

Telephone User Guide



Callware
TECHNOLOGIES™

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Introduction

Welcome to your Solo Voicemail Advanced Voice Messaging System or Callegra Unified Messaging System.

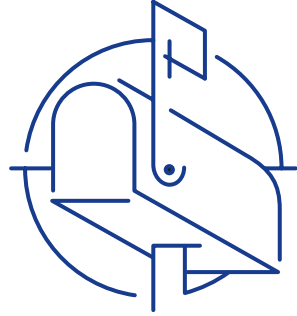
As a mailbox owner, you can use advanced messaging features through the telephone keypad or through a graphical interface on your PC, using CallegraDESK for Outlook or CallegraWEB.

This booklet guides you through your system's telephone interface, helping you set up and use the message processing system in an easy, straightforward manner.

For Callegra Unified Messaging System users, see *Callegra Client User Guide* for more information on using the visual messaging features.

NOTE: *Some voicemail services are telephone system dependent. Also, some services must be enabled by your system administrator.*

Accessing Your Mailbox



You can access your mailbox from either outside or inside your company. (See your system administrator for instructions.)

The first time you access your mailbox, a tutorial helps you record your mailbox name and greeting and select a personal passcode.

Your voicemail access number: _____

Your default passcode is **1234**.

... from an outside line



1. Dial the company number.
2. Press **#** when the company greeting plays.
3. Enter your mailbox number and passcode.



4. Dial your direct-line telephone number.
5. Press ***** when your mailbox greeting plays.
6. Enter your passcode.

... from an inside line



1. Dial the voice-mail access number.
 2. Enter your passcode when prompted.
- or
1. Enter your mailbox number and passcode.

... for a caller to leave voicemail in your mailbox without ringing your extension



1. Dial the company number.
2. Enter your extension number, immediately followed by the **[*]** key.

Your Personal System

Your system administrator has set up a unique system for your company. This setup, along with the capabilities of your telephone system, can affect the way you use voicemail.

Also, the voice prompts you hear depend on which features are enabled or disabled for your mailbox.

Fax, Notification, Speed Dial, and Wakeup must be enabled by your system administrator before you have access to these features.

Playing Your Messages



To play your messages, you must first access your mailbox.

When you access your mailbox, you hear the number of new voice and new fax messages you have received, followed by the number of saved messages.

Each time you return to the Main Menu, you will be notified if new messages have arrived in your mailbox while you were in other menus.

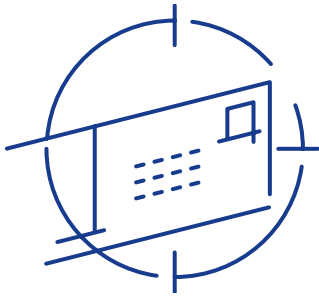
You may hear a “chime” tone while listening to your messages. If you hear this, there are new messages in your mailbox.

Playing Messages

To play a message:

1. Press **[7]** to access the Voice Messages menu.
2. Press **[7]** to play new messages, or press **[8]** to play saved messages.

Your newest messages play first. If you want your oldest messages to play first, see “Changing the Message Play Order” on page 1-12 for more information. The default is last in, first out.



Forwarding Messages

You can forward any non-confidential message in your mailbox to another mailbox.

Forwarding a Message

To forward a message:

1. Play the message.
2. Press **[2]** for Forward/Reply.
3. Press **[1]** to forward the message.
4. Enter the mailbox number to forward the message to.
5. Press **[9]** to deliver the message.

A copy of the current message is forwarded to the mailbox you specified.

Attaching Comments

You can forward the message with or without attached comments. When someone plays your forwarded message, your attached comments are played first, followed by the original, forwarded message.

To attach comments to a message you are forwarding:

1. Play the message.
2. Press **[2]** for Forward/Reply.
3. Press **[1]** to forward the message.
4. Enter the mailbox number to forward the message to.
5. Press **[2]** to add comments, then record your comments.
6. Press **[#]** when you are finished recording.
7. Press **[9]** to deliver your message.

The voice message is delivered with your comments attached.

Replying to Messages



This time-saving option lets you send a response to a message without addressing it.

Replying to a Message

To reply to a message you have just played:

1. Press **[2]** for **Forward/Reply**.
2. Press **[2]** again to reply.
3. Record your reply.
4. Press **[#]** when finished.
5. Press **[9]** to deliver.

Your reply is delivered back to the mailbox that sent the original message.

