

# Callegra .UC Telephone Guide



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**SKU:LN-95079-025**

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# Welcome

Welcome to your Callegra .UC Unified Communications system.

As a mailbox owner, you can use unified communication features from the telephone, from a desktop client — CallegraINBOX for Outlook— or Internet client—CallegraWEB.

This booklet guides you through your system’s telephone interface, helping you set up and use the voice messaging system in an easy, straightforward manner.

It also provides setup instructions for installing desktop client software. See “Install Desktop Clients” on page 21. For more information about using these desktop clients, see the online help available after installation.

## Your Personal System

Your administrator has set up a individualized system for your company. This setup, along with the capabilities of your telephone system, affect the way you use the Callegra .UC system. The voice prompts you hear and the features available to you from the telephone interface depend on the prompts and features that are enabled or disabled for your mailbox.

Some prompts and features are not available by default. Some examples of these include: fax, notification, speed dial, wakeup call, urgent message option, caller message editing, distribution list control, call routing, and message broadcast.

Ask your administrator to enable a prompt or feature if needed. If you are a **Callegra .UC Power User**, you can enable some of these features within CallegraINBOX for Outlook or CallegraWEB.



# Access Mailboxes

You can access your mailbox from outside or inside your company. See your administrator for the number and specific company instructions. The first time you access your mailbox, a tutorial helps you record your mailbox name and greeting. It also guides you through entering a personal passcode. The default passcode is **1234**.

Your voicemail access number: \_\_\_\_\_

## Access Mailbox from an Outside Line

**Access Mailbox from Main Number:**



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

**Access Mailbox from Direct Line:**



1. Dial your direct-line telephone number.
2. Press **\*** when your mailbox greeting plays.
3. Enter your passcode.

## Access Mailbox from an Inside Line



1. Dial the voicemail access number.



2. Enter your mailbox number if prompted.




3. Enter your passcode.

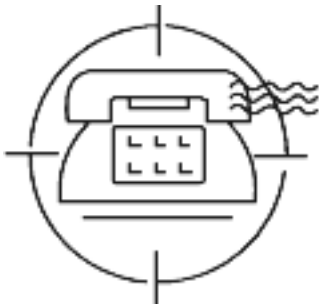
## Leave Message without Ringing Extension



1. Dial the company number.



2. At the main greeting, enter the mailbox number, immediately followed by the  key.



# Play Voice Messages

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

When you return to the **Main** menu, you might hear a “chime” tone. If you hear this, there is a new message or new messages in your mailbox.

## Play Messages

To play a message:

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

## Save Messages

To save a message:

1. From the **Main** menu, press **[7]** to access the **Voice Messages** menu.
2. Press **[7]** to play a new message.
3. Press **[5]** to keep the message.



# Record and Send Messages



You can make new messages for other mailbox owners, entire distribution lists, or even outside telephone numbers. See “Use Distribution Lists” on page 18 for more information.

## Make a Message

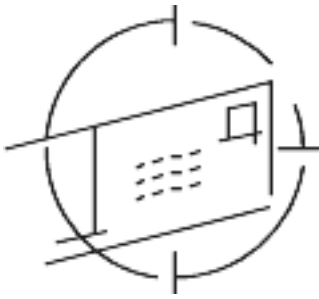
To make a new message:

1. From the **Main** menu, press **[6]** to make a new message.
2. If prompted, select **[1]** to enter an internal mailbox extension number or select **[2]** to enter an external call.
3. Enter a mailbox extension number, the external phone number, or press **[\*]** to enter a distribution list number.

## Use Message Delivery Options

After recording a new message, replying to a message, or forwarding a message, choose from the following message delivery options:

- Press **[9]** to deliver the message.
- Press **[7]** to play the message.
- Press **[3]** to discard and rerecord your message.
- Press **[5]** to deliver to another mailbox (not available when replying to a message).
- Press **[2]** to add a comment to the existing message.
- Press **[6]** to access message addressing options.
- Press **[4]** to cancel the destination mailbox number (not available when replying to a message).
- Press **[1]** to cancel making a message.



# Forward Messages

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

You can add comments to the original message if desired. When someone plays your forwarded message, your added comments are played first, followed by the original message.

