



## **Enterprise Edge 2.0 Unified Messaging Quick Reference Guide**

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# Welcome to Enterprise Edge Unified Messaging

## About unified messaging

Unified messaging gives you access to voice messages from your personal computer. You can manage all your voice, fax and e-mail messages from one graphical interface. You can also access your mailbox from your telephone at any time.

With unified messaging you can send and receive messages that include any combination of voice, fax and text. You can use unified messaging to:

- Listen to voice messages
- View and print fax messages
- Record and send voice messages
- Create and send fax messages
- Forward and reply to voice and fax messages
- Add message options such as urgent and private
- Add voice, fax or text files to messages
- Create personal distribution lists
- Change your password

Refer to the Help available with unified messaging for detailed information not covered in this Quick Reference Guide.

This guide shows examples in Microsoft Outlook. The way your screen looks can vary in Microsoft Exchange.

## System requirements

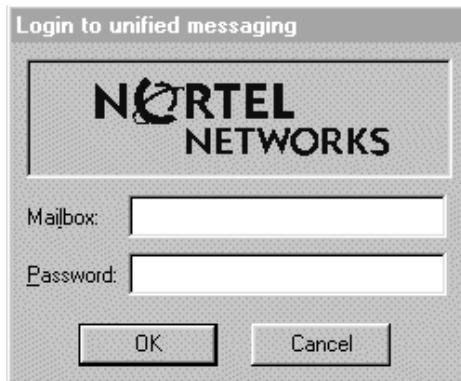
To record and play unified messaging voice messages from your computer, your computer must have:

- a sound card
- a microphone
- speakers

To use any of the fax options, your system must have a fax card and the voicemail FAX option installed. Ask your System Administrator to install this option.

## Logging on

Use your voicemail password to log on to unified messaging.

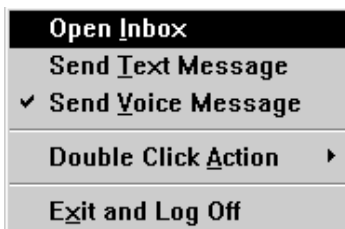


### To log on from your PC

1. On your desktop, double-click the **Microsoft Outlook** icon.  
The Login to unified messaging dialog box appears.
2. In the **Mailbox** box, type your mailbox or extension number.
3. In the **Password** box, type your password.
4. Click the **OK** button.  
The Microsoft Outlook window appears.

### Shortcut log on

1. Right-click the mailbox icon on the Windows taskbar and then click **Open Inbox**.  
The Login to unified messaging dialog box appears.
2. In the **Mailbox** box, type your mailbox or extension number.
3. In the **Password** box, type your password.
4. Click the **OK** button.  
The Microsoft Outlook window appears.



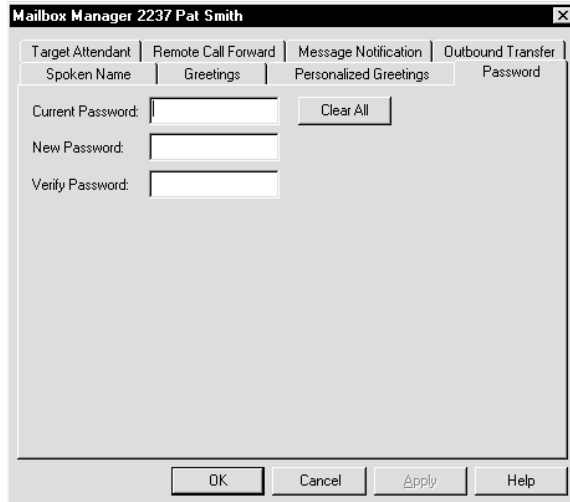
### Remote log on

You can log on to unified messaging from another computer, such as a laptop computer, if the laptop computer has unified messaging installed and configured in the same way as your office computer. You can work offline and use a dial-up connection to reach the server.

