NetVanta Unified Communications Server ®

Quick Reference Sheet

Welcome to NetVanta Unified Communications Server, the software that allows you to manage your voice, fax, and e-mail messages from a single location, using your desktop or any telephone. Please note, depending on your system configuration, some features on this sheet may not be available.
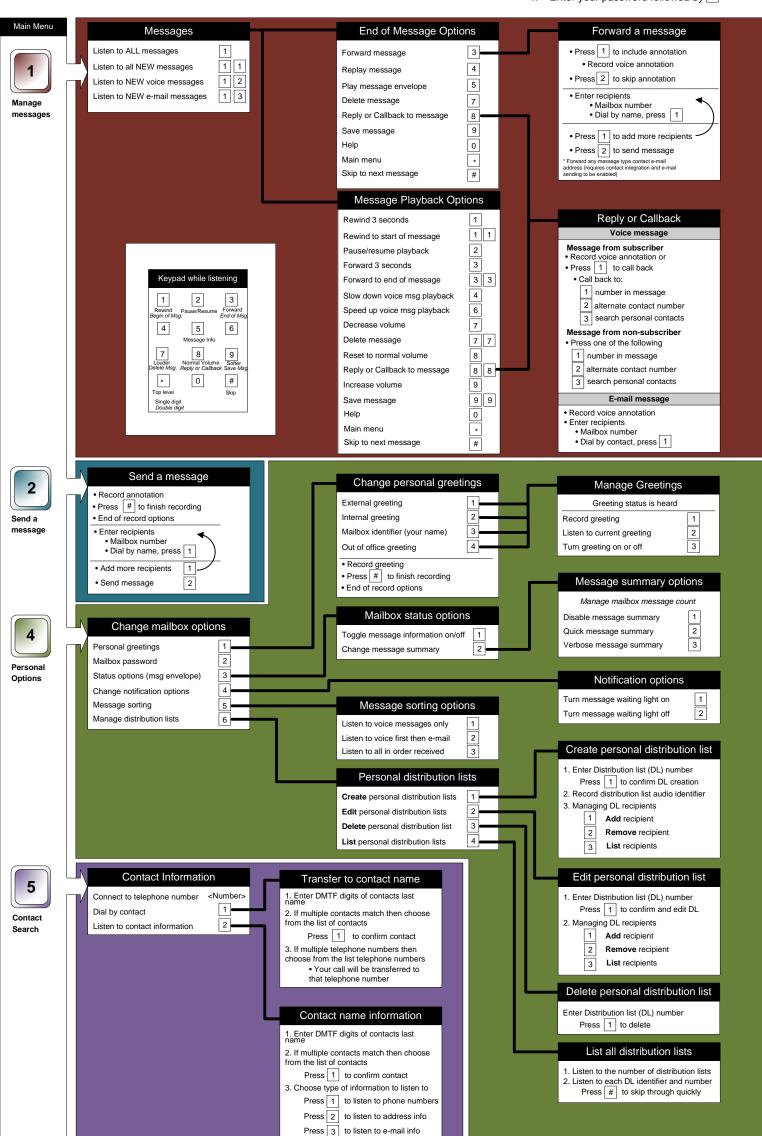
Accessing your messages
From your office extension
1. Call the UC Server telephone number
2. Enter your password followed by `#`

From somebody else's office extension
1. Call the UC Server telephone number
2. If the extension has a mailbox then press `*`
3. Enter your mailbox number
4. Enter your password followed by `#`

Main Menu

1 — Manage messages

Messages
Listen to ALL messages	`1`
Listen to all NEW messages	`1` `1`
Listen to NEW voice messages	`1` `2`
Listen to NEW e-mail messages	`1` `3`

End of Message Options
Forward message	`3`
Replay message	`4`
Play message envelope	`5`
Delete message	`7`
Reply or Callback to message	`8`
Save message	`9`
Help	`0`
Main menu	`*`
Skip to next message	`#`

Forward a message
- Press `1` to include annotation
  - Record voice annotation
- Press `2` to skip annotation
- Enter recipients
  - Mailbox number
  - Dial by name, press `1`
- Press `1` to add more recipients
- Press `2` to send message

* Forward any message type contact e-mail address (requires contact integration and e-mail sending to be enabled)

Message Playback Options
Rewind 3 seconds	`1`
Rewind to start of message	`1` `1`
Pause/resume playback	`2`
Forward 3 seconds	`3`
Forward to end of message	`3` `3`
Slow down voice msg playback	`4`
Speed up voice msg playback	`6`
Decrease volume	`7`
Delete message	`7` `7`
Reset to normal volume	`8`
Reply or Callback to message	`8` `8`
Increase volume	`9`
Save message	`9` `9`
Help	`0`
Main menu	`*`
Skip to next message	`#`

Keypad while listening

`1` Rewind *Begin of Msg.*	`2` Pause/Resume	`3` Forward *End of Msg.*
`4`	`5` Message Info	`6`
`7` Louder *Delete Msg.*	`8` Normal Volume *Reply or Callback*	`9` Softer *Save Msg.*
`*` Top level *Single digit*	`0` *Double digit*	`#` Skip

Reply or Callback
Voice message

Message from subscriber
- Record voice annotation or
- Press `1` to call back
  - Call back to:
    - `1` number in message
    - `2` alternate contact number
    - `3` search personal contacts

Message from non-subscriber
- Press one of the following
  - `1` number in message
  - `2` alternate contact number
  - `3` search personal contacts

E-mail message
- Record voice annotation
- Enter recipients
  - Mailbox number
  - Dial by contact, press `1`

---

2 — Send a message

Send a message
- Record annotation
- Press `#` to finish recording
- End of record options
- Enter recipients
  - Mailbox number
  - Dial by name, press `1`
- Add more recipients `1`
- Send message `2`

