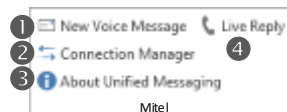


## Welcome!

Welcome to MiCollab Advanced Messaging (MiCollab AM) Unified Messaging for Microsoft Exchange. With MiCollab AM Unified Messaging, you can manage your voice and fax messages along with your email messages through one familiar user interface – Microsoft Outlook.

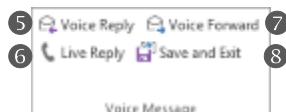
Below you can see the tools and icons included to help you manage your voice and fax messages.

### Outlook Home Tab Mitel Ribbon

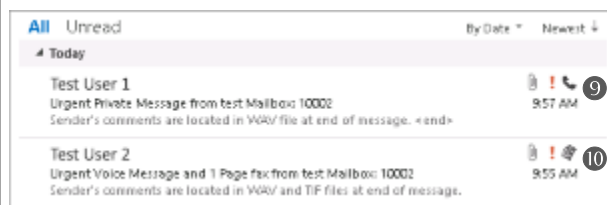


- 1 Create a new voice message
- 2 Open Connection Manager to configure settings
- 3 Open information about your system
- 4 Call the person who sent the message
- 5 Reply with a voice message
- 6 Call the person who sent the message
- 7 Send the voice message to someone else
- 8 Save the message and close the window

### Outlook Message Tab Voice Message Ribbon



### Outlook Inbox



- 9 Voice messages
- 10 Fax messages

If you have questions or want to explore the features available to you, click the **Help** button in **Unified Messaging Connection Manager**, a Control Panel utility provided with MiCollab AM Unified Messaging.



## MiCollab AM Unified Messaging Features

### Create a voice message

1. On the **Mitel** ribbon, click **New Voice Message** (1). The message recording form displays.
2. Click **To** and select the name of the recipient(s) from the displayed address list. Click **OK**.
3. Select a recording device (9), and then click **Record** (3) to begin recording your message using your selected device.
4. To stop recording, click **Stop** (4).
5. To review your message, select a playback device (8), and then click **Play** (5).
6. To send the voice message, click **Send** on the toolbar.

### Reply to a voice or fax message with a voice message

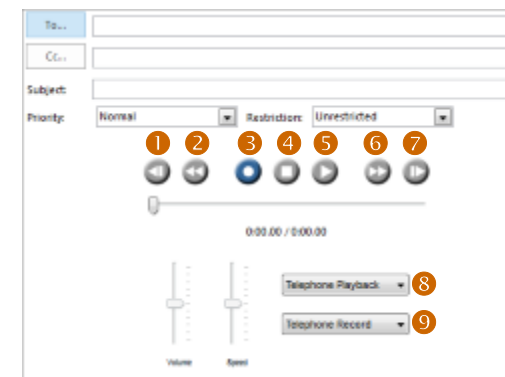
1. Double-click the message to which you want to reply.
2. On the **Voice Message** ribbon, click **Voice Reply** (5). The message recording form displays. The **To** box is filled with the name of the person to whom you are replying.
3. As an alternative to **Steps 1 and 2**, right-click on the message in the **Inbox** and select **Voice Reply** (1).
4. Select a recording device (9), and then click **Record** (3) to begin recording your message using your selected device.
5. To stop recording, click **Stop** (4).
6. To review your message, select a playback device (8), and then click **Play** (5).
7. Click **Send**. The original message is not sent with the reply.

### Listen to a voice message

1. Double-click the voice message in the **Inbox**.
2. If your message doesn't begin playing immediately, click **Play** (5) to hear the message over your selected playback device.

## Recording and Playback Tools

The following tools appear whenever you prepare to play back or record any greeting or 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 Playback Device
- 9 Recording Device

### Reply to a message using Live Reply

1. Double-click the message to which you want to reply.
2. On the **Voice Message** ribbon, click **Live Reply** (6). The **New Call** window displays.
3. Verify the telephone number in the **Number** box. If the number is not the number you want to call, either click the down arrow and select the desired number, or type another telephone number in the box.
4. Click **Start Call**. MiCollab AM dials the telephone number automatically.

**NOTE** You can also use **Live Reply** to place a call to someone in your Contacts listing.

## Log on to the MiCollab AM system server

MiCollab AM automatically guides new users through the process of setting up their mailboxes when they access them through the telephone. Unified Messaging Connection Manager 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 means you are working without logging on to your MiCollab AM mailbox, but still requires a network connection. Even when you work offline, you can change some of the settings that are available when you work online.

