

INterra Unified Messaging

Computer Telephone Integration, or CTI, unites the power of the computer with the simplicity of the telephone. INterra's client graphical user interface, INterra Unified Messaging, is a product where these diverse technologies work together to provide more effective communication in the workplace.

Overview of INterra Unified Messaging

INterra Unified Messaging is a Windows interface that lets INterra mailbox owners quickly and easily manage voice and fax messages from their PC desktops.

What is INterra Unified Messaging?

INterra Unified Messaging uses client/server technology to communicate with the INterra server, displaying voicemail messages and faxes in an intuitive Windows environment.

INterra Unified Messaging lets you quickly and easily manage your messages.

Using INterra Unified Messaging

With traditional voicemail, you must follow long instructions and remember many keypad combinations in order to work with your messages. This is because a telephone is being used to communicate with the central voicemail computer, something telephones are not designed to do easily.

With INterra Unified Messaging, however, you “talk” to the voicemail computer through your desktop computer. Messages are displayed in a list on the screen.

Select buttons and items from menus to perform other voicemail functions. You can still use your telephone handset to record and listen to messages, but the hard-to-remember keypad procedures are eliminated.

This simplified interface unlocks the full power of voicemail systems, providing easy access to even sophisticated voicemail functions.

INterra Unified Messaging allows you to do the following:

- Play/view voicemail and fax messages
- Reply to voicemail messages
- Forward voicemail messages
- Route voicemail messages and faxes
- Save voicemail messages and faxes
- Archive voicemail messages and faxes
- Restore voicemail messages and faxes
- Set message addressing options for voicemail messages

- Attach notes to voicemail messages and faxes
- Record greetings
- Use distribution lists

Other INterra Unified Messaging Capabilities and Features

- Message speed (telephone interface only) and volume control (telephone interface and multimedia)
- Address book (searchable by first name, last name, and extension)
- In Box for voice and fax messages
- Fax viewer
- Detailed message list
- Message-sensitive Toolbar
- User-defined preferences
- Password protected
- TCP/IP support
- 32-bit compliant
- Call back external caller within INterra Unified Messaging

INterra Unified Messaging's Email Integrations

Using the leading email package, Microsoft Outlook, you can attach a voice message to an email message and send it over the Internet. Simply save your voice message, attach it to your email, and send it.

INterra Unified Messaging can be integrated with Microsoft Outlook on the client. The integration lets you access your voicemail through Microsoft Outlook.

INterra also offers a new synchronized email notification. When this is configured on your server, you can receive emails with INterra voice and fax messages attached as Wav or Tiff files. The files are not synchronized to the INterra server, but can be used for archive purposes.

Using INterra Unified Messaging

INterra Unified Messaging is the Windows interface that lets mailbox owners quickly and easily manage voicemail messages from their PC desktops. In addition to the information in this guide, INterra Unified Messaging also has comprehensive online Help.

Starting and Exiting INterra Unified Messaging

Before using INterra Unified Messaging for the first time, you must set the correct preferences. You need to set these preferences only once, but you can also change them later.

Starting INterra Unified Messaging

You can start INterra Unified Messaging from the Windows taskbar or from the Windows desktop.

- **To start INterra Unified Messaging**
 1. Select **Start > Programs**.
 2. Select **INterra Unified Messaging**.

Setting Preferences

Setting Preferences includes, among other things, specifying your mailbox number and telephone extension.

