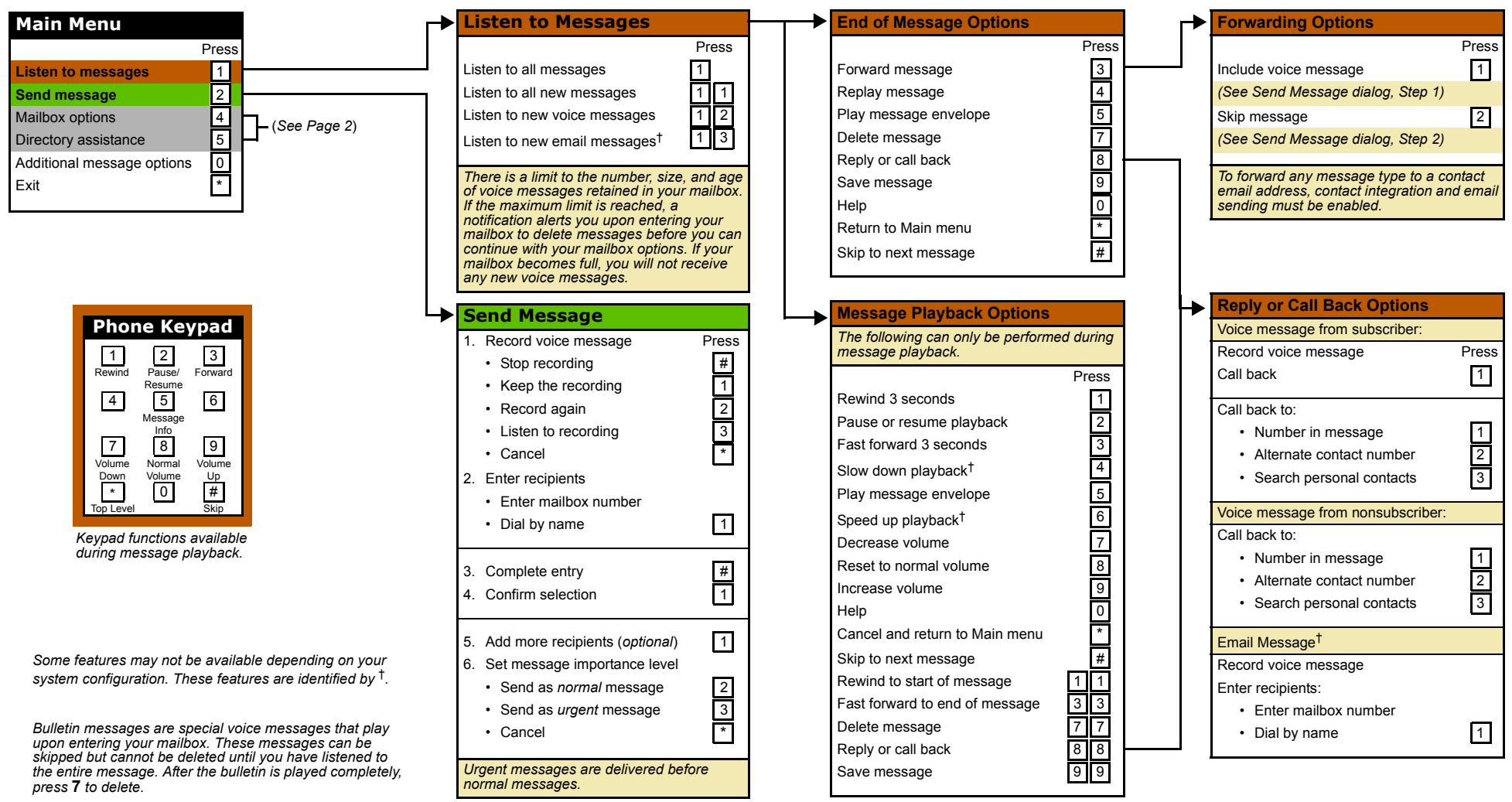


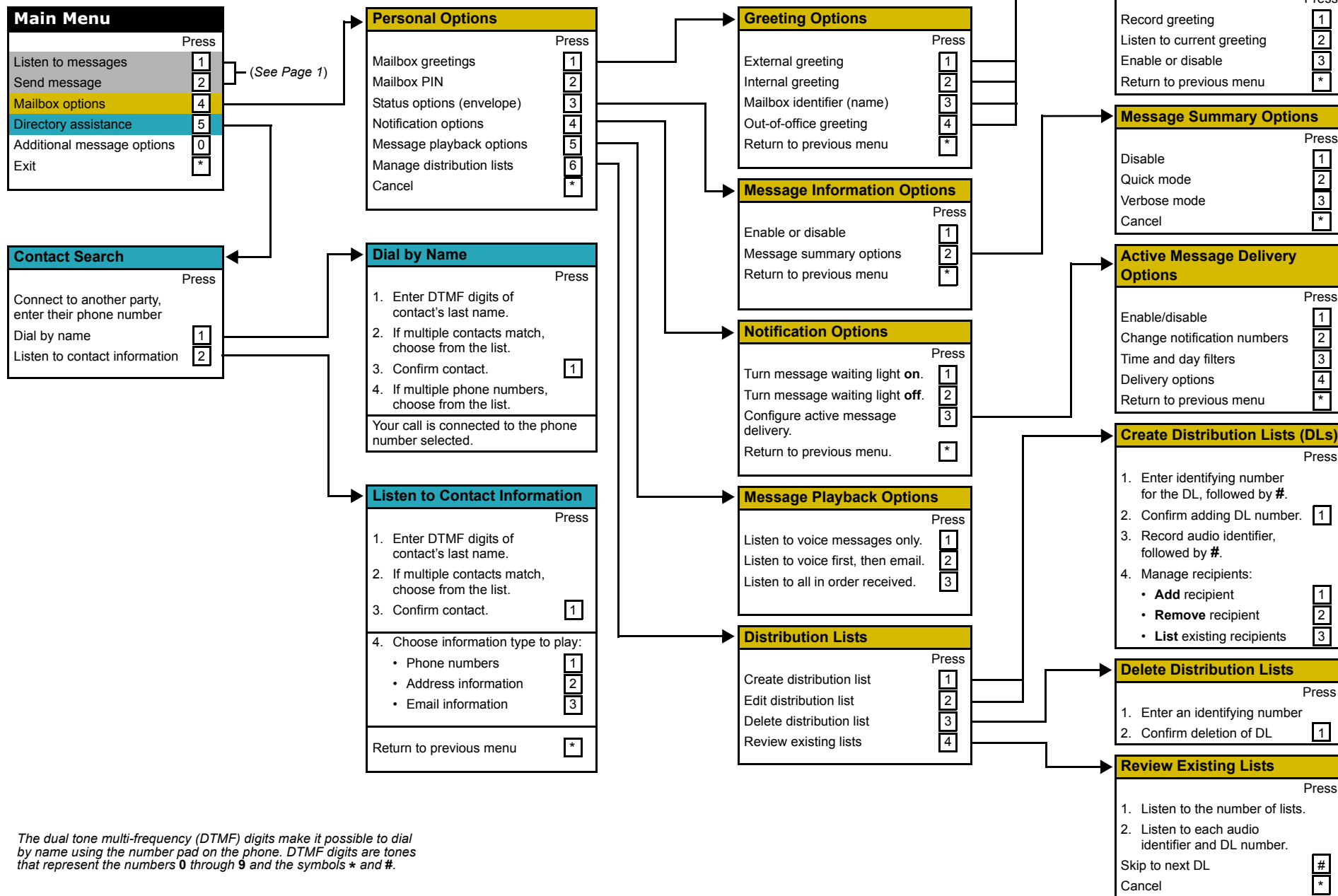
## NETVANTA UNIFIED COMMUNICATIONS SERVER - TELEPHONE USER INTERFACE

The menu options listed in this document allow you to manage your messages, send messages, manage your personal options, and use the directory for assistance by using any telephone through the NetVanta Unified Communications Server. The first two Main menu options, **Listen to Messages** and **Send Message**, are explained below. The second two options, **Mailbox Options** and **Directory Assistance**, are explained on page 2. Specific instructions for commonly used features are described on page 3 and page 4.

