



Using Mailbox Manager



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To access your mailbox by computer

- 1.** Launch Mailbox Manager.
- 2.** When the system greets you, enter:

Host name _____

Extension _____

Security Code _____

To access your mailbox by phone from inside your organization

- 1.** Call the voice messaging system.
- 2.** When the system greets you, enter:

Personal ID _____

Security Code _____

For assistance, call:

Name _____

Extension _____

Changing your mailbox setup

This guide replaces the “Changing your mailbox setup” section of the User Guide.

Mailbox Manager allows you to control your personal mailbox settings, such as:

- Your profile
- Security code
- Recorded and spelled names
- Greetings
- Playback options
- Call transfer options
- Call screening options
- Call holding options
- Message delivery options
- Message groups

You can also change most of these setup options for your personal mailbox by phone. When you make a change, the system leads you step by step through a series of simple yes-and-no questions.

To make changes to your TeLANophy applications, refer to the application's online Help.

Working with the Mailbox Manager



The Mailbox Manager allows you to control how you and your callers interact with the voice messaging system by phone.

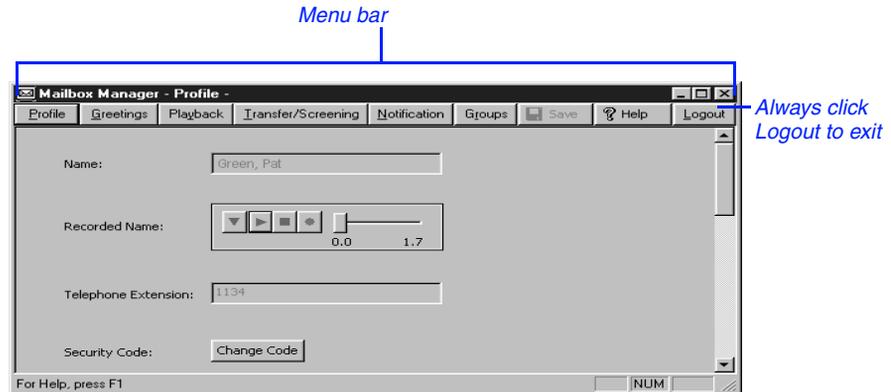
The first time you use the Mailbox Manager, you enter the host name, your extension, and your security code in the connect dialog box .



The menu bar allows you to navigate through the screens of the Mailbox Manager.

TIP:Click “Save” frequently to save changes as you make them. If you move to another screen within Mailbox Manager without saving changes first, you are prompted to save before proceeding.

The Profile screen is where the system stores your name, extension number, fax ID, delivery number, and other settings.





To change your profile

- 1 Access the Mailbox Manager (see inside front cover).
- 2 Click “Profile.”
- 3 Confirm and change settings as needed.
- 4 Click “Save.”

TIP: You must select a recording device before you can record greetings, your recorded name, or the names of groups. If your computer is equipped with a microphone and speakers, select “My computer.” Otherwise, select “My phone.”

To use the Control bar

- 1 On the control bar, click  to select phone or computer playback.
- 2 On the control bar, click  to listen to your recorded name.
- 3 On the control bar, click  to record your name with your recording device:
Phone: Pick up the handset when the phone rings, wait for the beep, then speak into the handset.
Computer: Wait for the tone, then speak into the microphone.
- 4 Click  to stop recording.



Drag slider to skip forward or back in the recording

Changing your security code



Your security code prevents others from using your personal ID to listen to your messages. Change your security code as often as you like. Your security code should be four to ten digits long.

If you forget your security code, contact your system manager.

To change your security code by computer

- 1 Access the Mailbox Manager (see inside front cover).
- 2 Click “Profile.”
- 3 Click “Change Code.”

