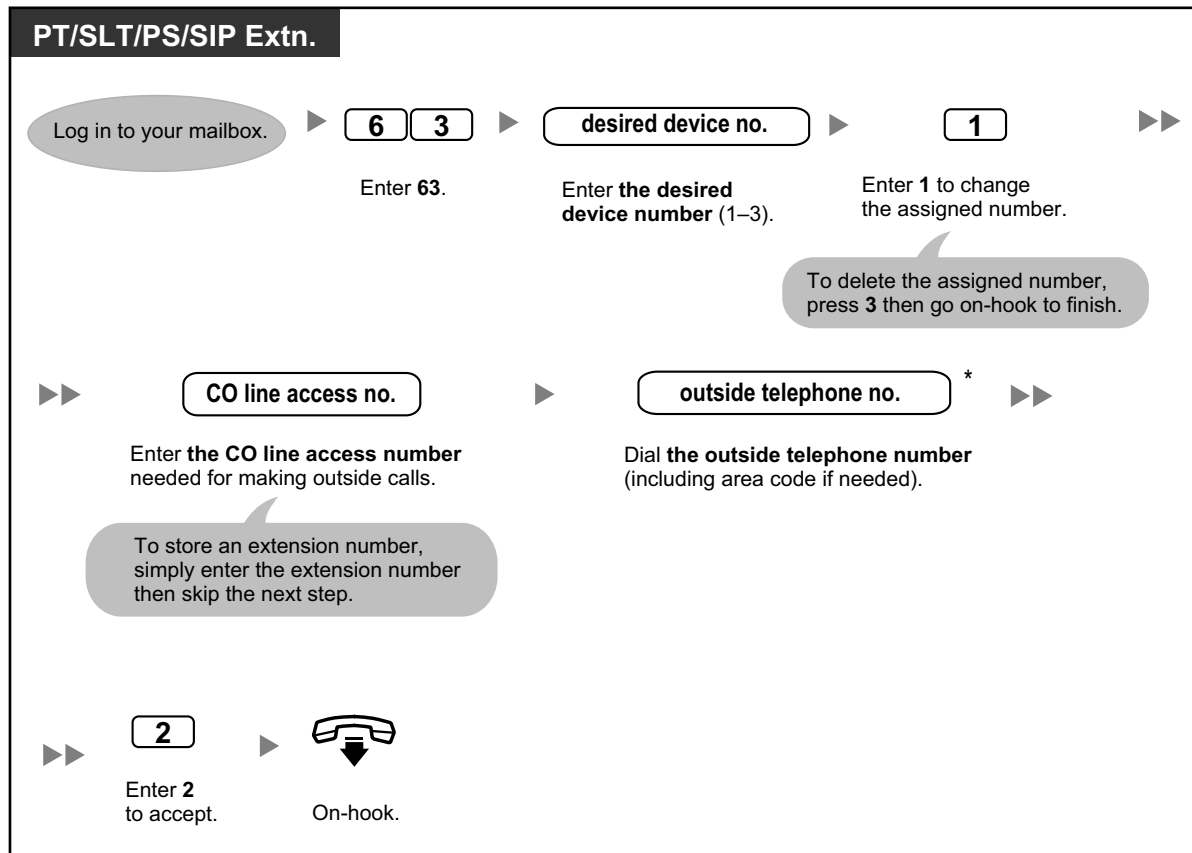


To turn Device Notification On/Off



- Device number 4, 5, or 6 is used to specify a device number that is "Device No. 1, 2, or 3" for "E-mail/Text Message Device" in Web Maintenance Console.
- To use the Device Notification feature for device number 1, 2, or 3, the telephone number for each device should first be assigned.

To change device numbers





- * If you are using an ISDN or SIP line in en bloc dialing mode, to insert a pause or special command in the middle of the telephone number, pause momentarily while entering the telephone number. You will hear a list of available options, for example, "To add more digits, press 4. To insert a pause, press 5."
- If you are using a PRI line, you may need to enter # at the end of outside telephone numbers. Consult your System Administrator for more information.

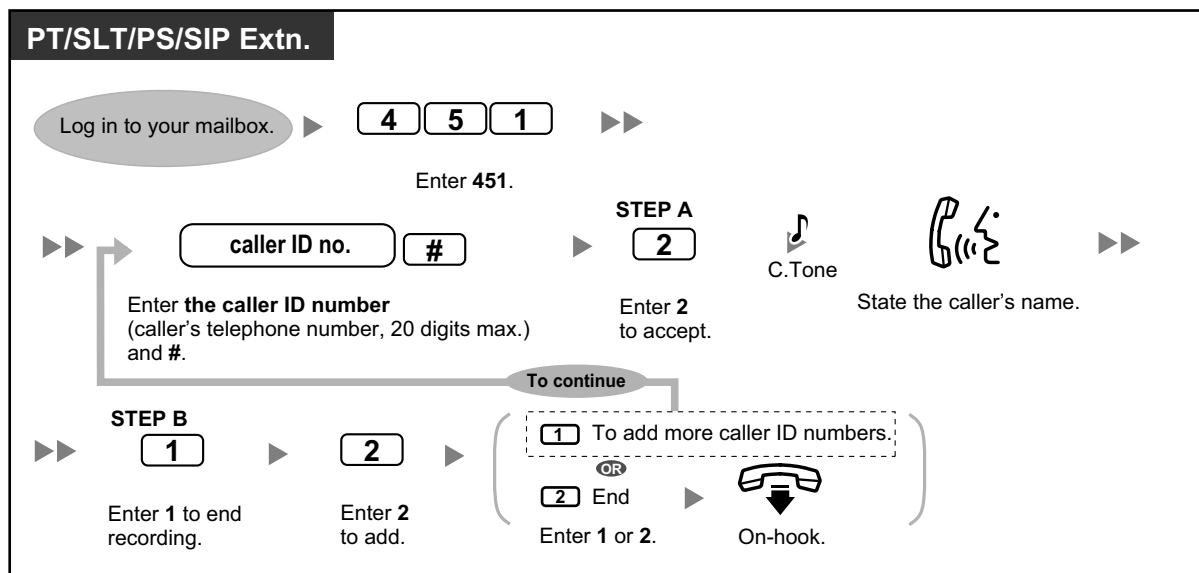
◆◆ Personal Caller Name Announcement

By storing caller telephone numbers and recording caller names, you can have the Unified Messaging system announce the caller name to you when:

