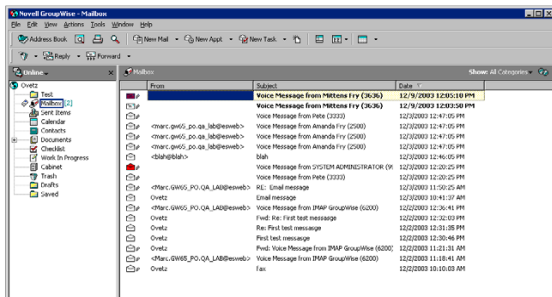


## Welcome!

Welcome to MiCollab Advanced Messaging (MiCollab AM) Unified Messaging for Internet Message Access Protocol (IMAP). With MiCollab AM Unified Messaging, you can manage your voice and fax messages along with your email messages through your email client interface. Voice and fax messages appear as attachments to email messages. Below is a picture of how you might see your voice and fax messages on a GroupWise client interface.



Voice and fax messages are indicated by attachment icons and on the Subject field. You can see who sent the messages, the message subjects, and when the messages were sent. Because you can listen to messages in any order, it's easy to act on the important ones first.



## MiCollab AM Unified Messaging Features

### Listen to a voice message

1. Double-click the voice message.
2. Right-click the voice attachment and select **Open**. The MiCollab AM Media Player appears.
3. Click **Play** to hear the message over your selected playback device.

### View a fax message

1. Double-click the fax message.
2. Right-click the fax attachment and select **Open**. The RightFax viewer displays the fax.

### Reply to a voice message with an email message

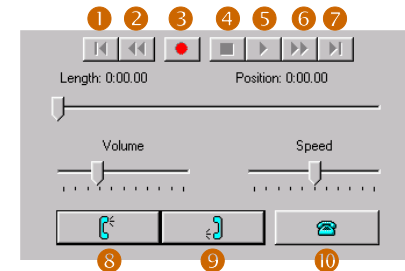
1. Double-click the voice message.
2. Reply to this message as you normally do for an email message.
3. Verify the reply address is as desired.

### Forward a voice or fax message as an email message

1. Double-click the voice or fax message.
  2. Forward this message as you normally do for an email message.
- The voice or fax attachment will forward with the email message.

## Recording and Playback Tools

The following tools appear whenever you prepare to play back or record any greeting, or whenever you play a voice message.



- 1 Go to beginning of message
- 2 Back 5 seconds
- 3 Record
- 4 Stop
- 5 Play
- 6 Forward 5 seconds
- 7 Go to end of message
- 8 Switch to speaker
- 9 Switch to microphone
- 10 Connection status

If you are using the MiCollab AM Media Player, the options above are available. Alternatively, you may use a standard Windows Media Player.

MiCollab AM automatically guides new users through the process of setting up their mailboxes<sup>1</sup> when they access them through the telephone. Unified Messaging Connection Manager<sup>2</sup> gives you another way to perform most of those steps as outlined here, except changing your security code.

### Log on to the MiCollab AM system server

You can choose to work offline or online. Working offline does not mean that you are working without connecting to a network, but that you are working without logging on to your MiCollab AM mailbox. Even when you work offline, you can change some of the settings that are available when you work online, including your telephone extension and the record and playback devices. Logging on, however, permits you to make changes to all settings.

#### Work online:

1. From the **Start** menu, select **Settings > Control Panel**. Double-click **Unified Messaging Connection Manager**.
2. At the **Login** dialog box, enter your MiCollab AM security code and click **OK** to open the **Unified Messaging Connection Manager** dialog box.

#### Work offline:

1. From the **Start** menu, select **Settings > Control Panel**. Double-click **Unified Messaging Connection Manager**.
2. Click **Work Offline** to open the **Unified Messaging Connection Manager** dialog box.

### Record your name

The recording you make of your name is used by the subscriber directory and the automated attendant directory to identify your mailbox to callers. Your recorded name is also used in envelope information for outgoing messages when appropriate. The recording should include your name only – it's not a greeting.

You can choose your recording and playback devices while recording your name, or you can set them in advance as your default settings using the **Recording** and **Playback** tab in **Unified Messaging Connection Manager**. That is, you can choose to use either the telephone or your computer sound card, microphone, and speakers (if they are installed) each time you record and play back messages or you can simply use the devices that are already set.

#### To record your name:

1. Log on to your MiCollab AM Mailbox, if necessary.
2. Under **Greetings** on the **Recording** tab, select **Spoken Name**.
3. In the **Language** box, select the language in which you want the directory to introduce your name.
4. Click the **Record Greeting...** button.
5. If desired, select your recording device (telephone or microphone).
6. Click the **Record** icon and speak your name only. When recording, don't include an introduction such as *"Hello, this is..."* because MiCollab AM already provides an introduction.
7. To stop recording, click the **Stop** icon.
8. To review the recording, select the playback device (telephone or speaker), then click the **Play** icon.
9. When finished, click **OK**.

### Record your ring/unanswered greeting

Your unanswered greeting plays to callers when you do not answer a call. You might find it helpful to write down what your greeting will say before you begin recording. A sample greeting you can use is provided. "You have reached the voice mailbox of <first and last name>. I am unable to take your call at the moment, but if you leave me a message I will return your call as soon as I can."

#### To record your ring/unanswered greeting:

1. Log on to your MiCollab AM Mailbox, if necessary.
2. Under **Greetings** on the **Recording** tab, select **Ring/Unanswered Greeting**.
3. In the **Language** box, select the language in which you want the directory to introduce your greeting.
4. Click the **Record Greeting...** button.
5. If desired, select your recording device (telephone or microphone).
6. Click the **Record** icon and speak your greeting.
7. To stop recording, click the **Stop** icon.
8. To review the recording, select the playback device (telephone or speaker), then click the **Play** icon.
9. When finished, click **OK**.

After completing the three preceding steps, you are ready to use MiCollab AM Unified Messaging. Some basic features are covered on the other side.

To access help for MiCollab AM Unified Messaging, you must start Unified Messaging Connection Manager from the Control Panel. Then click **Help** or press **F1** at any time.

<sup>1</sup> Each MiCollab AM server is configured differently, so this might not be true for your site.

<sup>2</sup> You can also use Web PhoneManager to set up your mailbox. Contact your system administrator to find out whether Web PhoneManager is available to you.