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Coral SeaMail User Guide

(Edition 1.0)



Tadiran Telecom

CORAL
SEA SOFTSWITCH
multimedia communications

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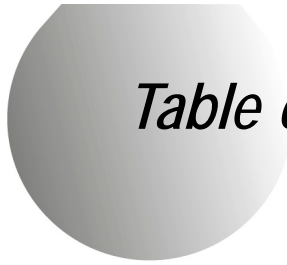


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1 Introduction

Welcome to SeaMail. This advanced, easy-to-use voicemail system greets your callers, records messages, and allows you to conveniently configure your mailbox and manage your messages, regardless of your phone type.

This section includes:

- [Target Audience](#) page 1
- [About This User Guide](#)..... page 2
- [Messaging by Phone](#) page 7
- [Optional Licensed Features](#) page 8

● Target Audience

This document is intended for users of the SeaMail voicemail system that are assigned default message-type mailboxes. Octel-type and hotel-type use a different subscriber's menu structure.



NOTE:

Your system administrator defines your mailbox type. To get information about your mailbox type or to change your mailbox type, consult your system administrator.

About This User Guide

This guide describes how to manage your voice, fax, and email messages by phone, and how to set up your mailbox by phone.

Some voicemail and mailbox settings can be only configured through the SeaMail Portal, a web-based user interface that you can access on your workstation. For a description of the SeaMail Portal and its parameters, refer to the online help of the program.



NOTE:

You can only display the SeaMail Web pages and parameters that are included in your administrator-assigned permissions. Refer to your system administrator for details.

Some system features documented in this guide require additional licensing options that might not be available at your organization (see [Optional Licensed Features, page 8](#)). Your system administrator can tell you which features are available.

Document Structure

The following table provides a detailed outline of each chapter in this document.

Chapter	Subject	Description
<i>Chapter 1</i>	<i>Introduction (this chapter)</i>	This chapter describes this user guide and also provides general information about your voicemail system.
<i>Chapter 2</i>	<i>Getting Started</i>	This chapter describes how to access your mailbox and perform first-time setup tasks.
<i>Chapter 3</i>	<i>Checking Your Messages</i>	This chapter describes what you can do with messages left in your mailbox and how to obtain information about messages.
<i>Chapter 4</i>	<i>Answering Your Messages</i>	This chapter describes how to reply to received messages and forward a caller to your follow-me phone number.
<i>Chapter 5</i>	<i>Sending Messages</i>	This chapter describes how to record and send messages, as well as how to use special message delivery options.
<i>Chapter 6</i>	<i>Managing Your Greetings</i>	This chapter describes how to set up, change, and activate or deactivate your mailbox greetings.
<i>Chapter 7</i>	<i>Setting Up Your Message Groups</i>	This chapter describes how to set up your message groups (lists).
<i>Chapter 8</i>	<i>Changing Your Mailbox Setup Options</i>	This chapter describes how to configure your mailbox settings.
<i>Chapter 9</i>	<i>Sending and Receiving Faxes</i>	This chapter describes how to manage your fax messages by phone (for systems supporting fax mail).
<i>Chapter 10</i>	<i>Checking Email by Phone</i>	This chapter describes how to manage your email messages by phone (for systems supporting unified messaging)
<i>Chapter 11</i>	<i>Menus and Shortcuts</i>	This chapter includes an overall structure of the SeaMail menu and key sequences for common mailbox actions

Document Conventions

It is important to understand the symbols and typographical conventions used in this manual. These conventions and symbols indicate information that requires special attention, as illustrated in the following examples:



NOTE:

Indicates important information demanding special attention.



Tip:

Advice that makes it easier to follow the steps of a procedure.

NOTES:

A page that is intentionally left blank, and may be used for note-taking.

In addition, the following typographical conventions are used throughout this manual.

Table 1 **Typographical Conventions**

Convention	Use
<i>Italics</i>	<ul style="list-style-type: none">■ Names of web pages, windows, and dialog boxes■ Entered parameter values■ Directory path denotations■ Titles of related documentation
Bold type	<ul style="list-style-type: none">■ Emphasized text■ Names of buttons, icons, and menus■ Names of fields, parameters, and options in the GUI or on a Web page■ Selectable drop-down list values■ Text usually displayed in italics when it appears in cautions, notes, and tips■ Names of softkeys on a telephone <p>NOTE: A <i>softkey</i> is a button under the display panel of a phone that changes its function according to the context.</p>
	Keys on a telephone dial pad
ALL CAPS	Keyboard names, combinations, and sequences, such as CTRL and SHIFT+P
<i>Blue font</i>	Clickable cross-reference links

Related Documentation

Refer to the following documentation, as required, for information regarding the operation instructions of your phone and of the Sea Softswitch portal.

Table 2 Related Documentation

Item	Subject	Manual
All endpoints	Phone configuration via Sea Softswitch Web portal	Coral Sea Softswitch Configuration Guide for End Users
All endpoints when Mailbox Type: Bureau	Quick reference guide	Coral SeaMail - Quick Reference Card (CO Messaging Octel, MAILBOX TYPE: Bureau) for Coral Sea Softswitch
All endpoints when Mailbox Type: Message		Coral SeaMail - Quick Reference Card (Voice Messaging, MAILBOX TYPE: Message) for Coral Sea Softswitch
Coral SeaMail system	How to define mailboxes, departments, Classes of Services, and system wide parameters. Also describes available reports, utilities, and maintenance tools.	Coral SeaMail Administration Manual for Coral Sea Softswitch
Coral SeaBeam softphone	General description, installation and how to use	Coral SeaBeam User Guide
FlexIP SoftPhone	General description	FlexIP SoftPhone User Guide
FlexSet 120S, 121S terminals	How to use	FlexSet 120S and 121S User Guide for Coral Wave Gateway
FlexSet 280, 280D, 280D-Z, 120, 120D and 120L terminals	How to use	FlexSet 280, 280D, 280D-Z, 120, 120D and 120L User Guide for Coral Wave Gateway

Item	Subject	Manual
FlexSet 280S, 281S terminals	How to use	FlexSet 280S and 281S User Guide for Coral Wave Gateway
FlexSet-IP 280S terminals	How to use	FlexSet-IP 280S User Guide for Coral Sea Softswitch
Single line telephones	How to use	SLT Single Line Telephone User Guide for Coral Wave Gateway
T207M, T208M terminals	How to use	T207M, T208M User Guide for Coral Sea Softswitch
T207S, T208S terminals	How to use	T207S, T208S User Guide for Coral Sea Softswitch
		T207S Quick Reference Card
		T208S Quick Reference Card

● Messaging by Phone

The subscriber's menu provides the means of communication between the SeaMail voicemail system and mailbox users. Your system administrator sets up the subscriber's menu language.

The menu prompts outline a caller's choices at any given point and provide step-by-step recorded instructions. These instructions indicate which key must be pressed on any touch-tone phone to access the different SeaMail features.

Go-Ahead Dialing

As you become more familiar with the SeaMail system, you may know which keys to press without hearing the entire prompt. To interrupt the prompt and go directly to the required option, just press the relevant key.

It is possible to enter several commands quickly without waiting for the system to respond with prompts. For example, when accessing your mailbox from outside, you can press #, enter your mailbox number, and enter your password as soon as the system answers, without listening to the prompts.

Repeating the Menu

To listen again to the current menu options or prompt, hold on without pressing any key. After a few seconds, the system replays the menu options. If you still do not press a key, your call is disconnected.



NOTE:

Callers from phones that are not touch tone phones are not disconnected, but transferred to the operator.

Pressing Wrong Keys

As you are responding to a menu prompt, the system counts the number of incorrect key entries you make. If the number of wrong key selections reaches the predefined threshold number (usually 3), the call is disconnected. Typical keying errors include entries of invalid numbers, passwords, date and time entries, and so on.

Waiting Too Long Between Key Entries

In some cases, a sequence of keys must be pressed, such as when entering your password. After you press a key, the system waits a few seconds for additional input. If you do not press an additional digit, the system assumes that your entry is complete and responds according to the received digits.

Optional Licensed Features

Some features documented in this User Guide require optional licenses and might therefore not be available at your organization. Some features might not be available with certain phone types or restricted in your permissions setup. Refer to your system administrator for details about which features are available.

The optional features are:

- **Fax support**—if your system supports fax, you can check your faxes by phone and forward them to another destination, for example, to your private fax machine.
- **Unified messaging**—if your system includes unified messaging, your voice and fax messages can be automatically forwarded to your email inbox. You can manage all your messages, no matter what type, with your email program. For instructions on managing messages in your email inbox, refer to the documentation for your email program.
- **Text-to-speech (TTS)**—if your system includes text-to-speech with unified messaging, you can hear your email messages by phone (see [Checking Email by Phone](#), page 83).
- **Multiple languages**—By default, your system supports English and an additional language. Your organization might have purchased licenses for additional languages.

2 *Getting Started*

● Chapter Overview

This chapter describes how to call the system and access your mailbox, and how to set up your mailbox password and greeting for the first time.

This chapter also explains how to start the SeaMail Portal to access your mailbox settings by computer. For detailed instructions about using the SeaMail Portal, refer to its online help and to the SeaMail Administration Manual.

This chapter includes:

- [First-Time Mailbox Setup..... page 10](#)
- [Logging In To Your Mailbox page 12](#)
- [Accessing Your Mailbox Setup by Computer..... page 13](#)

● First-Time Mailbox Setup

The first time you call your mailbox, SeaMail asks you a few simple questions to record your name, record a personal greeting, and set your password. Once you have answered these questions, the subscriber's menu is played.