# Changing your Enterprise Edge password

You can change your voicemail password from unified messaging.

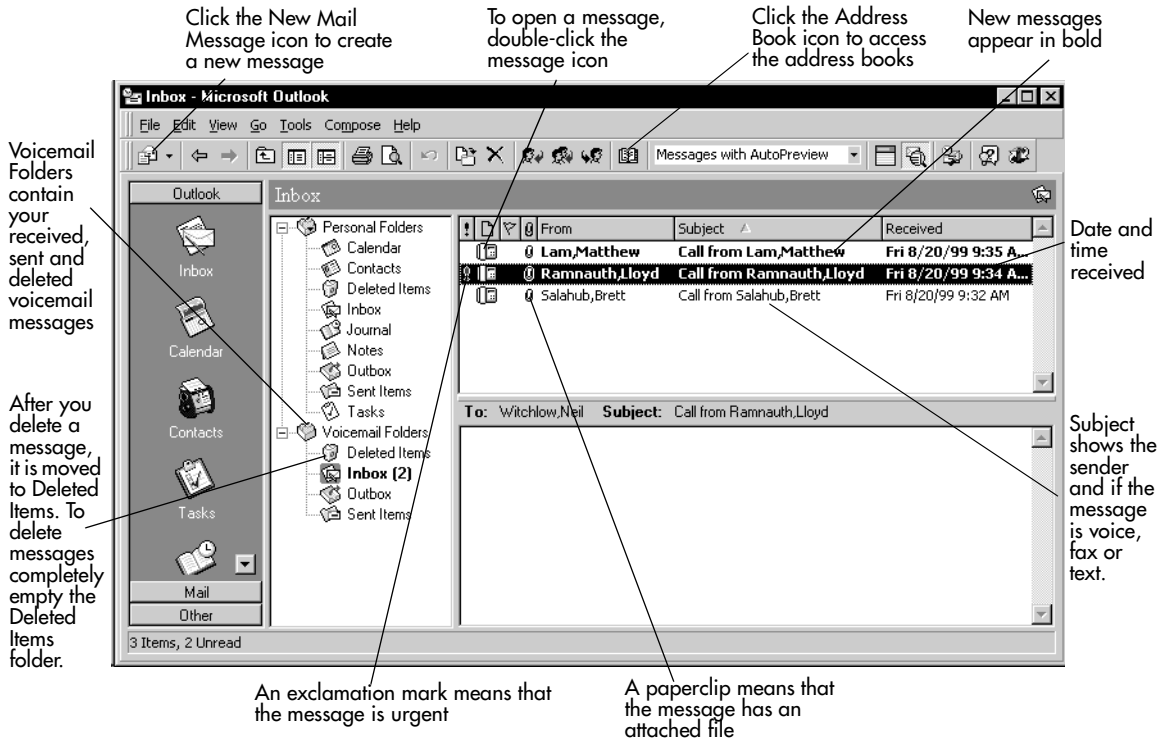
## To change your voicemail password from Microsoft Exchange or Microsoft Outlook



1. On the Outlook window, click **Tools** and then click **mailbox manager**. The Mailbox Manager dialog box appears.
2. Click the **Password** tab.
3. In the **Current Password** box, type your current password.
4. In the **New Password** box, type your new password.
5. In the **Verify Password** box, type your new password.
6. Click the **OK** button.

# Unified Messaging for Microsoft Exchange and Outlook


When you open Microsoft Exchange or Microsoft Outlook, display your unified messaging messages by clicking the Inbox icon under the Voicemail Folders icon. From the Inbox you can move, copy and delete messages, and create new messages.




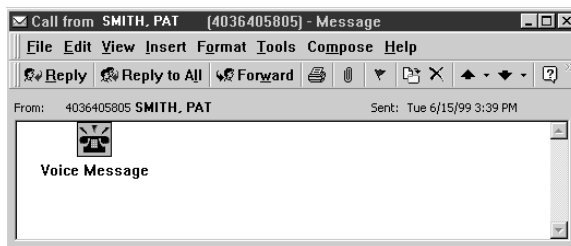
# Reviewing your messages

To play unified messaging voice messages from your computer, your computer must have a sound card and speakers.