4 In the Change Security Code dialog box, type your old and new passwords in the corresponding fields.

5 Click “OK,” and then click “Save.”

To change your security code by phone

1 Access your mailbox by phone (see inside front cover).

2 Enter 7 7 4 to change your security code.

3 Follow the system instructions. Enter 1 for Yes, 2 for No.

TIP:When you change your mailbox security code, update your TeLANophy security code. See “To change mail and service options” in ViewMail online Help or “Changing mail and service options” in ViewMail for Microsoft Messaging online Help.

Type old and new security codes here



The system uses your recorded name to identify both you and your messages to other callers. You can change your spelled name only by phone. If your phone keypad has letters, you can also spell your name for the system.

The system uses your spelled name for the directory. Callers can enter the first letters of your name to locate you in the directory. You can also remove your name from this directory.

To add or remove your name from the directory by phone

- 1 Access your mailbox by phone (see inside front cover).
- 2 Enter 7 7 7 to change your directory listing.
- 3 Follow the system instructions to change your spelled name. Enter 1 for Yes, 2 for No.

To change your recorded name by computer

- 1 Access the Mailbox Manager (see inside front cover).
- 2 Click “Profile.”
- 3 On the Control bar, click  to record your name with your recording device:

Phone: Pick up the handset when the phone rings, wait for the beep, then speak into the handset.

Computer: Wait for the tone, then speak into the microphone.

- 4 Click  to stop recording.

To change your recorded name by phone

- 1 Access your mailbox by phone (see inside front cover).
- 2 Enter 7 7 5 to change your recorded name.
- 3 Follow the system instructions to record your name. Enter 1 for Yes, 2 for No.

To change your spelled name by phone

- 1 Access your mailbox by phone (see inside front cover).
- 2 Enter 7 7 6 to change your spelled name.
- 3 Follow the system instructions to change your spelled name. Enter 1 for Yes, 2 for No.



Callers hear a greeting before they leave a message. Your mailbox can have one of three greetings: standard, busy, or alternate. You can rerecord or switch between greetings by phone or by computer.

If the system has been configured for message notification to your pager, add the following message to your greeting: “or press 1 to beep my pager.”

Standard greeting

The standard greeting plays when your extension is unanswered. A typical standard greeting is: “Hello, this is Pat Green. I am not at my desk right now. Please leave a message.”

Busy greeting

The busy greeting plays when your extension is busy.* A typical busy greeting is: “Hello, this is Pat Green. I am on the phone now. Please leave a

message.” For callers to hear your busy greeting, you must activate it.

If you do not want to use a separate busy greeting, then record a standard greeting for all situations when you are unavailable. For example: “Hello, this is Pat Green. I am not available at this time. Please leave a message.”

Alternate greeting

The alternate greeting plays for special occasions, such as a vacation. A typical alternate greeting is: “Hello, this is Pat Green. I am out of the office today and will return tomorrow.”

When your alternate greeting is active, the system plays it instead of any of your other greetings.

System-generated greetings

If you do not record greetings in your own voice, the system plays greetings

that include your recorded name or your extension. For example:

- For a standard greeting, “Pat Green is not available right now.”
- For a busy greeting, “Extension 1 2 3 is busy.”
- For an alternate greeting, “Pat Green is out today.”