The password ensures the security of your mailbox and prevents others from accessing your private messages. The recording of your name in your own voice identifies your mailbox to callers, and your greeting provides callers with information and instructions.



NOTE:

Write the password number down and keep it in a safe place, since losing the number will prevent you from accessing your mailbox.

To begin, you need to know the voicemail access code to log in to the SeaMail system. Your system administrator can provide this information.

To set up your mailbox identity for the first time only:

- 1 From one of your phones, log in to SeaMail. The system plays an introduction and then asks you to define your mailbox identity settings, beginning with entering your four-digit password.
- 2 Follow the system instructions to set your password, record your first and last name, and record your greeting.

Once you have finished setting up your mailbox identity settings, the system plays the subscriber's menu.

Use these commands while setting up your first-time identity settings:

Task	Key
Finish recording	Any*
Listen to recording	1
Record again (edit)	2
Save and continue	*

*Or a key assigned by your system administrator

Use these commands at the subscriber's menu:

Task	Key	Task	Key
Check messages	1	Undelete messages	6
Record/send message	2	First-time tutorial	7
Change setup options	3	Temporary greeting	8
Set DND	4	Repeat menu	9
Check message delivery	5	Company greeting	*

Logging In To Your Mailbox

From one of your internal phones:

- 1 Call SeaMail. The system prompts you for your password.
- 2 Enter your password. The system informs you about the number of new messages in your mailbox and then plays the subscriber's menu.

From another internal phone:

- 1 Call SeaMail. As the system answers, press *****. The company greeting is played.
- 2 Press **#**. The system prompts you for mailbox number.
- 3 Enter your mailbox number. The system prompts you for your password.
- 4 Enter your password. The system informs you about the number of new messages in your mailbox and then plays the subscriber's menu.

From a remote location:

- 1 Dial your organization's main office number. The company greeting is played.
- 2 Press **#**. The SeaMail system prompts you for your mailbox number.
- 3 .Enter your mailbox number. The system prompts you for your password.
- 4 Enter your password. The system informs you about the number of new messages in your mailbox and then plays the subscriber's menu.

Use these commands at the subscriber's menu:

Task	Key
Check messages	1
Record/send message	2
Change setup options	3
Set DND	4
Check message delivery	5

Task	Key
Undeleted messages	6
First-time tutorial	7
Temporary greeting	8
Repeat menu	9
Company greeting	*

● Accessing Your Mailbox Setup by Computer



NOTE:

This section describes how to log in to your mailbox settings on your computer. Voicemail parameters and settings are described in the online help of the SeaMail program. To learn about how to configure your call routing preferences and your phone settings, refer to the user guide of your phone and to the Sea Softswitch online help (see [Related Documentation](#), page 5).

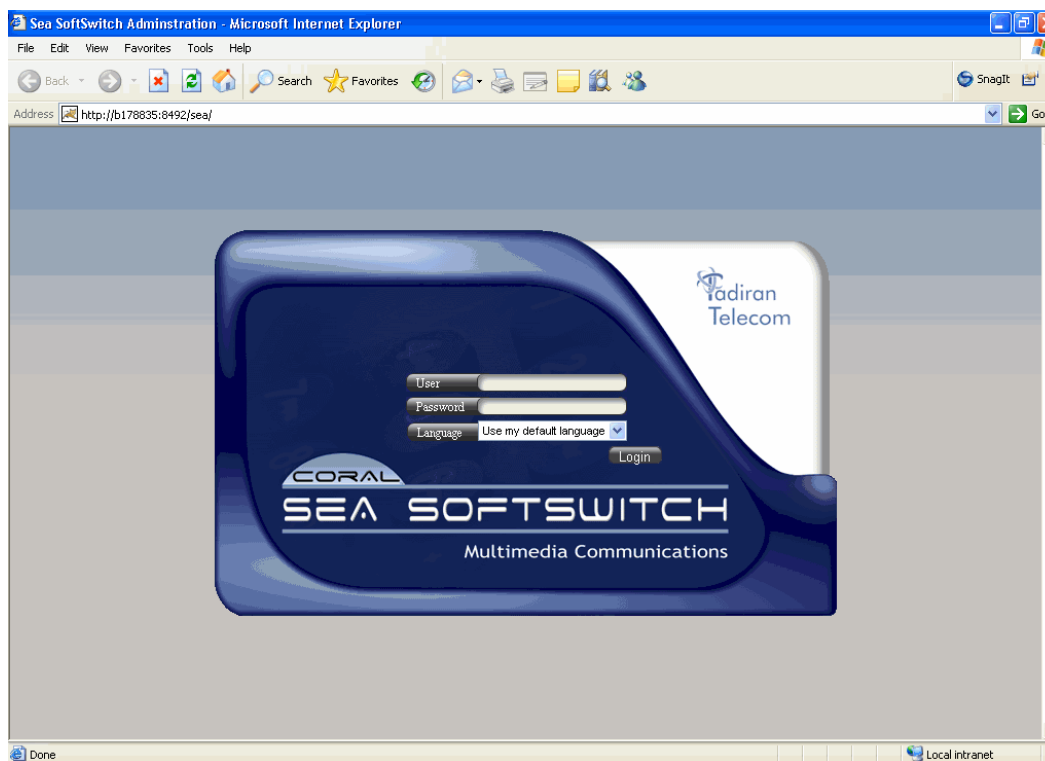
The SeaMail voicemail program is part of your organization's Coral Sea Softswitch telephony system. As a result, accessing your mailbox settings on your computer is done through the Coral Sea Softswitch Portal.

To access your mailbox settings by computer, you need to have the Sea Softswitch URL address, as well as your user name and your password for logging in to the Sea Softswitch. Your system administrator can provide you this information.

To access your mailbox by computer:

- 1 On your workstation, open Internet Explorer (Version 6 or higher) and enter the URL of the Sea Softswitch Portal in the Address bar.

- 2 Click the **Go** button or press ENTER. The Sea Softswitch login page is displayed.



- 3 The Sea Softswitch Portal is configured to be displayed in your default language. If required, select another language from the **Language** drop-down list.
- 4 Enter your user name and password. (User names and passwords are case sensitive.)
- 5 Click **Login**. Your *Presence* page is displayed.

- 6 On the User Menu navigation panel, click **My Settings**. Your *User* page is displayed.

The screenshot shows the Coral Sea Softswitch user interface. At the top, there is a header with the Coral Sea Softswitch logo, the text "Multimedia Communications", and a "My Account" tab. The user is identified as "Hello Rony Schwartz, Dec 21, 2006". There are links for "Change Password", "Logout", "Help", and "About". The "Tadiran Telecom" logo is in the top right corner. On the left, a "User Menu" sidebar contains options: "Presence Information", "My Settings", "My Incoming Routing", "My Outgoing Routing", and "My Endpoints". The main content area is titled "User: Rony Schwartz" and includes "Save", "Cancel", and "Help" buttons. Below these are input fields for "User ID" (Rony Schwartz) and "Display name" (Rony). Two tabs are visible: "Identity & Aliases" (selected) and "Profile Configuration". The "Identity & Aliases" section contains an "Identity" sub-section with fields for "First name", "Last name", and "Description", and an "Aliases" sub-section with a large empty text area.

- 7 Click the **Identity & Aliases** tab. If a voicemail box has been defined for your extension, it is displayed under the **Identity & Aliases** tab below the **Aliases** box

This is a close-up of the "Identity & Aliases" configuration section. It features two tabs: "Identity & Aliases" (selected) and "Profile Configuration". The "Identity" section has three input fields: "First name", "Last name", and "Description". The "Aliases" section contains a text area with the number "2999" entered. Below the text area, it displays "Voicemail box number 2999" and a "Configure" button.

- 8 Click **Configure** to access the voicemail.



NOTE:

The voicemail parameters that can be displayed depend on your assigned permissions. Refer to your system administrator for details.

3 *Checking Your Messages*

● Chapter Overview

This chapter describes how to check your new and old messages.

Depending on licensed features, you can check your new and old voice, fax, and email messages from your internal phone. You can also receive information about the messages you currently have in your mailbox.

During or after checking a message, you can:

- Save or delete the message
- Skip this message and hear the next message
- Control the volume and speed of the message playback
- Restore a deleted message

This chapter includes:

- [Listening to Your Messages.....](#) page 18
- [Repeating a Message](#) page 20
- [Saving a Message.....](#) page 21
- [Deleting a Message \(Marking Messages for Deletion\) page](#) 23
- [Checking the Next Message](#) page 25
- [Controlling the Message Playback Volume and Speed page](#) 26
- [Obtaining Information about a Message](#) page 27
- [Hearing the Number of Messages in Your Mailbox](#) page 29
- [Restoring \(Undeleting\) a Message](#) page 30
- [Staying Informed with Message Notification](#) page 31

Listening to Your Messages



NOTE:

To receive messages in your mailbox, your Forward No Answer destination must be set to the SeaMail number. Contact your system administrator if your callers cannot leave you messages.

SeaMail stores your new and saved messages and also keeps deleted messages for a certain amount of time. Depending on licensed features and your mailbox configuration, the system includes not only voice messages in your message stack, but also emails and fax messages. (Handling your fax messages is described in [Chapter 9, Sending and Receiving Faxes](#).)

New messages are messages that have not been saved or deleted. The system stores new messages for a set amount of time and notifies you of messages to be deleted. See [Restoring \(Undeleting\) a Message, page 30](#) for how to handle your to-be-deleted messages.

Depending on the system settings and your mailbox setup, you are notified when you have new messages, either by a flashing message lamp on your phone or by a call. You can also receive notification of new messages to your pager, cellular phone, or combination of telephone numbers (see [Staying Informed with Message Notification, page 31](#)).

