

Chapter 6 Unified Messaging

What Unified Messaging Does

Unified messaging provides a way of accessing all of your messages, voice, fax, or email from a single source.

The CG 2400 system streamlines message retrieval so you can receive all of your voicemail, reminders, email, and fax header information from a single location.

Working with your PC, the CG 2400 system provides the following unified messaging features:

- Remote message retrieval.
- Message notification when you have messages waiting in your personal mailbox.
- Downloading of frequently used phone numbers from the PC to your handset for quick reference.
- Voicemail service for multiple users.
- Message notification, either at the handset or at a remote external number, for incoming messages, including voicemail, email, and fax header information (the number from which a fax was transmitted).
- Text-to-speech email conversion, which allows you to "listen" to emails from your handset or remotely.

- Customizable welcome greetings and voicemail greetings (for both system and personal mailboxes), based on time of day, day of week, and other factors.

Some of the unified features are set up from the PC; others are set up and used from the handset.

While this chapter addresses the actions needed from the PC to utilize unified messaging on an overview level, the focus is primarily on how to use the unified messaging features available from the handset.

Unified Messaging Features from the PC

CyberGenie@Work uses one of two destinations for routing incoming messages:

System inbox This is a general mailbox. Users with rights to the system inbox can retrieve messages from the system inbox.

Personal mailboxes A user for whom a personal mailbox has been set up can retrieve messages from that mailbox.

Three types of incoming messages can be managed:

Voicemails Incoming calls can be routed to a specific user's mailbox. (Reminder messages, or *memos*, are treated as voicemails.) Calls that are not sent to a personal mailbox are sent to the system inbox.

Emails If you're using Microsoft Outlook, you can set it up to route email to specific user mailboxes as well. Outlook uses a series of user-created rules that control how incoming email messages are received, and how they are routed once received. For more information on using Outlook's rules feature, refer to your Outlook manual or online help. If you don't use Outlook, all emails are routed to the system inbox by default.

Faxes To use the fax feature in CyberGenie@Work, you will need to have the Microsoft Fax installed and running. For more information on using Microsoft Fax, refer to your Windows manual or online help. Faxes are sent to the system inbox by default.

Assigning Access to the System Inbox

Only users who have been assigned access to the system inbox will be able to receive message notification for, and retrieve messages from, the system inbox.

To assign a user access to the system inbox:

NOTE: To set up a new user or change user information, see "User Setup" on page80.


1. Access the Configuration window.
2. Click **Users**, then double-click the specific user to whom you want to assign access.
3. Click the **Messaging** tab if not already displayed.
4. Click the **Give this user access to the system inbox** checkbox.

Setting up a User's Message Notification

You can set up the system to notify a user when messages are waiting in the user's personal mailbox.

If the user has rights to the system inbox, you can also set up for the user to be notified for system messages.

This feature also will notify the user who has recorded a reminder message (see "Reminder Messages" on page120).

When the user has a message, a  notification icon appears on the user's handset.

To set up message notification:

NOTE: You can set up personal voicemail greetings from this window, or from the handset (see "Changing Voicemail Greetings" on page127).

1. Access the CyberGenie Configuration window.
2. Click **Users**, then double-click the specific user for whom you want to set up message notification.
3. Click the **Messaging** folder.
4. Select from the following options:

Do not notify me If the user has an assigned handset, this option will not affect the message notification icon on the handset. It will, however, prevent any other form of message notification.

Notify me on my handset This option is only available if the user has a handset assigned. For

more information, see "Assigning a Handset to a User" on page77.

Notify me at my _____ number This option is only available if at least one phone number has been set up for this user on the External Number tab. If this option is available, click the down arrow to view, and select from a list of available numbers. Message notification will be forwarded to the number selected, and the user can call in to CyberGenie to retrieve messages.

Notification attempts (1 to 3) The number of times CyberGenie will place a notification call to the user when an external notification number is selected. Use the up and down arrow keys to adjust the number of tries.


Attempt interval (2 to 60 minutes) The frequency with which notification attempts will be placed by CyberGenie. Note that the first notification will occur at the defined interval rather than at the time the message is left.

Reminder Messages

Reminder messages are self-recorded voice messages you store in your personal voice mailbox for later retrieval.

Saved reminder messages are treated as new messages.