To switch between your greetings by computer

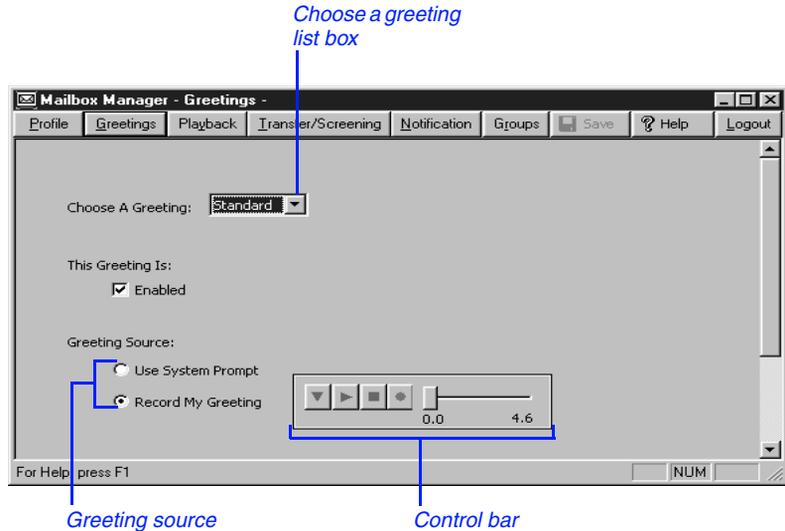
- 1 Access the Mailbox Manager (see inside front cover).
- 2 Click “Greetings.”
- 3 From the “Choose a greeting” list box, select a greeting.
- 4 For “This greeting is,” select the “Enabled” check box.
- 5 Click “Save.”

** This feature may not be available at your site.*



To rerecord your standard, alternate, or busy greeting by computer

- 1 Access the Mailbox Manager (see inside front cover).
- 2 Click “Greetings.”
- 3 From the “Choose a greeting” list box, select the greeting to rerecord.
- 4 For “Greeting source,” click “Record my greeting.”
- 5 On the Control bar, click  to record the greeting with your recording device:
Phone: Pick up the handset when the phone rings, wait for the beep, then speak into the handset.
Computer: Wait for the tone, then speak into the microphone.
- 6 Click  to stop recording.





To switch between your standard and alternate greeting by phone

- 1 Access your mailbox by phone (see inside front cover).
- 2 Enter 7 4 5 to switch to your other greeting (standard or alternate).

To rerecord your standard, alternate, or busy greeting by phone

- 1 Access your mailbox by phone (see inside front cover).
- 2 To rerecord your:
 - standard greeting, enter 7 4 6 1.
 - alternate greeting, enter 7 4 7 1.
 - busy greeting, enter 7 4 8 1.
- 3 Enter * to stop recording.

To activate your busy greeting by phone

- 1 Access your mailbox by phone (see inside front cover).
- 2 Enter 7 4 8 to hear your busy greeting.
- 3 Follow the system instructions to activate your busy greeting. Enter 1 for Yes, 2 for No.



The Playback options screen stores settings for how messages are played. These options are not available by phone. Without Mailbox Manager, you need to ask your system manager to change these options. The Playback options consist of:

Announce

New e-mail messages If the optional e-mail integration package is installed, the system includes new e-mail messages in the total when announcing the number of new messages.

Voice message length The system announces the total length, in minutes, of new voice messages.

Telephone conversation type

Menu mode conversation This conversation plays menus of options. Enter the number associated with the option to perform the particular task.

Yes/No conversation This conversation leads you step by step through all of your options with easy, yes-and-no questions. Enter 1 for Yes, 2 for No.

Voice message time stamp

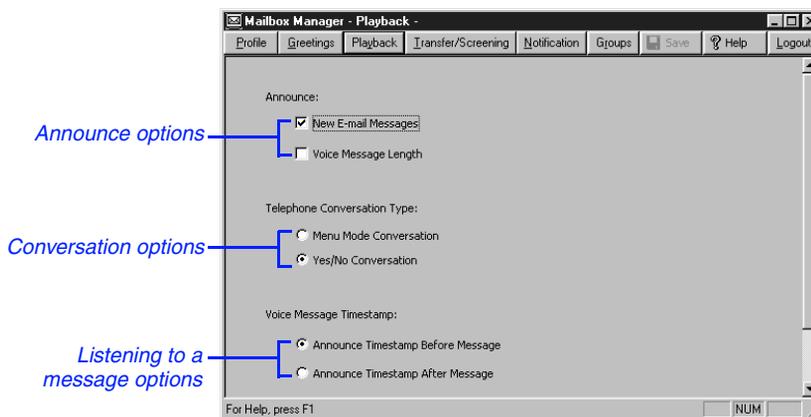
Announce timestamp before messages The system plays the time and date that the message was recorded before playing the message.