## Forward a Message

To forward a message:

1. From the **Main** menu, press **[7]** to play the message.
2. Press **[2]** to forward or reply to a message.
3. Press **[1]** to forward the message.
4. Enter the mailbox number to forward the message or press **[\*]** and distribution list number to forward the message to all members of the distribution list.
5. (optional) Press **[2]** to record your additional comments and press **[#]** when you are finished recording.
6. Press **[9]** to forward the message.

A copy of the current message with recorded comments is forwarded to the specified mailbox or distribution list members' boxes.

# Reply to Messages



The reply feature allows you to answer a message to the sender without addressing it. You can reply to messages sent from mailboxes within the Callegra .UC system, but not to messages left from outside callers.

## Reply to or Answer a Message

To reply to or answer a message:

1. From the **Main** menu, press **[7]** to play the message.
2. Press **[2]** to forward or reply to a message.
3. Press **[2]** to answer the message.
4. Record your reply and press **[#]** when finished.
5. Press **[9]** to deliver the message.

Your reply is delivered to the original sender's mailbox.

## Reply to a Message with a Live Call

If the sender's number is identified, you can choose to transfer directly to the sender of the message. To reply to a message with a live call:

1. From the **Main** menu, press **[7]** to play the message.
2. Press **[2]** to forward or reply to a message.
3. Press **[3]** to transfer to sender of message with a live call.
4. Wait for the telephone to ring and for someone to answer your call.



# Set Message Addressing Options

You can set the following options for message delivery before you send, forward, or reply to a message.

**Note** These options are not available for fax addressing.

## Set Message Addressing Options

After you record a message, but before you deliver it, you can set message addressing options. To set the message addressing options:

1. Press **[6]** for Message Addressing Options.
2. Select one or more of the following:
  - Press **[1]** to request/remove a **Return Receipt**.  
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.
  - Press **[2]** to mark/unmark the message **Confidential**.  
If you mark a message *Confidential*, it prevents the recipient from forwarding that message to another mailbox or distribution list.
  - Press **[3]** to mark/unmark for **Future Delivery**.  
If you mark a message for *Future Delivery*, it lets you send a message that you want delivered at a later date and time. You must enter two digits for each Future Delivery month and day. For example, for July 8th, enter “07” for the month and “08” for the day. You must enter time settings in 24-hour format. For example, for 1:30 p.m., when prompted first enter the hour as “13,” then enter the minutes as “30.”

# Use 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. Most enterprise email systems are IMAP compatible.

## Find out Number of Email Messages

To find out how many existing or new email messages you have, press **[4]** for the **Email Messages** menu. CallegraTTS does not account for emails with large attachments until marked “read” within your email application.

## Listen to Email Messages

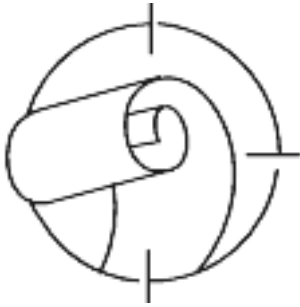
To listen to email messages from a telephone:

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 on your IMAP server using the telephone. To save or delete email messages from a telephone:

1. From the **Main** menu, 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 or press **[3]** to delete an email message.



# Use Fax Features

You can find out if you have a fax, save it, forward it to a mailbox, fax machine, or email account, or delete it from your mailbox.

You can access faxes from your telephone and computer only if your company system has CallegraFAX, which is an add-on product available separately. You can also create and send new faxes from your desktop client when CallegraFAX Print Driver is installed on your desktop client machine. To retrieve faxes through your email software, check with your administrator.

## Retrieve a Fax

To retrieve a fax:

1. From the **Main** menu, press **[3]** for the **Fax Messages** menu.
2. Press **[7]** to retrieve new faxes or press **[8]** to retrieve saved faxes.

## Forward a Fax to Another Mailbox

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

To forward a fax:

1. From the **Main** menu, press **[3]** for the **Fax Messages** menu.
2. Press **[7]** to retrieve new faxes or press **[8]** to retrieve saved faxes.
3. Press **[2]** to forward the fax.
4. Enter the destination mailbox number.
5. Press **[9]** to deliver the fax or press **[1]** to cancel.