► **To set preferences for INterra Unified Messaging**

1. Select **Tools** menu > **INtera Client Preferences** to open the **Preferences** dialog box.

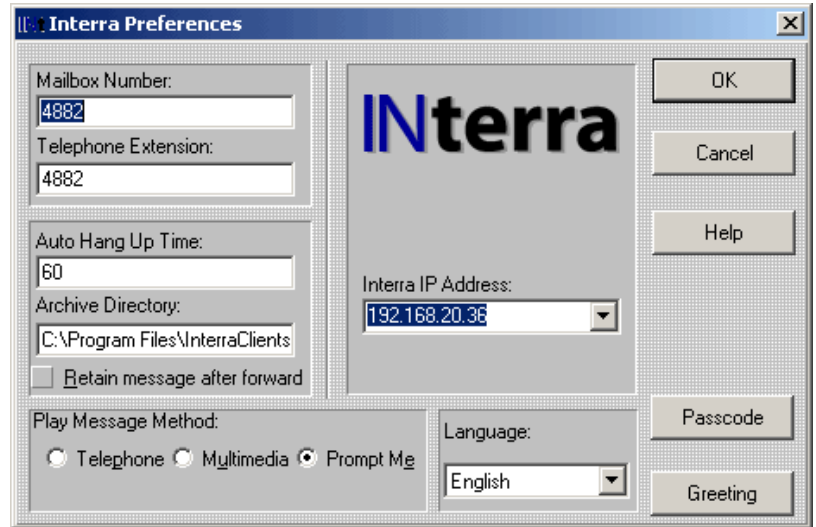


Figure 3-1. Preferences Dialog Box

2. Type your mailbox number in the **Mailbox Number** field.
3. Press <Tab> to the **Telephone Extension** field and type the telephone extension where you will most often be accessing INterra Unified Messaging.
4. Press <Tab> to the **Auto Hang up Time** field and type the number of seconds the system will wait before hanging up the telephone.
5. Press <Tab> to the **Archive Directory** and type the default directory where message files will be copied when you archive a message.

NOTE: You must have write permission to this directory.

The Network Protocol information is specific to your system and should be provided by your system administrator.

6. Select **OK** to close the **Preferences** dialog box.

Logging In

Enter your box number and passcode at the Login dialog box.

By default, your passcode is **1234** unless your System Administrator has stated otherwise. You should change it after your first login during the

box setup tutorial or you can change it later at any time from within the Preferences dialog box or through the telephone interface.

► **To log in to your voice mailbox**

1. Select **File** menu > **Log in** to open the **Log in to INterra Server** dialog box.

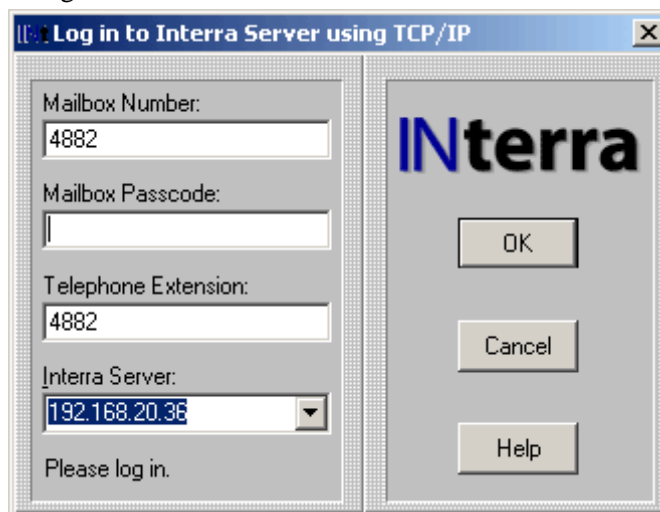


Figure 3-2. Log in to INterra Server Dialog Box

2. Type the mailbox number in the **Mailbox Number** field.
3. Press <Tab> to the **Mailbox Passcode** field and type the mailbox passcode.

NOTE: The default INterra passcode is **1234**, unless changed by your system administrator.
4. Press <Tab> to the **Telephone Extension** field and type the mailbox extension.
5. Either:
 - Press <Tab> to the **INterra Server** field and type the server name or TCP/IP.
 - Select the **Down Arrow** box to the right of the **INterra Server** field and select the server name from the drop-down list.

NOTE: If no TCP/IP server name appears in the drop-down list, manually enter your server's address in the INterra Server field. (See your System Administrator if you need help.)
6. Select **OK** to log into INterra Unified Messaging.

Starting from Other Workstations

You can start INterra Unified Messaging at any workstation where it has been installed, but to access your own messages you must change the Mailbox Number setting when logging in.

Exiting

You can disconnect from INterra without exiting INterra Unified Messaging, or you can exit INterra Unified Messaging completely.

► To disconnect without exiting INterra Unified Messaging

1. Select the **File** menu.
2. Select **Log out** to keep INterra Unified Messaging running, but to close message-handling features.

