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<td>Issue 2.11</td>
<td>February 2007</td>
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1. Introduction to the MetaSwitch UC9000 Unified Messaging System

The MetaSwitch UC9000 Unified Messaging System is a program that allows you to use voicemail. When you use the MetaSwitch UC9000 Unified Messaging System, you can listen to messages that other people have left for you, leave messages for other users, and forward messages to a third party.

You can customize your voicemail options, including your greeting, your personal name, and a number of settings that make using voicemail more convenient.

Many of the settings in the program are configurable by your telephone service provider (TSP), so some of the settings discussed in this manual (such as allowable length of your greeting) might be different in your version of the MetaSwitch UC9000 Unified Messaging System. This manual assumes the default settings.

1.1 How do I know if I someone has left me a message?

The MetaSwitch UC9000 Unified Messaging System uses your telephone's message waiting indicator, which may be a flashing light or an interrupted dial tone. Your message waiting indicator depends on your telephone service provider.

Under some circumstances, the MetaSwitch UC9000 Unified Messaging System may not be able to set or clear your message waiting indicator, so it is worth checking for messages occasionally by accessing your mailbox.

When you access your mailbox, you hear how many messages are waiting for you.

1.2 How do I access my mailbox?

Your telephone service provider will give you your access number, which is the number you need to dial in order to access your mailbox or leave messages for other people.

Your telephone service provider should also give you the default PIN for your account, which you will change the first time you use the MetaSwitch UC9000 Unified Messaging System.

To access your mailbox you need to sign in. Instructions for signing in are given in chapter 2, Setting up your mailbox.
1.3 Quick key reference

When you are using the MetaSwitch UC9000 Unified Messaging System, there are some keys that have the same special functions throughout the call to help you navigate through the system. The table below summarizes these keys, which are common throughout the MetaSwitch UC9000 Unified Messaging System service.

Once you become familiar with the MetaSwitch UC9000 Unified Messaging System, you do not have to wait for any message to finish if you know which button to press in order to perform a function.

Table 1. Quick key reference

<table>
<thead>
<tr>
<th>Key</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>Goes back to the previous menu section. If you are currently listening to a message, this key skips back 5 seconds within the message.</td>
</tr>
<tr>
<td>8</td>
<td>Pauses all voicemail activity for 30 seconds, and then returns you to the beginning of the section you are listening to. While the activity is paused, you can also press any key to return to the beginning of the section without having to wait for 30 seconds.</td>
</tr>
<tr>
<td>9</td>
<td>Skips to the next menu section. If you are currently listening to a message, this key skips forward 5 seconds within the message.</td>
</tr>
<tr>
<td>*</td>
<td>This key performs one of two functions, depending on the context. When recording a message or entering numbers, it cancels the current input, and you are prompted to enter the input again. Otherwise, it takes you up a level of the menu system. Pressing * repeatedly is one way to cancel operations by working your way back up through the menus until you reach the Main menu.</td>
</tr>
<tr>
<td># (pound)</td>
<td>This key performs one of two functions, depending on the context. When recording a message or entering numbers, # is used to indicate the end of your input. Otherwise, it is used to move forward in a list of options.</td>
</tr>
<tr>
<td>11</td>
<td>Pressing 1 twice returns you to the previous item in the list or the previous message when you are listening to a list of options or your messages.</td>
</tr>
</tbody>
</table>
1.4 Telephone navigation map

Figure 1. Telephone navigation map

<table>
<thead>
<tr>
<th>Main Menu</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
</tr>
<tr>
<td>Review Voicemails</td>
</tr>
<tr>
<td>Hear message</td>
</tr>
<tr>
<td>4</td>
</tr>
<tr>
<td>Mailbox Settings Menu</td>
</tr>
<tr>
<td>Next Option</td>
</tr>
<tr>
<td>7</td>
</tr>
<tr>
<td>Mailbox Settings</td>
</tr>
<tr>
<td>Next Option</td>
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<td>Mailbox Settings</td>
</tr>
<tr>
<td>Next Option</td>
</tr>
<tr>
<td>7</td>
</tr>
</tbody>
</table>

Common Keys:
- Skip Back Through Prompts
- Pause / Resume
- Skip Forward Through Prompts
- Cancel input or move up a level
- End input or move forward in a list
- Return to previous menu item or message
2. Setting up your mailbox

Even before you set up your mailbox, people can still leave messages for you. Before your first sign-in, the MetaSwitch UC9000 Unified Messaging System uses the system standard greeting, which is described in section 6.1, Greetings.

To sign into the MetaSwitch UC9000 Unified Messaging System from your own telephone, dial the access number given to you by your service provider.

If you have not enabled PIN skipping (see section 6.2.2, Using the Skip PIN feature) or this is the first time you have ever used the MetaSwitch UC9000 Unified Messaging System, you will need to enter your PIN when requested.

You can also sign into the MetaSwitch UC9000 Unified Messaging System from any other telephone. To do this, call your own phone number. When you start to hear your greeting, press * on the telephone keypad. You will need to enter your PIN when requested.

When you have signed in, you go to one of two menus.

- If you have not completed setting up your mailbox you are redirected to the First-Time Sign-in menu described in section 2.1, First-Time Sign-in.

- Otherwise, you are redirected to the Main menu.
2.1 First-Time Sign-in

When you sign in for the first time, you must set up your mailbox. This can only be done from the phone that is registered with the MetaSwitch UC9000 Unified Messaging System service. First-time sign-in involves three steps:

- changing your PIN
- recording your greeting
- recording your recorded name.

You may skip first-time sign-in once by pressing **, but after skipping it once, you must complete all three steps before you can enter your mailbox and listen to messages. The greeting and recorded name are played each time a caller accesses your mailbox to leave a message.

You can end the setup process at any point by ending the call. If you do so, you are asked to complete the remaining setup steps the next time you enter your mailbox.