## Message notification

When you have a new message the mailbox icon on your Windows taskbar displays an exclamation mark. 

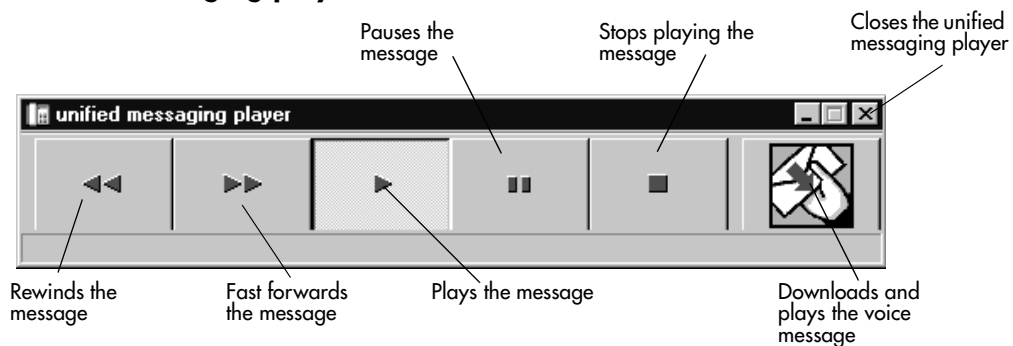
After you play your message, the exclamation mark disappears. 



## To play a voice message

1. Double-click the voice message icon in the unified messaging Inbox. The message appears in a separate window.
2. Double-click the Voice Message icon to play the voice message. The unified messaging player appears.