► To exit INterra Unified Messaging completely

1. Select the **File** menu.
2. Select **Exit** to hang up and close INterra Unified Messaging.

NOTE: Any files in the **CWOUT/TMP** directory are removed automatically when you exit INterra Unified Messaging. We recommend that you do not save any personal files to the **CWOUT/TMP** directory for this reason.

Navigating in INterra Unified Messaging

Navigating in INterra Unified Messaging is easy. The Main Screen in INterra Unified Messaging displays your messages and allows access to

all of the INterra Unified Messaging features through the message list, menu bar, and toolbar.

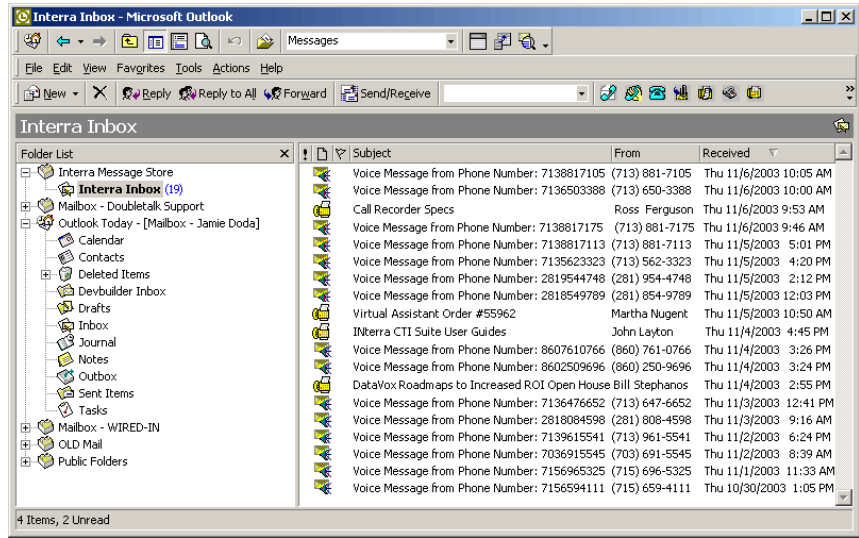


Figure 3-3. INterra Unified Messaging Main Screen

Message Pane

The Message Pane is the right window where voice and fax message information (if INterraFAX is installed) is displayed when you select the INterra Message Store. The following is a list of icons representing voice and fax messages:



Voice Message Icon



Fax Message Icon (if INterraFAX is installed)

Toolbar

The Toolbar provides one-click access to INterra Unified Messaging features. You can also right-click a message to access any of these commands.



Forward Voice or Fax Message as an Attachment forwards the Message to and email recipient.



View INterra Fax Log plays the message currently highlighted in the Message List, or launches the INterraFAX Viewer for the fax currently highlighted. The menu selection reads **Play** if a voice message is selected, and **View** if a fax is selected.



New Voice Message opens the Message Control Panel, where you can record and send a new voice message.



New INterraFAX Message (if INterraFAX is installed) opens the INterraFAX Print Control dialog box. See INterraFAX in the Installing INterraFAX manual for more information on creating new fax messages.



*Note: Make sure the Outlook Main window is wide enough to display all of the INterra-related toolbar buttons.

Message Control Buttons

You can use message control buttons while recording or playing your messages. You may use either the mouse or the keyboard to activate these message controls.



The Message Control buttons consist of the following:



Message Beginning rewinds the message to the beginning. (From the keyboard, press <Ctrl>+ 2.)



Rewind sets the message position back five seconds. (From the keyboard, press <Ctrl> + 8.)



Stop stops the message and rewinds to the beginning. (From the keyboard, press <Ctrl> + 9.)



Play starts playing the message at its current position. (From the keyboard, press <Ctrl> + 7.)



Fast-Forward advances the message five seconds. (From the keyboard, press <Ctrl> + 3.)



Message End advances to the end of the message. (From the keyboard, press <Ctrl> + 6.)

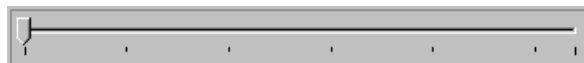


Pause pauses the voicemail message. (From the keyboard, press <Ctrl> + 1.)



Record starts recording a message. (From the keyboard, press <Ctrl> + 5.)

You can also control playback of a message by dragging the handle on the slide control bar to the right to advance the message, or to the left to rewind the message.