SeaMail plays all priority messages first, then all regular messages. If a message is confidential, the system adds a notification before the message. If the system does not know who left a message, it says that the message is “from an unknown caller”.

After you have heard a new message, you can save it. Ask your system administrator how many days your system is set to store saved messages. You can reply to a new or saved message immediately, without having to dial the number of the subscriber who left the message.



NOTE:

The review messages option is only available if you have messages in your mailbox. Otherwise, it is omitted from the subscriber’s menu.

To check your voice messages:

- 1 Access the subscriber's menu. (This is the menu you hear after logging in to your mailbox.)
- 2 Press **1**. The system plays the review messages options.
- 3 Press **1** to check new voice messages, **2** to check saved voice messages, or **3** to check emails.

Use these commands during or after message playback:

Task	Key
Save message	1
Skip and go to next message	2
Delete message (mark for deletion)	3
Repeat message	#
Reply to message/forward message	7
Play message information	8
Control playback speed/volume	9
Back to subscriber's menu	*

To control the speed or the volume of the message playback, press **9** and use these commands:

Volume	Key
Volume down	1
Normal volume	2
Volume up	3

Speed	Key
Low speed	4
Normal speed	5
High speed	6

Repeating a Message

To play a message again:

- While or after listening to a message, press #.

Use these commands during or after message playback:

Task	Key
Save message	1
Skip and go to next message	2
Delete message (mark for deletion)	3
Repeat message	#
Reply to message/forward message	7
Play message information	8
Control playback speed/volume	9
Back to subscriber's menu	*

To control the speed or the volume of the message playback, press 9 and use these commands:

Volume	Key
Volume down	1
Normal volume	2
Volume up	3

Speed	Key
Low speed	4
Normal speed	5
High speed	6

● Saving a Message

You can save a new message while or after hearing it.

After a preset period, SeaMail deletes saved messages. Ask your system administrator how many days your system is set to store saved messages.

To save a message:

- While or after listening to a message, press ①.

The system saves this message and then announces the next message or informs you that you have no further messages in your mailbox.

Use these commands during or after message playback:

Task	Key
Save message	①
Skip and go to next message	②
Mark message for deletion	③
Repeat message	#
Reply to message/forward message	⑦
Play message information	⑧
Control playback speed/volume	⑨
Back to subscriber's menu	*

To control the speed or the volume of the message playback, press **9** and use these commands:

Volume	Key
Volume down	1
Normal volume	2
Volume up	3

Speed	Key
Low speed	4
Normal speed	5
High speed	6

Deleting a Message (Marking Messages for Deletion)

When you delete a new or saved message, it is not immediately removed from your mailbox, but kept in your undeleted messages stack for a set amount of time. During this period, you can restore the message and put it back into your new messages queue, as described in [Restoring \(Undeleting\) a Message, page 30](#). Afterwards, the message is removed from your mailbox, and you cannot restore it anymore.

To mark a message for deletion:

- While or after listening to a message, press **3**.

The system marks this message as deleted and then announces the next message or informs you that you have no further messages in your mailbox.

Use these commands during or after message playback:

Task	Key
Save message	1
Skip and go to next message	2
Mark message for deletion	3
Repeat message	#
Reply to message/forward message	7
Play message information	8
Control playback speed/volume	9
Back to subscriber's menu	*

To control the speed or the volume of the message playback, press **9** and use these commands:

Volume	Key
Volume down	1
Normal volume	2
Volume up	3

Speed	Key
Low speed	4
Normal speed	5
High speed	6

● Checking the Next Message

When checking your messages, you can skip a message as soon as it is announced or while listening to the message content, and go to the next message.

To go to the next message:

- While listening to a message, press ②. The system announces the next message or informs you that you have no further messages in your mailbox.

Use these commands during or after message playback:

Task	Key
Save message	①
Skip and go to next message	②
Mark message for deletion	③
Repeat message	#
Reply to message/forward message	⑦
Play message information	⑧
Control playback speed/volume	⑨
Back to subscriber's menu	*

To control the speed or the volume of the message playback, press ⑨ and use these commands:

Volume	Key
Volume down	①
Normal volume	②
Volume up	③

Speed	Key
Low speed	④
Normal speed	⑤
High speed	⑥

Controlling the Message Playback Volume and Speed

You can adjust the volume and the speed of a message to which you are listening.

To adjust the speed or the volume of the message playback:

- 1 While listening to a message, press 9.
- 2 Use these commands:

Volume	Key	Speed	Key
Volume down	1	Low speed	4
Normal volume	2	Normal speed	5
Volume up	3	High speed	6

Use these commands during or after message playback:

Task	Key
Save message	1
Skip and go to next message	2
Mark message for deletion	3
Repeat message	#
Reply to message/forward message	7
Play message information	8
Control playback speed/volume	9
Back to subscriber's menu	*

● Obtaining Information about a Message

Before playing the content of a message, SeaMail informs you about when and from whom a message was received.

You can replay this information while or after listening to the message. The system also indicates the delivery type of the message (priority or confidential).

To obtain information about a message:

- While or after listening to a message, press **8**. The system plays the time the message was received, the sender of the message, and the message delivery type.

Use these commands during or after message playback:

Task	Key
Save message	1
Skip and go to next message	2
Mark message for deletion	3
Repeat message	#
Reply to message/forward message	7
Play message information	8
Control playback speed/volume	9
Back to subscriber's menu	*

To control the speed or the volume of the message playback, press **9** and use these commands:

Volume	Key
Volume down	1
Normal volume	2
Volume up	3

Speed	Key
Low speed	4
Normal speed	5
High speed	6

Hearing the Number of Messages in Your Mailbox

You can have SeaMail play to you how many new and saved messages are in your mailbox.

To receive message count information:

- 1 Access the subscriber's menu. (This is the menu you hear after logging in to your mailbox.)
- 2 Press **1 4**. The system plays the required information.

Use these commands to review your messages, if available:

Message Type	Key
New messages	1
Saved messages	2
Email messages	5
Faxes	3 2

● Restoring (Undeleting) a Message

When you delete a message (as described on [page 23](#)), SeaMail keeps this message for an additional period of time. You can ask your system administrator for the length of this period.

Until the message is purged, you can restore it and put it into your saved messages stack.

To restore a deleted message:

- 1 Access the subscriber's menu. (This is the menu you hear after logging in to your mailbox.)
- 2 Press **6**. The system announces the messages marked for deletion.
- 3 Press **1** to hear a message, **2** to save it, or **3** to remove it permanently from your mailbox.

● Staying Informed with Message Notification

Message notification lets you know when you have new messages waiting in your mailbox. You can activate or deactivate message notification by phone.



NOTE:

Message notification settings and destinations are defined in the SeaMail Portal. It depends on your assigned permissions whether you can define them yourself or the system administrator needs to configure them for your mailbox. For details, ask your system administrator.

Local Message Notification

Depending on your mailbox settings, SeaMail can flash the message lamp on your phone each time you get a new message or as long as new messages are in your mailbox. Alternatively, the system can ring your phone at preset intervals when you have new messages.

Remote Message Notification

You can be notified of new messages outside of the office, for example, at home, on your pager, and on your cellular phone. If your system supports Unified Messaging, it can notify you of new messages with an email message to a specified address.

In the SeaMail Portal, message notification schedules specify when exactly the notifications are sent to which destination, and for which message type (priority, confidential, external, email). In addition, if the selected destination is not available, the notifications can be re-routed to alternative destinations. For example, your settings might be configured to send a notification message to your cell phone and your pager if you receive a confidential message during work hours.

Message notification instructions are arranged in lines. If you have access to your message notification Web page, you can activate specific instructions and deactivate others.

To activate or deactivate message notification:

- 1 Access the subscriber's menu. (This is the menu you hear after logging in to your mailbox.)
- 2 Press 3 1 1 for message notification options.
- 3 To activate or deactivate message notification as a whole, press 1.
To activate or deactivate specific message notification instructions, press 2.
For each required instruction, enter its line number and press 1 to activate or deactivate it. To finish, press *.

4 Answering Your Messages

Chapter Overview

The system lets you answer your messages in a variety of ways. You can:

- Directly call the sender of a message without having to dial the extension
- Record a message and send it directly to the sender's mailbox
- Forward the message to other subscribers
- Reply to the caller
- Forward the message

In addition, you can choose to transfer your callers to a specified follow-me number if you do not answer the phone. This gives your callers an additional chance of reaching you instead of leaving you a message.



NOTE:

You can also specify follow-me settings using soft keys on the phone or by computer through the graphical user interface of your telephony system. These settings are implemented even before the caller reaches your mailbox. For details, refer to the user guide of your phone and to the online help of the Sea Softswitch Portal.

This chapter includes:

- [Calling the Sender of a Message..... page 34](#)
- [Replying with a Recorded Message page 35](#)
- [Forwarding \(Redirecting\) a Message page 37](#)
- [Forwarding Your Callers to Another Number \(Follow Me\)page 39](#)

● Calling the Sender of a Message

If a message is from another subscriber, you can call back to this subscriber without having to dial the subscriber's number.

To call back the sender of a message:

- 1 While or after listening to a message, press **7**.
- 2 Use these commands:

Task	Key
Call sender (leave message status as is)	1
Forward (redirect) message	2
Delete message and call sender	3
Save message and call sender	4

● Replying with a Recorded Message

If a voice or email message is from another subscriber, you can record an answer message and send it back to this subscriber.