Announce time stamp after messages The system plays the time and date that the message was recorded after playing the message.



To change your playback options by computer

- 1 Access the Mailbox Manager (see inside front cover).
- 2 Click “Playback.”
- 3 Confirm and change the settings as needed.
- 4 Click “Save.”



Changing call transfer options



The voice messaging system is set up to transfer calls to your extension just as a receptionist would. When you are unavailable or on another call, the system takes a message for you. If you will be away for a while, you can turn off call transfer or have your calls transferred to a different phone number.

Turn on call transfer before transferring your calls to a different phone number. You can enter up to nine digits for the new phone number..

To turn call transfer on or off by phone

- 1 Access your mailbox by phone (see inside front cover).

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TIP: 

- 2 Enter 7 6 4 to turn call transfer on or off.
- 3 Follow the system instructions. Enter 1 for Yes, 2 for No.

To change the number to which calls are transferred by phone

- 1 Access your mailbox by phone (see inside front cover).
- 2 Enter 7 6 4 1 4 to change the number to which your calls are transferred.
- 3 Follow the system instructions. Enter 1 for Yes, 2 for No.

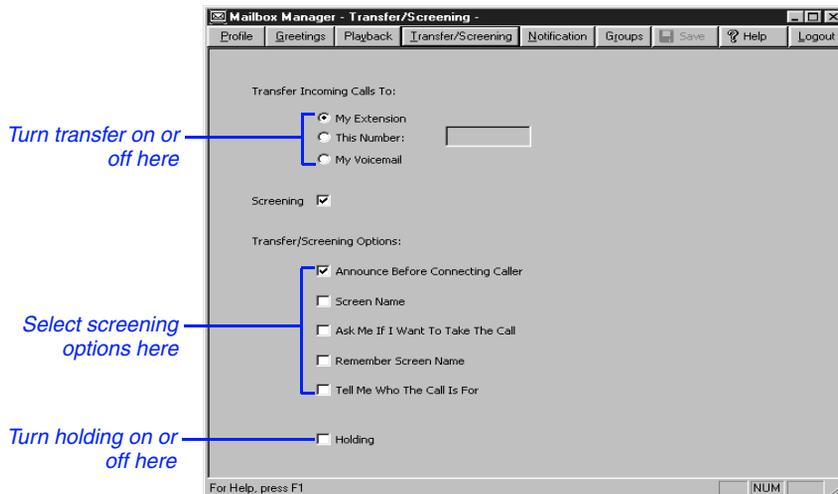


To turn call transfer on or off by computer

- 1 Access the Mailbox Manager (see inside front cover).
- 2 Click “Transfer/Screening.”
- 3 To turn call transfer on, for “Transfer incoming calls to,” select “My extension.” To turn call transfer off, select “My voicemail.”
- 4 Click “Save.”

To change the number to which calls are transferred by computer

- 1 Access the Mailbox Manager (see inside front cover).
- 2 Click “Transfer/Screening.”
- 3 For “Transfer incoming calls to,” select “This number.” Type the phone number or extension.
- 4 Click “Save.”





When available, the system can use a variety of call screening options.* You can select these options on the Transfer/Screening screen of the Mailbox Manager.

These options are not available by phone. If your system manager has set up call screening for your extension, you can only turn call screening on and off by phone.

What you hear when you pick up the phone depends on which of the following options you have selected.

Announce before connecting caller

The system plays a beep before transferring the call.

Screen Name The system asks the caller's name before ringing your extension. The system plays "Call from <caller's name spoken by the caller>" before transferring the call.

Ask me if I want to take the call The system says "Enter 1 to take the call, or 2 and I'll take a message" and then waits for a response from you before transferring the call.