Receiving Messages

INterra Unified Messaging provides a Windows interface for most of the activities that you would normally perform from the telephone or your computer's speakers for:

- Playing a message
- Replying to a message
- Calling back a message sender
- Forwarding a message

- Routing a message
- Saving a voicemail message
- Archiving and restoring a message

Playing a Message

You can play any voicemail message in your mailbox using either your telephone handset or your computer's multimedia equipment.

► To play a message from the Message List in the main screen

1. Either:

- Double-click the message you want to play.
- Select the message > **Play**.

NOTE: If you have the **Prompt Me** option selected in the **INterra Unified Messaging Preferences** window, INterra asks you to choose the message playback method.

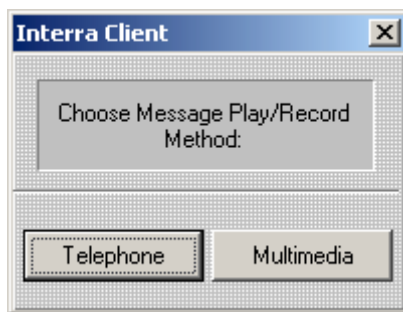
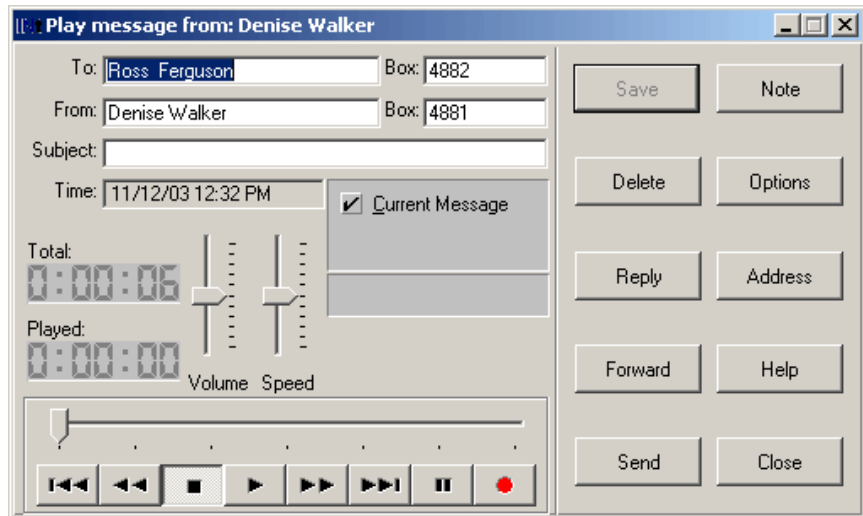


Figure 3-4. Choose Message Play/Record Dialog Box

2. Either:

- Select **Telephone** button to play the message using the telephone and pick up the receiver when your telephone rings.

- Select **Multimedia** button to play the message through your system's speakers.



3. Select **Play** to play the message.
4. Either:
 - Select **Save** to save the message.
 - Select **Delete** to delete the message.

NOTE: Double-click a message in the **Main** window or use the **Next** and **Previous** buttons to continue playing messages from the **Message Control Panel**. The **Next** and **Previous** buttons are not displayed in the INterra Unified Messaging for Outlook integration.

5. Select **Close** when finished.

Replying to a Message

You can reply to any voicemail message or fax sent to you from another INterra user.

► To reply to a message

1. Select the message you want to reply to.
2. Select **Reply**.

NOTE: If you have the **Prompt Me** option selected in the **INterra Unified Messaging Preferences** window, INterra asks you to choose the message playback method.



Figure 3-5. Choose Message Play/Record Dialog Box

3. Either:
 - Select **Telephone** to record the message using the telephone and pick up the receiver when your telephone rings.
 - Select **Multimedia** to record the message through your system's speakers.
4. Select **Record** to record the message.
5. Select **Stop** when you are finished recording.
6. Select and set the **Message Options** you want.
7. Select **Reply** to send the message.

Call Back a Message Sender

You can call the sender of any message in your mailbox.

► **To call back a message sender**

1. Right-click on any message.
2. Select **Dial Sender** from the pop-up menu to view the sender's telephone number in the **Phone Number** field.
3. Select the appropriate call type.
4. Select **OK**.