Changing your PIN

You are first prompted to enter a new PIN, and then you are asked to confirm it by re-entering it.

You can press the * key to cancel your PIN setup at any point. If you do so, you return to the beginning of the PIN setup process.

Once you have successfully changed your PIN, you are prompted to record your greeting.

Recording a Greeting

Your personal greeting must be longer than two seconds and shorter than thirty seconds. If your recording is shorter than two seconds, you are prompted to re-record your greeting.

Once you have recorded your greeting, it is played back to you and you are provided with options to keep or change it.

- To change your greeting, press 0.
- To keep your greeting, press #.

Once you have accepted your greeting, you are prompted to record your recorded name.
Recording a Name

You must take less than ten seconds to record your name. If your recording is longer than ten seconds, you are prompted to re-record your name.

Once you have recorded your recorded name, it is played back to you and you are provided with options to keep or change it.

- To change your recorded name, press 0.
- To keep your recorded name, press #.

Once you have completed recording your name, you are redirected to the Main menu.
3. Using your mailbox

When you sign in to your mailbox, you are directed to one of two places.

- If you have activated the Autoplay feature from your Mailbox Settings menu (as described in section 6.4.2, Autoplay), you go straight to your messages.
- Otherwise you go to the Main menu.

3.1 Main menu

The Main menu allows you to access the functions of your mailbox. When you enter the Main menu, you hear a welcome message, then a summary of the messages in your mailbox.

The following options are available to you.

- To listen to your voice messages (see section 3.2, Listening to your messages), press 1. Please note that if you do not have any messages, you will not hear this prompt at the Main menu.
- To listen to your other messages (emails and faxes), press 1 1. Please note that if you do not have any messages, you will not hear this prompt at the Main menu.
- To create a new message for another MetaSwitch UC9000 Unified Messaging System user (see chapter 4, Sending, forwarding, and replying to messages), press 2.
- To log in again as a different subscriber (see section 3.3, Logging on as a different subscriber), press 3.
- To change your mailbox settings (see chapter 6, Changing your mailbox settings), press 4.
- To manage any erased messages (see section 3.4, Managing erased messages), press 5 Please note that if you do not have any erased messages, you will not hear this prompt at the Main menu.
- To listen to helpful hints (see chapter 7, Helpful Hints), press 0.
- To end the call, hang up or press *.
3.2  Listening to your messages

At the Main menu you may listen to each of the messages in your mailbox, then save, delete, reply to or forward them. Your messages are arranged in the following order:

- urgent messages, followed by
- other new messages, followed by
- saved messages.

By default, you hear information about each message when it is first played for you, including the time it was received and the telephone number of the person leaving the message. To hear only brief details about each message, disable the Time and Date Stamp feature as described in section 6.4.1, Time and Date Stamp.

After the message details are read out, the message itself is played. *While the message plays*, you can choose one of the following options.

- To skip to the end of the message, press 2.
- To skip forward 5 seconds within the message, press 9.
- To pause the message, press 8. Press 8 again to resume.
- To skip backward 5 seconds within the message, press 7.

*When the message finishes*, you can choose one of the following message options.

- To play the message again from the beginning, press 1.
- To save the message and go to the next message, press 2.
- To erase the message, press 3.
- To reply to the message, press 4. Depending on the message you are replying to, you may have either or both of the following options:
  - to record a voicemail message to send back in reply
  - to call back the person who left the message.

If only one option is available, it is selected automatically. If both options are available, you will be asked to choose between them. Press 0 to record a voicemail message, or 4 to call the sender back.

(Callback is available only if you have subscribed to a suitable service package – for further details, contact your service provider.)

- To forward the message to another MetaSwitch UC9000 Unified Messaging System user, press 5.

---

3-2  Using your mailbox
To return to the previous message, press 11.

To leave the message as-is and go to the next message, press #.

To go to the Main menu, press *.

In addition to the message options, the following options are available.

- To create a new voice message, press 6.
- To (re)play the caller's telephone number and the time and date stamp, press 88.
- To end the call, press **.

The available options are repeated after each message plays. If you prefer the system to play through each message in turn after only giving you the options once, you should enable the Autocontinue feature as described in section 6.4.3, Autocontinue.

3.3 Logging on as a different subscriber

At the Main menu you have the option to log on as a different subscriber. To do this, take the following steps.

1. Press 3 while you are at the Main menu.
2. Enter the telephone number and PIN of the subscriber account you wish to use.
3.4 Managing erased messages

After you have erased a message, you can still play, restore, reply to, and forward it until you disconnect from your mailbox. You can also permanently erase it.

At any time while listening to your erased messages, you can press # to skip to the next erased message. You can also press * to return to the Main menu.

3.4.1 Managing erased messages

Playing erased messages

Press 5 at the Main menu to enter the Erased Messages menu. The first erased message plays.

- To repeat the erased message, press 1.

Restoring erased messages

- To restore the erased message, press 2. The message is returned to your mailbox.

Permanently erasing erased messages

- To permanently erase the erased message, press 3. The message is no longer available for you to manage.

Replying to erased messages

- To reply to the person who left the message for you, press 4.
- Follow the instructions in section 4.5, Replaying to messages.

Forwarding erased messages

- To send a copy of the erased message to a third party, press 5.
- Follow the instructions in section 4.3, Forwarding a message to someone else.
4. Sending, forwarding, and replying to messages

This section explains how to send, forward, and reply to messages using the MetaSwitch UC9000 Unified Messaging System, and describes the message delivery options that you can set.

4.1 Sending a message when you are logged into the MetaSwitch UC9000 Unified Messaging System

When you are logged into the MetaSwitch UC9000 Unified Messaging System, you can send messages to other MetaSwitch UC9000 Unified Messaging System users by pressing 2 at the Main menu. This action takes you to the Send menu.