### Listen to Messages and Send Messages



## Mailbox Options and Directory Assistance



The dual tone multi-frequency (DTMF) digits make it possible to dial by name using the number pad on the phone. DTMF digits are tones that represent the numbers 0 through 9 and the symbols \* and #.

## Access Your Messages

### To Log in from Your Own Phone:

1. Dial the NetVanta UC Server access number, or press the Messages button on your phone (not all phones have this option).
2. Enter your PIN, followed by #.

### To Log in Remotely or from Another Extension:

1. Dial the NetVanta UC Server access number.
2. If the extension has a mailbox, press \*.
3. Enter your mailbox number.
4. Enter your PIN, followed by #.

*If the maximum number of failed attempts to log into the system is reached, you could be locked out of the system. If this occurs, contact your system administrator.*

## Listen to Messages

Once you have successfully accessed your mailbox, you can listen to your messages from the Main menu. The following menu options are presented (the two-digit options require entering the numbers in succession).

- Press **1** to listen to all messages.
- Press **1 - 1** to listen to all new messages.
- Press **1 - 2** to listen to new voice messages.
- Press **1 - 3** to listen to new email messages.

*Not all features are available on all systems. The available features will depend on the system configuration.*

## Send Bulletin Messages

Bulletin messages are special messages that can be sent to recipients exactly like regular messages except they must be played before they can be removed from your mailbox. Upon entering your mailbox, bulletin messages will play first.

In order to send a bulletin message, this option must be enabled for your account by the NetVanta UC Server administrator. Once enabled, you are prompted from the **Send Message** menu with the following options:

- Press **1** to send a regular message.
- Press **2** to send a bulletin message.

Select the appropriate option and continue creating the message beginning with Step 2 of *Send a Message*.

## Send a Message

1. From the Main menu, select **2** to send a message.
2. Record your message.
3. Press # to stop recording.
  - Press **1** to keep the recording.
  - Press **2** to record again.
  - Press **3** to listen to your recording.
  - Press \* to cancel and return to the previous menu.
4. Enter recipients by mailbox number or select **1** to dial by name using directory assistance. To use directory assistance, refer to *Using Directory Assistance* for contact search instructions.
  - Press # to complete each entry.
  - Press **1** to confirm selection.

5. Add more recipients (*optional*) by pressing **1** then repeating Step 4.
6. Set message importance level.
  - Press **2** to send as *normal*.
  - Press **3** to send as *urgent*.
  - Press \* to cancel.

*Urgent messages are delivered before normal messages.*

## Using Directory Assistance

Directory assistance allows you to dial by contact name when making a call. You may also listen to the contact information. To use the directory, press **5** from the Main menu. Select one of these options:

- To connect to another party, dial the number.
- Press **1** to dial by name.
- Press **2** to listen to contact information.

### Transfer to Contact (Dial by Name):

1. Enter the DTMF digits of the contact's last name (or first name, depending on the system configuration). Continue entering until the system matches a name.
  - For an exact match or to process immediately, press #.
  - If multiple contacts match, choose from the list.
2. Press **1** to confirm the contact selected.
3. If the contact has multiple phone numbers, choose from the list.

Your call is transferred to the contact selected.

### To Listen to Contact Information:

1. Enter the DTMF digits of the contact's last name. Continue entering until the system matches a name.
  - For an exact match or to process immediately, press #.
  - If multiple contacts match, choose from the list.
2. Press **1** to confirm the contact selected.
3. Choose the information type to listen to:
  - Press **1** for phone numbers.
  - Press **2** for address.
  - Press **3** for email.