The call back number is dialed. When the phone is picked up, INterra will announce, "You have an automated call from xxxxxx." INterra then dials back the voice mail user and connects the calls together.

Forwarding a Message

You can forward a message to another INterra user, but only if that message is not confidential. The message can be forwarded with comments you have either recorded or attached as a note.

NOTE: If you do not wish to attach comments to the message, use the **Route** command instead.

► To forward a message

1. Select the message you want to forward.
2. Select **Forward**.

NOTE: If you have the **Prompt Me** option selected in the **INterra Unified Messaging Preferences** window, INterra asks you to choose the message playback method.

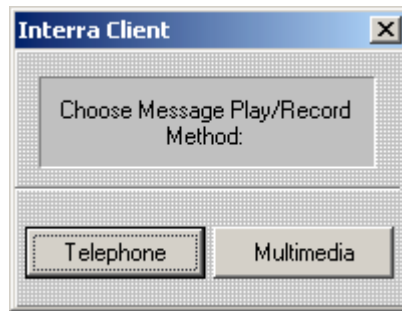


Figure 3-6. Choose Message Play/Record Dialog Box

3. Either:
 - Select **Telephone** to record the message using the telephone and pick up the receiver when your telephone rings.
 - Select **Multimedia** to record the message through your system's speakers.
4. Select **Record** to record the message.
5. Select **Stop** when you are finished recording.
6. Select and set the **Message Options** you want.
7. Address the message.
8. Select **Send** to forward the message.

NOTE: INterra automatically starts recording if the **Forward** button is selected from the Message Control Panel. If the **Forward** button is selected from the Toolbar, you are prompted to select a play method, then you must select **Record**.

Routing a Message

Route is a simplified Forward command. When you select **Route**, you are not prompted to record a comment to accompany the message. You cannot route confidential messages.

- ▶ **To route a message**
 1. Select the message you want to route.
 2. Select **Route**.
 3. Select the box user from the box list.
 4. Select **OK** to send the message.

Saving a Voicemail Message

After you play a message, you should either save or delete it. If you do not choose one of these options, INterra continues to regard the message as a new message. Your system administrator can program different retention times for new, saved, and deleted messages.

If you accidentally delete a message, you can undelete it through the telephone interface. To restore all your deleted messages, contact your system administrator immediately.

- ▶ **To save a message**
 1. Select the message you want to save.
 2. Select **Save** to save the message.
- ▶ **To see the number of days before a message is deleted**
 1. Right-click the message.
 2. Verify the number of days remaining as displayed at the top of the menu.
- ▶ **To postpone the automatic deletion of a played message**
 1. Select the message you want to postpone the deletion.
 2. Select **Route**.
 3. Select your box user from the box list.
 4. Select **OK** to send the message.

Archiving and Restoring a Message

You can make a personal copy of any message by copying it to a disk. Voicemail messages can be saved as a sound file in WAV or PCM format. Fax messages can be saved in .tiff format. Messages can be played or viewed by restoring them in INterra Unified Messaging. Restored files appear in the Message List as new messages and can then be handled like any other message.

► To archive a message to a disk

1. Select the message you want to archive.
2. Select the **Messages** menu.
3. Select **Archive**.
4. Type the file name in the **File Name** field.
5. Type the file type in the **File Type** field.
6. Type the folder name in the **Folder Name** field.
7. Select **OK** to archive the message onto a disk.

NOTE: By default, INterra saves the message to the **cwdesk/archive** folder that was created when INterra Unified Messaging was installed.

► To restore an archived message from a disk:

1. Select the message you want to archive.
2. Select the **Messages** menu.
3. Select **Restore to INterra**.
4. Type the file name in the **File Name** field.
5. Type the file type in the **File Type** field.
6. Type the folder name in the **Folder Name** field.
7. Select **Open** to restore the message to INterra.

Sending New Messages

Using either your telephone or your computer's microphone, you can record a message, then send it to another INterra user.

► **To record and send a new voicemail message**

1. Select **Record** on the **INterra Unified Messaging Main** window.

NOTE: If you have the **Prompt Me** option selected in the **INterra Unified Messaging Preferences** window, INterra asks you to choose the message playback method.