Throughout the process of sending a message, until the point when you have finished recording, you may return to the Main menu by pressing the * key. You can also use the * key to cancel a message if you make a mistake.

When you are in the Send menu, you are asked to enter the telephone number of the person to whom you wish to send a message.

To send a message to one or more users, take the following steps.

1. Press 2 while you are in the Main menu to enter the Send menu.
2. When prompted, enter the telephone number of the person you wish to receive the message, then press #. You hear the person's recorded name.
   • If you make a mistake and need to re-enter or erase the number you just entered, press * to cancel and start again.
3. If you want to send the same message to another user, enter that user's telephone number, then press #.
   • If you do not wish to send the message to another user, just press #.
4. After the tone, record your message.
5. Press # once you have finished making your recording, you can then review your message and set delivery options as discussed in section 4.2, Delivery options for messages.
6. When your message has been sent, you return to the Main menu.
4.2 Delivery options for messages

If you press # when you have finished recording your message, you can then press 0 to select from the following delivery options.

Marking your message **private** means that the recipient will not be able to forward your message to anybody else.

Marking your message **urgent** means that the recipient hears your message before any other non-urgent messages, even if your message was sent after a non-urgent message.

- To mark or un-mark your message private, press 1.
- To mark or un-mark your message urgent, press 2.
- To review your message, press 3.
- To add or remove recipients, press 4. Please note that after adding or removing recipients you cannot edit your message.
- To re-record your message, press 0.

When you have finished choosing the delivery options, press # to send your message. You can also press # to send your message without changing any options.

If you choose to re-record your message, a tone plays. Re-record your message as normal, then press # when you have finished.

When your message has been sent, you return to the Main menu.
4.3 Forwarding a message to someone else

You can forward a message that someone else has left for you to a third party, as long as the person who left the message did not mark the message private (as described in section 4.2, Delivery options). To forward a message, take the following steps.

1. If you are not already listening to the message, go to the Main Menu and choose the message that you want to forward. If the message you want to forward is not the first message that is played, you can press # to skip through your messages.

2. After the message plays, press 5.

3. If this is a voicemail or email, when prompted, enter the telephone number of the person you wish to receive the message, then press #. You hear the person's recorded name.
   - If you make a mistake and need to re-enter or erase the number you just entered, press * to cancel and start again.

4. If this is a fax message, enter the number of the fax machine you want to forward the fax to. Use the same dialing rules you would from a real fax machine – for example, you might have to dial 1 + the ten digit number. You will then be asked to confirm the number you entered. If you have set up a default fax number, you will be given the option to use that instead of entering a number.

5. If you want to forward the same message to another user, enter that user's telephone number, then press #.
   - If you do not wish to send the message to another user, just press #.

6. When you are prompted, you have the option to record an introductory message that is played to your recipient before the forwarded message.
   - If you want to record an introduction, speak after the tone.
     - When you have finished recording your introduction, you may hang up to automatically forward your message with the introductory message, or you may press # to hear more delivery options as described in section 4.2, Delivery options.
   - If you do not want to record an introduction, press *.
     - After you have pressed *, you may press # to automatically forward your message without the introductory message, or you may press 0 to hear more delivery options as described in section 4.2, Delivery options.
7. When you have finished choosing the delivery options, press # to send your message. You can also press # to send your message without changing any options.

8. When your message has been sent, you return to the original message.

4.4 Recording a message for multiple users

You can record one message to send at the same time to several users. To do this, follow the instructions in 4.1, Sending a message when you are logged into the MetaSwitch UC9000 Unified Messaging System, entering each user’s number when prompted, as discussed in Step 3.

4.5 Replying to messages

When another MetaSwitch UC9000 Unified Messaging System user leaves you a message, you can reply by leaving a voicemail.

You cannot reply to a message if the person leaving the message has withheld his or her telephone number or is not a MetaSwitch UC9000 Unified Messaging System subscriber.

To reply to a message that someone else has left for you, take the following steps.

1. Access your voicemail and listen to the message.

2. After listening to the message, press 4.

   • Record your reply message, then press # to hear delivery options as described in section 4.2, Delivery options.
5. Leaving a message when you are not logged into the MetaSwitch UC9000 Unified Messaging System

You do not need to be using the MetaSwitch UC9000 Unified Messaging System to send a message to a MetaSwitch UC9000 Unified Messaging System user. MetaSwitch UC9000 Unified Messaging System voicemail is accessible by dialing the user's telephone number from a standard telephone.

To leave a message when you are not logged in, take the following steps.

1. Dial the telephone number of the person you are trying to reach. If the person does not answer, their MetaSwitch UC9000 Unified Messaging System voicemail system starts.
   - If the person has configured the system to use an extended absence greeting with "announce only" turned on, you cannot leave a message.
   - You may be offered the option of being transferred to an operator. If so, and you want to be transferred rather than leaving a message, press 0.

2. When you are prompted, record your message after the tone.

3. Hang up, or press # on your telephone keypad for further options.

If you hang up, your message is sent immediately, and the call ends. If you press #, you can
   - review your message and re-record it
   - mark or unmark your message urgent
   - mark or unmark your message private
   - send your message immediately
   - cancel your message.

Each of these options is explained in the following sections.
5.1 **Reviewing and re-recording your message**

To review your message, take the following steps.

1. Press # on your telephone keypad when you have finished recording your message.
2. Press 1 to hear your message.
   - If your message is acceptable, press #. You return to the message options menu.
   - If you want to re-record your message, press 0. When you hear the tone, re-record your message.

5.2 **Marking and unmarking your message urgent**

Urgent messages are played for the recipient before non-urgent messages. To mark or unmark your message urgent, take the following steps.

1. Press # on your telephone keypad when you have finished recording your message.
2. Press 2 to mark your message urgent, or to unmark it urgent if it is already marked.
3. Your message is marked or unmarked, and you return to the message options.