To send a recorded reply to a subscriber:

- 1 While or after listening to a message, press **7 1**.
- 2 Record your reply after the beep tone. The message must be at least three seconds long to be delivered.
- 3 Press any key (or the key announced by the system) to finish recording.
- 4 Press **1** to send the reply. Or, follow the conversation to edit the reply, set special delivery, or address the reply to others.
- 5 After you send your reply, follow the conversation to handle the original message.

Use these commands during or after message playback:

Task	Key
Save message	1
Skip and go to next message	2
Mark message for deletion	3
Repeat message	#
Reply to message/forward message	7
Play message information	8
Control playback speed/volume	9
Back to subscriber's menu	*

To control the speed or the volume of the message playback, press 9 and use these commands:

Volume	Key
Volume down	1
Normal volume	2
Volume up	3

Speed	Key
Low speed	4
Normal speed	5
High speed	6

Forwarding (Redirecting) a Message

When you forward or redirect a message, you send a copy of the message to another subscriber, private message group, or public message group. (A private message group is a group you define; a public group is a global group defined by your system administrator. To learn about setting up message groups, see [Chapter 7](#)).

SeaMail lets you:

- Record an introduction to the message
- Edit your introduction or set special delivery options for the forwarded message




NOTE:

If your system supports fax messages, you can have your incoming faxes redirected to a destination of your choice. See [Sending and Receiving Faxes](#), page 81 for details.

To forward a message:

- 1 While or after listening to a message, press **7** **2**.
- 2 Dial the number of a subscriber or press **9** for directory assistance. Alternatively, press **#** to address the message to a private group or **#** **#** to address it to a global group.

If you use directory assistance, spell the name of the target subscriber on the dial pad or press **#** to select from a list of subscribers.
- 3 Press **1** to confirm your entry or **2** to enter the subscriber again.
- 4 Press **1** to forward the message without comments, or press  and record a comment to be added to the message. The comment must be at least three seconds long to be added.
- 5 Press **1** to forward the message, **2** to forward it and request a return receipt, or **3** to forward it as a priority message and request a return receipt.

The message is forwarded to the specified subscriber or group members.
- 6 Press ***** to finish message forwarding or **2** to forward the message to additional subscribers. To forward the message with the same comment, press **7** instead.
- 7 After you forward the message, follow the conversation to handle the original message.

Use these commands during or after message playback:

Task	Key
Save message	1
Skip and go to next message	2
Mark message for deletion	3
Repeat message	#
Reply to message/forward message	7
Play message information	8
Control playback speed/volume	9
Back to subscriber's menu	*

To control the speed or the volume of the message playback, press 9 and use these commands:

Volume	Key	Speed	Key
Volume down	1	Low speed	4
Normal volume	2	Normal speed	5
Volume up	3	High speed	6

● Forwarding Your Callers to Another Number (Follow Me)

Depending on how your system is configured, you can forward calls that arrive in your mailbox to the number at which you are to be reached. This number can refer to your pager, your cell phone, your home number, or any other number.

You can activate or deactivate follow-me forwarding. For the follow-me procedure to be successful, a follow-me number must be defined either by phone or in the SeaMail Portal.

To forward callers to another number or deactivate call forwarding:

- 1 Access the subscriber's menu. (This is the menu you hear after logging in to your mailbox.)
- 2 Press **3 1 2**. The system tells you whether follow-me is activated or not.
- 3 Press **1** to activate or deactivate follow-me forwarding.
- 4 To set or change the number to which the calls are to be forwarded, press **2 1**, enter the number, and press **#**.

NOTES:

5 *Sending Messages*

Chapter Overview

You can use your phone to:

- Send a message to one or more subscribers or external destinations
- Mark a message for priority, confidential, return receipt, notification of non-receipt, or future delivery
- Leave a message to a group
- Forward (redirect) a message
- Check whether your message was heard

This chapter includes:

- [Leaving a Message When Calling a Subscriber](#) page 42
- [Sending a Message Directly to Another Mailbox](#)..... page 43
- [Listening to a Message Before Sending](#)..... page 44
- [Re-recording a Message Before Sending](#) page 44
- [Sending a Priority Message](#) page 45
- [Sending a Confidential Message](#) page 46
- [Sending a Priority and Confidential Message](#)..... page 47
- [Requesting a Return Receipt for a Message](#)..... page 48
- [Getting Notified If a Message Has Not Been Heard](#)... page 49
- [Sending a Message with Future Delivery](#) page 50
- [Checking the Delivery Time of an Unheard Message](#). page 51
- [Changing the Delivery Time of an Unheard Message](#). page 52
- [Canceling a Message After Sending](#) page 54
- [Sending a Message to Additional Subscribers](#)..... page 55
- [Sending a Message to a Group](#)..... page 56

Leaving a Message When Calling a Subscriber

If you call a subscriber's extension and the call is unanswered, your call is automatically routed to the subscribers mailbox where you can leave a message.



NOTE:

The system or user settings might be configured to route unanswered calls to another destination instead of the mailbox. If you cannot access a subscriber's mailbox, ask your system administrator.

If your phone system uses the directory assistance feature, a message is automatically labeled with your name. Otherwise, your messages are announced with your extension number.

To leave a message in the mailbox of another subscriber:

- 1 Dial the extension of the subscriber.
- 2 If the subscriber does not answer and you are routed to the subscriber's mailbox, you are played the greeting of the subscriber.

If the greeting is deactivated, the system informs you that the subscriber is not available. Enter another extension, press **9** to speak with the operator, or hold on to record your message.

- 3 Record your message. The message must be at least three seconds long to be delivered.
- 4 Press any key (or the key announced by the system) to finish recording.
- 5 Use these commands to deliver or edit your message:

Message Delivery	Key
Send regular message	1
Send message as priority	5
Send message as confidential	6
Send message as priority & confidential	7

Message Editing	Key
Review message	2
Re-record message	3
Add to message	4
Cancel message & quit	8 or hang up

● Sending a Message Directly to Another Mailbox

SeaMail lets you record a voice message and send it directly to the mailbox of another subscriber, private message group, or public message group. (A private message group is a group you define; a public group is a global group defined by your system administrator. To learn about setting up message groups, see [Chapter 7](#)).

To address the message, you dial the extension of the subscriber. Depending on the directory assistance setup of the system, you can also address a message by spelling the name of the recipient on the dial pad.

To record a message and send it to another subscriber's mailbox:

- 1 Access the subscriber's menu. (This is the menu you hear after logging in to your mailbox.)
- 2 Press **2** and record your message at the beep. The message must be at least three seconds long to be delivered.
- 3 Press any key (or the key announced by the system) to finish recording.
- 4 Use these commands to deliver or edit your message:

Task	Key
Send regular message	1
Review message	2
Re-record message	3
Set message delivery options	0
Cancel message & quit	*

- 5 Dial the number of a subscriber or press **9** for directory assistance. Alternatively, press **#** to address the message to a private group or **# #** to address it to a global group.
If you use directory assistance, spell the name of the target subscriber on the dial pad or press **#** to select from a list of subscribers.
- 6 Press **1** to confirm your entry or **2** to enter the subscriber again.
- 7 Press **1** to send the message now, **2** for future delivery, or **3** to cancel.

- 8 After the message is sent, press **2** to forward the message to an additional subscriber or ***** to directly return to the subscriber's menu.

● Listening to a Message Before Sending

You can listen to a message before you send it.

To listen to a message before sending:

- 1 After recording a message, press any key (or the key announced by the system) to stop recording.
- 2 Press **2**. The message is played.
- 3 Follow the conversation to deliver or edit your message as required.

● Re-recording a Message Before Sending

You can re-record a message before you send it. When you re-record a message, your original recording is deleted.

To re-record a message before sending:

- 1 After recording a message, press any key (or the key announced by the system) to stop recording.
- 2 Press **3** to re-record the message. Re-record your message after the beep. Press any key (or the key announced by the system) to stop recording.
- 3 Follow the conversation to deliver or edit your message as required.

● Sending a Priority Message

You can use special delivery to mark a message as priority (urgent) before you send it. A priority message is played first, before regular and confidential messages.

To send a priority message:

- 1 After recording a message, press any key (or the key announced by the system) to stop recording.
- 2 Press 0 2 to mark the message as a priority message.
- 3 Press 1 to receive no return receipt for the message, 2 to receive a return receipt, or 3 to receive a non-receipt notification.
- 4 Dial the number of a subscriber or press 9 for directory assistance. Alternatively, press # to address the message to a private group or # # to address it to a global group.

If you use directory assistance, spell the name of the target subscriber on the dial pad or press # to select from a list of subscribers.

- 5 Press 1 to confirm your entry or 2 to enter the subscriber again.
- 6 Press 1 to send the message now, 2 for future delivery, or 3 to cancel.
- 7 After the message is sent, press 2 to forward the message to an additional subscriber or * to directly return to the subscriber's menu.

● Sending a Confidential Message

You can use special delivery to mark a message as confidential before you send it. A confidential message is announced as such before it is played.

To send a confidential message:

- 1 After recording a message, press any key (or the key announced by the system) to stop recording.
- 2 Press 0 3 to mark the message as a confidential message.
- 3 Press 1 to receive no return receipt for the message, 2 to receive a return receipt, or 3 to receive a non-receipt notification.
- 4 Dial the number of a subscriber or press 9 for directory assistance. Alternatively, press # to address the message to a private group or # # to address it to a global group.

If you use directory assistance, spell the name of the target subscriber on the dial pad or press # to select from a list of subscribers.

- 5 Press 1 to confirm your entry or 2 to enter the subscriber again.
- 6 Press 1 to send the message now, 2 for future delivery, or 3 to cancel.
- 7 After the message is sent, press 2 to forward the message to an additional subscriber or * to directly return to the subscriber's menu.