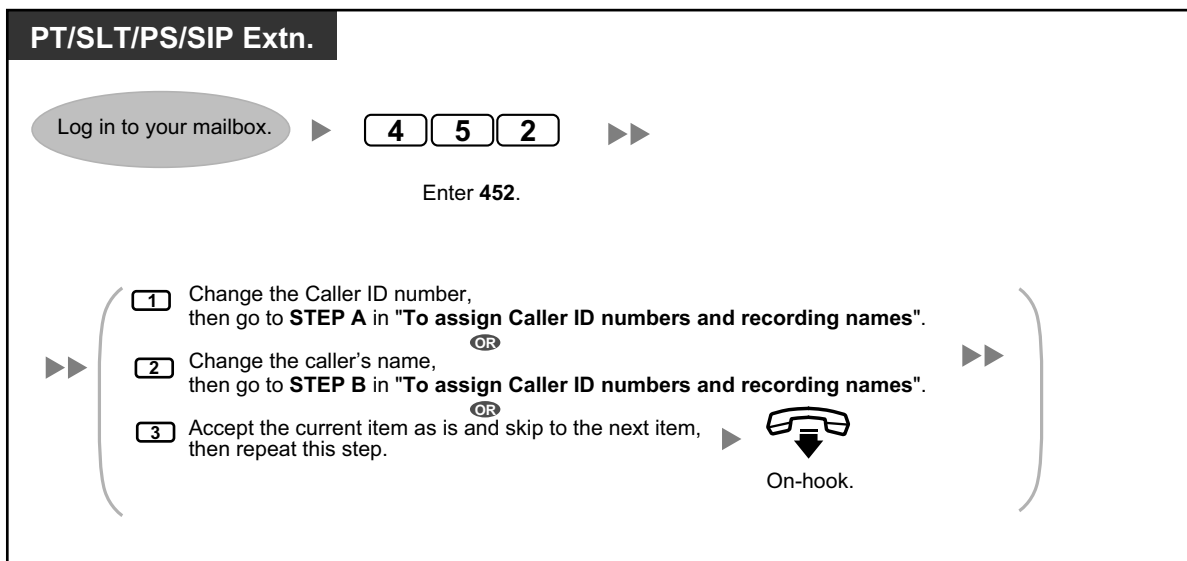
- You play back a message from one of the assigned callers.
- The system transfers a call to you from one of the assigned callers.
- The system pages you to inform you that you have a call from one of the assigned callers.

This feature may be disabled by the System Administrator or System Manager for your mailbox.

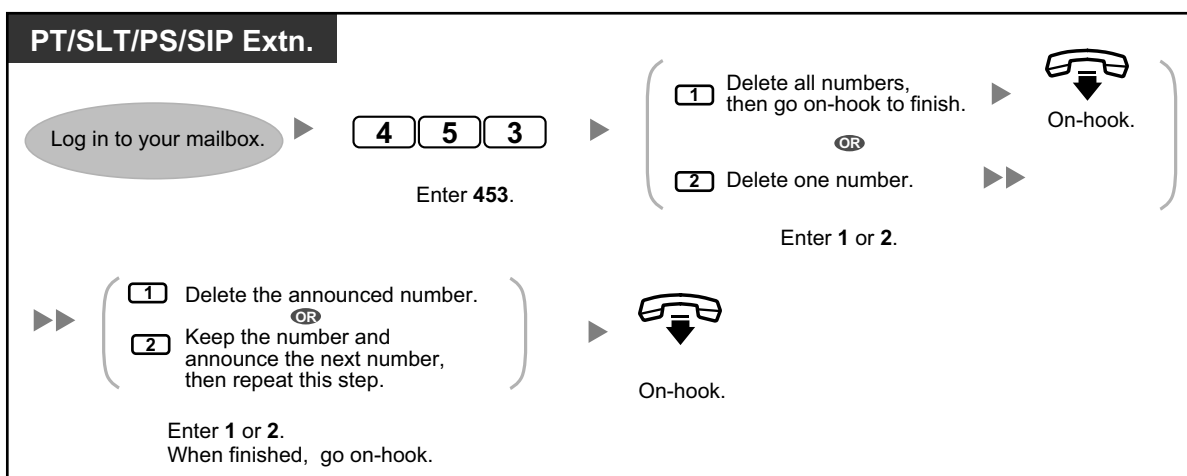
To assign Caller ID numbers and recording names



To change Caller ID numbers and recorded names



To delete Caller ID numbers and recorded names



- The number of callers you can assign for this feature is controlled by the System Administrator.

◆◆ Live Call Screening (LCS)

While a caller is leaving a message in your mailbox, you can monitor the call without answering. If you so desire, you can answer the call while monitoring. There are two methods available (Default: Hands-free mode).



Hands-free mode:

You can monitor the message automatically, live through the telephone speaker.

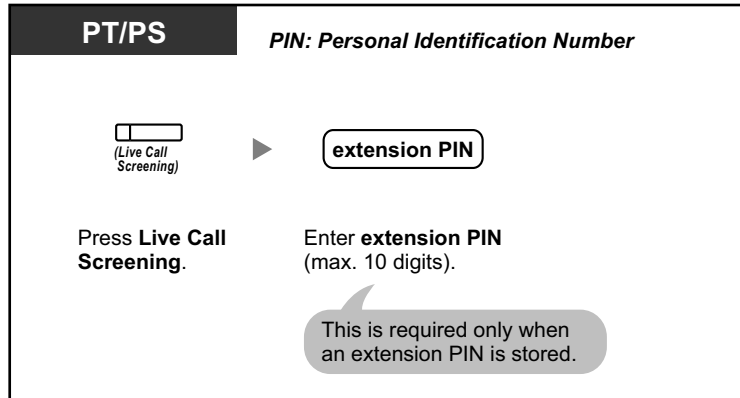
Private mode:

You will hear an alarm tone while the caller is leaving a message.