5.3 **Marking and unmarking your message private**

Private messages cannot be forwarded to a third party. To mark or unmark your message private, take the following steps.

1. Press # on your telephone keypad when you have finished recording your message.
2. Press 3 to mark your message private, or to unmark it private if it is already marked.
3. Your message is marked or unmarked, and you return to the message options.

5.4 **Sending your message**

To send your message as it is, you can simply hang up after recording it and/or changing its urgent or private status. You can also take the following steps.

1. Press # on your telephone keypad when you have finished recording your message.
2. Press # again to send your message.
3. Your message is sent immediately, and your call ends.
5.5 Canceling your message

To cancel your message after recording it, take the following steps.

1. Press # on your telephone keypad when you have finished recording your message.

2. Press * to cancel your message.

3. Your message is cancelled, and your call ends.
6. Changing your mailbox settings

The Mailbox Settings menu allows you to change your mailbox settings, such as your PIN, your greeting, and other options that help you save time while using the MetaSwitch UC9000 Unified Messaging System.

You can reach the Mailbox Settings menu by pressing 4 from the Main menu. The menu is presented as a list of options with brief descriptions.

Use the following keys to select the option you require.

- To skip to the next menu option, press #.
- To return to the previous menu option, press 11.
- To choose the current option, press 0.
- To return to the menu from where you entered the Mailbox Settings menu, press *.

Each option is described in its own section below.

6.1 Greetings

The first time you enter your mailbox you are asked to record a greeting. This greeting is called the regular recorded greeting. You may choose to use this greeting, or you may use a computerized system greeting, which is called the standard greeting.

In addition to these two normal greetings, you can also choose to set one of two other greetings.

- You can set an extended absence greeting to play when you are out of the office for a long period of time.
  - The extended absence greeting can also be set to announcement-only, which means that callers will not be able to leave a message for you.
- You can set an out of hours greeting to play during the times when you are not in the office.
- You can set a busy greeting to play when a call goes to voicemail while you are on the phone.
6.1.1 Working with your greetings for all calls

To work with your greetings for all calls, including the regular recorded greeting, standard greeting, and extended absence greeting, take the following steps.

1. Press 4 from the Main menu to enter the Mailbox Settings menu.
2. Press the # key until you hear the title "Greetings."
3. Press 0 to choose this option.
4. Press 1 to work with your greetings for all calls.

Depending on which type of greeting you are currently using, you hear a different set of options.

Options if you are currently using the regular recorded greeting

If you are currently using the regular recorded greeting, first you hear the greeting that currently plays for your callers.

- To re-record your regular recorded greeting, press 1
  - Record a new greeting after the tone, followed by #.
    - To change the greeting after you have recorded it, press 0 and re-record your greeting.
    - When you have finished recording your greeting, press #. It is saved. Your mailbox now uses the new regular recorded greeting.
    - You return to the Greetings menu.

- To use the extended absence greeting, press 2. The extended absence greeting plays.
  - To change the extended absence greeting, press 0.
    - Record a new greeting after the tone, followed by #. To exit without changing the extended absence greeting, press *.
    - To change the greeting after you have recorded it, press 0 and re-record your greeting.
    - When you have finished recording your greeting, press #. It is saved. Your mailbox now uses the new extended absence greeting.
    - You are prompted to choose whether message reception is enabled or disabled. Press 0 to enable message reception, or press # to disable message reception.
    - You return to the Greetings menu.
To use the extended absence greeting as it is, press #. You hear a message telling you whether message reception is disabled or enabled.

- To allow people to leave messages for you, press 0.
- To keep message reception disabled, press #.
- When you have chosen whether to allow people to leave messages for you, you return to the Greetings menu.

- To exit without changing your greeting, press *. You return to the Greetings menu.

To use the system standard greeting, press 3. The system standard greeting plays.

- To confirm that you want to use the system standard greeting, press #.
- To exit without changing your greeting, press *. You return to the Greetings review menu.

- To keep all of your settings as they currently are, press # or *. You return to the Greetings menu.

**Options if you are currently using the system standard greeting**

If you are currently using the system standard greeting, first you hear the greeting that currently plays for your callers.

- To use your regular recorded greeting, press 1. The regular recorded greeting plays.

  - To change the regular recorded greeting, press 0 and record a new regular recorded greeting after the tone, followed by #.
    - To change the greeting after you have recorded it, press 0 and re-record your greeting.
    - When you have finished recording your greeting, press #. It is saved. Your mailbox now uses the new regular recorded greeting.

  - To use the regular recorded greeting as it is, press #.

  - To exit this menu without changing to use the regular recorded greeting, press *.
• To use the extended absence greeting, press 2. The extended absence greeting plays.

• To change the extended absence greeting, press 0.
  • Record a new greeting after the tone, followed by #. To exit without changing the extended absence greeting, press *.
  • To change the greeting after you have recorded it, press 0 and re-record your greeting.
  • When you have finished recording your greeting, press #. It is saved. Your mailbox now uses the new extended absence greeting.
  • You are prompted to choose whether message reception is enabled or disabled. Press 0 to enable message reception, or press # to disable message reception.
  • You return to the Greetings menu.

• To use the extended absence greeting as it is, press #.

• To exit this menu without changing to use the extended absence greeting, press *.

• To keep all of your settings are they currently are, press # or *. You return to the Greetings menu.

**Options if you are currently using the extended absence greeting**

If you are currently using the extended absence greeting, first you hear whether message reception is enabled or disabled. Then you hear the greeting that currently plays for your callers.

• To use your regular recorded greeting, press 1.
  • To change the regular recorded greeting, press 0 and record a new regular recorded greeting after the tone, followed by #.
  • To change the greeting after you have recorded it, press 0 and re-record your greeting.
  • When you have finished recording your greeting, press #. It is saved. Your mailbox now uses the new regular recorded greeting.