● Sending a Priority and Confidential Message

You can use special delivery to mark a message as priority-confidential before you send it. A priority-confidential message is played before regular and confidential-only messages, and announced as such before it is played.

To send a priority-confidential message:

- 1 After recording a message, press any key (or the key announced by the system) to stop recording.
- 2 Press **0 4** to mark the message as a priority-confidential message.
- 3 Press **1** to receive no return receipt for the message, **2** to receive a return receipt, or **3** to receive a non-receipt notification.
- 4 Dial the number of a subscriber or press **9** for directory assistance. Alternatively, press **#** to address the message to a private group or **# #** to address it to a global group.

If you use directory assistance, spell the name of the target subscriber on the dial pad or press **#** to select from a list of subscribers.

- 5 Press **1** to confirm your entry or **2** to enter the subscriber again.
- 6 Press **1** to send the message now, **2** for future delivery, or **3** to cancel.
- 7 After the message is sent, press **2** to forward the message to an additional subscriber or **#** to directly return to the subscriber's menu.

● Requesting a Return Receipt for a Message

You can use special delivery to send a message to another subscriber and request a return receipt. SeaMail sends a receipt to your mailbox when the recipient listens to or opens the message. For messages sent to a message group, the system sends a receipt for each group member.



NOTE:

As long as the recipient has not heard your message, you can cancel it (see [Canceling a Message After Sending, page 54](#)).

To send a message and request a return receipt:

- 1 After recording a message, press any key (or the key announced by the system) to stop recording.
- 2 Press **0 5** to receive a return receipt for the message.
- 3 Dial the number of a subscriber or press **9** for directory assistance. Alternatively, press **#** to address the message to a private group or **# #** to address it to a global group.

If you use directory assistance, spell the name of the target subscriber on the dial pad or press **#** to select from a list of subscribers.

- 4 Press **1** to confirm your entry or **2** to enter the subscriber again.
- 5 Press **1** to send the message now, **2** for future delivery, or **3** to cancel.
- 6 After the message is sent, press **2** to forward the message to an additional subscriber or ***** to directly return to the subscriber's menu.

Getting Notified If a Message Has Not Been Heard

You can use special delivery to send a message to another subscriber and request being notified if the recipient does **not** listen to or open the message. SeaMail sends a non-receipt notification to your mailbox if the recipient does not listen to the message within a specified period. For messages sent to a message group, the system sends a non-receipt notification for each group member.



NOTE:

As long as the recipient has not heard your message, you can cancel it (see [Canceling a Message After Sending, page 54](#)).

To send a message and request a non-receipt notification:

- 1 After recording a message, press any key (or the key announced by the system) to stop recording.
- 2 Press **0 6** to be notified if the recipient does not hear the message.
- 3 Press two digits to specify the month until which the recipient should hear the message, for example, **0 1** for January.
- 4 Press two digits to specify the day of the month.
- 5 Press four digits to specify the time, the first two digits for the hour and the second two digits for the minutes. Press ***** for AM and **#** for PM.
For example, if you press **0 3 4 5 #**, the message should be heard until 15:45 in the afternoon.
- 6 The system plays the specified date and time. Press **1** to confirm your entry or **2** to enter the date and time again.
- 7 Dial the number of a subscriber or press **9** for directory assistance. Alternatively, press **#** to address the message to a private group or **# #** to address it to a global group.
If you use directory assistance, spell the name of the target subscriber on the dial pad or press **#** to select from a list of subscribers.
- 8 Press **1** to confirm your entry or **2** to enter the subscriber again.
- 9 After the message is sent, press **2** to forward the message to an additional subscriber or ***** to directly return to the subscriber's menu.

● Sending a Message with Future Delivery

You can use special delivery to mark a message to be sent at a later date and time. The system does not send the message until the specified date and time.

To send a message with a future delivery date and time:

- 1 After recording a message, press any key (or the key announced by the system) to stop recording.
- 2 Press **1** to send the message, or follow the conversation to review the message or mark it for special delivery before sending it.
- 3 Dial the number of a subscriber or press **9** for directory assistance. Alternatively, press **#** to address the message to a private group or **# #** to address it to a global group.

If you use directory assistance, spell the name of the target subscriber on the dial pad or press **#** to select from a list of subscribers.
- 4 Press **1** to confirm your entry or **2** to enter the subscriber again.
- 5 Press **2** for future delivery.
- 6 Press two digits to specify the month on which the message will be delivered, for example, **0 1** for January.
- 7 Press two digits to specify the day of the month.
- 8 Press four digits to specify the time, the first two digits for the hour and the second two digits for the minutes. Press ***** for AM and **#** for PM.

For example, if you press **0 3 4 5 #**, the message will be delivered at 15:45 in the afternoon.
- 9 The system plays the specified date and time. Press **1** to confirm your entry or **2** to enter the date and time again.
- 10 After the message is sent, press **2** to forward the message to an additional subscriber or ***** to directly return to the subscriber's menu.

● Checking the Delivery Time of an Unheard Message

You can review the delivery date and time of a sent message that the recipient has not heard yet.

You can also review the delivery settings of a message that you sent to a private group as long as its members have not heard the message. The delivery of messages to global groups cannot be reviewed.

To review the delivery date and time of an unheard message you sent:

- 1 Access the subscriber's menu. (This is the menu you hear after logging in to your mailbox.)
- 2 Press **5** to listen to your sent messages that have not been heard yet.
- 3 Enter the number of the subscriber to whom you sent the message, or press **#** and enter the number of the private group. The system plays your messages that the subscriber has not heard yet, including messages to be delivered in the future.
- 4 While or after you hear the message for which you wish to check the delivery time, press **4**. The system plays the delivery time and date that are currently set for this message.
- 5 Use these commands:

Task	Key
Play message	1
Skip and go to next message	2
Cancel message at recipient's mailbox	3
Play delivery date and time of message	4
Change delivery date and time of message	5
Back to subscriber's menu	*

● Changing the Delivery Time of an Unheard Message

You can change the delivery date and time of a sent message that the recipient has not heard yet.

You can also change the delivery settings of a message that you sent to a private group as long as its members have not heard the message. The delivery of messages to global groups cannot be changed.

To change the delivery date and time of an unheard message you sent:

- 1 Access the subscriber's menu. (This is the menu you hear after logging in to your mailbox.)
- 2 Press **5** to listen to your sent messages that have not been heard yet.
- 3 Enter the number of the subscriber to whom you sent the message, or press **#** and enter the number of the private group. The system plays your messages that the subscriber has not heard yet, including messages to be delivered in the future.
- 4 While or after you hear the message for which you wish to change the delivery time, press **5**.
- 5 Press two digits to specify the month on which the message will be delivered, for example, **0 1** for January.
- 6 Press two digits to specify the day of the month.
- 7 Press four digits to specify the time, the first two digits for the hour and the second two digits for the minutes. Press ***** for AM and **#** for PM.
For example, if you press **0 3 4 5 #**, the message will be delivered at 15:45 in the afternoon.
- 8 The system plays the specified date and time. Press **1** to confirm your entry or **2** to enter the date and time again.
- 9 The system plays the delivery time and date that are currently set for this message.

10 Use these commands:

Task	Key
Play message	1
Skip and go to next message	2
Cancel message at recipient's mailbox	3
Play delivery date and time of message	4
Modify delivery date and time of message	5
Back to subscriber's menu	*

Canceling a Message After Sending

If the recipient has not heard your message, you can cancel it. You can then record a new message.

You can also cancel a message that you sent to a private group as long as its members have not heard the message. Messages to global groups cannot be canceled.

To cancel a message after you sent it:

- 1 Access the subscriber's menu. (This is the menu you hear after logging in to your mailbox.)
- 2 Press **5** to listen to your sent messages that have not been heard yet.
- 3 Enter the number of the subscriber to whom you sent the message, or press **#** and enter the number of the private group. The system plays your messages that the subscriber has not heard yet, including messages to be delivered in the future.
- 4 While or after you hear the message you wish to cancel, press **3**.
The system deletes the message and plays the next message. If no further messages are available, the subscriber's menu is played.

Use these commands at the subscriber's menu:

Task	Key	Task	Key
Check messages	1	Undeleted messages	6
Record/send message	2	First-time tutorial	7
Change setup options	3	Temporary greeting	8
Set DND	4	Repeat menu	9
Check message delivery	5	Company greeting	*

● Sending a Message to Additional Subscribers

After you send a message to one subscriber, you can address and send the message to others.

To send a message to additional subscribers:

- 1 Access the subscriber's menu. (This is the menu you hear after logging in to your mailbox.)
- 2 Follow the conversation to record, address, and send the message.
- 3 After the message is sent, press ② to forward the message to an additional subscriber.
- 4 Dial the number of the subscriber or press ⑨ for directory assistance. Alternatively, press # to address the message to a private group or # # to address it to a global group.

If you use directory assistance, spell the name of the target subscriber on the dial pad or press # to select from a list of subscribers.

- 5 Press ① to confirm your entry or ② to enter the subscriber again.
- 6 Follow the conversation.

● Sending a Message to a Group

A message group is a mailing list of subscribers. A message group makes it easier to send the same message to several subscribers at once.

Two types of groups exist: global groups and private groups. Global groups are defined by your system administrator. Private groups are the groups you define for your personal use. To learn about setting up private message groups, see [Creating a Message Group, page 66](#).

In addition to using groups, you can also leave a message for more than one subscriber by addressing the message to additional subscribers (see [Sending a Message to Additional Subscribers, page 55](#)).