Remember Screen Name The system asks and plays the caller's name as above, and if the caller leaves a message, will append the caller's name to the beginning of the message.

Tell me who the call is for The system says, "Call for <your name>" before transferring the call.

Two or more of these options may be combined. For example, if you select "Screen name" and "Ask me if I want to take the call," the system asks the caller's name, then rings your extension. When you answer the call, the system plays the caller's recorded name, then asks if you want to take the call.

** This feature may not be available at your site.*

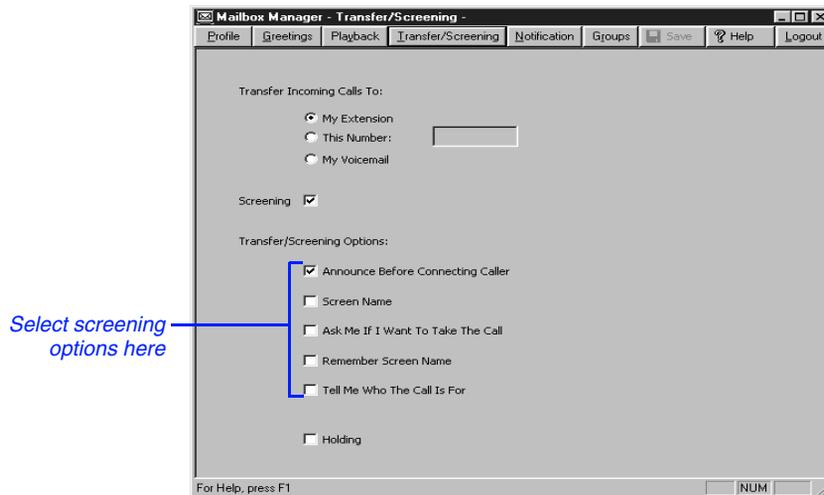


To change call screening options by computer

- 1 Access the Mailbox Manager (see inside front cover).
- 2 Click “Transfer/Screening.”
- 3 Select the “Screening” check box.
- 4 Select the transfer/screening options as needed.
- 5 Click “Save.”

To turn call screening on or off by phone

- 1 Access your mailbox by phone (see inside front cover).
- 2 Enter 7 6 4 1 5 to turn call screening on or off.
- 3 Enter 1 to turn call screening on.
Enter 2 to turn it off.





The system can hold a call until your extension is available.* When call holding is turned on and your extension is busy, the system asks callers if they want to hold until you are available or to leave a message. The system also tells callers how many calls are holding ahead of theirs.

If your system manager has set up call holding for you, you can turn call holding on and off. Your system manager sets the number of calls that the system can hold for you.

To turn call holding on or off by computer

- 1 Access the Mailbox Manager (see inside front cover).
- 2 Click “Transfer/Screening.”
- 3 To turn call holding on, select the “Holding” check box. To turn it off, clear the check box.
- 4 Click “Save.”

To turn call holding on or off by phone

- 1 Access your mailbox by phone (see inside front cover).
- 2 Enter 7 6 4 1 6 to turn call holding on or off.
- 3 Enter 1 to turn call holding on. Enter 2 to turn it off.

* This feature may not be available at your site.

Changing message delivery options



The system can deliver messages to several different phone numbers. You can set a range of minutes, hours, and days that a message delivery phone number is in effect. You can set the system to deliver only urgent messages. You also can set the system to delay message delivery to any of the numbers.

To change message delivery options by computer

- 1 Access the Mailbox Manager (see inside front cover).
- 2 Click “Notification.”
- 3 To edit a message delivery device, select the device and click “Edit.”
To add a new device, click “Add.”
- 4 On the Message Delivery screen, confirm and change the settings as needed and click “OK.”
- 5 Click “Save.”