Press \* to cancel and return to the previous menu.

## Change Your PIN

1. From the Main menu, press **4**.
2. Press **2** to change your mailbox PIN.
3. Enter your new four-digit PIN and press #.
4. Press **1** to keep the new PIN.

## Manage or Record Greetings

1. From the Main menu, press **4** for mailbox options.
2. Press **1** to record mailbox greetings.
3. Select greeting to manage:
  - Press **1** for external greeting.
  - Press **2** for internal greeting.
  - Press **3** to record mailbox name.
  - Press **4** for out-of-office greeting.
  - Press **\*** to cancel or return to the previous menu.

*When a greeting is selected, the system informs you of its status; either on or off.*

4. Select greeting option:
  - Press **1** to record greeting.
  - Press **2** to listen to current greeting.
  - Press **3** to enable or disable greeting.
  - Press **\*** to cancel and return to previous menu.
5. Record greeting and press **#** to stop recording.
6. End of recording options:
  - Press **1** to keep recording.
  - Press **2** to record new greeting.
  - Press **3** to listen to greeting.
  - Press **\*** to cancel.

## Active Message Delivery (AMD)

The AMD feature allows you to set one or more phone numbers to notify when a new message is delivered to your mailbox. It also allows you to define a schedule by setting a time and day of the week to enable message delivery. Additional delivery options are available and described below.

To manage your AMD settings, press **4** for mailbox options from the Main menu. Press **4** for notification options and press **3** for AMD options. The following AMD menu options are presented:

- Press **1** to enable or disable AMD.
- Press **2** to change notification numbers.
- Press **3** to change time and day filters.
- Press **4** to change delivery options.

### Add a Single Notification Number:

1. From the AMD menu, press **2** to change your notification numbers.
2. Press **1** to set a single notification number.
3. Enter the phone number and press **#**.

### Enter Additional Notification Numbers:

1. From the AMD menu, press **2** to change your notification numbers.

2. Press **2** to add more numbers. You can add up to nine entries.
  - Press **1** to add the number before the current notification number.
  - Press **2** to add the number after the current notification number.
  - Press **\*** to return to the previous menu.
3. Enter the phone number to add.
4. Press **1** to confirm, press **2** to enter the number again, or press **\*** to cancel changes.

### List, Replace, or Remove Notification Numbers:

Follow the system prompts after selecting one of the options.

- Press **3** to replace an existing number with a new phone number.
- Press **4** to remove an existing number.
- Press **5** to list the current notification numbers.

*If all phone numbers are removed, the AMD feature is disabled.*

### Create or Change Time and Day Filters:

The time and day filters allow creation of a notification schedule for when a new message is received in your mailbox.

1. From the AMD menu, press **3** to access the time and day filters.
2. Press **1** to enable the time and day filter. If this option was previously enabled, skip this step.

3. Press **2** to enter the notification time period.
  - Enter the **start time** hour or hour and minute, followed by **#**.
  - Press **1** for a.m. or **2** for p.m.
  - Enter the **end time** hour or hour and minute, followed by **#**.
  - Press **1** for a.m. or **2** for p.m.
  - Review the start and end time. Press **1** if it is correct or press **2** to change.
4. Press **3** to enable the time period for each applicable day of the week. You can enter multiple numbers to enable more than one day.
  - Press **1** for Monday.
  - Press **2** for Tuesday.
  - Press **3** for Wednesday.
  - Press **4** for Thursday.
  - Press **5** for Friday.
  - Press **6** for Saturday.
  - Press **7** for Sunday.
5. Press **4** to hear the current schedule.

### Set Delivery Options:

Once the AMD schedule has been created and enabled, additional delivery options are available.

1. From the AMD menu, press **4** to change delivery options.
2. Press **1** to allow full mailbox management upon notification.
3. Press **2** to deliver only new messages.