## Have a Fax Sent to Fax Machine/Modem

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

1. From the **Main** menu, press **[3]** for the **Fax Messages** menu.
2. Press **[7]** to retrieve new faxes or press **[8]** to retrieve saved faxes.
3. Press **[7]** to have the fax sent to you.
4. Do one of the following:
  - Press **[2]** to have the fax sent to a fax machine/fax modem and enter the area code and phone number where you want the fax delivered.
  - Press **[1]** if you are calling from a fax machine and your fax will be sent on the “same call” (not recommended).

When you hang up, the fax is sent.

**Note** Press **[3]** to delete a fax.



# Change Mailbox Setup Options

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

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

For information about setting up Speed Dial Index numbers, see “Use Speed Dial Numbers” on page 19.

## Change Greetings

To change your greeting:

1. From the **Main** menu, press **[8]** for **User Options**.
2. Press **[1]** for **Mailbox Setup**.
3. Press **[1]** for the **Change Greeting** menu.
4. Press **[3]** to discard and rerecord the greeting.
5. Press the number of the greeting you want to record and record the greeting after the tone.
6. Press **[7]** to play the greeting and enter the greeting number you wish to play.

## Change Passcode

To change your mailbox passcode:

1. From the **Main** menu, press **[8]** for **User Options**.
2. Press **[1]** for **Mailbox Setup**.
3. Press **[2]** for the **Change Passcode** menu to change the passcode.
4. Press **[3]** to delete and enter a new passcode (1, 2, or 4 digits long).
5. Enter the new passcode again. The new passcode is then played.



## Change Mailbox Name

To change your mailbox name:

1. From the **Main** menu, press **[8]** for **User Options**.
2. Press **[1]** for **Mailbox Setup**.
3. Press **[3]** to change the mailbox name.
4. Press **[3]** again to discard current name and record a new one.
5. Press **[7]** to play the mailbox name.

## Change Your Extension

To change the extension number:

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

## Assign Call Routing Options

To assign a key to route callers to another voice mailbox:

1. From the **Main** menu, press **[8]** for **User Options**.
2. Press **[1]** for **Mailbox Setup**.
3. Press **[4]** for the **Call Routing Options** menu.
4. Press **[2]** to change call routing options.
5. Enter 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.



# Set up Wakeup Calls

You can set up wakeup calls to call you at a specific numbers and times. Wake up calls can function as alarm clocks or appointment reminders.

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

## Activate/Deactivate the Wakeup Call Plan

To activate or deactivate a wakeup call plan:

1. From the **Main** menu, press **[8]** for **User Options**.
2. Press **[4]** for the **Wakeup Call** menu.
3. Enter the wakeup call plan number (1 - 4).

**Note** Contact your administrator if you do not know your wakeup call plan number.

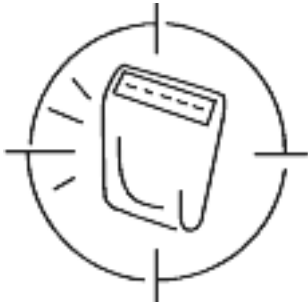
4. Press **[2]** to activate or deactivate the call.
  - Press **[3]** to edit Wakeup number.
  - Press **[4]** to edit Wakeup time.

## Edit/Play Wakeup Number

1. From the **Main** menu, press **[8]** for **User Options**.
2. Press **[4]** for the **Wakeup Call** menu.
3. Enter the wakeup call plan number (1 - 4).
4. Press **[3]** to edit wakeup number.
5. Either change or play wakeup number:
  - Press **[3]** to change wakeup number and enter wakeup number.
  - Press **[7]** to play wakeup number.

## Edit/Play Wakeup Time

1. From the **Main** menu, press **[8]** for **User Options**.
2. Press **[4]** for the **Wakeup Call** menu.
3. Enter the wakeup call plan number (1 - 4).
4. Press **[4]** to edit wakeup time.
5. Either change or play wakeup time.
  - Press **[8]** to change the wakeup time and enter wakeup time.
  - Press **[7]** to play wakeup time.



