



User Guide



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■ Introduction

Welcome to Kinesis™.

This section gives you a basic introduction to Kinesis and associated documentation.

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Introducing Kinesis

On Kinesis, you and the other users in your organization are called subscribers. As a subscriber, you can send and manage voice, fax, and e-mail messages from a touchtone phone, from your computer, or over the Internet.

With a full-featured system, Kinesis includes:

Unified messaging ViewMail® for Microsoft® Outlook® lets you manage voice and fax messages in your Outlook Inbox, along with your e-mail messages.

Fax option You can use a third-party fax program to send and receive fax messages from your computer the same way you send and receive other messages with Outlook. You can also print your fax and e-mail messages to a fax machine from any touchtone phone.

Text-to-speech Text-to-speech lets you hear the text portion of your e-mail messages and meeting requests over the phone.

The Web Assistant This Web-based option lets you personalize your Kinesis phone settings using your Web browser.

Your system administrator can tell you whether these options are available to you.

About this guide

The *Kinesis User Guide* explains how to manage voice and fax messages, and how to change the settings that define how you work with Kinesis. For information about managing e-mail messages, see the documentation for your e-mail program.

The *Kinesis User Guide* presents procedures for a full-featured Kinesis system. Some procedures may work differently for you, depending on how Kinesis is set up at your organization.

Each task includes procedures that relate to the tools you use to work with Kinesis and are marked accordingly:

Phone  A blue line-art icon of a telephone handset with a wavy line representing a signal.

Inbox  A blue line-art icon of a computer monitor with a mouse cursor pointing at it.

Web Assistant  A blue line-art icon of a computer monitor with a globe to its right, connected by a vertical line.

The *Kinesis User Guide* includes space for reference information on page 147. Write the phone numbers for calling Kinesis; your ID; the Web site address for the Web Assistant; the server name; and the name and phone number of your system administrator.

The map on page 148 shows the main Kinesis menus available by phone. You can print the map as a quick reference for Kinesis features.

■ Getting started

Your first step in using Kinesis is to enroll by phone as a subscriber. During enrollment, you record your name and greeting, set a password, and set whether you are listed in the directory.

You can call Kinesis from inside or from outside your organization to enroll.

Once enrolled, you can log on to Kinesis by phone to check and send messages, and to change your Kinesis settings.

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To enroll on Kinesis

The information that Kinesis asks for when you log on to enroll depends on where you are calling from:

Inside your organization Kinesis may ask you to enter your ID and a password.

Outside your organization Kinesis asks you to enter your ID and may ask you to enter a password.

Your system administrator gives you your ID and a temporary password, if one is required.

NOTE Depending on how Kinesis is set up at your organization, this procedure may not be required.



USING YOUR PHONE

- 1** Dial the internal or external Kinesis phone number.
- 2** If you dialed the external phone number, press ***** when Kinesis answers.
- 3** Enter your ID, if required, then press **#**.
- 4** Enter a password, if required.
- 5** If asked, follow the instructions to:
 - Record your name.
 - Record a greeting.
 - Set a new password.
 - Choose whether you are listed in directory assistance.

To log on to Kinesis

After you enroll as a subscriber, use this procedure whenever you log on to Kinesis to manage messages and settings by phone.

The information that Kinesis asks for when you log on depends on where you are calling from:

Inside your organization Kinesis may ask you to enter your password.

Outside your organization Kinesis asks you to enter your ID and may ask you to enter your password.



USING YOUR PHONE

- 1** Dial the internal or external Kinesis phone number.
- 2** If you dialed the external phone number, press ***** when Kinesis answers.
- 3** Enter your ID, if required, then press **#**.
- 4** Enter your password, if required.

NOTE You may be able to skip some or all of these steps when you call Kinesis from your desk, or if your desk phone has a button that you can press to automatically call Kinesis. See your system administrator for more information.

To access the Web Assistant

Use this procedure whenever you access the Web Assistant with your Web browser. Web Assistant lets you manage Kinesis settings, such as greetings, call transfer, message notification, and distribution lists.

After accessing the Web Assistant, you may have to enter logon information again, depending on how Kinesis is set up.

To complete this procedure, you need to know the server name, and your Microsoft Exchange user name and password. See your system administrator for more information.



USING THE WEB ASSISTANT

- 1** Start Internet Explorer.
 - 2** Type `http://<server name>/saweb/aadefault.htm`
(If you do not know the server name, contact your system administrator.)
 - 3** Type your Microsoft Exchange user name and password, if required.
(Use your Microsoft Windows NT[®] or Windows[®] 2000 user name and password, not your Kinesis phone password.)
- TIP** Add the Web Assistant site to your list of favorites in Internet Explorer, so you do not have to type the Web address each time you log on.