• To use the regular recorded greeting as it is, press #.

• To exit this menu without changing to use the regular recorded greeting, press *. You return to the Greetings menu.
• To re-record the extended absence greeting, press 2.

• Record a new greeting after the tone, followed by #.
  
  • To change the greeting after you have recorded it, press 0 and re-record your greeting.
  
  • When you have finished recording your greeting, press #. It is saved. Your mailbox now uses the new extended absence greeting.
  
  • You are prompted to choose whether message reception is enabled or disabled. Press 0 to enable message reception, or press # to disable message reception.
  
  • You return to the Greetings menu.

• To exit this menu without changing the extended absence greeting, press *. You return to the Greetings menu.

• To use the system standard greeting, press 3. The system standard greeting plays.
  
  • To confirm that you want to use the system standard greeting, press #.
  
  • To exit without changing your greeting, press *. You return to the Greetings menu.

• To enable or disable message reception, press 4.
  
  • If message reception was disabled, it is enabled. If it was enabled, it is disabled. You return to the Mailbox settings menu.

• To keep all of your settings as they currently are, press # or *. You return to the Greetings menu.
6.1.2 Setting the system to use the out of hours greeting

To set the system to use the out of hours greeting, take the following steps.

1. Press 4 from the Main menu to enter the Mailbox Settings menu.
2. Press the # key until you hear the title "Greetings."
3. Press 0 to choose this option.
4. Press 2 to work with your out of hours greeting. If you change your mind and want to leave your out of hours greeting as it is, press *.

   - You hear a message telling you if your out of hours greeting is turned off or on.
   - To turn your out of hours greeting on, press 1. Your current out of hours greeting plays.
     - Press 1 to record a new out of hours greeting.
     - Press # to keep your current out of hours greeting.
     - When you have finished choosing an out of hours greeting, you return to the out of hours greeting options.
   - To turn your out of hours greeting off, press 2.
   - To change the times that your out of hours greeting plays, press 3. Your current business hours play.
     - Press 1 to change the days that you are available. If you change your mind and do not want to change the days that you are available, press *.

Using your telephone keypad, enter the days that you are available, followed by #. Monday is 1, Tuesday is 2, and so on.

For example, entering 12345# will set your active business days to Monday, Tuesday, Wednesday, Thursday, and Friday.

When you have finished selecting your days, press # to confirm. You return to the out-of-hours time review menu.
• Press 2 to change the time that your business hours start. If you change your mind and do not want to change your business hours start time, press *.

Using your telephone keypad, enter the time that you become available, in 24-hour format. For example, entering 0830 will set your starting time to 8:30 a.m.

When you have entered the correct start time, press # to confirm. You return to the out-of-hours time review menu.

• Press 3 to change the time that your business hours end. If you change your mind and do not want to change your business hours end time, press *.

Using your telephone keypad, enter the time that your business hours end, in 24-hour format. For example, entering 1800 will set your ending time to 6:00 p.m.

When you have entered the correct end time, press # to confirm. You return to the out-of-hours time review menu.
6.1.3 Busy greeting

To set the system to use the busy greeting, take the following steps.

1. Press 4 from the Main menu to enter the Mailbox Settings menu.
2. Press the # key until you hear the title “Greetings”
3. Press 0 to choose this option.
4. Press 6 to work with your busy greeting. If you change your mind and want to leave your busy greeting as it is, press *.

- You hear a message telling you if your busy greeting is turned off or on.
  - To turn your busy greeting on if it is currently off, press 1. You will then be told the new state of your greeting.
  - To turn your busy greeting off if it is currently on, press 1. You will then be told the new state of your greeting.
  - To review or re-record your busy greeting, press 2. If you have already recorded a greeting, it will now be played to you. If not, you will be prompted to record one.
    - Press 0 to begin recording (or re-recording) your greeting, and # when you have finished.
    - Once you have finished recording your greeting, you will be returned to the greeting menu. If you wish to review your busy greeting settings again, press 6.
    - To return to the greeting menu without changing your busy greeting settings, press *.
6.2 PIN (including Skip PIN and Fast Login)

This section describes the options you can set for your PIN, including how to change your PIN, and how to use timesaving features.

6.2.1 Changing your PIN

If you want to change your PIN, take the following steps.

1. Enter the Mailbox Settings menu by pressing 4 from the Main menu.
2. Press the # key until you hear the title "PIN."
3. Press 0 to choose this option.
4. Press 1 to change your PIN.
5. At the prompt, using your telephone keypad, enter a new PIN, then press #.
6. At the prompt, re-enter your new PIN, then press #.
7. You return to the PIN menu.

6.2.2 Using the Skip PIN feature

Usually when entering your mailbox you need to enter your PIN. However, it is possible to set up your mailbox so that you can enter it without using a PIN when calling from your own telephone. This feature is called Skip PIN.

Turning Skip PIN on

If you want to skip your PIN, take the following steps.

1. Enter the Mailbox Settings menu by pressing 4 from the Main menu.
2. Press the # key until you hear the title "PIN."
3. Press 0 to choose this option.
4. Press 2 to use the Skip PIN feature.
   - If your system is set not to use a PIN when calling from your own phone, you hear a message telling you so.
     - To keep this setting, press #
   - If your system is set so that you have to use a PIN when calling from your own phone, you hear a message telling you so.
     - To skip your PIN, press 0
5. You return to the PIN menu.
Turning Skip PIN off

You can switch off the Skip PIN feature by taking the following steps.

1. Enter the Mailbox Settings menu by pressing 4 from the Main menu.
2. Press the # key until you hear the title "PIN."
3. Press 0 to choose this option.
4. Press 2 to amend the Skip PIN feature.
   • If your system is set to use a PIN when calling from your own phone, you hear a message telling you so.
   • To keep this setting, press #.
   • If your system is set not to use a PIN when calling from your own phone, you hear a message telling you so.
   • To use a PIN, press 0.
5. You return to the PIN menu.