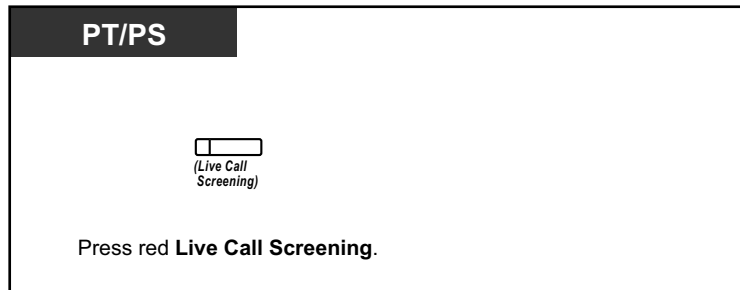
Before operating

- Create a Live Call Screening (LCS) button (Personal Programming).
- Select the mode, either Hands-free or Private (Personal Programming).
- Set the extension PIN (Personal Identification Number).
- Set the Live Call Screening feature.

To set Live Call Screening

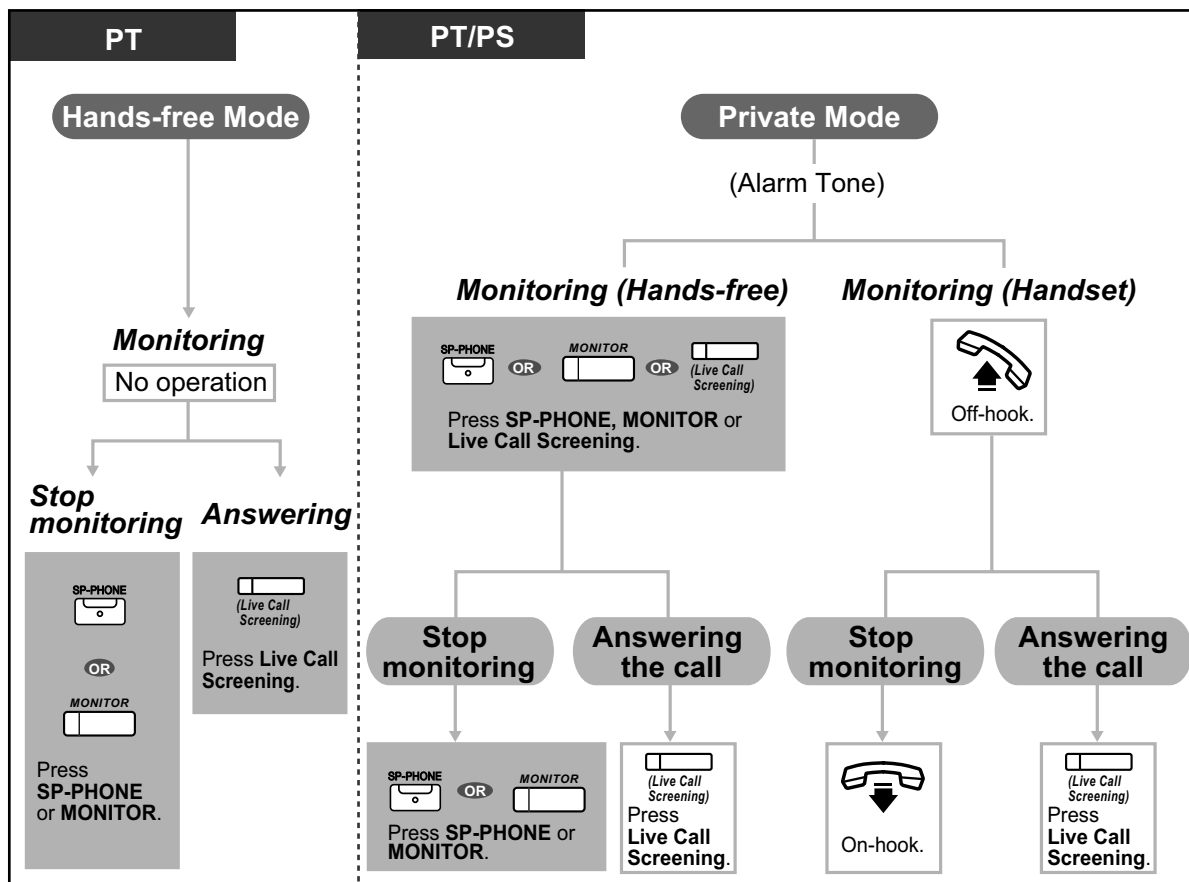


To cancel Live Call Screening



Operation Flowchart

The operations in the shaded areas can be done hands-free.



- The Live Call Screening (LCS) button light shows the feature status as follows:
 - Off:** LCS is off.
 - Flashing green rapidly:** Alerting in the Private mode.
 - Flashing green slowly:** Monitoring.
 - Red on:** LCS is on.
- The manager extension can clear an extension PIN.
- This feature is available for a single line telephone if it is connected to a proprietary telephone in parallel. (Private mode only)
 - To answer the call while monitoring, press Recall/hookswitch.
- Only the handset monitoring in the Private mode is available for PS users.



Customizing Your Phone

- 3.1.2 Personal Programming—**Live Call Screening Mode Set**
 - Select the mode, either monitoring the message through the speaker automatically or receiving, while the caller leaves a message.
- 3.1.4 Customizing the Buttons
 - Create or edit a Live Call Screening (LCS) button.

◆◆ Recording Your Conversation


You can record a conversation into a mailbox while talking on the phone. You can select the mailbox each time you record a conversation.



To record into your mailbox (Two-way Record)

PT/PS

During a conversation

 **(Two-way Record)**


To stop recording, press this button again.

Press **Two-way Record**.


To record into another mailbox (Two-way Transfer)

PT/PS

During a conversation

 **(Two-way Transfer)**

Press **Two-way Transfer**.

 **(DSS)**

OR

another extension no.


Press **DSS** or enter **another extension number**.

To stop recording, press this button again.

To record into another mailbox with one touch (One-touch Two-way Transfer)

PT/PS

During a conversation

 **(One-touch Two-way Transfer)**

Press **One-touch Two-way Transfer**.



- The Two-way Record button light, Two-way Transfer button light or One-touch Two-way Transfer button light shows the current status as follows:
Off: Not recording.
On: Recording the conversation.