To log off the Web Assistant

Use this procedure whenever you log off the Web Assistant. To prevent others from accessing your mailbox settings, close your Web browser after you log off.



USING THE WEB ASSISTANT

- 1** In the Web Assistant navigation pane, click “Log off.”
- 2** To prevent others from accessing your mailbox settings, in Internet Explorer, select File > Close.

■ The tools you use

This section explains more about three of the tools you can use to manage your messages and Kinesis settings:

- Any touchtone phone
- Your e-mail Inbox
- Web Assistant and the Internet

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Messaging by phone

When you interact with Kinesis by phone, you hear the Kinesis conversation. The conversation's recorded instructions guide you as you listen to, send, and manage messages, and change your settings.

Your system administrator can set you up for one of two menu types available for the conversation:

Full menus These menus provide comprehensive instructions for new users.

Brief menus These menus provide abbreviated versions of menus for experienced users.

In the Kinesis conversation, you choose menu options by pressing the corresponding touchtone keys on your phone keypad. A map of the Kinesis conversation menus is provided on page 148.

Help

For conversation Help, press 0 on your phone keypad.

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel last action or back up to previous point in Kinesis conversation	*	Skip ahead to next point in Kinesis conversation	#

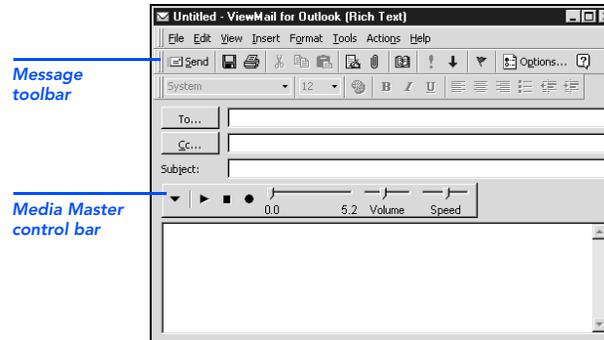
Messaging from your e-mail Inbox

With unified messaging, voice messages are collected in your e-mail Inbox, along with your fax and e-mail messages.

If your organization uses ViewMail for

Microsoft Outlook, you can send, listen to, and manage voice messages from your Outlook Inbox. ViewMail's voice message form works the same way as an Outlook e-mail message form. The ViewMail form also has a Media Master control bar, which you use to record and play messages (see "Using the Media Master control bar," on page 15).

Without ViewMail for Microsoft Outlook, a voice message is stored as a WAV file attachment to an e-mail message. You can listen to the WAV file attachment with the speakers on your computer. Other voice messaging tasks such as recording must be done by phone.



Working with the Web Assistant

The Web Assistant is a Web site that you access by using your Web browser. Web Assistant pages contain settings that control how you and your callers interact with Kinesis by phone, such as your greetings, call transfer settings, message notification settings, and message distribution lists.

The site's navigation bar contains the links to your Web Assistant pages. You click a link to move from one page to another as you make your changes.

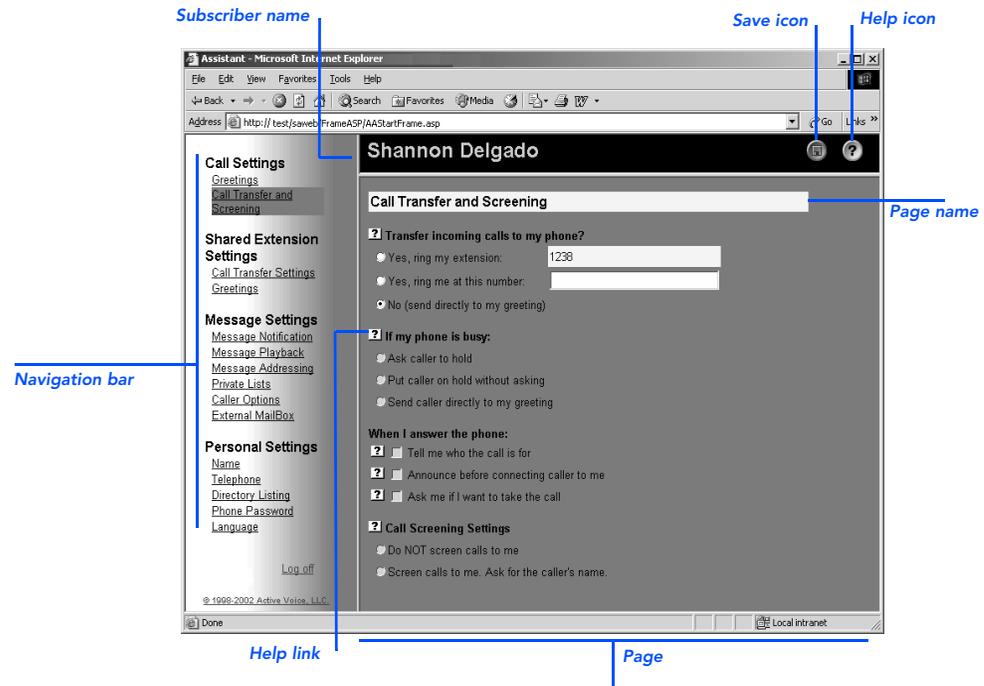
TIP Click the Save icon (the disk) frequently to save changes as you make them. When you have unsaved changes, an asterisk (*) appears next to your name as a reminder. The asterisk disappears when you click the Save icon.