To record a reminder message from the handset:

1. Access CyberGenie by pressing  on the handset. CyberGenie responds: *Who would you like to call?*

<u>VOICE (SAY)</u>	<u>KEY</u>	<u>OPTION DESCRIPTION</u>
CYBERGENIE	*	ACCESS CYBERGENIE

2. When CyberGenie responds:

<u>VOICE (SAY)</u>	<u>KEY</u>	<u>OPTION DESCRIPTION</u>
RECORD A MEMO	7 3	SELECT THE RECORD OPTION

3. When CyberGenie asks if you want to start recording:

<u>VOICE (SAY)</u>	<u>KEY</u>	<u>OPTION DESCRIPTION</u>
YES	1	RECORD A MEMO
NO	2	DO NOT RECORD A MEMO

NOTE: You can exit the reminder message function anytime before beginning the recording by hanging up. If you hang up mid-recording, the memo is saved.

When you have finished recording your memo, press the CyberGenie button again, then do one of the following:

<u>VOICE (SAY)</u>	<u>KEY</u>	<u>OPTION DESCRIPTION</u>
SAVE	1	SAVE THE RECORDING
LISTEN	2	LISTEN TO THE RECORDING
RE-RECORD	3	RECORD THE MEMO AGAIN
GOODBYE	9	CANCEL THE RECORDING AND EXIT

Message Retrieval

A message can be a voice message, a reminder message, an email, or a fax header (the external number from which the fax originated).

If you give a user access to the system inbox (see "Assigning Access to the System Inbox" on page 117), the user will be notified for system messages as well as messages for that user's personal mailbox.


Without system inbox access, the user can still receive notification and retrieve messages from his or her personal mailbox. If Microsoft Outlook has been set up to distribute emails to personal mailboxes in CyberGenie@Work, the user will also be able to retrieve emails.

Retrieving Messages from the Handset

NOTE: If using Microsoft Outlook, you can change the message sort order from within Outlook.

Messages are stored and retrieved in reverse order from how they were received, with the most recent message first.

To access messages from a handset:

1. Access CyberGenie by pressing  on the handset. CyberGenie responds: *Who would you like to call?*

<u>VOICE (SAY)</u>	<u>KEY</u>	<u>OPTION DESCRIPTION</u>
CYBERGENIE	*	ACCESS CYBERGENIE

2. When CyberGenie responds do one of the following:

<u>VOICE (SAY)</u>	<u>KEY</u>	<u>OPTION DESCRIPTION</u>
MAIL MENU	7	ACCESS THE MAIL MENU
READ NEW MAIL	7 1	BYPASS THE NEXT MENU LEVEL AND GO DIRECTLY TO NEW MAIL

3. CyberGenie will tell you how many messages are waiting and the message type for the first

message, then play the message. At any time during the message, you can tell CyberGenie to do one of the following:

<u>VOICE (SAY)</u>	<u>KEY</u>	<u>OPTION DESCRIPTION</u>
LISTEN	3	REPEAT THE MESSAGE JUST HEARD
DELETE	4	DELETE THE MESSAGE
RESTORE	5	RESTORE A MESSAGE JUST DELETED


4. You can move forward or backward through the available messages at any time:

<u>VOICE (SAY)</u>	<u>KEY</u>	<u>OPTION DESCRIPTION</u>
NEXT	1	MOVE TO THE NEXT MESSAGE
PREVIOUS	2	RETURN TO THE PREVIOUS MESSAGE

CyberGenie will not play the next message until you say **Next** or press **1** on the handset.

Messages are automatically saved unless deleted.

To listen to saved messages:

1. Access CyberGenie by pressing  on the handset. CyberGenie responds: *Who would you like to call?*

<u>VOICE (SAY)</u>	<u>KEY</u>	<u>OPTION DESCRIPTION</u>
CYBERGENIE	*	ACCESS CYBERGENIE

2. When CyberGenie responds do one of the following:

<u>VOICE (SAY)</u>	<u>KEY</u>	<u>OPTION DESCRIPTION</u>
MAIL MENU	7	ACCESS THE MAIL MENU
READ SAVED MAIL	7 2	BYPASS THE NEXT MENU LEVEL AND GO DIRECTLY TO SAVED MAIL

3. CyberGenie will tell you how many saved messages are waiting and the message type for the first message, then play the message. At any time during the message, you can tell CyberGenie to do one of the following:

<u>VOICE (SAY)</u>	<u>KEY</u>	<u>OPTION DESCRIPTION</u>
LISTEN	3	REPEAT THE MESSAGE JUST HEARD
DELETE	4	DELETE THE MESSAGE
RESTORE	5	RESTORE A MESSAGE JUST DELETED

4. You can move forward or backward through the available messages at any time:

<u>VOICE (SAY)</u>	<u>KEY</u>	<u>OPTION DESCRIPTION</u>
NEXT	1	MOVE TO THE NEXT MESSAGE
PREVIOUS	2	RETURN TO THE PREVIOUS MESSAGE

CyberGenie will not play the next message until you say **Next** or press **1** on the handset.