Note

Many states have imposed regulations on the manner in which 2-way telephone conversations may be recorded, so you should inform the other party that the conversation is being recorded.
 Consult your local telephone company for further information.



- If all Unified Messaging system ports are busy when you try to use one of these features, you will hear a warning tone, dial tone, or busy tone, depending on the feature you are trying to use.
- Recording time when using these features may be limited. For more information, consult your System Administrator.



Customizing Your Phone

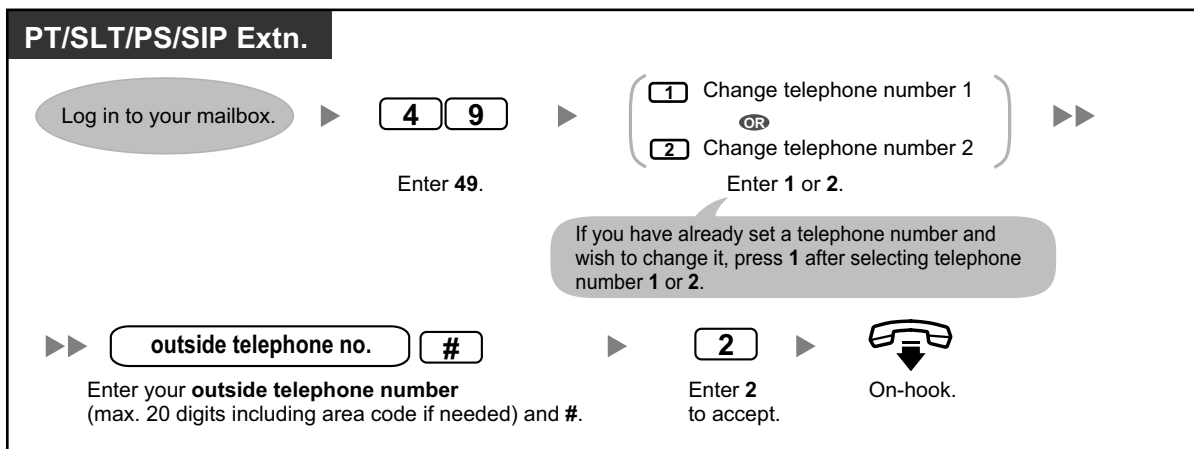
- 3.1.4 Customizing the Buttons
 Create or edit a Two-way Record button, a Two-way Transfer button and a One-touch Two-way Transfer button.

◆◆ Assigning Your Telephone Numbers for Remote Automatic Log-in and Toll Saver

When logging in to your mailbox remotely (i.e., from an outside telephone) to listen to your messages, the Remote Automatic Log-in (refer to "◆◆ Remote Access") and Toll Saver features identify you by recognizing your telephone number (caller ID). In order to use these features, you must first store the telephone numbers that you will use to access your mailbox remotely.

Automatic Log-in and Toll Saver may be disabled by the System Administrator for your mailbox.

To assign



- The System Administrator must enable Automatic Log-in and Toll Saver for your mailbox before it can be used.

◆◆ Personal Custom Service

A Personal Custom Service is a set of options you can present to your callers, allowing them to press buttons on their telephones in order to access certain features. You should explain the options available to your callers in each of your personal greeting messages, for example, "This is (name). I can't take your call right now. Press 3 to leave me a message. Press 4 to speak with my assistant. Press 5 to dial another extension...". For details on recording your greeting messages, refer to "◆◆ Changing or Deleting Your Personal Greeting Messages" or "◆◆ Personal Greetings for Caller ID".

You can create your own personal custom service and allow your callers to access the following features:

Transfer to Mailbox:

The system will transfer the caller to your mailbox (or another mailbox you specify here) where he or she can leave a message.

Transfer to Extension:

The system will transfer the caller to the extension you specify when creating the custom service.

Transfer to Outside:

The system will transfer the caller to the outside telephone number you specify when creating the custom service. This feature must be enabled for your mailbox by the System Administrator or System Manager.

Transfer to Custom Service:

The system will transfer the caller to the Custom Service you specify here.

Voice Mail Service:

The system will prompt the caller to enter a mailbox number and leave a message.

Automated Attendant Service:

The system will prompt the caller to dial an extension number in order to speak with someone else.

Intercom Paging:

The system will page you using the Intercom Paging feature. Your name will be announced to alert you to the call.

Repeat Greeting:

The caller can play your greeting message back from the beginning in order to listen to your Personal Custom Service options once again.

Transfer to Operator:

The system will transfer the caller to the operator, or to your Covering Extension if you have assigned one (refer to "◆◆ Assigning Your Covering Extension").

You can also select what happens when a caller makes no selection (No DTMF Input Operation) while listening to your greeting, perhaps because the caller is using a rotary/pulse telephone. The caller can either be transferred to your mailbox or be disconnected.