6.2.3 Using the Fast Login feature

Usually when entering your mailbox you need to enter your telephone number. You can, however, set up your Mailbox so that you do not need to enter your telephone number when calling from your own telephone. This feature is called Fast Login and is turned on by default.

Turning Fast Login on

If you want to use the Fast Login feature, take the following steps.

1. Enter the Mailbox Settings menu by pressing 4 from the Main menu.
2. Press the # key until you hear the title "PIN."
3. Press 0 to choose this option.
4. Press 3 to use the Fast Login feature.
   • If your system is set not to require a telephone number when calling from your own phone, you hear a message telling you so.
   • To keep this setting, press #.
   • If your system is set to require a telephone number when calling from your own phone, you hear a message telling you so.
   • To skip the step where enter your telephone number, press 0.
5. You return to the PIN menu.
Turning Fast Login off

If you want to turn the Fast Login feature off, take the following steps.

1. Enter the Mailbox Settings menu by pressing 4 from the Main menu.
2. Press the # key until you hear the title "PIN."
3. Press 0 to choose this option.
4. Press 3 to select the Fast Login feature.
   - If your system is set to require a telephone number when calling from your own phone, you hear a message telling you so.
     - To keep this setting, press #.
   - If your system is set not to require a telephone number when calling from your own phone, you hear a message telling you so.
     - To require the step where you enter your telephone number, press 0.
5. You return to the PIN menu.
6.3 Group lists

Group lists allow you to send messages easily to many users at once. From the Group Lists menu, you can edit existing group lists, add new group lists, and review existing group lists.

6.3.1 Editing existing group lists

If you want to edit an existing group list, take the following steps.

1. Enter the Mailbox Settings menu by pressing 4 from the Main menu.
2. Press the # key until you hear the title "Group Lists."
3. Press 0 to choose this option.
4. Press 1 to edit an existing group list.
5. Enter the number of the group list you want to edit, then press #. If you are not sure of the number of the group list you want to change, you can review your group lists as described in section 6.3.3, Reviewing existing group lists.
6. If you change your mind and you want to keep the group list as it is, press 0. Otherwise, you have the following options.

Adding new members to the group list

- To add members to the group list, press 1.
- Enter the number of another group list or the subscriber's telephone number that you want to add to your new group list, then press #.
  - The spoken name of the person or group list that you have chosen plays. To add the person or group lists, press #.
  - To cancel adding that person or group list but continue adding people or group lists, press 0.
- When you have finished adding members to the group list, press * to return to the group list's options.

Removing members from the group list

- To remove members from the group list, press 2.
- The first member's spoken name plays.
  - To remove the member, press #.
  - To keep the member and go on to the next member, press 0.
  - To cancel removing members, press *.
- When you have finished removing members, you return to the group list's options.
Deleting the group list

- To delete the group list, press 3.
  - To permanently delete the group list, press #.
    - The group is deleted, and you return to the Group List menu.
  - To cancel this option and keep the group list, press 0.
    - You return to the group list's options.

Hearing the members of the group list

- To hear the members of the group list, press 4.
  - The members' spoken names play in order, and you return to the group list's options.

Recording a name for the group list

- To record a new name for the group list, press 5.
  - After the tone plays, record a name for the new group list, then press #. The name you have recorded plays back to you.
    - To save the name, press #.
    - To cancel the recording and record a new name, press 0.
    - To cancel the recording altogether and return to the group list's options, press *.
6.3.2 Adding new group lists

If you want to create a new group list, take the following steps.

1. Enter the Mailbox Settings menu by pressing 4 from the Main menu.
2. Press the # key until you hear the title "Group Lists."
3. Press 0 to choose this option.
4. Press 2 to add a new group list.
5. Enter a number for the new group list, followed by #.
   - If you have entered an available number, you hear a message saying that your group list has been added.
   - If the number is already in use, you hear a message telling you so, and you are prompted to enter a new number.
6. After the tone plays, record a name for the new group list, then press #. The name you have recorded plays back to you.
   - To save the name, press #.
   - To record a new name, press 0.
7. Enter the number of another group list or the subscriber's telephone number that you want to add to your new group list, then press #.
   - The spoken name of the person or group list that you have chosen plays. To add the person or group lists, press #.
   - To cancel adding that person or group list but continue adding people or group lists, press 0.
8. When you have finished adding group lists or subscribers, press * to return to the new group list's options.
9. You hear the following options for your new group list.
   - To add a new member to the group list, press 1.
   - To remove an existing member from the group list, press 2.
   - To delete the group list, press 3.
   - To hear the members of the list, press 4.
   - To record a new name for the list, press 5.
   - To return to the Group Lists menu, press *.

Please note that these options behave exactly as the options in 6.3.1, Editing existing group lists.
6.3.3 Reviewing existing group lists

If you want to review your existing group lists, take the following steps.

1. Enter the Mailbox Settings menu by pressing 4 from the Main menu.
2. Press the # key until you hear the title "Group Lists."
3. Press 0 to choose this option.
4. Press 3 to review the group lists.
   - A message tells you how many group lists you currently have set up.
   - You hear details about how many members your first list has in it.
     - To work with the first list, press 0.
     - To move on to the next list, press #.
     - To return to the Group Lists menu, press *.

When you choose to work with a group list by pressing 0, you hear the following options.

- To add a new member to the group list, press 1.
- To remove an existing member from the group list, press 2.
- To delete the group list, press 3.
- To hear the members of the list, press 4.
- To record a new name for the list, press 5.
- To return to the Group Lists menu, press *.

Please note that these options behave exactly as the options in 6.3.1, Editing existing group lists.
6.4 Hands Free and Timesavers

The Hands Free and Timesavers menu lets you set options that save time when you are listening to your messages.