Each Web Assistant page with a recorded name or greeting includes a Media Master control bar (see “Using the Media Master control bar,” on page 15).

Help

For Web Assistant help, click the Help icon (the question mark) at the top of the Web Assistant page. Question mark links appear next to settings that have descriptions. To see a description, click the link.

CAUTION! Do not use the “Back” button in your Web browser to return to a page that you viewed earlier. Instead, use the links in the Web Assistant navigation bar.



Using the Media Master control bar

The Media Master control bar appears in ViewMail for Microsoft Outlook and on Web Assistant pages, anywhere you can record.

In ViewMail for Outlook, you use the Media Master control bar to play and record voice messages. On the Web Assistant pages, you use the control bar to record names and greetings.

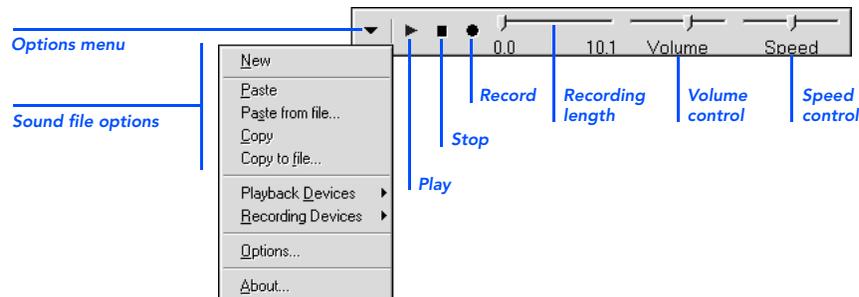
Use the Options menu on the Media Master control bar to work with other sound (WAV) files in your recordings. The following sound file options are available:

New Erase a recording to rerecord.

Paste Paste a sound recording the same way you paste text in a text file.

Paste from file Paste another sound file to a recording.

Copy Copy a sound recording the same way you copy text in a text file.



Copy to file Copy the recording to a sound file that you name.

You also use the Options menu to set your recording and playback devices, if applicable (see “To change recording and playback devices,” on page 70).

■ Checking messages

You can check messages by phone or from your e-mail Inbox. Once you have listened to a message by phone, it becomes an old or saved message—unless you mark it as new or delete it. When you open a message from your e-mail Inbox, the message is marked as read.

Deleted messages are not completely removed from the system, but instead are moved to the Deleted Items folder in your e-mail Inbox. Deleted messages can still be accessed, either from your Inbox or by phone. If you deleted a message by mistake, you can restore it to a saved message. Once a message has been deleted from the Deleted Items folder, it is permanently removed from the system.

It is a good idea to periodically clear old messages out of your Deleted Items folder. If you do not do this, you may eventually exceed the storage limitations of your Kinesis account, and may find that you are unable to send any further messages by phone. If this happens, try removing a few items from your Deleted Items folder. This will bring your total message store back below its size limitation, and you will then be able to send new messages.

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To check messages

You can check your messages by phone or in your e-mail Inbox.

If you are using the fax option, Kinesis plays the message summaries and any voice annotations on your fax messages.

If you are using the text-to-speech option, Kinesis also plays your e-mail messages and meeting requests. You can record a reply to an e-mail or meeting request, and you can accept or decline meeting requests by phone.

Settings for the types of messages you hear when you check messages by phone and what you hear in message summaries can be customized in the Web Assistant.

TIP Old messages are not deleted automatically. Delete unwanted messages frequently to save space.



USING YOUR PHONE

- 1** Call Kinesis and log on.
- 2** Press **1** to hear new messages,
or
press **3** to review old messages.
- 3** Use the following keys to manage your messages and to control playback.