TIP:

The screenshot shows the "Message Delivery" dialog box with the following fields and options:

- Device:** A dropdown menu showing "Home Phone".
- Area Code + Phone #:** An empty text input field.
- Schedule:** Two time selection boxes, both set to "01:00am", with a range indicator "--" between them.
- Days to deliver messages:** A row of checkboxes for days of the week: Su, M, T, W, Th, F, S.
- Delivery Type:** Three radio button options: "Each" (selected), "Urgent", and "Batch".
- Initial Delay:** A spinner box set to "0" followed by the text "minutes".
- Rings To Wait For Answer:** A spinner box set to "0" followed by the text "minutes".
- Delivery Interval:** A spinner box set to "0" followed by the text "minutes".
- Buttons:** "OK" and "Cancel" buttons at the bottom right.

Annotations with blue lines point to the following elements:

- "Name of the device" points to the "Device" dropdown menu.
- "Phone number to reach device" points to the "Area Code + Phone #" text field.
- "Times to deliver messages" points to the "Schedule" time selection boxes.
- "Days to deliver messages" points to the day-of-the-week checkboxes.
- "Types to deliver and how often" points to the "Delivery Type" radio buttons and the "Initial Delay", "Rings To Wait For Answer", and "Delivery Interval" spinner boxes.



If changing message delivery by phone, you may not be able to enter a pager number that requires special dialing characters (for example, a semicolon that represents a three-second pause). Contact your system manager for assistance.

TIP: Enter # to insert a one-second pause where you want the system to pause between digits that it is dialing.

To change message delivery by phone

- 1 Access your mailbox (see inside front cover).
- 2 To change your message delivery options for your:
 - work phone, enter 7 6 6 5 4.
 - home phone, enter 7 6 6 5 5.
 - pager, enter 7 6 6 5 6.
 - spare phone, enter 7 6 6 5 7.
 - fax phone, enter 7 6 6 5 8.
- 3 Enter 1 to turn on delivery for that number or 2 to turn off delivery.
- 4 Enter 4 to change the phone number. After you enter a phone number, enter * to end the entry.
- 5 Enter 5 to change the schedule, and then follow the system instructions. Enter 1 for Yes, 2 for No.
- 6 Enter 6 to change the delivery mode for messages delivered to this number, and then follow the system instructions. Enter 1 for Yes, 2 for No.
- 7 Enter 7 to change fax notification, and then follow the system instructions. Enter 1 for Yes, 2 for No.
- 8 Change any remaining message delivery numbers by repeating the procedure.



You can create your own message groups. When you send a message to a group, the message is sent to all members of the group. Each group you create has a number or a name.

There are three types of message groups: private, open, and local access. When you create a private group, only you can send messages to it. When you create an open group, other subscribers also can send messages to it. When you create a local access group, only subscribers calling from an extension within the company can send messages to it.

To create a group by phone

- 1 Access your mailbox (see inside front cover).
- 2 Enter 7 5 4 to create a new group.
- 3 For numbered groups, enter a three-digit group number. For named groups, enter the first three letters of the group's name.
- 4 Record a name for the group. Enter * when you are finished.
- 5 Enter 1 to make the group an open group or 2 to make it a private group.
- 6 Follow the system instructions to add members to the group. You can add them by name or extension number.
- 7 Enter * when you are finished adding members.
- 8 Enter 1 to leave a message for this group now. Otherwise, enter 2.

TIP: Guests do not have extension numbers, so add them to the group by spelling their names or by entering their personal IDs.



To create a group by computer

- 1 Access the Mailbox Manager (see inside front cover).
- 2 Click “Groups.”
- 3 Click “Create Group.”
- 4 In the Create/Modify Group dialog box, type a name for the group.
- 5 Select a type for the group.
- 6 If the group will be used to dispatch messages to the first member available, select the “Dispatch” check box. Otherwise, each message sent to the group will be delivered to all members.

- 7 On the control bar, click  to record the group name with your recording device:

Phone: Pick up the handset when the phone rings, wait for the beep, then speak into the handset.