To send a message to a group:

- 1 After recording a message, press any key (or the key announced by the system) to stop recording.
- 2 Press **1** to send the message, or follow the conversation to review the message or mark it for special delivery before sending it.
- 3 Press **#** to address the message to a private group or **# #** to address it to a global group.
- 4 Enter the number of the private or global group.
- 5 Press **1** to confirm your entry or **2** to enter the group number again.
- 6 Follow the conversation.

6 *Managing Your Greetings*

● Chapter Overview

You can set up your mailbox to play a greeting to callers before they leave a message.

You can use two types of greetings:

- Personal greeting—this is the greeting that is played to callers when you do not answer your phone. You typically record it when you enter your mailbox for the first time (see *First-Time Mailbox Setup*, page 10).
- Temporary greeting—you can play an alternate greeting for special occasions, such as when you are out of the office or on vacation.

Your mailbox can play either greeting or be set not to play any greeting at all. If both greetings are deactivated, your recorded name is played to callers instead.

You can change a greeting or switch between greetings at any time. This chapter describes how to set up and use your greetings by phone.

Depending on assigned permissions, you might also be able to manage your greetings by computer. Ask your system administrator for details.

This chapter includes:

- [Changing Your Personal Greeting](#) page 58
- [Listening to Your Personal Greeting](#) page 59
- [Activating or Deactivating Your Personal Greeting](#) page 60
- [Recording a Temporary Greeting](#) page 61
- [Listening to the Temporary Greeting](#) page 62
- [Activating or Deactivating Your Temporary Greeting](#). page 63
- [Deactivating Both Greetings](#)..... page 63

Changing Your Personal Greeting

Your personal greeting is played to callers when you do not answer the phone. A typical personal greeting is: “Hello, this is John Doyle. I am not at my desk right now. Please leave a message.”

The first time you access your mailbox, you are asked to record your personal greeting (see *First-Time Mailbox Setup*, page 10). This chapter describes how to change this greeting.

Depending on assigned permissions, you might be able to configure your mailbox to forward your callers to a specified destination, such as your cell phone, if they press a specific key on their dial pad during or after your greeting. Make sure your greeting includes corresponding instructions, for example: “To call me at home, press 1; to reach me on my cell phone, press 2.”

To re-record your personal greeting:

- 1 Access the subscriber’s menu. (This is the menu you hear after logging in to your mailbox.)
- 2 Press **3 2 3**.
- 3 Record the greeting after the beep. To finish the recording, press any key (or the key announced by the system).

Once the greeting is recorded, it replaces the previous personal greeting. The system notifies you whether the greeting is activated or not.

Use these commands for personal greeting options:

Task	Key
Activate/deactivate personal greeting	1
Listen to personal greeting	2
Record personal greeting	3
Back to personal options menu	*
Back to subscriber's menu	* *

● Listening to Your Personal Greeting

You can listen to your current personal greeting directly from your mailbox. You can then activate or re-record it as required.

To play your current personal greeting:

- 1 Access the subscriber's menu. (This is the menu you hear after logging in to your mailbox.)
- 2 Press **3 2 2**. The greeting is played.

Use these commands for personal greeting options:

Task	Key
Activate/deactivate personal greeting	1
Listen to personal greeting	2
Record personal greeting	3
Back to personal options menu	*
Back to subscriber's menu	* *

● Activating or Deactivating Your Personal Greeting

A greeting must be activated to be played to callers when they cannot reach you on your phone. You can activate your personal greeting if it is currently deactivated, or deactivate it if it is active.

If you activate your personal greeting, your temporary greeting is automatically deactivated.

To activate or deactivate your personal greeting:

- 1 Access the subscriber's menu. (This is the menu you hear after logging in to your mailbox.)
- 2 Press **3 2 1**. This toggle command activates a deactivated greeting or deactivates an active one.

Use these commands for personal greeting options:

Task	Key
Activate/deactivate personal greeting	1
Listen to personal greeting	2
Record personal greeting	3
Back to personal options menu	*
Back to subscriber's menu	* *

Recording a Temporary Greeting

The temporary greeting is for special occasions, such as a vacation. A typical temporary greeting is: “Hello, this is John Doyle. I am out of the office today and will return tomorrow.”

Depending on assigned permissions, you might be able to configure your mailbox to forward your callers to a specified destination, such as your cell phone, if they press a specific key on their dial pad during or after your greeting. Make sure your greeting includes corresponding instructions, for example: “To speak with my supervisor, press 1. For emergency cases only, press 2 to reach me on my cell phone.”

To record a temporary greeting:

- 1 Access the subscriber’s menu. (This is the menu you hear after logging in to your mailbox.)
- 2 Press **8 1**.
- 3 Record the greeting after the beep. To finish the recording, press any key (or the key announced by the system). Once the greeting is recorded, it replaces the previous temporary greeting.

Use these commands for temporary greeting options:

Task	Key
Record temporary greeting	1
Listen to temporary greeting	2
Activate temporary greeting	3
Activate personal greeting	4
Deactivate greeting	5
Back to subscriber's menu	*

● Listening to the Temporary Greeting

You can listen to your current temporary greeting directly from your mailbox. You can then activate or re-record it as required.

To play your current temporary greeting:

- 1 Access the subscriber's menu. (This is the menu you hear after logging in to your mailbox.)
- 2 Press **8 2**. The greeting is played.

Use these commands to for temporary greeting options:

Task	Key
Record temporary greeting	1
Listen to temporary greeting	2
Activate temporary greeting	3
Activate personal greeting	4
Deactivate greeting	5
Back to subscriber's menu	*

● Activating or Deactivating Your Temporary Greeting

You can activate your temporary greeting to have it played to your callers when you do not answer the phone. Activating your temporary greeting automatically deactivates your personal greeting.

To deactivate your temporary greeting, either activate your personal greeting or deactivate both greetings.

To activate your temporary greeting:

- 1 Access the subscriber's menu. (This is the menu you hear after logging in to your mailbox.)
- 2 Press **8 3**. The system activates the temporary greeting and plays the subscriber's menu.

To activate your personal greeting:

- 1 Access the subscriber's menu. (This is the menu you hear after logging in to your mailbox.)
- 2 Press **8 4**. The system activates the personal greeting and plays the subscriber's menu.



NOTE:

You can also follow the steps in [Activating or Deactivating Your Personal Greeting, page 60](#) to activate your personal greeting.

● Deactivating Both Greetings

You can set your mailbox to have no greeting at all. In this case, the system uses your recorded name to inform callers that you are not available before they can leave a message.

To deactivate your greetings:

- 1 Access the subscriber's menu. (This is the menu you hear after logging in to your mailbox.)
- 2 Press **8 5**. The system deactivates the currently active greeting without activating the other and plays the subscriber's menu.

NOTES:

7 *Setting Up Your Message Groups*

Chapter Overview

A message group list or group is a list of subscribers. You can send a message to several subscribers at once by using message groups.

Creating a message group list involves the following steps:

- Assign a number to the group
- Recording a name for the group (optional)
- Adding members to the group

This chapter describes how to create and maintain your own private message groups by phone. Depending on assigned permissions, you might also be able to define your message groups by computer. Ask your system administrator for details.



NOTE:

Global groups are defined system-wide by your system administrator. You can use global groups to send messages to multiple subscribers; however, only your system administrator can modify a global group and add or remove members.

This chapter includes:

- [Creating a Message Group](#) page 66
- [Adding Group Members](#) page 67
- [Hearing a List of Group Members](#) page 68
- [Deleting Members from a Group](#) page 69
- [Changing the Name of a Group](#) page 70
- [Deleting a Group](#)..... page 71

Creating a Message Group

You can create your own message groups. When you send a message to a group, the message is sent to all members of the group. Each group must have a unique group number.

There are two types of groups: global and private. While any subscriber can send messages to a global group, only you can send message to your private groups.

To create a message group:

- 1 Access the subscriber's menu. (This is the menu you hear after logging in to your mailbox.)
- 2 Press **3 6 1** to create a new message group.
- 3 Enter a number for the group and then press **#**. If the number is already in use for one of your existing groups, the system warns you and does not create the new group.
- 4 Record a name for the group. If you prefer not to assign a name to this group, wait for the conversation without recording.
After recording, you can press **1** to listen to the name you recorded, **2** to record the name again, **3** to delete the name, or ***** to continue.
- 5 Press **4** for group member options.
- 6 Enter the group number and then press **#**.
- 7 Press **2** to add members.
- 8 Enter the extension of the subscriber you wish to add to the list, and then press **#**. Repeat this step to add further members.
- 9 Press ***** to finish adding members.

Use these commands for message group options:

Task	Key
Create list (message group)	1
Record group name	2
Delete group	3
Define group members	4

● Adding Group Members

You can add subscribers as members of your message groups. The same member can be added to more than one group.

To add one or more member to a message group:

- 1 Access the subscriber's menu. (This is the menu you hear after logging in to your mailbox.)
- 2 Press **3 6 4** for group member options.
- 3 Press **2** to add members.
- 4 Enter the group number and then press **#**.
- 5 Enter the extension of the subscriber you wish to add to the list, and then press **#**.

Repeat this step to add further members.

- 6 Press ***** to finish adding members.

Use these commands for message group options:

Task	Key
Create list (message group)	1
Record group name	2
Delete group	3
Define group members	4

Hearing a List of Group Members

You can listen to the names of members belonging to one of your message groups.

To hear a list of group members:

- 1 Access the subscriber's menu. (This is the menu you hear after logging in to your mailbox.)
- 2 Press **3 6 4** for group member options.
- 3 Enter the group number and then press **#**.
- 4 Press **1** to hear a list of members.
- 5 The system plays the extension or each group member.
- 6 Press **1** to repeat the list of members, **2** to add members to the group, **3** to delete members, or ***** to quit the message group.