## The unified messaging player

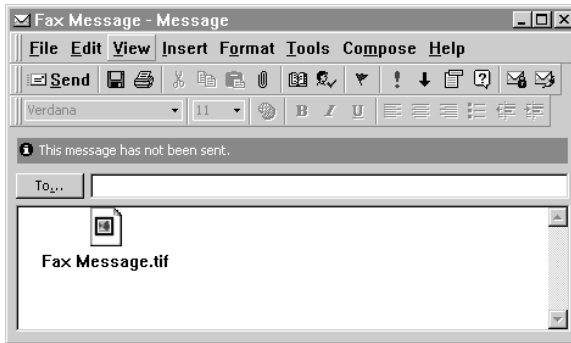


### To view a fax message

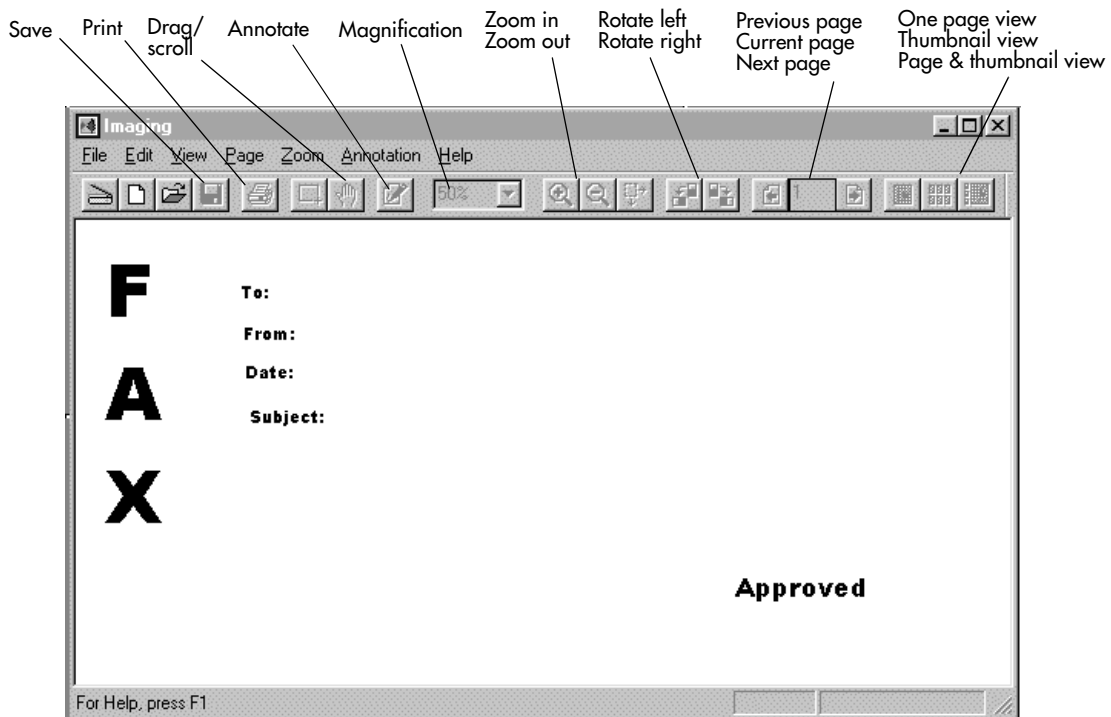
To view faxes in unified messaging, you must have Imaging for Windows installed on your PC. Your system must have the voicemail FAX option installed for you to use any of the fax options. Ask your System Administrator to install this option.

While you view a fax, you can enlarge or reduce the image, rotate it, move it, copy it or print it.

### To view a fax message



1. Double-click the fax message icon in the unified messaging Inbox  
The message appears in a separate window.
2. Double-click the Fax Message icon to view the fax message.
3. Save the fax message to the desired location.
4. Double-click the fax message icon to open it. The fax message is displayed in Imaging for Windows.



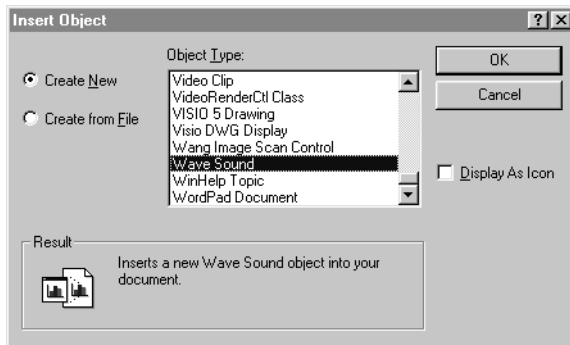


# Creating messages

You can create a message that is any combination of voice, fax or text. Your message can be a new message, a reply to a received message or an introduction to a forwarded message. Before you send your message, you can add attachments and options.

Create a voice message by opening a unified messaging new mail message and recording a message from your microphone. You can send the message or save it to send later.

## To record and send a voice message



1. On the Microsoft Exchange or Microsoft Outlook toolbar, click the **New Mail Message** icon. A new message window appears.
2. Click inside the body of the message.
3. Click the **Insert** menu and then click **Object**. The Insert Object dialog box appears.
4. In the **Object Type** list, click **Wave Sound**.
5. Select the **Create New** option.
6. Click the **OK** button. The Sound Object dialog box opens.
7. Record your voice message and click the **Close** button to return to your message.
8. Click the **To** button to open the address books and address your message.
9. Add the attachments and options you require. See [Adding attachments to messages](#) on page 13 and [Setting message options](#) on page 16.
10. Click the **Send** icon to send your voice message.