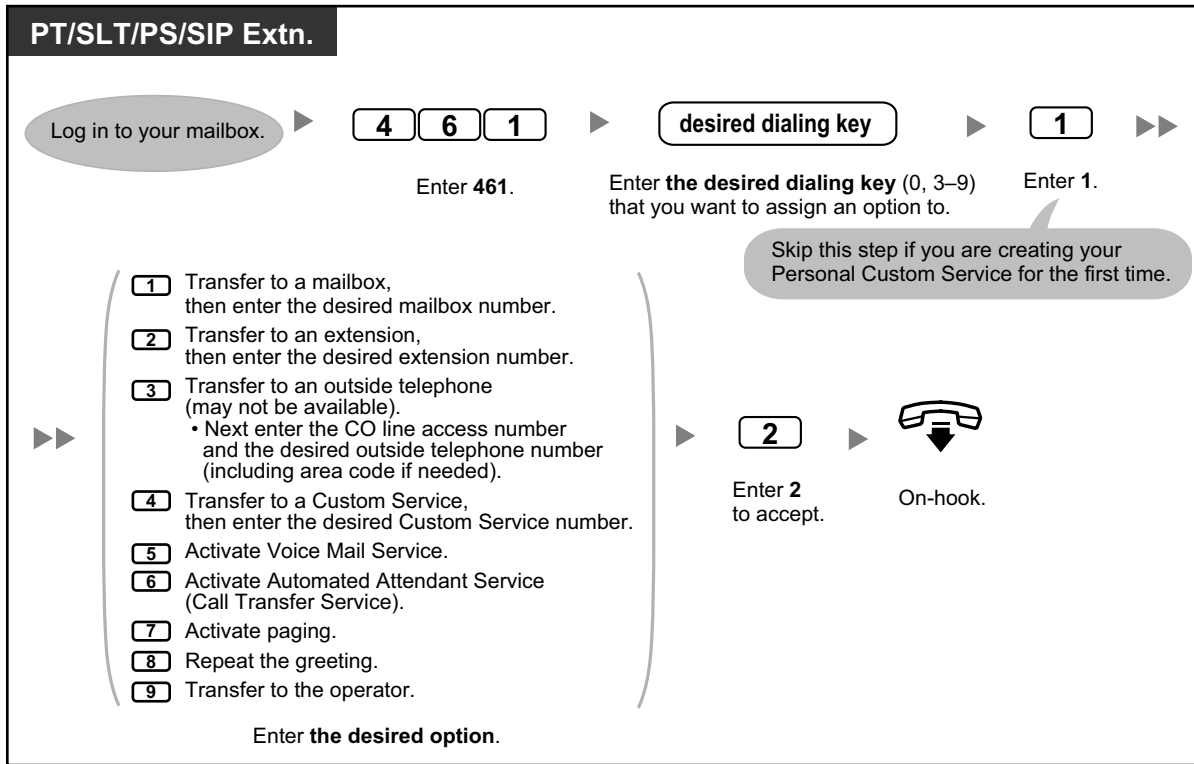


- The following dialing keys are assigned to the following features by default, and cannot be changed.

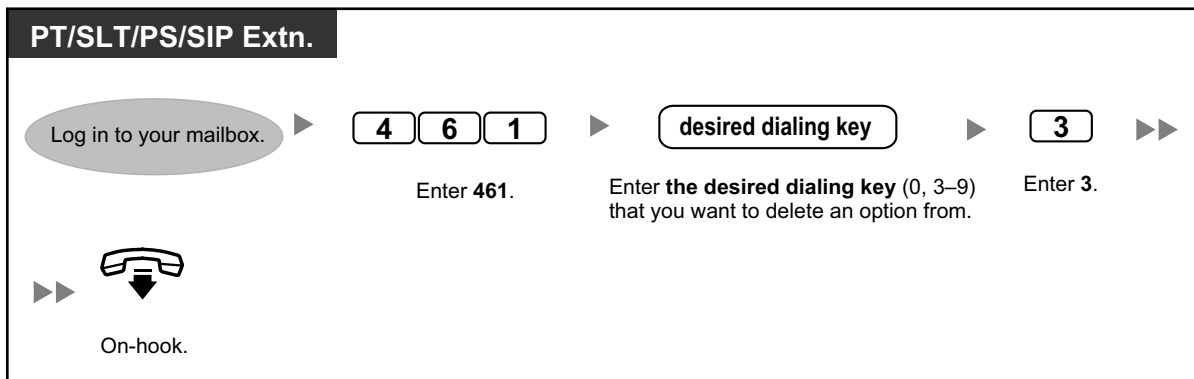
1	End recording
2	Begin recording while listening to personal greeting message

✖	Exit
---	------

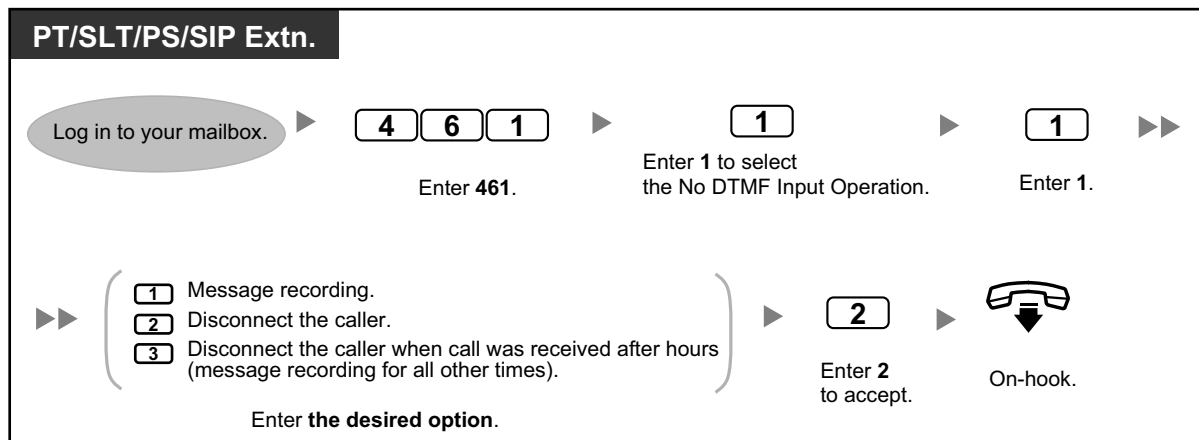
To create your personal custom service



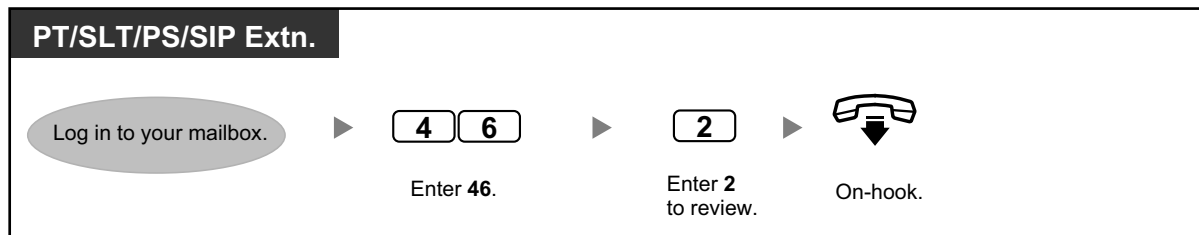
To delete options from your personal custom service