#### Work online:

1. If Microsoft Outlook is running, click **Connection Manager** from the **Mitel** ribbon of the Outlook toolbar.

Otherwise, from the **Windows** menu, select **Control Panel**. Double-click **Unified Messaging Connection Manager**.

2. At the **Telephony Server Login** window, enter your **Security Code**. If not already configured, enter the **Server** name and your **Username**. Click **OK**.

#### Work offline:

1. If Microsoft Outlook is running, click **Connection Manager** from the **Mitel** ribbon of the Outlook toolbar.

Otherwise, from the **Windows** menu, select **Control Panel**. Double-click **Unified Messaging Connection Manager**.

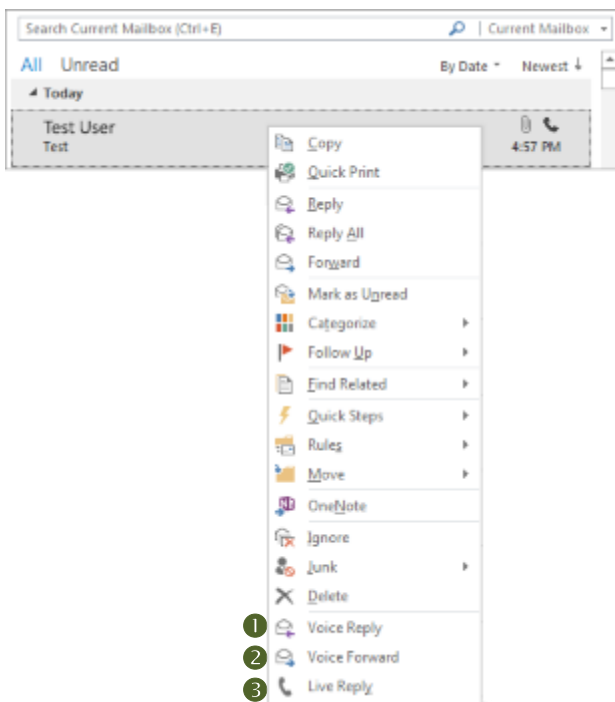
2. At the **Telephony Server Login** Window, click **Work Offline** to open the **Unified Messaging Connection Manager** dialog box.

### Record Your Name and Greetings

Your name and voice mail greeting are recorded through the MiCollab AM telephone or web system. Each site is configured differently. If Web PhoneManager is configured for your site, you can change your greetings through a web interface. If it isn't configured for your site, or if you prefer using the telephone interface, you can record your greetings using your telephone.

## Context Menus

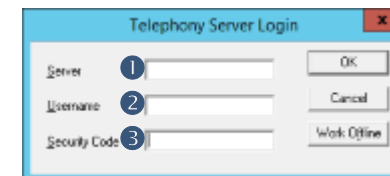
Once installed and configured, right-clicking on voice messages or faxes in Outlook displays context menus with actions appropriate to the message type at the bottom of the menu. The available options differ, depending on the type of message.



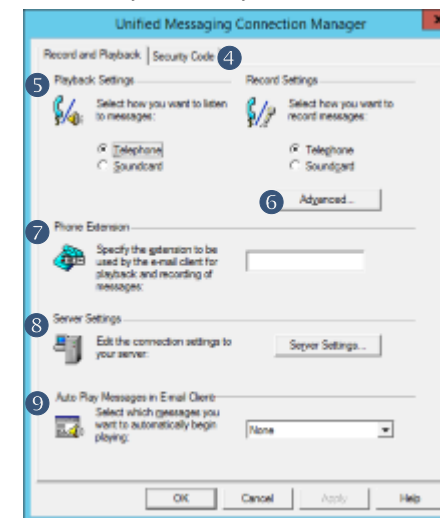
- 1 Send a response to a voice message in your inbox
- 2 Send the message to another subscriber.
- 3 Dial the number of the person who left the voice mail

## Connection Manager

Default settings for your MiCollab AM Unified Messaging for Microsoft Exchange are set in the **Connection Manager**. To access the **Connection Manager**, click **Connection Manager** in the **Outlook** tool bar and enter your password. Click **OK** to open the configuration screen.



- 1 Enter the address of your system server
- 2 Enter your username
- 3 Enter your security code



- 4 Change your security code
- 5 Select the recording/playback device
- 6 Change the sound quality options
- 7 Set the extension to ring
- 8 Change your system server
- 9 Configure options for playing message