Messages are automatically saved unless deleted.

Retrieving Messages Remotely

You can access CyberGenie from any external telephone if the system is configured to route incoming calls to the Auto Attendant.

NOTE: *If the system is configured to route calls to a specific caller or to ring all handsets, you must wait until you are listening to a voicemail outgoing message, then perform the steps below before the message finishes.*

To access messages remotely:

1. Call in to CyberGenie from an outside line.
2. When the Welcome greeting finishes playing, say **CyberGenie** or **I want to log in**.
3. CyberGenie will ask for your name. State your name.
4. CyberGenie will ask for your PIN. Say the number or enter it from your keypad.
5. Retrieve messages as you would from the handset.

CyberGenie Greeting Messages

CyberGenie@Work provides different outgoing messages that you can change or modify from the handset:

- Welcome greetings** If an external phone line is configured to route calls directly to CyberGenie, this is the main greeting a caller hears when a call comes in. The greeting can be set differently for business hours and non-business hours.
- Voicemail greetings** When a caller cannot reach the desired party, the call is usually routed to voicemail: either the system inbox, or a personal mailbox. Different greeting messages can be recorded for each. System inbox greeting messages can be recorded by any user with access to the system inbox. Personal mailbox greetings are specific to each user and are accessible by user name (and user PIN code if a PIN has been set up for that user).
- Rejection message** You can direct unwanted calls to a rejection message. The rejection message will play, then the caller will be disconnected. (For more information, see "Rejecting a Call" on page99.)

NOTE: You can configure one line for business use and the other for personal use, and have a different welcome greeting for each.

All greeting messages can be recorded at the computer, as described in "Recording System Inbox Voicemail Greetings" on page62 and "To set up a new user—Messaging:" on page84, or from a handset or external line.

For any welcome or mailbox greeting, you can create a main message as the default message, and a temporary message, such as for holidays, that can be set without overwriting the main message.

Call Routing and How It Affects Messages

As described in "Setting Call Routing" on page70, you can configure CyberGenie@Work to route incoming calls to all handsets, a single handset, to the general system greeting (from which the caller can select a user or user mailbox to be further routed to), or to a specific user's mailbox.


You can also set different routings based on the office hours as described in the same chapter under *Setting Business Hours*.

Changing Welcome Greetings

If the external phone lines are configured to direct calls to CyberGenie, then the CyberGenie@Work software determines which recording the caller is greeted with based on defined business and non-business hours. These hours can be changed as described in "Setting Business Hours" on page69.

The other option for a welcome greeting is the temporary greeting, which provides a welcome message for greeting callers with a special recording that is used to temporarily take the place of the main system greeting, such as *The office is currently closed for the holiday*.

To Change Welcome Greetings:

1. Access CyberGenie by pressing  on the handset. CyberGenie responds: *Who would you like to call?*

VOICE (SAY)	KEY	OPTION DESCRIPTION
CYBERGENIE	*	ACCESS CYBERGENIE HANDSET MENU

When CyberGenie responds do one of the following:

<u>VOICE (SAY)</u>	<u>KEY</u>	<u>OPTION DESCRIPTION</u>
GREETINGS	8	ACCESS GREETING MENU
WELCOME GREETINGS	8 2	BYPASS THE NEXT MENU LEVEL AND GO DIRECTLY TO WELCOME GREETINGS

2. Following CyberGenie's response, select one of the following options:

<u>VOICE (SAY)</u>	<u>KEY</u>	<u>OPTION DESCRIPTION</u>
BUSINESS HOURS GREETING	1	GO TO THE BUSINESS HOURS GREETING OPTION
NON-BUSINESS HOURS GREETING	2	GO TO THE NON-BUSINESS HOURS GREETING OPTION
TEMPORARY GREETING	3	GO TO THE TEMPORARY GREETING OPTION

3. Select one of the following options:

<u>VOICE (SAY)</u>	<u>KEY</u>	<u>OPTION DESCRIPTION</u>
LISTEN	1	LISTEN TO THE CURRENT GREETING
RECORD	2	RECORD A NEW GREETING
ACTIVATE	3	USE THE EXISTING GREETING

4. If you record a new message, press the CyberGenie button when done, then select one of the following when prompted:

<u>VOICE (SAY)</u>	<u>KEY</u>	<u>OPTION DESCRIPTION</u>
SAVE	1	SAVE THE NEW MESSAGE
LISTEN	2	LISTEN TO THE MESSAGE JUST RECORDED
RE-RECORD	3	RECORD AGAIN
GOODBYE	9	QUIT WITHOUT SAVING