6.4.1 Time and Date Stamp

The time and date of each message is always recorded when someone leaves a message for you. You can choose whether to hear the time and date of every message before the message plays. This feature is called **Time and Date Stamp**.

**Turning Time and Date Stamp on**

To turn the Time and Date Stamp on, take the following steps.

1. Enter the Mailbox Settings menu by pressing 4 from the Main menu.
2. Press the # key until you hear the title "Hands Free and Timesavers."
3. Press 0 to choose this option.
4. Press 1 to use the Time and Date Stamp feature.
   - If your system is set to play the time and date stamps for messages, you hear a message telling you so.
   - To keep this setting, press #.
   - If your system is set so that time and date stamps are turned off, you hear a message telling you so.
   - To turn time and date stamps on, press 0.
5. You are then returned to the Hands Free menu.
Turning Time and Date Stamp off

You might wish to turn time and date stamps off in order to save time. If you turn Time and Date Stamp off, the time and date information does not play unless you press 88 during the message.

If you do not want to hear the time and date stamp automatically for each message, take the following steps.

1. Enter the Mailbox Settings menu by pressing 4 from the Main menu.
2. Press the # key until you hear the title "Hands Free and Timesavers."
3. Press 0 to choose this option.
4. Press 1 to use the Time and Date Stamp feature.
   - If your system is set not to play time and date stamps for messages, you hear a message telling you so.
     • To keep this setting, press #.
   - If your system is set so that time and date stamps are turned on, you hear a message telling you so.
     • To turn time and date stamps off, press 0.
5. You are then returned to the Hands Free menu.
6.4.2 **Autoplay**

Your system is originally set to play all of the options that are available to you when you enter your mailbox.

**Autoplay** is a feature that allows you to go directly to your messages as soon as you enter your mailbox. It is called a **hands-free** feature because you do not have to press any buttons to hear your messages after you log in.

**Turning Autoplay on**

To turn the Autoplay feature on, take the following steps.

1. Enter the Mailbox Settings menu by pressing 4 from the Main menu.
2. Press the # key until you hear the title "Hands Free and Timesavers."
3. Press 0 to choose this option.
4. Press 2 to use the Autoplay feature.
   - If your system is set to automatically play your messages, you hear a message telling you so.
   - To keep this setting, press #.
   - If your system is set so that Autoplay is turned off, you hear a message telling you so.
   - To turn Autoplay on, press 0.
5. You are then returned to the Hands Free menu.

**Turning Autoplay off**

To turn the Autoplay feature off, take the following steps.

1. Enter the Mailbox Settings menu by pressing 4 from the Main menu.
2. Press the # key until you hear the title "Hands Free and Timesavers."
3. Press 0 to choose this option.
4. Press 2 to use the Autoplay feature.
   - If your system is set not to automatically play your messages, you hear a message telling you so.
   - To keep this setting, press #.
   - If your system is set so that Autoplay is turned on, you hear a message telling you so.
   - To turn Autoplay off, press 0.
5. You are then returned to the Hands Free menu.
6.4.3 Autocontinue

Your system is originally set to play all of your options for dealing with each message after the message plays, rather than going directly to each message after the one before it has played.

The Autocontinue feature allows each message to follow on from the next message without your having to press any keys. It is called a hands-free feature because you do not have to press any buttons to hear your messages one after the other.

You are allowed to press the same keys while listening to a message with the Autocontinue feature enabled as you would at the end of the message if the feature were disabled. So for example, if you decide you want to delete a message while it is playing you can press 3 and the MetaSwitch UC9000 Unified Messaging System will delete it, then move on to the next message in the list.

Turning Autocontinue on

To turn Autocontinue on, take the following steps.

1. Enter the Mailbox Settings menu by pressing 4 from the Main menu.
2. Press the # key until you hear the title "Hands Free and Timesavers."
3. Press 0 to choose this option.
4. Press 3 to use the Autocontinue feature.
   - If your system is set to automatically play your messages one after the other, you hear a message telling you so.
     - To keep this setting, press #.
   - If your system is set so that Autocontinue is turned off, you hear a message telling you so.
     - To turn Autocontinue on, press 0.
5. You are then returned to the Hands Free menu.
Turning Autocontinue off

To turn Autocontinue off, take the following steps.

1. Enter the Mailbox Settings menu by pressing 4 from the Main menu.
2. Press the # key until you hear the title "Hands Free and Timesavers."
3. Press 0 to choose this option.
4. Press 3 to use the Autocontinue feature.
   - If your system is set not to automatically play your messages one after the other, you hear a message telling you so.
   - To keep this setting, press #.
   - If your system is set so that Autocontinue is turned on, you hear a message telling you so.
   - To turn Autocontinue off, press 0.
5. You are then returned to the Hands Free menu.

6.5 Recorded Name

During your first sign-in, you recorded your name. This option gives you the opportunity to check or change your recorded name.

To check or change your recorded name, take the following steps.

1. Enter the Mailbox Settings menu by pressing 4 from the Main menu.
2. Press the # key until you hear the title "Recorded Name."
3. Press 0 to choose this option.
   - Press # or * to leave your recorded name as it is and return to the Settings menu.
   - Press 0 again to change your recorded name.

If you press 0 to re-record your recorded name, you receive a prompt to do so. You must take less than ten seconds to say your name. If your recording is longer than ten seconds, you are prompted to re-record your name.

Once you have re-recorded your name, press #. It is played back to you, and you can choose to keep or change it again.

   - To change your recorded name, press 0.
   - To keep your recorded name, press #.

When you have completed changing your recorded name, you are redirected to the Mailbox Settings menu.
6.6 **Language**

The Language settings option allows you to choose the language your subscriber interface is presented in.

Only US English and French Canadian are supported in this version.