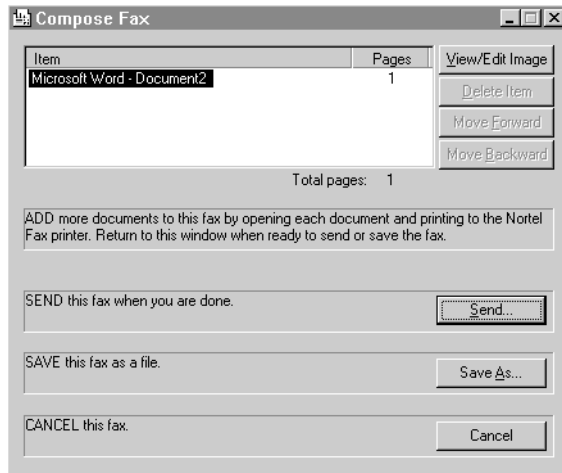
### To save a voice message

You can record a voice message and save it as a file to use later.

1. In an unified messaging message, record a message.
2. On the **File** menu, click **Save As**.  
The Save As dialog box appears.
3. In the **File name** box type a name for the file and in the **Save as type** list box select .rtf.
4. Select a folder to keep the file in and then click the **Save** button.

## To create and send a fax message

To send a fax, you must have a fax card installed on your PC and your system administrator must have installed voicemail FAX capability for your mailbox. The recipients of your fax must also have fax capability enabled to view the fax on their computer. If your recipients access their messages from their telephone, they must print the fax to view it. You can send your fax to a fax machine by entering the fax number as the address.



## To send a fax message

1. Open the document that you want to fax. It must be 8.5 inches wide or less.
2. On the **File** menu, click **Print**.
3. From the list of printers, select **voicemail Fax**.
4. Click the **OK** button.  
The Compose Fax dialog box appears. From here you can view the fax, add more documents to the fax or save the fax as a file.
5. Click the **Send** button.  
The Optional Voice Annotation dialog box appears.
6. If you want to add a voice introduction to the fax, click the **Yes** button and record the voice message or if you want to send just the fax message, click the **No** button or if you want to cancel the fax, click the **Cancel** button.
7. On the Fax Message window, click the **To** button to select a recipient from your Personal Address book, or type the recipients' s e-mail address in the **To** box.
8. Click the **Send** icon to send the fax.



### To create and send a text message

1. Open a unified messaging new mail message.
2. Type or paste text into the message and then click the **Send** button.

### To save a text message

1. On the **File** menu, click **Save As**.  
The Save As dialog box appears.
2. In the **File name** box type a name for the file and in the **Save as type** list box select .rtf.
3. Select a folder to keep the file in and then click the **Save** button.

# Forwarding and replying to messages

You can forward a message and create an introduction to send with it. You can create a reply to the sender of a message, or to the sender and all recipients of a message.

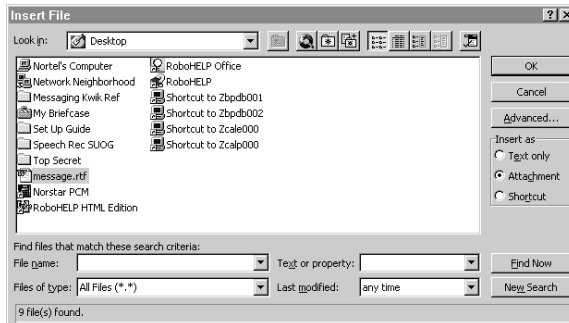
## To forward or reply to a message

1. Open the message you want to forward or reply to.
2. If you want to forward the message, click the **Forward** icon and address the message  
or  
if you want to reply to the sender of the message, click the **Reply** icon  
or  
if you want to reply to the sender and all the recipients of the message, click the **Reply to all** icon.
3. Click the **Send** button.

# Adding attachments to messages

Before you send a message, you can attach a voice, fax or text file to it. Text files must be .txt files and fax files must be .tif-f files.