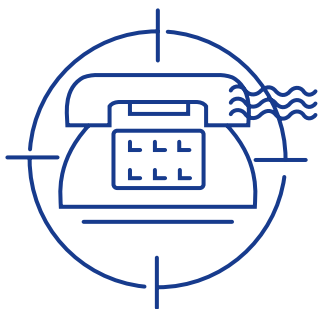
Reply works with messages sent from other mailboxes on the same telephone system, not with messages left by outside callers.

If the sender's number is identified, you can choose to transfer directly to the sender of the message. After pressing **[2]** for Forward/Reply, press **[3]** to transfer to the sender.

Verifying Your Reply

After you have recorded your reply, but before delivering it, select one of the following options:

- Press **[7]** to play your reply.
- Press **[3]** to discard your reply and record it again.
- Press **[2]** to add to your reply.
- Press **[6]** to access the message addressing options.
- Press **[1]** to cancel your reply.
- Press **[9]** to deliver your message.



Recording and Sending Messages

You can make new messages for other mailbox owners, entire distribution lists, or even outside telephone numbers.

(See “Using a Distribution List” on page 1-13 for more information.)

Making a Message

To make a new message:

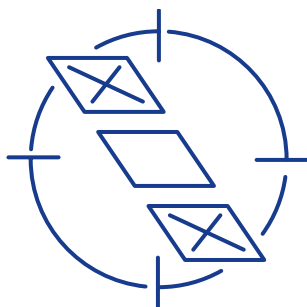
1. Press **[6]** to make a new message.
2. Enter a mailbox extension number, or press **[*]** followed by a distribution list number.

Sending a Message

After recording your message from the Make New Message menu, you can choose from the following options:

1. Press **[9]** to deliver the message.
2. Press **[7]** to play the message.
3. Press **[3]** to discard record over the message.
4. Press **[2]** to add to the message.
5. Press **[6]** to access message addressing options.
6. Press **[4]** to cancel the destination mailbox number.
7. Press **[1]** to cancel making a message.

Setting Message Addressing Options



You can set the following options for message delivery before you send a message.

Return Receipt

Requesting a Return Receipt lets you receive notice when a recipient has received and played the message you have sent. This works only for internal messages sent from one mailbox to another.

Confidential

Marking a message Confidential prevents the recipient from forwarding that message to another mailbox.

Future Delivery

Marking a message for Future Delivery lets you set a message to be delivered at a later date and time. Two digits must be entered for each Future Delivery month and day. For example, for July 8, you would enter “07” for the month and “08” for the day. You must enter time settings in 24-hour format.

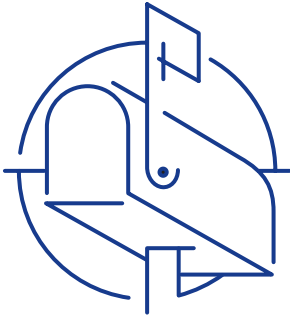
Future delivery messages that have been sent but not delivered count against the total number of messages allowed in a box.

Addressing Options

After you record a message, but before you deliver it, you can:

1. Press **[6]** for Message Addressing Options.
2. Press **[1]** to request or remove a Return Receipt, **[2]** to mark the message Confidential, or **[3]** to schedule the message for Future Delivery.

8 *NOTE: These options are not available for fax addressing.*



Using Email Features

You can find out how many email messages you have and listen to new or saved messages from a telephone. You can also save and delete emails from the telephone on your IMAP server. You can access emails from your telephone only if your company system has CallegraTTS (text-to-speech).

Find out Number of Email Messages

To find out how many email messages you have:

Press **[4]** for the Email Messages menu and the voicemail system will tell you the number of email messages you have.

Listen to Email Messages

To listen to email messages from a telephone:

1. Press **[4]** for the Email Messages menu.
2. Press **[7]** to listen to new email messages, or press **[8]** to listen to saved email messages.

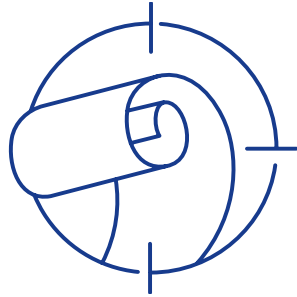
Save and Delete Email Messages

You can save and delete email messages from your IMAP server. Most enterprise email systems are IMAP compatible.

To save or delete email messages from a telephone:

1. Access your mailbox, then press **[4]** for the Email Messages menu.
2. Press **[7]** to listen to new email messages, or press **[8]** to listen to saved email messages.
3. Press **[5]** to save an email message or press **[3]** to delete an email message
4. Press **[6]** to skip to next message or press **[4]** to play the previous message.