To select the No DTMF Input operation



To confirm the settings for your personal custom service

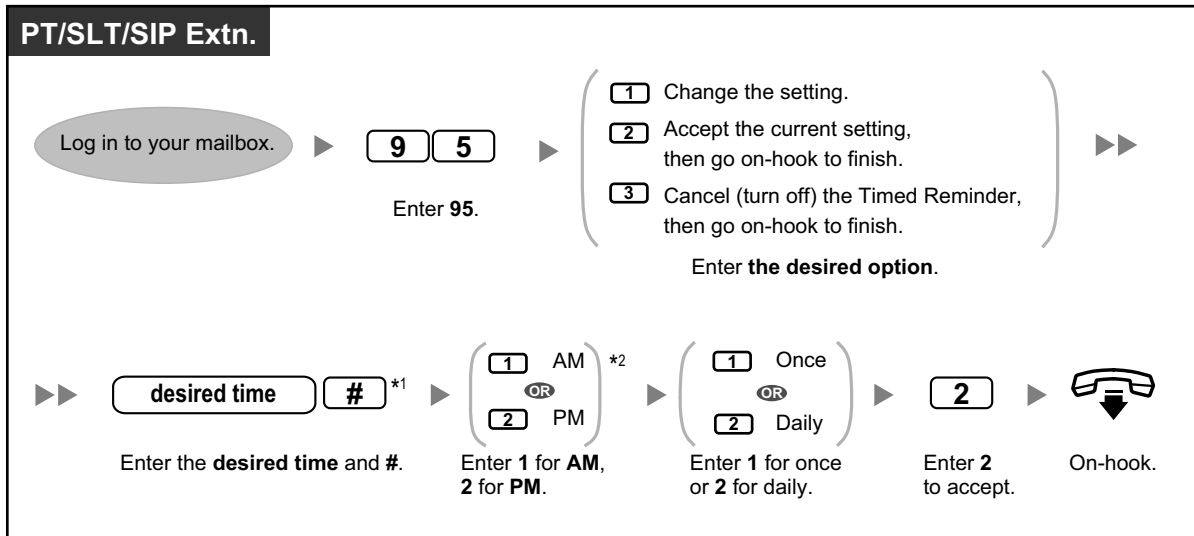


- The System Administrator or the System Manager must enable Transfer to Outside for your mailbox before it can be used.
- The Transfer to Outside option can be used a maximum of 4 times in your Personal Custom Service.
- If you are using a PRI line, you may need to enter # at the end of outside telephone numbers. For more information, consult your System Administrator.

◆◆ Setting the Alarm (Timed Reminder)

You can receive an alarm at your telephone to remind you of a meeting, appointment or as a wake-up call. The alarm can occur either once or daily (every day until canceled) at a preset time. When you go off-hook to answer, you will hear a special dial tone or prerecorded message.

To set/cancel

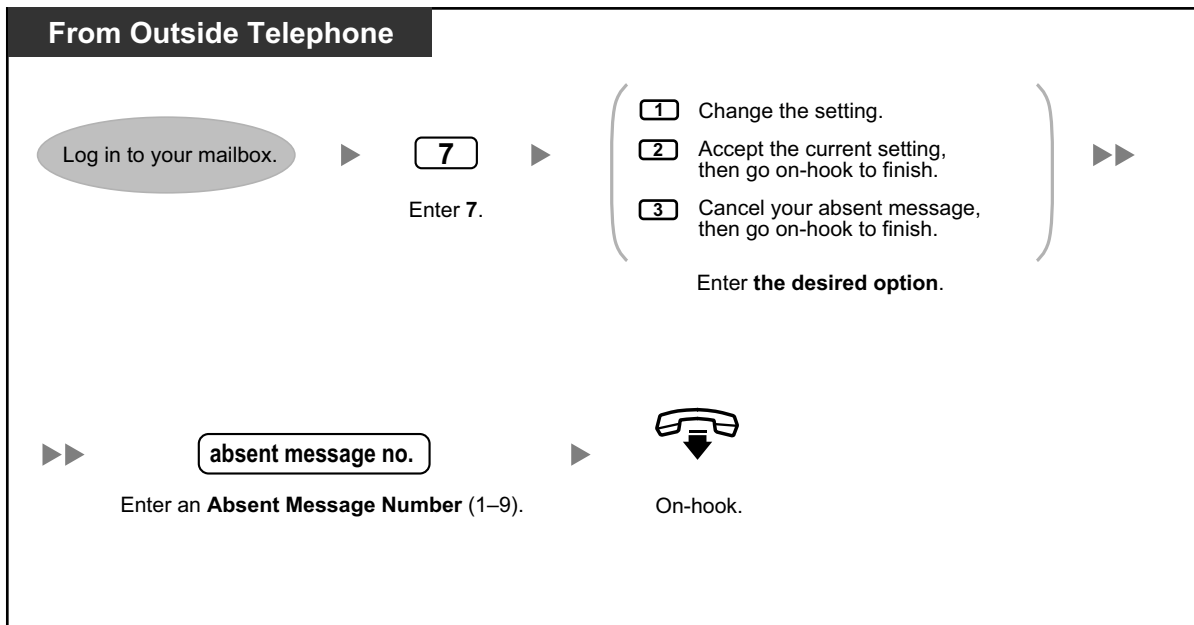


- *1 Example: To enter 5:00, press **5#**. To enter 5:15, press **515#**.
- *2 This option may not be available if the system is programmed to use 24-hour time.

◆◆ **Setting Absent Message Remotely**

You can set your absent message by accessing the subscriber service menu. To login to your mailbox from an outside telephone, refer to "◆◆ Remote Access".