6.7 **Notifications**

The Notification menu allows you to change the notification option for your mailbox. Your notification option is how your mailbox alerts you that you have messages waiting.

Depending on your Telephone Service Provider (TSP)'s settings, your notification could be, for example, a blinking light on your telephone or an interrupted dial tone. Check with your TSP for more information.

You may also be able to select email notifications. If you enable the email notification option, you will receive an email every time a new message is deposited in your mailbox. If you have a pager gateway email address, you can use this feature to get a message on your pager.

You need to set up email notification *for the first time* using Webmail, and not over the telephone. This is so that you can enter the email address you want to receive the notifications. Once you have set it up for the first time, you can turn it off and on again using the telephone.

1. Enter the Mailbox Settings menu by pressing 4 from the Main menu.
2. Press the # key until you hear the title "Notifications."
3. Press 0 to choose this option.

   - To change your message waiting indicator settings, press 1.
   - If your system is set to notify your landline, you hear a message telling you so.
     - To turn landline notification off, press 0.
     - To leave landline notification turned on, press #
     - When you have finished, you return to the Mailbox Settings menu.
   - If your system is set not to notify your landline, you hear a message telling you so.
     - To turn landline notification on, press 0
     - To leave landline notification turned off, press #
     - When you have finished, you return to the Mailbox Settings menu.
6.22  Changing your mailbox settings

- To change your email notification settings, press 2. (This option is available only if you have selected an appropriate service package from your service provider.)
  - If you have not yet set up email notifications for the first time, you hear a message telling you that you need to set up an email address using Webmail.
  - If your system is set to send email notifications, you hear a message telling you so.
    - To turn email notification off, press 0.
    - To leave email notification turned on, press #
    - When you have finished, you return to the Mailbox Settings menu.
  - If you have set up email notifications before, but your system is currently set not to send email notifications, you hear a message telling you so.
    - To turn email notification on, press 0
    - To leave email notification turned off, press #
    - When you have finished, you return to the Mailbox Settings menu.

6.8  Fax forwarding options

This option may or may not be available on your deployment.

If you routinely forward faxes to a particular number, configuring it as a default fax number will save you from entering it every time you wish to forward a fax.

1. Enter the Mailbox Settings menu by pressing 4 from the Main menu.
2. Press the # key until you hear the title "Fax forwarding options"
3. Press 0 to choose this option. You will hear your current default fax number, if one is set up.
   - To change or set your default fax number, press 0.
   - Enter the number of the fax machine you want to set as your default fax number, followed by #. Use the same dialing rules you would from a real fax machine – for example, you might have to dial 1 + the ten-digit number.
   - You will then be asked to confirm the number you entered, by pressing #.
### 6.9 Caller transfer

This option may or may not be available to you, depending on the service package you have selected from your service provider.

If you enable the caller transfer option, then callers may choose to be transferred to another number rather than to leave you a message. You simply need to provide the direct dial telephone number to which callers should be transferred.

1. Enter the Mailbox Settings menu by pressing 4 from the Main menu.
2. Press the # key until you hear the title “Caller transfer”
3. Press 0 to choose this option. You will hear your current caller transfer number, if one is set up.
   - To change your caller transfer number (or to set one up, if you haven’t already), press 1.
     - Enter the area code and phone number for caller transfer, followed by #.
     - You will then be asked to confirm the number you entered, by pressing #.
   - To turn off the caller transfer feature, so callers can no longer choose to be transferred, press 2.

#### 6.9.1 Business group mailboxes

Your service provider may or may not provide this service.

A **group mailbox** allows a group of subscribers to share an account, but still keep their messages separate and private. For a **business group mailbox**, each subscriber has their own phone number. One subscriber is known as the **primary subscriber**. The others are known as **secondary subscribers**.

If you are the primary subscriber, you can set a caller transfer number using the procedure described above. If you set a caller transfer number then all subscribers in your group automatically have caller transfer enabled to that number unless they choose to override it.

If you are a secondary subscriber, by default you use the same caller transfer number (if any) that your primary subscriber uses. However, you can override this with your own number by following the procedure above. The only difference is that if you press 2 to cancel your own caller transfer number, you will revert to using the same call transfer number (if any) as your primary subscriber.
6.10 **Additional numbers**

This option may or may not be available to you, depending on the service package you have selected from your service provider.

If you enable additional numbers, you can call the voicemail system from those numbers just like you can from your landline phone. For example, if you set up your cellular phone as an additional number, you can call your voicemail service and go directly to your mailbox from your cellular phone.

To set up additional numbers, do the following.

1. Enter the Mailbox Settings menu by pressing 4 from the Main menu.
2. Press the # key until you hear the title “Additional numbers”
3. Press 0 to choose this option.
   - To add a new additional number, press 1.
   - Enter the area code and phone number you want to add, followed by #.
   - If you make a mistake, press * to enter the number again.
   - To change the additional numbers you have already set up press 2.
   - Press the # key until you hear the number you want to change
   - Press 0 when you hear the appropriate number.
   - To change the number, press 1. Enter the new area code and phone number, followed by #.
   - Otherwise, to remove the number from the list, press 2. Then press # to confirm your choice.
7. **Helpful Hints**

The Helpful Hints menu tells you about many of the features of the MetaSwitch UC9000 Unified Messaging System, and the keys you can use to move around within it.

The menu is broken up into a number of sections. You can move around the Helpful Hints menu in the following way:

1. Enter the Helpful Hints menu by pressing 0 from the Main menu or while retrieving your messages.
2. To step forward one hint, press # or 9.
3. To move back to the previous hint, press 11 or 7.
4. To return to the Mailbox Settings menu, press *.

The hints that you can listen to are as follows.

- Using the pound (#) key
- Using the star (*) key
- Changing your greeting
- Using timesavers while listening to messages
- Replying to, copying, and sending messages