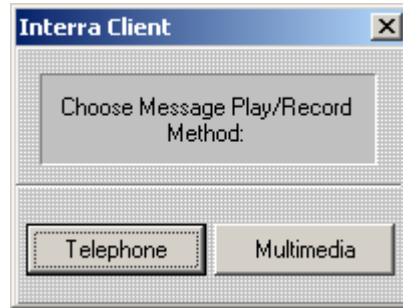


Figure 3-7. Choose Message Play/Record Dialog Box

2. Either:
 - Select **Telephone** button to record the message using the telephone and pick up the receiver when your telephone rings.
 - Select **Multimedia** button to record the message through your system's speakers.
3. Select **Record** to record the message.
4. Select **Stop** when you are finished recording.
5. Select **Address** to address the message.
6. Select **OK**.
7. Select **Send**.

NOTE: If you want to type the names and box numbers of recipients in the **To** and **Box** fields of the Message Control Panel, separate the names and box numbers with semicolons.

If you select **Send** without addressing the message first, the **Address Message** dialog box is automatically displayed.

Setting Message Options

If you want to set Message Options, set them *before* you send the message.

NOTE: Confidential messages cannot be forwarded, routed, or archived.

- **To set message options**
 1. Select **Options** in the **Message Control Panel**.
 2. Select on one of the following options:
 - **Return Receipt**
 - Confidential
 - Urgent
 - Future Delivery
 3. Select **OK**.

The Message Options you selected are set.

Attaching a Note to a Message

You can attach written comments to both voice and fax messages.

- **To add written comments to a message**
 1. Select the message you want to attach a note to.
 2. Select **Note**.
 3. Type your comments in the **Comments** field.
 4. Select **OK**.

Changing the Message Subject

You can also change the Subject that appears in the Message List.

- **To change the message subject**
 1. Select the message you want to attach a note to.
 2. Select **Note**.
 3. Type a new subject in the **Subject** field.
 4. Select **OK**.

Recording Box Name and Greetings

You can record your box name and greetings over the telephone or from INterra Unified Messaging. Your box name is what users hear when they transfer to your extension or make a message for delivery to your mailbox.

To record your mailbox name and greetings using INterra Unified Messaging, your computer must have a sound card with a microphone attached.

► **To record your mailbox name from INterra Unified Messaging:**

1. Select the **Tools** menu > **INtera Client Preferences** > **Greeting** to open the **Change Greeting** dialog box.

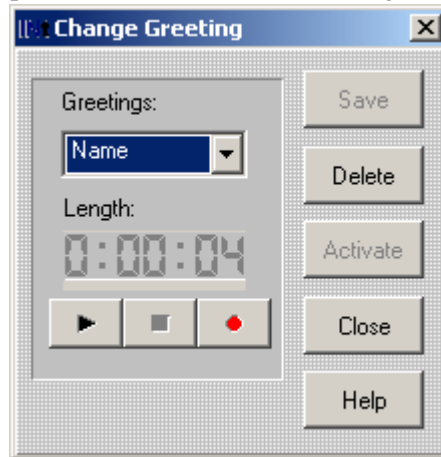


Figure 3-8. Change Greeting Dialog Box

2. Select the **Down Arrow** box to the right of the **Name** field.
3. Select a name from the pull-down list.
4. Select **Record**.
5. Speak your name into your computer's microphone.
6. Select **Stop** when you are done recording.
7. Select **Save** when you are satisfied with the recording of your name to save the changes permanently.

Recording Greetings

Greetings are what users hear when they connect with your extension. Your greeting can be changed regularly to explain your availability to callers.

► **To record your greeting from INterra Unified Messaging**

1. Select **File** menu > **Preferences** > **Greeting**.
2. Select the appropriate greeting from the pull-down list (for example, Greeting 1).
3. Select **Record**.
4. Record your greeting into your computer's microphone.
5. Select **Stop** when you are done recording.
6. Select **Save** when you are satisfied with the recording of the greeting to save the changes permanently.

Selecting Your Active Greeting

You can select the greeting you want to be the active (default) one. Your mailbox can contain as many as nine greetings, depending on your box settings. Ask your system administrator for more details.

► **To select your active greeting**

1. Select **File** menu > **Preferences** > **Greetings**.
2. Select the appropriate greeting from the pull-down list.
3. Select **Activate**.