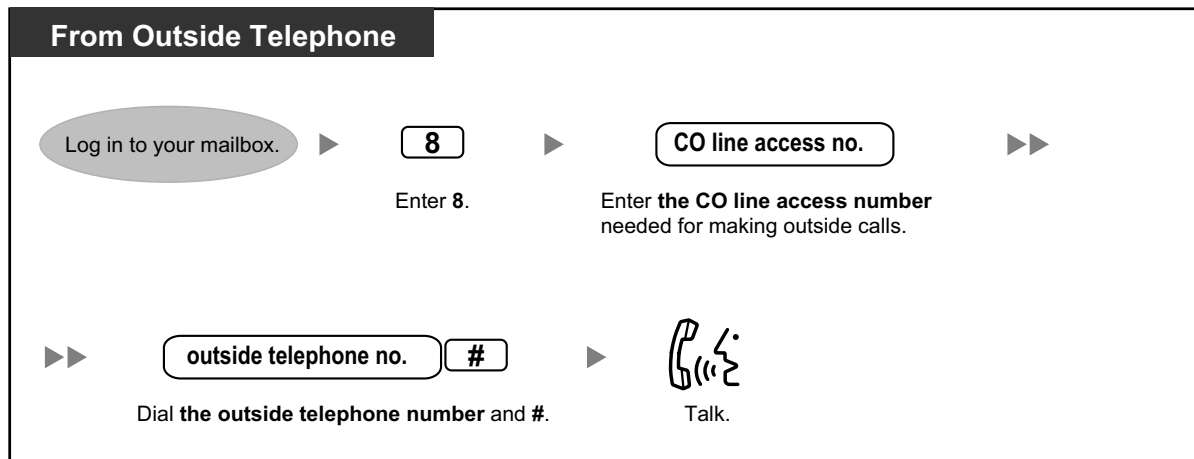
To set/cancel



◆◆ Call-through Service

You can make outside calls by accessing the subscriber service menu (from an outside telephone) and dialing an outside destination. To login to your mailbox from an outside telephone, refer to "◆◆ Remote Access".

To call an outside party



- This feature must be enabled for your mailbox by the System Administrator.

◆◆ Communication Assistant plug-in for Microsoft Outlook

If the Communication Assistant plug-in for Microsoft Outlook is installed to your PC, you can access the contents of your mailbox from your PC through Microsoft Outlook. Voice messages appear in subscribers' inboxes as e-mail messages.

With the Outlook plug-in, you can do the following:

- Play back voice messages on a PC or through a telephone
- Record and send voice messages from a PC or telephone
- Forward and reply to messages to another subscriber
- Call back the sender of a message quickly when the message has caller information included
- Export voice message data
- Attach voice messages to other e-mail messages



- For details about using the Outlook Plug-in, refer to the documentation of Communication Assistant.

◆◆ IMAP

If your e-mail client supports IMAP4, you can access the contents of your mailbox through an e-mail client and you can do the following:

- Play back voice messages
- Save voice message data to your PC
- Delete voice messages



- For configuring an IMAP account, consult your System Administrator.

UM IMAP Session Controller for Microsoft Outlook

If you will be accessing Unified Messaging data through an IMAP connection, you must install the IMAP Session Controller software. This software is a plug-in for Microsoft Windows. When installed, it appears in the notification area. The software changes the selected account in the Outlook user interface from the Unified Messaging IMAP account to the default Outlook inbox after a specified time period. Doing so enables multiple users efficiently interact with the PBX through Microsoft Outlook.

To download IMAP Session Controller

You can download the IMAP Session Controller software from Web Maintenance Console:

1. Log in to Web Maintenance Console.
2. On the **Edit User** screen, click the **Unified Message** tab.
3. Click **Download** for **Unified Messaging Plug in** to access the download site for the IMAP Session Controller software.



- For details about Web Maintenance Console, refer to "3.2 System Programming Using Web Maintenance Console".

To install IMAP Session Controller

Double-click **UmicSetup.exe**, and then follow the on-screen guidance to install the software.

To uninstall IMAP Session Controller

Uninstall this software using the program uninstall feature in the Control Panel. For details, refer to the documentation for your operating system.

To configure settings and view information

While this software is running, you can configure settings and view information about the software. Right-click the icon in the notification area, and then select an item.

Notification area icon



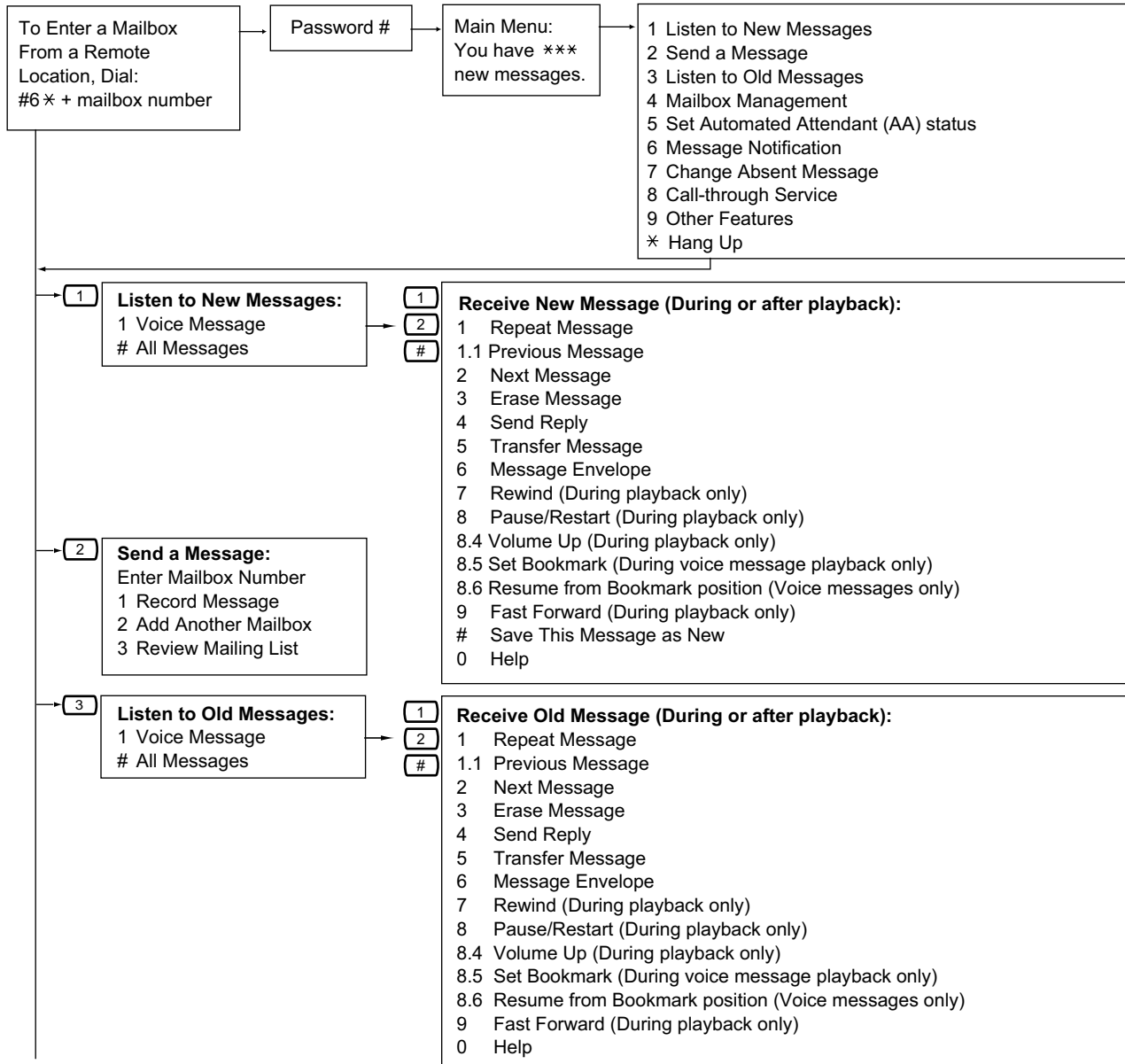
Item	Description
Settings	Language Select the language to use for the settings dialog box and the notification area menu.
	No Operation Timer Enter the time period after which the selected account is changed from the Unified Messaging account to the default Outlook inbox if there has been no user activity. Timer value: 30 to 600 seconds (Recommended timer value: 30 to 60 seconds)