Deleting Members from a Group

You can remove members from your message groups.

To remove members from a group:

- 1 Access the subscriber's menu. (This is the menu you hear after logging in to your mailbox.)
- 2 Press **3 6 4** for group member options.
- 3 Enter the group number and then press **#**.
- 4 Press **3** to delete members from this group.
- 5 Enter the number of the member you wish to remove from the group.
- 6 Press **#** to confirm the deletion or **0** to cancel the deletion.
- 7 Repeat steps 5-6 above to delete additional members from this group.
- 8 Press ***** to finish adding members.

Use these commands for message group options:

Task	Key
Create list (message group)	1
Record group name	2
Delete group	3
Define group members	4

● Changing the Name of a Group

You can re-record or delete the name of a message group.

To re-record a group name:

- 1 Access the subscriber's menu. (This is the menu you hear after logging in to your mailbox.)
- 2 Press **3 6 2** to re-record the name of a group.
- 3 Enter the group number and then press **#**.
- 4 Press **1** to listen to the current group name, **2** to re-record the name, **3** to delete the name, or ***** to leave the group name as is.

Use these commands for message group options:

Task	Key
Create list (message group)	1
Record group name	2
Delete group	3
Define group members	4

Deleting a Group

You can delete any of your message groups.

To delete a message group:

- 1 Access the subscriber's menu. (This is the menu you hear after logging in to your mailbox.)
- 2 Press **3 6 3** to delete a group.
- 3 Enter the group number and then press **#**.
- 4 Press **#** to confirm the deletion or **0** to cancel the deletion.

Use these commands for message group options:

Task	Key
Create list (message group)	1
Record group name	2
Delete group	3
Define group members	4

NOTES:

8 Changing Your Mailbox Setup Options

Chapter Overview

This chapter describes how to change the setup options for your mailbox from your phone according to your preferences.

You can change the following settings for your mailbox:

- Recorded name
- Password
- Call screening activation/deactivation
- Mailbox number for operator assistance
- Call transfer activation/deactivation

In addition, you can configure your mailbox to place wake-up calls at a number you specify.

This chapter includes:

- [Changing Your Password..... page 74](#)
- [Changing Your Recorded Name..... page 75](#)
- [Turning Call Screening On or Off..... page 76](#)
- [Transferring Calls to Your Extension or Mailbox..... page 76](#)
- [Changing Your Personal Assistant page 77](#)
- [Changing Wake-up Call Options page 78](#)
- [Activating or Deactivating Wake-up Calls..... page 79](#)

● Changing Your Password

Your password prevents others from listening to your messages. You can change your password as often as you like or decide not to have a password at all. Your system administrator can tell you the required password length.

If you forget your password, contact your system administrator.

When you change your password, the old password is deleted from the system.

To change your password:

- 1 Access the subscriber's menu. (This is the menu you hear after logging in to your mailbox.)
- 2 To change your password, press **3 4 1**.
- 3 Enter the new password. When you have entered the required number of digits, the system asks you to re-enter the password.
- 4 Re-enter the new password.

To delete the password:

- 1 Access the subscriber's menu. (This is the menu you hear after logging in to your mailbox.)
- 2 To delete your password, press **3 4 2**.
- 3 Press **#** to confirm or **0** to cancel.

● Changing Your Recorded Name

The system uses your recorded name to identify both you and your messages to other subscribers. You can listen to, record, or delete your name at any time.

When you change your recorded name, the previous name is deleted from the system.

To change your recorded name:

- 1 Access the subscriber's menu. (This is the menu you hear after logging in to your mailbox.)
- 2 Press **3 3**.
- 3 To listen to your name, press **1**.
- 4 To record your name, press **2**.

To delete the recorded name:

- 1 Access the subscriber's menu. (This is the menu you hear after logging in to your mailbox.)
- 2 Press **3 3 3**.
- 3 Press **#** to confirm or **0** to cancel.

Turning Call Screening On or Off

Call screening prompts your callers to identify themselves before you answer. If you reject a call, the system notifies the caller that you are not available and offers the option to leave you a message in your mailbox.

If your system administrator has set up call screening for your mailbox, you can turn call screening on and off by phone.

To turn call screening on or off:

- 1 Access the subscriber's menu. (This is the menu you hear after logging in to your mailbox.)
- 2 Press **3 5 1** to turn call screening on or off.

Transferring Calls to Your Extension or Mailbox

Instead of receiving calls at your phone, you can have them redirected to your mailbox. This is useful in situations where you wish not to be disturbed, such as during an important meeting.

Transferring your calls to your mailbox works just as entering the DND (Do Not Disturb) code on the dial pad of your phone, except that it is not indicated on the display panel of the phone. For further details, refer to the documentation of your telephony system.

To switch between call transfer to your extension and to your mailbox:

- 1 Access the subscriber's menu. (This is the menu you hear after logging in to your mailbox.)
- 2 Press **4 1** to change to unavailable mode (transfer your calls to your mailbox instead of to your phone) or to change back to available mode.

● Changing Your Personal Assistant

When you are not available, your callers are given the option to be transferred to your personal assistant instead of leaving a message in your mailbox.

You can change this number to the extension of your operator or another subscriber.

To change the number of your personal assistant:

- 1 Access the subscriber's menu. (This is the menu you hear after logging in to your mailbox.)
- 2 Press ③ ⑦.
- 3 To review your personal assistant number, press ①.
- 4 To change your personal assistant number, press ②.
- 5 Enter the extension number of the personal assistant you wish to assign.

● Changing Wake-up Call Options

Depending on how your system is set up, you can set up wake-up calls for weekdays or for weekends. As long as wake-up calls are activated, your phone rings on every weekday or on weekend days at the time you specify.

You can also define and activate wake-up calls by computer if you have the relevant permissions assigned. Refer to your system administrator for details.



NOTE:

By default, weekdays are Mondays through Fridays, while weekend days are Saturdays and Sundays. Your system administrator might have changed this setting for your system.

To set up wake-up calls:

- 1 Access the subscriber's menu. (This is the menu you hear after logging in to your mailbox.)
- 2 Press **3 1 3**.
- 3 Press **1** to set up wake-up calls for weekdays, or press **2** to set up wake-up calls for weekends.
- 4 To set the time of the wake-up call, press **2 1**.
Press four digits to specify the time, the first two digits for the hour and the second two digits for the minutes. Press ***** for AM and **#** for PM.
- 5 To set the wake-up call destination, press **3 1**.
Enter the number of the phone on which the wake-up call will ring. You can enter a subscriber extension or an external phone number.
- 6 To activate or deactivate wake-up calls, press **1**.

● Activating or Deactivating Wake-up Calls

For wake-up calls to be placed, they must be activated. The system does not place wake-up calls as long as they are deactivated, even if the wake-up time has been reached.

You can also define and activate wake-up calls by computer if you have the relevant permissions assigned. Refer to your system administrator for details.

To activate or deactivate wake-up calls:

- 1 Access the subscriber's menu. (This is the menu you hear after logging in to your mailbox.)
- 2 Press **3 1 3**.
- 3 Press **1** for weekday wake-up calls for weekdays or **2** for weekend wake-up calls.
- 4 To activate or deactivate wake-up calls, press **1**.

NOTES:

9 *Sending and Receiving Faxes*

If your system supports fax mail, you can receive fax messages, just as voice messages. Since the fax messages are routed to your mailbox rather than to a general-use fax machine, the privacy of these messages is granted. You can receive fax messages outside the office, just like voice messages.

You can re-route a fax message to a fax machine. If your system supports Unified Messaging, you can also view messages on your computer using any standard email application (such as Microsoft Outlook Express). When re-routing the message, you are prompted to enter the number of the destination fax machine.

NOTES:

10 *Checking Email by Phone*

● Chapter Overview

Unified Messaging (UM) is an optional SeaMail feature that lets you access your voice messages by computer, just as your regular email messages. If Text-To-Speech is supported, Unified Messaging can also convert your email messages to voice messages and play them on your phone.

This chapter includes:

- [Accessing Voice Messages from Your Email Program](#) page 84

● Accessing Voice Messages from Your Email Program

Depending on your system configuration, an email is sent to you for each voicemail message you receive. These emails include the voice messages as WAV file attachments and indicate the length of the message. The message sender is identified as the number of the caller.

The messages you receive in your voice mailbox are kept synchronized with your email messages. If you save a voice message, the corresponding email is automatically marked as read in your email application.

Depending on your Email Accounts configuration, deleting a message by phone causes the related email to be moved to the Deleted Items folder. You can change this configuration from your workstation if you have the relevant authorization settings. For details, refer to the online help of the SeaMail program.

Conversely, a message is marked as deleted in your mailbox if you open its corresponding email on the computer. You can restore the message. For instructions on how to save, delete, or undelete messages in your mailbox, see [Chapter 3, Checking Your Messages](#).



NOTE:

By default, email messages for voicemail are considered as junk emails and therefore stored in the Junk Email folder. To receive them in your inbox, disable automatic filtering in your Junk Email options. For instructions, refer to the online help of your email program.

Keeping Your Computer Synchronized

The email client on your computer can notify you of your new messages only as long as SeaMail knows your user name and password. When you change your user name or your password for logging in to your computer, an alert email message prompts you to update this information in the SeaMail Web Portal.



NOTE:

If you do not have the permissions for accessing the SeaMail Portal, ask your system administrator to perform the following procedure for you.