Using Fax Features



You can send or forward faxes to a mailbox or send them to a fax machine. You can view faxes on your computer or access them from your telephone. You can access faxes from your telephone only if your company system has CallegraFAX.

NOTE: Solo Voicemail does not support CallegraFAX features.

Retrieving a Fax

To retrieve a fax:

1. Access your mailbox, then press **[3]** for the Fax Messages menu.
2. Press **[7]** to retrieve new faxes, or press **[8]** to retrieve saved faxes.

Forwarding a Fax

You can forward a copy of a fax to another mailbox. To forward a fax:

1. Retrieve the fax, then press **[2]** to forward the fax.
2. Enter the destination mailbox number, then press **[9]** to deliver the fax, or press **[1]** to cancel.

Having a Fax Sent

You can have a fax sent to a fax machine or a fax modem. To send a fax:

1. Retrieve the fax, then press **[7]** to have the fax sent to you; or press **[4]** if you are calling from a fax machine and your fax will be sent on the “same call.”
2. Press **[2]** to have the fax sent to a fax machine or fax modem. Then enter the area code and phone number to which the fax should be sent. When you hang up, the fax is sent to the number you specified.

NOTE: Press **[3]** to delete a fax.

Changing Your Mailbox Setup



You can use the following options to change your mailbox setup.

Changing Greetings

To change your greeting:

1. Press **[8]** for User Options from the Main Menu.
2. Press **[1]** for Mailbox Setup.
3. Press **[1]** again for the Change Greeting menu.
4. Press **[3]** to discard the current greeting and record a new one.

***NOTE:** If you have multiple greetings, you must select the greeting number.*

During the time you are recording your greetings, your mailbox will not play a greeting for calls coming into your mailbox.

Changing Name and Passcode

To change your mailbox name and passcode:

1. Press **[8]** for User Options from the Main Menu.
2. Press **[1]** for Mailbox Setup.
3. Press **[3]** for the Mailbox Name to change the mailbox name.
4. Press **[3]** again to discard the current name and record a new one.
5. Press **[9]** to return to the previous menu.
6. Press **[2]** for the Change Passcode menu to change the mailbox passcode.
7. Press **[3]** to change your passcode.

Changing Your Extension

To change the extension number:

1. Press **[8]** for User Options from the Main Menu.
2. Press **[1]** for Mailbox Setup.
3. Press **[7]** for the Edit Extension Number menu.
4. Press **[6]** to change your extension number.

Assigning Call Routing Options

To assign a key to access another extension:

1. Press **[8]** for User Options from the Main Menu.
2. Press **[1]** for Mailbox Setup.
3. Press **[4]** for the Call Routing Options menu.
4. Press **[2]** to change call routing options.
5. Press a key to assign to a mailbox number.
6. Enter the mailbox number.

While listening to your greeting, callers can transfer to another box by pressing the key specified for that mailbox.

NOTE: *The “Changing Your Extension” and “Assigning Call Routing Options” functions are not automatically available. These must first be enabled by your system administrator.*

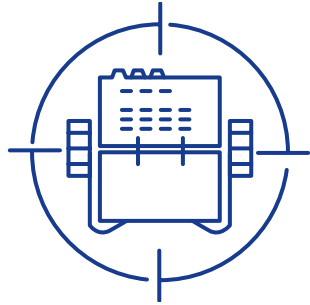
Changing the Message Play Order

You can have your messages played First In, First Out (FIFO) or Last In, First Out (LIFO).

1. Press **[8]** for User Options from the Main Menu.
2. Press **[1]** for Mailbox Setup.
3. Press **[8]** to change the order your messages are played in.
4. Press **[1]** to change from LIFO to FIFO or vice versa.

The message order also affects the order that deleted messages are played when you are using the Restore Message feature.

Using a Distribution List



A distribution list is a list of mailboxes used to send or forward a message to all of the mailboxes in the list in one operation.

You can build as many as 47 distribution lists, each one containing as many mailboxes as are active on your system. Your system administrator can set up more distribution lists, making a total of 100 possible lists to choose from.

Creating Lists

To create or edit a distribution list:

1. Press **[8]** for User Options from the Main Menu.
2. Press **[2]** for the Distribution List menu.
3. Press **[2]** to add or edit a distribution list.
4. Enter the number of the list you wish to create or edit.
5. Press **[#]**.
6. Press **[2]** to record the list name while you are editing a list, or Press **[6]** to add a mailbox to the list.