Computer: Wait for the tone, then speak into the microphone.

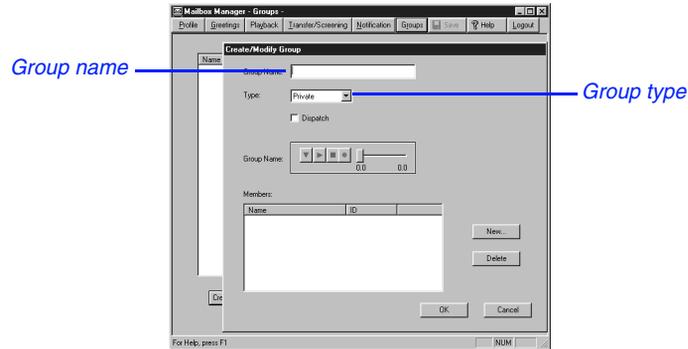
- 8 Click  to stop recording.

- 9 To add members to the group, click “New.” Use the Member Properties dialog to search for enrolled subscribers.

- 10 When you are finished adding members, click “OK.”

- 11 Click “OK” to accept the group.

- 12 Click “Save.”



Changing groups

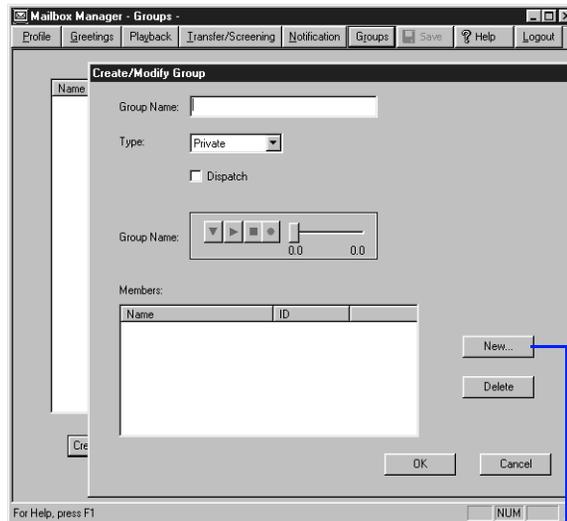


You can add and delete members of your message groups.*

You also can delete any message group that you own, or change the group's number, spelled name, or recorded name.

To change a group by computer

- 1 Access the Mailbox Manager (see inside front cover).
- 2 Click "Groups."
- 3 Select the group you want to edit. Click "Modify Group."
- 4 In the Create/Modify Group dialog box, make the desired changes and click "OK."
- 5 Click "Save."



Click to open list of enrolled subscribers

* This feature may not be available at your site.



To add or delete group members by phone

- 1 Access your mailbox (see inside front cover).
- 2 Enter 7 5 5 to edit a group.
- 3 Enter the group name or group number. Enter 2 until you hear the name of the group you want, then enter 1.
- 4 Enter 4 to add members to a group.
Or enter 5 to delete members from the group.
When deleting group members, enter the first three letters of the person's last name, or enter three wild-card numbers (for example, 1 1 1) to list each group member, then choose the member's name you want to delete.
- 5 To confirm your additions or deletions, enter 1.

- 6 Enter * when you are finished adding or deleting members.

To change a group name or number by phone

- 1 Access your mailbox (see inside front cover).
- 2 Enter 7 5 5 to change a group name or number.
- 3 Enter the first three letters of the group name. Or, enter the first three digits of the group number.
- 4 Enter 1 to confirm, or enter 2 to hear the name of the next group.
- 5 Enter 7 to change the group name or group number.
- 6 Follow the system instructions to change the group's recorded name. Enter 1 for Yes, 2 for No.

To hear a list of your groups and group members by phone

- 1 Access your mailbox (see inside front cover).
- 2 Enter 7 5 6 to list your groups and group members.
- 3 Follow the system instructions. Enter 1 for Yes, 2 for No.