NOTE: To select a greeting you have just recorded in the Change Greeting dialog box, you must select **Save** to save the greeting before you can select it as the Active greeting.

Using Distribution Lists

A distribution list groups several mailboxes under one name. You can send a message to a distribution list in one operation.

► **To make a distribution list**

1. Either:
 - Select **Lists** on the Toolbar of the **Main** window.

- Select the **Address** in the **Messages Control Panel** to open the **Distribution Lists** dialog box.

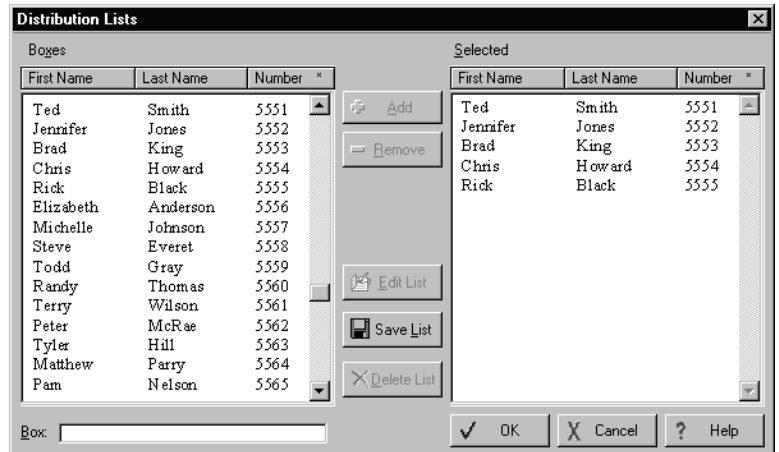


Figure 3-9. Distribution Lists Dialog Box

2. Press **<Ctrl>** and select the names and extensions you want to include in your list in the mailbox list.
3. Select **Add > Save List** to open a dialog box that prompts you to enter a list name and number.

NOTE: Do not include your own box number in a distribution list used for message escalation. Doing so will cause you to receive messages every second.

► **To change a distribution list**

1. Either:
 - Select **Lists** on the **Toolbar** of the **Main** window.

- Select **Address** in the **Messages Control Panel** to open the **Distribution Lists** dialog box.

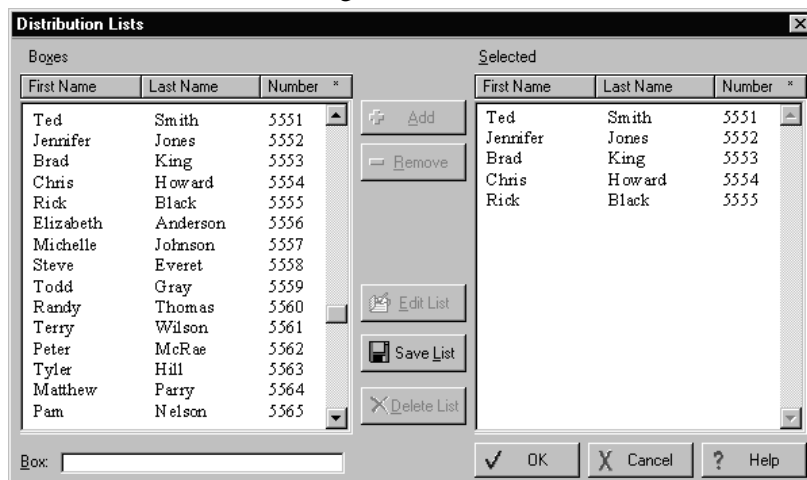


Figure 3-10. Distribution Lists dialog box

2. Select the list you want to change from the Boxes list box.
3. Select the **Edit List**.
4. Press <Ctrl> and select the names and extensions you want to remove.
5. Select **Remove**.
6. Select **Save List** to save your changes.
7. Select the distribution list you want to add.
8. Select **Add**.
9. Select **Save List** to save your changes.
10. Press <Ctrl> and select the list you want to remove.
11. Select **Remove**.
12. Select **Save List** to save your changes.

NOTE: When you search for a distribution list or a specific mailbox, the highlighting bar will appear only when the list or mailbox is uniquely identified from other lists or mailbox names.