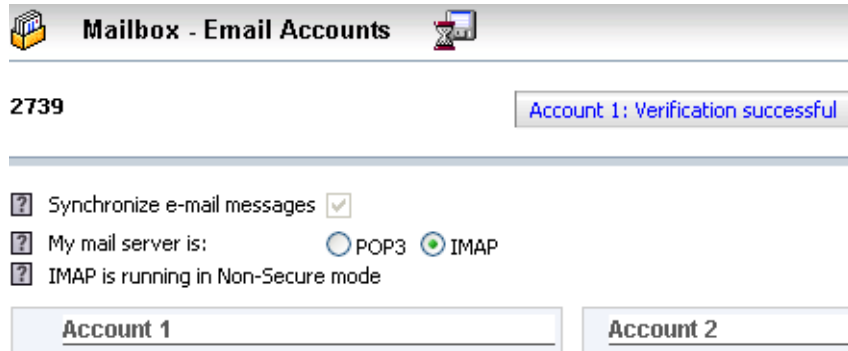
To update your computer login information in the SeaMail Portal:

- 1 Log in to the SeaMail Portal (see [Accessing Your Mailbox Setup by Computer](#), page 13).
- 2 Click the **Mailboxes** tab, and then select **Email Accounts** from the Mailboxes Menu. The SeaMail Portal displays your email account settings.

Figure 1 SeaMail Portal
—Email Account Settings


- 3 In the relevant Account box (usually **Account 1**), update your **Password** as required.
If your user name has changed, update the **User ID** field accordingly.

- 4 Click **Verify** at the bottom of the Account box and make sure a **Verification successful** message is displayed in the information bar.



NOTE:

*If this message is not displayed, re-enter your password, make sure your user name is correctly entered, and click **Verify** again. If the verification is still not successful, contact your system administrator.*

- 5 Click  (the Save icon).

11 *Menus and Shortcuts*

● Chapter Overview

The SeaMail system provides you and your callers with clear instructions at any stage. You do not have to wait for the end of these instructions to proceed. If you already know what keys to press to access a specific function, you can dial them quickly in a sequence.

To always offer the relevant options, the instructions are arranged in user-friendly menus. The subscriber's menu is played after you log in to your mailbox. When outside callers dial the main office number of your organization, they are played the company greeting. If they call you at your extension, they hear your greeting and name.

This chapter includes:

- [Subscriber's Menu](#) page 88
- [Company Greeting](#) page 90
- [System-Wide Commands](#)..... page 90
- [Shortcuts Used During or After Message Playback](#) page 91
- [Commonly Used Shortcuts](#) page 91
- [Shortcuts for Fax and Email Messages](#) page 92

Subscriber's Menu

This menu is played after you log in to your mailbox. The charts in [Figure 2](#) and [Figure 3](#) show the various options that can be used from the subscriber's menu.

Figure 2 **Subscriber's Menu (Reviewing/Recording Messages)**

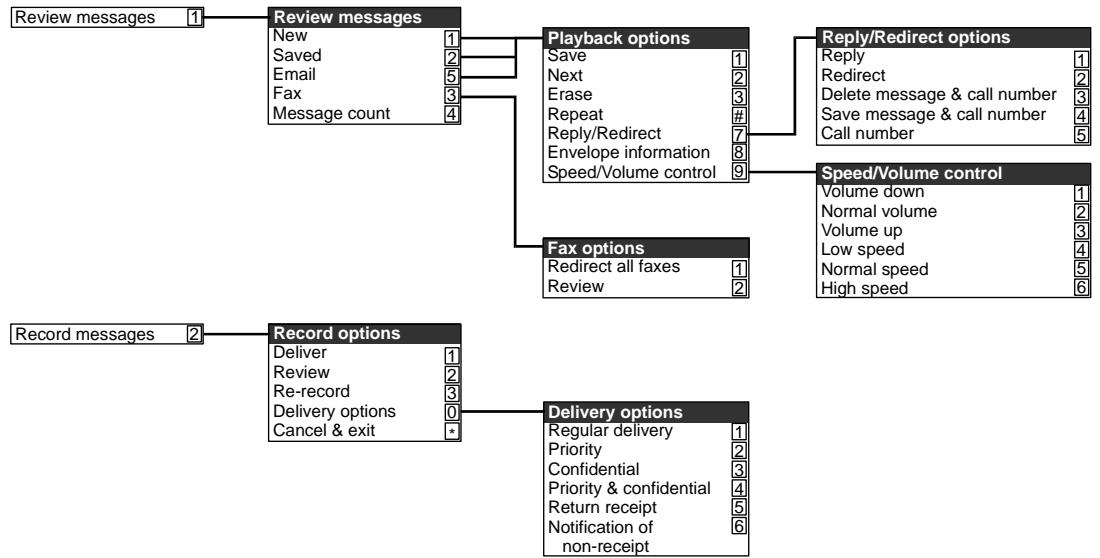
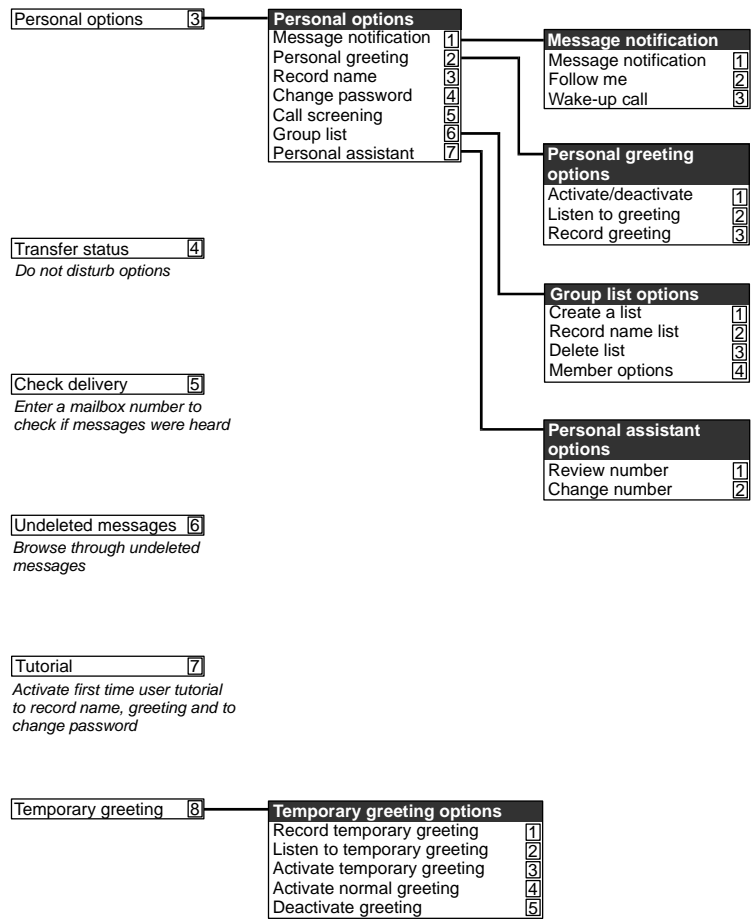


Figure 3 Subscriber's Menu (Personal and Additional Options)



Company Greeting

The company greeting is the menu played to outside callers. You can also access the company greeting from the subscriber's menu by pressing *.

From this menu, you can dial a subscriber's extension to call this subscriber or wait to reach the operator. You can also use these commands:

Task	Key
Call subscriber by name (directory assistance)	9*
Access mailbox directly to leave a message	*
Log in to your mailbox	#

*Or a key assigned by your system administrator

System-Wide Commands

System-wide commands are available at several points throughout the SeaMail conversation.

Task	Key	When To Use
Shorten the system response time after dialing a multi-digit entry	#	Anywhere in the subscriber's menu
Continue	*	To proceed to the next step within a multi-step menu option
Return to previous menu	*	To quit the current sub-menu and go back to the higher menu level
Instant recording (pre-recording tone without prompts)	*	Before leaving a message, recording a name, or recording a greeting
Finish recording	Any*	When recording a greeting or name
Go to company greeting	*	When listening to the subscriber's menu
Repeat menu	None	Wait to hear the menu again.

*Or a key assigned by your system administrator

Shortcuts Used During or After Message Playback

Use these shortcuts while or after listening to a message:

Task	Shortcut	Task	Shortcut
Save message	1	Hear message info	8
Check next message	2	Return call	7 1
Delete message	3	Forward (redirect) message	7 2
Repeat message	#	Control playback speed/volume	9

Commonly Used Shortcuts

Access the subscriber's menu if required, then use these shortcuts to do these common voice messaging tasks.

Task	Shortcut	Task	Shortcut
Check new messages	1 1	Switch to personal greeting	3 2 1
Leave a message	2	Change personal greeting	3 2 3
Review saved messages	1 2	Switch to temporary greeting	8 3
Review deleted messages	6	Change temporary greeting	8 1
Change mailbox setup	3	Add group	3 6 1
Change password	3 4	Edit group members	3 6 4
Change recorded name	3 3	Delete group	3 6 3
Turn call screening on/off	3 5 1	Turn call transfer on/off (do not disturb)	4 1

Shortcuts for Fax and Email Messages

If your system supports fax and unified messaging, you can use shortcuts handling your fax and email messages. Access the subscriber's menu, then use the following shortcuts to do these tasks.

Task	Shortcut
Redirect all faxes	1 3 1
Review fax message	1 3 2
Check email messages	1 5
Hear email message info	1 5 8

Depending on how your system is set up, your email messages are converted into voice messages, which can be checked just like regular voice messages.



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<http://www.tadirantele.com>

Coral™ SeaMail
User Guide for Sea Softswitch Systems
Edition 1.0