Change personal greetings
External greeting	`1`
Internal greeting	`2`
Mailbox identifier (your name)	`3`
Out of office greeting	`4`

- Record greeting
- Press `#` to finish recording
- End of record options

Manage Greetings
Greeting status is heard
Record greeting	`1`
Listen to current greeting	`2`
Turn greeting on or off	`3`

Mailbox status options
Toggle message information on/off	`1`
Change message summary	`2`

Message summary options
Manage mailbox message count
Disable message summary	`1`
Quick message summary	`2`
Verbose message summary	`3`

---

4 — Personal Options

Change mailbox options
Personal greetings	`1`
Mailbox password	`2`
Status options (msg envelope)	`3`
Change notification options	`4`
Message sorting	`5`
Manage distribution lists	`6`

Notification options
Turn message waiting light on	`1`
Turn message waiting light off	`2`

Message sorting options
Listen to voice messages only	`1`
Listen to voice first then e-mail	`2`
Listen to all in order received	`3`

Personal distribution lists
Create personal distribution lists	`1`
Edit personal distribution lists	`2`
Delete personal distribution list	`3`
List personal distribution lists	`4`

Create personal distribution list
1. Enter Distribution list (DL) number
   Press `1` to confirm DL creation
2. Record distribution list audio identifier
3. Managing DL recipients
   - `1` **Add** recipient
   - `2` **Remove** recipient
   - `3` **List** recipients

Edit personal distribution list
1. Enter Distribution list (DL) number
   Press `1` to confirm and edit DL
2. Managing DL recipients
   - `1` **Add** recipient
   - `2` **Remove** recipient
   - `3` **List** recipients

Delete personal distribution list
Enter Distribution list (DL) number
Press `1` to delete

List all distribution lists
1. Listen to the number of distribution lists
2. Listen to each DL identifier and number
   Press `#` to skip through quickly

---

5 — Contact Search

Contact Information
Connect to telephone number	<Number>
Dial by contact	`1`
Listen to contact information	`2`

Transfer to contact name
1. Enter DMTF digits of contacts last name
2. If multiple contacts match then choose from the list of contacts
   Press `1` to confirm contact
3. If multiple telephone numbers then choose from the list telephone numbers
   - Your call will be transferred to that telephone number

Contact name information
1. Enter DMTF digits of contacts last name
2. If multiple contacts match then choose from the list of contacts
   Press `1` to confirm contact
3. Choose type of information to listen to
   Press `1` to listen to phone numbers
   Press `2` to listen to address info
   Press `3` to listen to e-mail info

Listening to Messages   [1]

Listen to messages
Listen to all messages	**[1]**
Listen to new messages	**[1]**-[1]
Listen to new voice messages	**[1]**-[2]
Listen to new e-mail messages	**[1]**-[3]

Some of these features may not be available depending on the system configuration.

Forward messages
1. At end of message   **[3]**
2. Voice annotation selection
   Include annotation   **[3]**-[1]
   Without annotation   **[3]**-[2]
3. Choose recipients
   Enter recipient's mailbox number
   Or press [1] to dial by name

Reply or callback to messages
1. At end of message   [8]
2. Record voice annotation
3. Call back to:
   - The number in message   [1]
   - Different contact number   [2]
     Contact match must be made to allow dialing a different contact number.
   - Search personal contacts   [3]
     Contact integration must be configured

Commands while listening to a message
Delete a message	[7]-[7]
Reply to a message	[8]-[8]
Save a message	[9]-[9]

Commands at the end of a message
Delete a message	[7]
Save a message	[9]

Personalizing your Mailbox

Change greetings over the telephone
External greeting	**[4]**-[1]-[1]
Internal greeting	**[4]**-[1]-[2]
Your name	**[4]**-[1]-[3]
Out of office	**[4]**-[1]-[4]

When a greeting is selected, the system will tell you the status (on or off) of your greeting.
You can then choose to:
- Record greeting   [1]
- Listen to current greeting   [2]
- Toggle greeting (*on or off*)   [3]

Change password
From main menu	**[4]**-[2]

Message options
Message information
Listen to the caller and time subject information (on/off)
Toggle msg information	**[4]**-[3]-[1]

Message summary options
The count of messages after mailbox logon
Disable message summary	**[4]**-[3]-[2]-[1]
Quick message summary	**[4]**-[3]-[2]-[2]
Verbose message summary	**[4]**-[3]-[2]-[3]

Message notification options
Turn on or off the message waiting light
Turn message waiting on	**[4]**-[4]-[1]
Turn message waiting off	**[4]**-[4]-[2]

Message sorting order
Priority of message when listening over the telephone
Voice messages only	**[4]**-[5]-[1]
Voice first then e-mail	**[4]**-[5]-[2]
Listen in order received	**[4]**-[5]-[3]

Entering the System

From your office extension:
1. Call the UC server telephone number
2. Enter your password followed by #

From somebody else's office extension:
1. Call the UC server telephone number
2. If the extension has a mailbox then press *
3. Enter your mailbox number
4. Enter your password followed by #

Leave a message directly into a mailbox
From your office extension:
1. Call the UC server telephone number
2. Press #
3. At the prompt, enter the destination mailbox
   The destination mailbox greeting will be played.

Transfer a caller directly into a mailbox
(Without ringing a telephone)
To transfer a caller who wishes to be transferred directly into a mailbox:
1. Initiate a transfer with the caller on consultation hold
2. Call the UC server telephone number
3. Press #
4. At the prompt, enter the destination mailbox. The destination mailbox greeting will be played.
5. Complete the transfer

NetVanta Unified Communications Server®

Quick Reference Sheet

Telephone User Interface