## To attach a file to a message

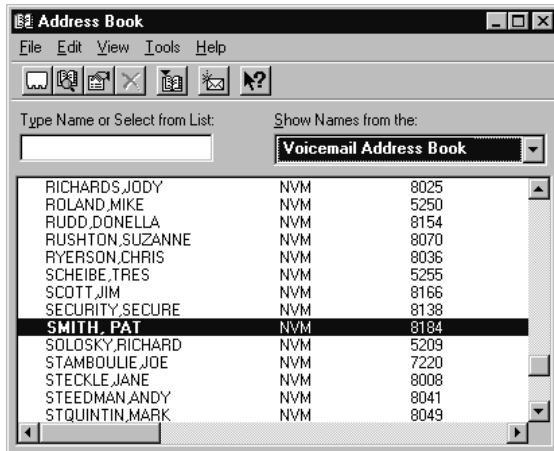


1. In an open message, click the **Insert File** icon.  
The Insert File dialog box appears.
2. Type the name of the file that you want to attach in the **File name** box and click the **OK** button, or double-click the file's icon to attach it.
3. At the **Insert as** option, select how the file is attached:
  - if you are attaching a .txt file, select **Text only**
  - if you are attaching a .tif-f file, select **Attachment**.
4. Click the **Send** icon.

# Addressing messages

With unified messaging you can address a message by selecting a name from the voicemail address book or your Personal Address Book. Your Personal Address Book can include distribution lists and names.

## To add a voicemail address book address to your Personal Address Book

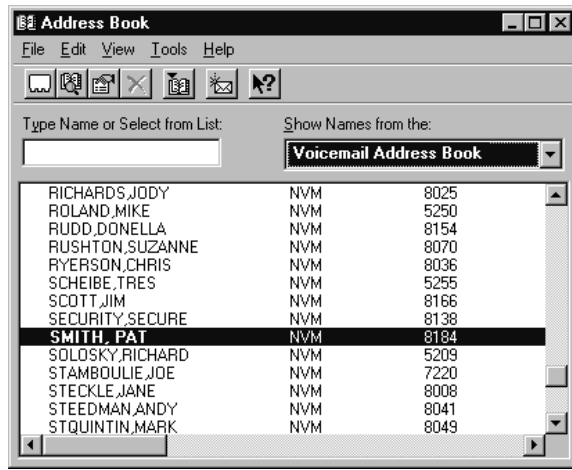


1. On the Microsoft Outlook or the Microsoft Exchange toolbar, click the **Address Book** icon.  
The Address Book window appears.
2. From the **Show Names from the** list box select **voicemail address book**.
3. Click the name you want and click the **Add to Personal Address Book** button.



The name you select is added to your Personal Address Book.