NOTE: You can cancel recording at any time by hanging up. At any time during the welcome greetings process, you can switch back and forth from business hours, non-business hours, and temporary greetings by:

<u>VOICE (SAY)</u>	<u>KEY</u>	<u>OPTION DESCRIPTION</u>
SWITCH TO BUSINESS HOURS GREETING	4	SWITCH TO ANOTHER RECORDING OPTION
SWITCH TO NON-BUSINESS HOURS GREETING	5	SWITCH TO ANOTHER RECORDING OPTION
SWITCH TO TEMPORARY GREETING	6	SWITCH TO ANOTHER RECORDING OPTION

Changing Voicemail Greetings

The personal greeting is the greeting a caller hears when leaving a message for an individual. The system greeting is the message for the system inbox. For each type of voicemail greeting, you can set a main message and a temporary message.

To change voicemail greetings:

- Access CyberGenie by pressing  on the handset. CyberGenie responds: *Who would you like to call?*

<u>VOICE (SAY)</u>	<u>KEY</u>	<u>OPTION DESCRIPTION</u>
CYBERGENIE	*	ACCESS CYBERGENIE HANDSET MENU

- When CyberGenie responds do one of the following:

<u>VOICE (SAY)</u>	<u>KEY</u>	<u>OPTION DESCRIPTION</u>
GREETINGS	8	ACCESS GREETING MENU
VOICEMAIL GREETINGS	8 1	BYPASS THE NEXT MENU LEVEL AND GO DIRECTLY TO VOICEMAIL GREETINGS

- Following CyberGenie's response, select one of the following options:

<u>VOICE (SAY)</u>	<u>KEY</u>	<u>OPTION DESCRIPTION</u>
PERSONAL GREETINGS	1	GO TO THE PERSONAL GREETINGS OPTION
SYSTEM GREETINGS	2	GO TO THE SYSTEM INBOX GREETINGS OPTION

4. Following CyberGenie's response, select one of the following options:

<u>VOICE (SAY)</u>	<u>KEY</u>	<u>OPTION DESCRIPTION</u>
MAIN GREETING	1	GO TO THE MAIN GREETING OPTION
TEMPORARY GREETING	2	GO TO THE TEMPORARY GREETING OPTION

5. Select one of the following options:

<u>VOICE (SAY)</u>	<u>KEY</u>	<u>OPTION DESCRIPTION</u>
LISTEN	1	LISTEN TO THE CURRENT GREETING
RECORD	2	RECORD A NEW GREETING
ACTIVATE	3	USE THE EXISTING GREETING


6. If you record a new message, press the CyberGenie button when done, then select one of the following when prompted:

<u>VOICE (SAY)</u>	<u>KEY</u>	<u>OPTION DESCRIPTION</u>
SAVE	1	SAVE THE NEW MESSAGE
LISTEN	2	LISTEN TO THE MESSAGE JUST RECORDED
RE-RECORD	3	RECORD AGAIN
GOODBYE	9	QUIT WITHOUT SAVING

Changing the Rejection Message

The rejection message provides the user with the option of transferring unwanted callers to a special recording that plays, then disconnects the caller. The software installs with a default recording, but you have the option of recording a new rejection message.

To Change the Rejection Message:

1. Access CyberGenie by pressing  on the handset. CyberGenie responds: *Who would you like to call?*

<u>VOICE (SAY)</u>	<u>KEY</u>	<u>OPTION DESCRIPTION</u>
CYBERGENIE	*	ACCESS CYBERGENIE HANDSET MENU

2. When CyberGenie responds, do one of the following:

<u>VOICE (SAY)</u>	<u>KEY</u>	<u>OPTION DESCRIPTION</u>
GREETINGS	8	ACCESS GREETING MENU
REJECTION MESSAGE	8 3	BYPASS THE NEXT MENU LEVEL AND GO DIRECTLY TO REJECTION MESSAGE

3. Following CyberGenie's response, select one of the following options:

<u>VOICE (SAY)</u>	<u>KEY</u>	<u>OPTION DESCRIPTION</u>
LISTEN	1	LISTEN TO THE CURRENT MESSAGE
RECORD	2	RECORD A NEW MESSAGE

4. If you record a new message, press the CyberGenie button when done, then select one of the following when prompted:

NOTE: You can cancel recording at any time by hanging up.

<u>VOICE (SAY)</u>	<u>KEY</u>	<u>OPTION DESCRIPTION</u>
SAVE	1	SAVE THE NEW MESSAGE
LISTEN	2	LISTEN TO THE MESSAGE JUST RECORDED
RE-RECORD	3	RECORD AGAIN
GOODBYE	9	QUIT WITHOUT SAVING