Listen to a Distribution List

To listen to distribution list:

1. Access the Add or Edit Distribution List menu as described above.
2. Press **[7]** to play the names in the list.



Setting Your Wakeup Call

You can set a wakeup call for your telephone number at any time you specify. This call can function as an alarm clock or appointment reminder.

When you answer this call, you hear, “This is your wakeup call.” Then you must press **[2]** to deactivate that call.

Wakeup call is not automatically available. Your system administrator must enable this feature for you.

Activating/Deactivating the Wakeup Call Plan

To activate or deactivate a wakeup call plan:

1. From the Main Menu.
2. Press **[8]** for User Options.
3. Press **[4]** for the Wakeup Call menu.
4. Enter the wakeup call plan number.
5. Press **[2]** to activate or deactivate the call.

***NOTE:** Contact your system administrator if you do not know your wakeup call plan number.*

Playing Wakeup Settings

To play wakeup call settings:

1. Access the Wakeup Calls menu as described above.
2. Press the number of the wakeup call.
3. Press **[3]** to play the wakeup call telephone number.
4. Press **[7]**.
5. Press **[4]** to play the wakeup call time.
6. Press **[7]**.

Changing Settings

To change wakeup call settings:

1. Access the Wakeup Calls menu as described above.
2. Press the number of the wakeup call you want to change.
3. Press **[3]** to change the wakeup call telephone number.
4. Press **[3]** again.
5. Enter the new telephone number.
6. Press **[4]** to change the wakeup call time.
7. Press **[8]**.
8. Enter the new time in 24-hour format.



Setting Your Notification Call

You can receive notification from your telephone, pager, or an alternate extension when you receive new messages. You can have as many as four different notification plans, which your system administrator must set up and customize for you.

A notification plan has a specific number where you want to be notified and a specific time period when you want that plan to be in effect.

Notification is not automatically available. Your system administrator must enable it for you.

Activating a Notification Plan

To activate a notification plan:

1. Press **[8]** for User Options from the Main Menu.
2. Press **[3]** for Notification Calls.
3. Enter the number of the notification plan you wish to activate or deactivate.
4. Press **[2]** to activate or deactivate it.

Receiving Notifications

When you answer the phone on a notification attempt, the system announces that messages are waiting and asks for your passcode. If you enter your passcode, all messages waiting at that time are flagged as “notification successful” and you are not notified of those messages again. If you do not enter a passcode, the system assumes the notification was unsuccessful and will continue to notify you.

Changing the Notification Number

If your system administrator has given you rights, you can change your telephone or pager notification numbers.

To change a notification number:

1. Access the Notification Calls menu as described above.
2. Select the desired notification plan number.
3. Press **[3]** to edit your notification number.
4. Follow the prompts to verify or change your notification number.
5. Press **[8]** to change your notification number.

Changing the Notification Time

Each notification plan has a start and end time setting. If your system administrator has given you rights, you can change your notification time setting.

To change the notification time:

1. Access the Notification Calls menu as described above.
2. Select the notification plan you wish to change.
3. Press **[4]** to edit the notification time.
4. Follow the prompts to verify or change the notification start and end times.
5. Press **[8]** to change your notification time.



Using Speed Dial Numbers

You can set up and use as many as 9 speed dial numbers. The system administrator must enable this service before it is available.

Setting Up Speed Dial Numbers

To set up a speed dial number:

1. Press **[8]** to change user options.
2. Press **[1]** for mailbox setup, then press **[5]** to set a speed dial.
3. Press **[7]** to play speed dial index number.
4. Press **[3]** to delete a speed dial index number.
5. Press **[2]** to add or edit a speed dial number.
6. Press **[2]**, enter an Index Number, then enter your destination number (up to 10 digits). The Index Number can be any single digit number 0-9, or the characters * or #. You cannot enter a double-digit number in the Index Number field.

Dialing Speed Dial Numbers

To dial a speed dial number:

7. Press **[1]** to dial a speed dial index number.
8. Enter the desired speed dial index number. You will be transferred to the destination number associated with the index number selected.

Restoring Deleted Messages



You can restore messages that you have deleted as long as they are within the Deleted Message Retention Time, which is set by your system administrator.

You can select a message to restore by listening to the deleted messages that are still retained in your box. The order in which messages are played depends on your Message Play Order (LIFO or FIFO), which you can change in Mailbox Setup.

