



UC^x Voicemail User Guide

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UC^X VOICEMAIL USER GUIDE



The integrated UC^X Voicemail solution comes standard with every UC^X system. The UC^X Voicemail menu enables users to listen to messages, forward messages, send messages to individuals and to groups, call-back a person who left a message, navigate their voicemail folders and record greetings. Users typically access their voicemail using the telephone keypad. Users can also access their mailbox from any phone by dialing their business phone number and pressing the * key when they hear their voicemail greeting.

Accessing Voicemail commands from the telephone keypad

Logging into your voicemail box:

Mbx Icon / F981 / *97
System Prompts for Password
Enter <Password>
System plays # of messages;
Choose next step

1. Press the Inbox key  below the navigation keys.
(or dial **Feature 981**, or ***97**, or ****** key when listening to your greeting).
2. System will prompt user for a password (assigned by system administrator).
3. System plays the top menu presenting the user with the menu navigation options.

UC^X Voicemail Top Menu

Mailbox Level	1 <Current Folder>	2 Chg Folders	3 Adv Options	0 Mbx Options	* Help	# Exit
	System plays <date/time of m> <CLID of caller> <message left>	0-New 1-Old 2-Work 3-Family 4-Friends #-Cancel	*-Return to main menu	1-Record unavail Msg 2-Record Busy Msg 3-Record Name 4-Manage Temp Greeting 5-Change Password *-Return to main menu	1-Old Msgs 2-Change Folders 3-Advanced Options 0-Mailbox Options *-Help #-Exit	

UC^X Voicemail Message Navigation

Message Level	2 Chg Folders	3 Adv Options	4 Previous Msg	5 Replay Message	6 Next Message	7 Delete/Restore	8 Fwd to Another User	9 Save	* Help	# Exit
	0-New 1-Old 2-Work 3-Family 4-Friends #-Cancel After selection, system confirms	1-Reply 3-play msg envelope *-Main menu	<Posn> Msg Rec'd at <date/time> Msg from <CLID> Msg <length> <msg>	<Posn> Msg Rec'd at <date/time> Msg from <CLID> Msg <length> <msg>	<Posn> Msg Rec'd at <date/time> Msg from <CLID> Msg <length> <msg>	System confirms	System prompts for extension 1-Prepend msg; # after recording 2-Fwd without Prepend msg *- Msg Level Help	System prompts to select folder	1-<Current Folder> Msgs 2-Chg Folders 3-Adv Options 0-Mbx Options 5-Replay Msg 6-Next Msg 7-Delete Msg 8-Forward Msg 9-Save *-Total Vmail Menu #- Exit Vmail	

UC^X Voicemail – Common User Functions

Voicemail Greetings

Unavailable Greeting - plays to caller on Ring No Answer.

Default: "Person at extension xxx / <recorded name> is unavailable."

Busy Greeting - plays to caller if you are on the phone.

Default: "Person at extension xxx / <recorded name> is on the phone."

Temporary Greeting - if recorded it will always play. (Use to inform callers about and during long periods of absence).

Recording Greetings - System advises if

Temporary Greeting is in place:

If Temporary Greeting is recorded, system will prompt:

- 1 - Record temp greeting (to record a new one)
- 2 - Erase temporary greeting (callers hear Unavailable or Busy Greeting)

During recording of any Greeting you can:

- 1 - Accept your recording
- 2 - Listen to your recording
- 3 - Re-record
- # - End your recording

Folders

Messages left are saved in the "New" Folder.

Messages played and not deleted are saved in "Old" Folder.

Once played, messages can be saved in folder of choice:

- 0 - New
- 1 - Old
- 2 - Work
- 3 - Family
- 4 - Friends

Message Envelope Playback

- 1 - Skip Envelope and Play Message

During Message Playback

- * - Rewind Message by 3 seconds
- # - Fast Forward Message by 3 seconds
- 0 - Pause Message playback; press '0' to resume playback
- 1456789 - Any of these buttons will stop Message playback and perform the action at the Message Level

Current Folder

On Login if New Messages >0, Current Folder = "New" Folder

On Login if New Messages = 0, Current Folder = "Old" Folder

On Folder change, Current Folder = Selected Folder

Leaving Messages

System Plays Greeting. During Greeting, Press:

- # - Skip rest of greeting and start Messages recording
- * - Exit leaving Message and allow remote access to your personal mailbox; System prompts for password
- 0 - Transfer to operator if enabled

System Plays "Beep"

System Records Message; If configured, caller presses '#' and can choose:

- 0 - Transfer to operator if enabled; RECORDING DELETED
 - 1 - Save message in your "New" Folder
 - 2 - Review message
 - 3 - Re-record message
 - 4 - Mark/remove urgent status
- Caller hangs up; Message left in "New" Folder

Configurable by Administrator on a system-wide basis

Ring-time before Call goes to Voicemail - number of seconds of ringing. (Most systems are about 6 seconds per ring).

Key to escape Greeting and go to Voicemail - User Guide above uses '*'

Instruction to Callers to "please leave message after tone" - Turn this on/off

Transfer to Operator - When listening to Mailbox Greeting or leaving a Message, define Operator Extension if caller presses '0'

Additional UC^X Voicemail Functions

Web Browser Voicemail access – Users can manage their voicemail from a web browser session to do the following:

Anywhere Access - Listen to their voicemail from the web browser session

Unified Messaging - Enter an E-Mail address to send their voicemails as e-mail attachments

Additional publications will describe other user access interfaces, accessing the voicemail using different devices and using voicemail as a business productivity tool.