Item	Description
	<p>E-Mail Account for UM Enter your Unified Messaging e-mail account. The maximum size is 256 characters. If nothing is entered, all of the e-mail accounts using IMAP are assumed to be Unified Messaging accounts.</p> <p>You can copy the mail account from Mail Account in the General tab of the Internet E-mail Settings dialog box.</p> <ul style="list-style-type: none">• To open the Internet E-mail Settings dialog box:<ul style="list-style-type: none">– In Outlook 2007, click the Tools menu → Account Settings → Change → More Settings button.– In Outlook 2010, click the File menu → Info → Account Settings → Change → More Settings button.
About	Display the copyright and version of this software.
Exit	Exit this software.

1.6.7 Quick Reference

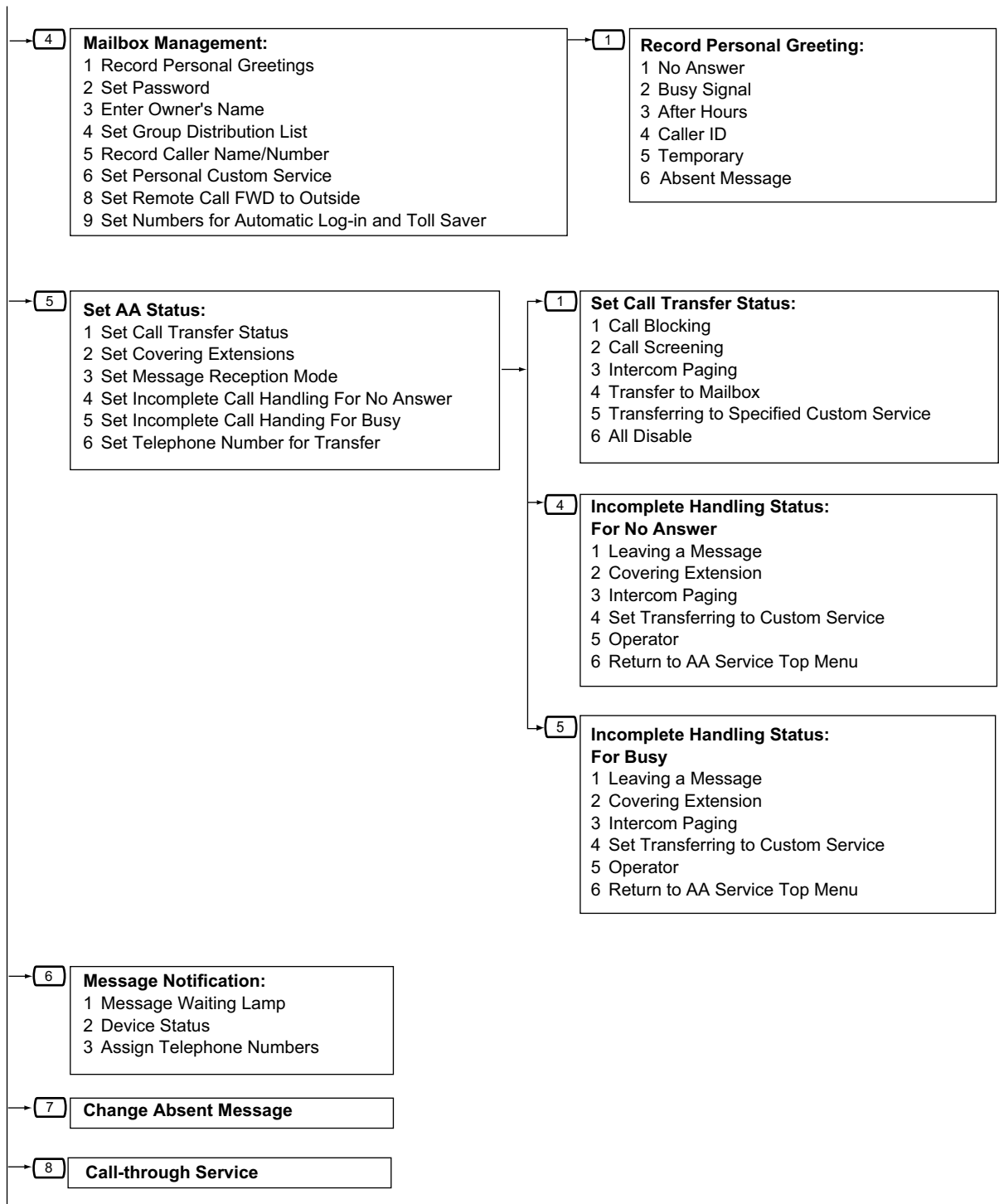
The flow below includes all top menu options and frequently used features. Only options 1–4 and 0 are announced in the top menu when accessed. If you press 0 (help menu), you can listen to the whole top menu (options 1–9).

The help menu may not be available from the top menu depending on the COS settings of your mailbox.



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