1. Press **[8]** for **User Options** from the Main Menu.
2. Press **[5]** to access your deleted messages.
3. Press **[7]** to play your deleted messages.
4. Browse through your deleted messages (using **[6]** to skip to the next message if desired) to locate the message you want to restore.
5. Press **[5]** to restore the message.
6. The message is brought back to its original state, such as Saved, with its original date and time.

NOTE: *The maintenance routine will delete the message again if its retention time is exceeded. You can archive messages using a Callegra client for permanent storage.*

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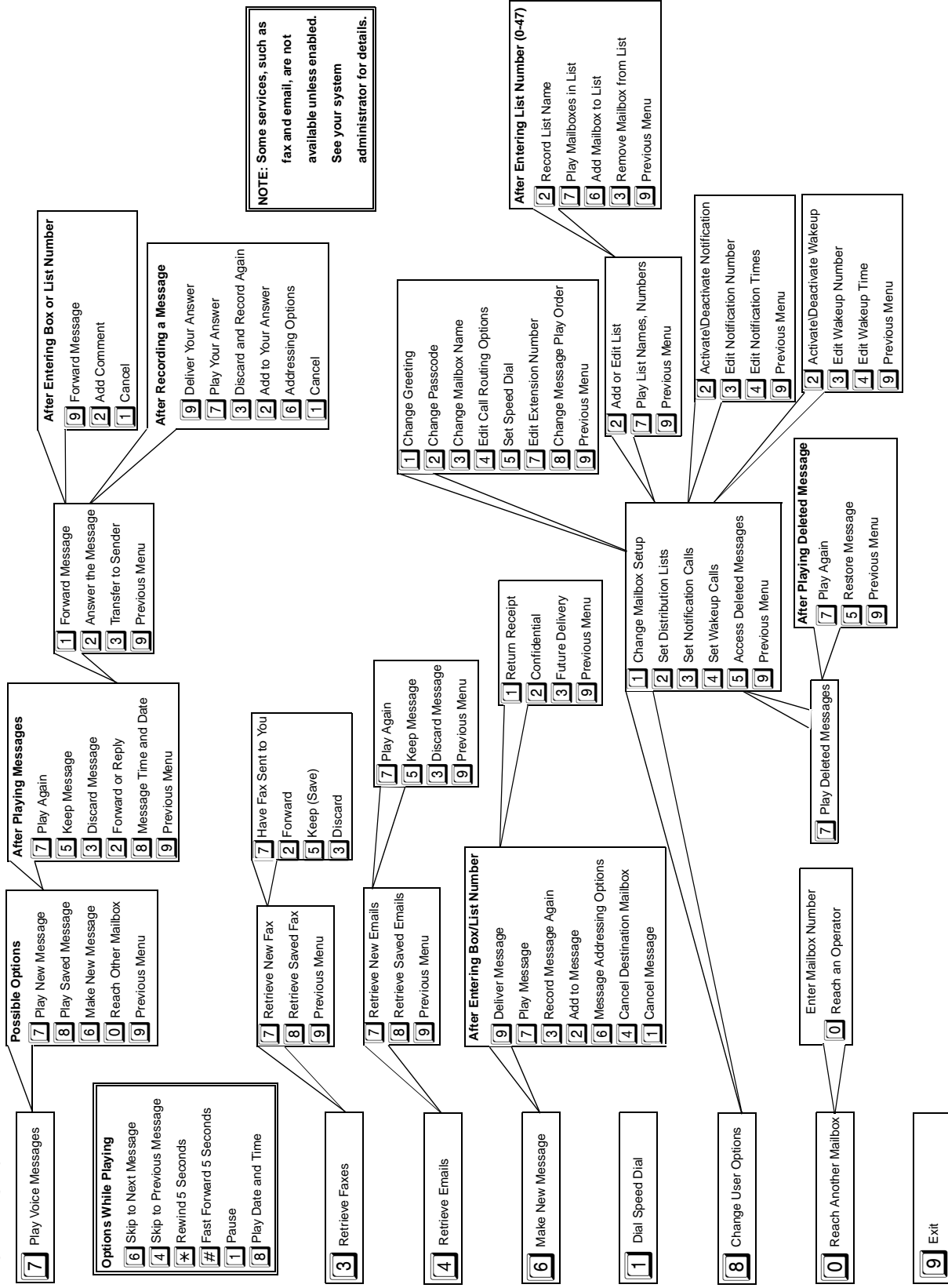
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NOTE: Some services, such as fax and email, are not available unless enabled. See your system administrator for details.