# Set Notification Calls

The Notification feature allows you to:

- Receive notification from your telephone, email, or pager when you receive new voice/fax messages.
- Have as many as four different notification plans.
- Schedule a specific time period for all notification types
- Identify a specific telephone number where you want the notification sent (for telephone or pager notifications only).

## Activate/Deactivate a Notification Plan

To activate/deactivate a notification plan:

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

## Change Notification Phone/Pager Number

If your administrator has given you the required rights, you can change your telephone or pager notification numbers. To change a notification number:

1. From the **Main** menu, press **[8]** for **User Options**.
2. Press **[3]** for **Notification Calls** menu.
3. Enter the number of the notification plan you wish to activate or deactivate.
4. Press **[3]** to edit your notification number.
5. Follow the prompts to play or change your notification number.

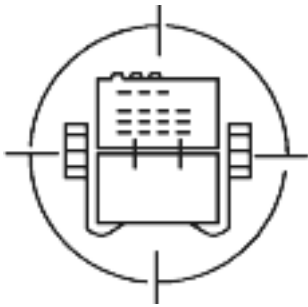
## Reschedule the Notification Time

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

1. From the **Main** menu, press **[8]** for **User Options**.
2. Press **[3]** for **Notification Calls** menu.
3. Enter the number of the notification plan you wish to activate or deactivate.
4. Press **[4]** to edit the notification time.
5. Follow the prompts to play or set the notification start and end times.
6. Press **[8]** to change your notification time.

## Receive 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.



# Use Distribution Lists

A distribution list is a list of user mailboxes that you can use to send or forward a message to all of the mailboxes listed in one operation.

You can build as many as 48 distribution lists, each one containing up to 1000 mailboxes on your system. Your administrator can set up public distribution lists, making a total of 100 possible lists to choose from.

## Create or Edit Distribution List

To create or edit a distribution list:

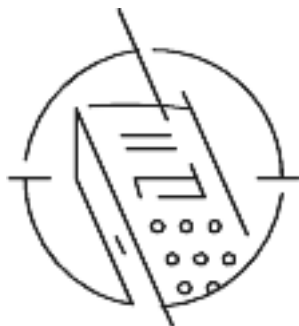
1. From the **Main** menu, press **[8]** for **User Options**.
2. Press **[2]** for the **Distribution List** menu.
3. Press **[2]** to add or edit a distribution list.
4. Enter the number (0-47) of the list you want to create or edit and press **[#]**.
5. Press **[2]** to record the list name while you are editing a list or Press **[6]** to add a mailbox to the list.

## Listen to a Distribution List Member List

When a distribution list exists, you can listen to the member list from the telephone. To listen to distribution list member list:

1. From the **Main** menu, press **[8]** for **User Options**.
2. Press **[2]** for the **Distribution List** menu.
3. Press **[7]** to play the names and numbers contained in the list.

# Use Speed Dial



You can set up and use as many as 12 speed dial index numbers. This includes numbers 0-9, \*, and #.

## Play, Delete, or Add/Edit Index Number

1. From the **Main** menu, press **[8]** for **User Options**.
2. Press **[1]** for **Mailbox Setup**.
3. Press **[5]** for the **Add/Edit Speed Dial Index** menu. Then do one of the following:
  - Press **[7]** to play speed dial index number.
  - Press **[3]** to delete a speed dial index number.
  - Press **[2]** to add or edit a speed dial number.
    - a. Enter a speed dial index number (any single digit number 0-9 or the characters \* or #). Double-digit numbers are not allowed.
    - b. Enter your destination number (up to 50 digits).

## Use Speed Dial Numbers

To use a speed dial number:

1. From the **Main** menu, press **[1]** to use Speed Dial.
2. Enter the speed dial index number. You are transferred to the destination number associated with the index number.



# Restore Deleted Messages

You can restore messages that you have deleted as long as they are within the retention time set by your administrator. To restore deleted messages:

1. From the **Main** menu, press **[8]** for **User Options**.
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.

The message is brought back to its original state, such as “Saved,” with its original date and time.

**Note** Once the maintenance routine is run, it will delete the message again if its retention time is exceeded. If you want to permanently store the message, archive the messages using either CallegraINBOX for Outlook or CallegraWEB.