## To address a message from the voicemail address book or your Personal Address Book

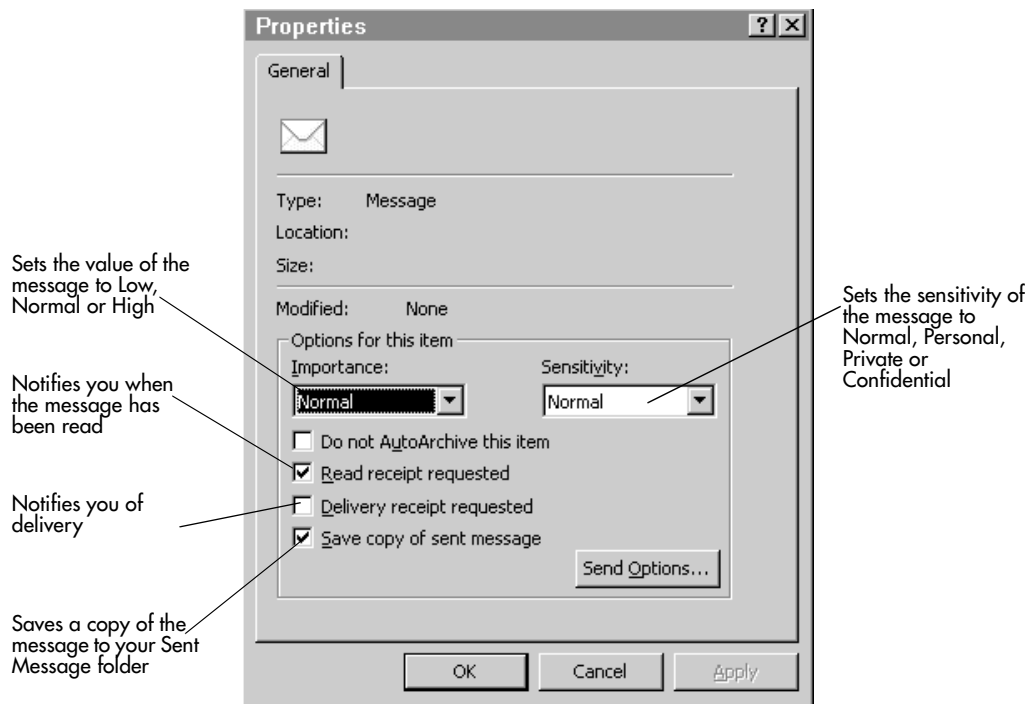


1. On the Microsoft Outlook or Microsoft Exchange toolbar, click the **Address Book** icon. The Address Book dialog box appears.
2. In the **Show Names from the** list box, select **voicemail address book** or **Personal Address Book**.
3. Select the name of the recipient or a distribution list.
4. Click the **To** button.
5. Click the **OK** button to return to the message window.

## Setting message options

From a unified messaging message window you can set priority, sensitivity and delivery options.

On the open message window click **File** and then click **Properties**.  
The Properties dialog box appears.

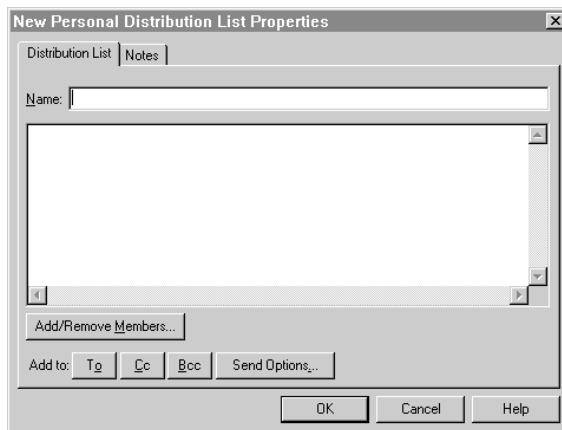
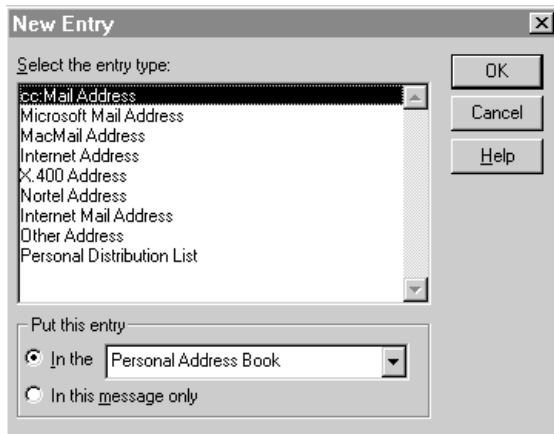





# Creating personal distribution lists

You can create a personal distribution list for a group of persons that you frequently send messages to. After you create a list, it appears in your Personal Address Book. When you want to address a message to the group, select the list.

## To create a personal distribution list



1. On the Microsoft Outlook or Microsoft Exchange toolbar, click the **Address Book** icon. The Address Book dialog box appears.
2. Click the **New Entry** icon.  The New Entry dialog box appears.
3. In the list of entry types, select **Personal Distribution List** and click the **OK** button. The New Personal Distribution List Properties dialog box appears.
4. In the **Name** box type the name of the distribution list.
5. Click the **Add/Remove Members** button and type or select members from the list to add to your new personal distribution list.
6. Click the **OK** button in the current and the next dialog boxes to create your new personal distribution list.