# Install Desktop Clients



You can also listen to voice messages and view/send faxes from your desktop client using the following add-on software products:

- “CallegraINBOX for Outlook” on page 21
- “CallegraWEB” on page 22
- “CallegraFAX Print Driver” on page 22

## CallegraINBOX for Outlook

If desired, you can install the CallegraINBOX for Outlook, which lets you access voice and fax messages from your desktop client using Outlook.

- Prerequisites**
- ✓ Microsoft Windows XP or 2000
  - ✓ Microsoft Outlook XP or 2000 (limited support)
  - ✓ (Office XP users only) Service Pack 1 for Office XP
  - ✓ Message Queuing Services (MSMQ)
  - ✓ Microsoft Media Player 9 (found on **Callegra .UC CD1/DVD**)

## Run CallegraINBOX for Outlook Setup

1. Obtain from your administrator the **server name**. The *server name* is the name of the computer that holds **Callegra Client Services**.
2. Ensure all prerequisites are installed.
3. Insert **Callegra .UC CD1/DVD**.
4. From the **Autostart menu**, select **CallegraINBOX for Outlook** to start the installation.
5. When prompted, enter the *server name* you received from your administrator.

6. Indicate whether you are using **https** or **http**. The default is **http**. If you are not sure, check with your administrator. This setting is dependent upon the setup within your organization. If it is not set correctly, **CallegraINBOX for Outlook** will not run.
7. The installation might prompt you to run the **CallegraFAX Print Driver** set up. If you want to install it, see “CallegraFAX Print Driver” on page 22.

After installing **CallegraINBOX for Outlook** and logging in, if the **Callegra Inbox xxxx [Box Number]** does not appear, within **Outlook** select **View > Folder List**. The **Callegra Inbox xxxx [Box Number]** will now appear.

## CallegraWEB

CallegraWEB allows you to access voice or fax messages from a desktop client with access to the Internet using Internet Explorer 6.0 or higher.

CallegraWEB is set up by your administrator on a server. There is no additional desktop client software to install.

### To access CallegraWEB

1. From Internet Explorer 6.0, enter the URL specified for CallegraWEB supplied from your administrator.
2. When prompted, enter your **Box Number** (extension) and **Passcode**.

If you want to avoid logging in next time you open CallegraWEB within Internet Explorer, select the **Remember My Credentials** box.

**Note** After selecting “Remember My Credentials”, to avoid logging in the next time you access CallegraWEB, just close the browser instead of logging out. If you log out, you will have to log in the next time to access CallegraWEB.

3. Select **OK**.

## CallegraFAX Print Driver

Your administrator must install software and hardware on the server in order to use all of the features of CallegraFAX. Once CallegraFAX is set up on the server, you can install and use CallegraFAX Print Driver to create and send new faxes from your desktop client to a fax machine, mailbox, or email account.

You can use CallegraFAX Print Driver the same way you would use a print driver to send a document to a printer to print.

You can obtain and install the CallegraFAX Print Driver using one of the following methods:

- When running the CallegraINBOX for Outlook install
- Directly from the Callegra .UC 1.1 CD1/DVD
- As a download to your desktop client from CallegraWEB

### **To download the CallegraFAX Print Driver from CallegraWEB**

1. Ensure that you have **Administrator** or **Power User** rights on your Windows machine to ensure a successful installation.
2. Obtain from your administrator the **server name**. The *server name* is the name of the computer that holds **Callegra Client Services**.
3. Within CallegraWEB, select **Tools > Download**.
4. Select **FaxSetup.exe** and save to a local location.
5. Run the installation.
6. When prompted, enter the *server name* you received from your administrator.
7. Finish running through the installation until complete.

To send a fax, from any application on Microsoft Windows, select **CallegraFAX Print Driver** as the printer. The CallegraFAX Print Driver interface appears. See the online help for more information.



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## **N**

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- change 12, 13

### notification

- activate 16
- change number 17
- change time 17
- receive 17
- set 16

## **P**

### passcode

- change 12, 13

## **S**

### Speed Dial Numbers

- set up 19
- to dial 19
- use 19

## **W**

### Wakeup

- activate 14

deactivate 14  
play settings 14  
set 14





# Callegra .UC Global Voicemail Map