Use these keys during a message

TASK	KEY	TASK	KEY
Repeat	1	Reverse	7
Save	2	Pause or continue	8
Delete	3	Fast-forward to end	9
Change volume	5		

Use these keys after a message

TASK	KEY(S)	TASK	KEY
Repeat	1	Forward message	5
Save	2	Mark as new	6
Delete	3	Reverse	7
Return call	4 1	Deliver an e-mail or fax to a fax phone number*	8
Reply to all	4 4	Hear summary	9
Reply to sender	4 #		

* Available only if you are using the fax option.

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	*	Skip or move ahead	#



USING YOUR E-MAIL INBOX

- 1 Open your e-mail Inbox.
- 2 Follow the steps that apply to your setup.

Without ViewMail for Outlook Open the e-mail message with WAV file attachment. Double-click the attachment to play it on your computer speakers with your multi-media software.

With ViewMail for Outlook Double-click a voice message , or double-click a fax message .

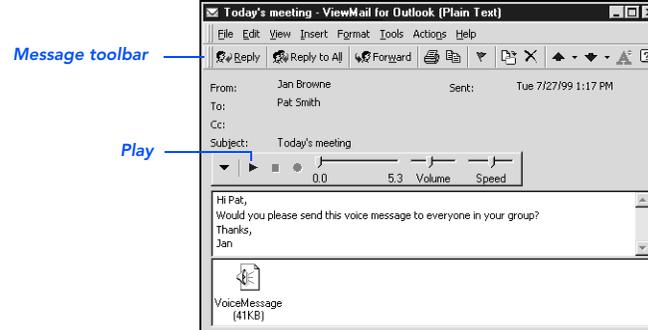
In the open voice message, click  on the Media Master control bar to play the message.

or

In the open fax message, double-click the attached file to start the viewer program on your computer.

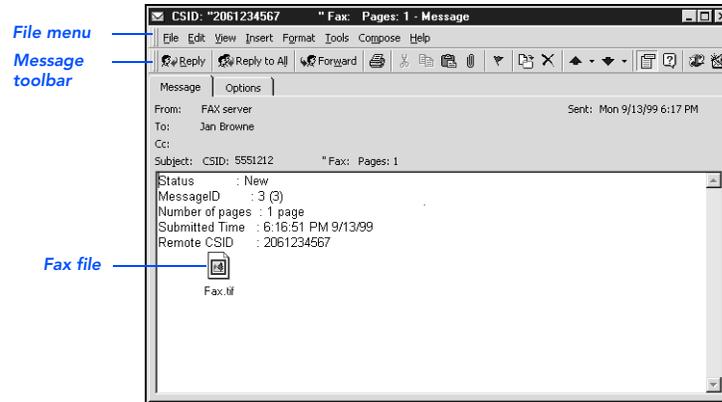
TIP To have voice messages play automatically when you open them, on the Outlook Tools menu, click "ViewMail options," then select the "Play voice automatically" check box.

Voice message in ViewMail for Outlook



In the voice or fax message, use the buttons on the message toolbar to handle the message the same way you handle e-mail messages.

Fax message in ViewMail for Outlook



Or, in the fax message, click the print button on the toolbar or click "Print" on the File menu to print the fax.

To check your calendar

If you are using the text-to-speech option, Kinesis can read your schedule to you for any day in your calendar. You can accept or decline each meeting, and you can send a voice message to the meeting organizer.



USING YOUR PHONE

- 1** Call Kinesis and log on.
- 2** Press **5** to check your schedule.
- 3** Press **1** to hear today's schedule,
or
press **2** to hear tomorrow's schedule,
or
press **3** to select a day in the future. Press a four-digit number for the month and day. For example, for May 7, press **0 5 0 7**. You do not need to enter a year.
- 4** Use the following keys to manage your meetings and control meeting readback.

Use these keys during meeting readback

TASK	KEY	TASK	KEY
Repeat	1	Reverse	7
Accept	2	Pause or continue	8
Decline	3	Fast-forward to end	9
Change volume	5		

Use these keys after meeting readback

TASK	KEY	TASK	KEY
Repeat	1	Mark as new	6
Accept	2	Reverse	7
Decline	3	Deliver meeting message to a fax phone number*	8
Tentatively accept	4	Hear summary	9
Forward meeting message	5		

** Available only if you are using the fax option.*

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	*	Skip or move ahead	#

To forward a message

You can forward a message as is or record an introduction that plays before the forwarded message. You can forward new or saved messages. When addressing a message, press **# #** to switch between spelling and number mode.



USING YOUR PHONE

- 1 After listening to the message, press **5**.
- 2 Follow the Kinesis conversation to address the forwarded message.
- 3 Press **2** to record an introduction. After recording, press **# #**,
or
press **3** for message options,
or
press **# #** to forward the message as is.
- 4 Press **1** for message options,
or
press **# #** to forward the message as is.
- 5 Follow the conversation to handle the original message.

Message options

OPTION	KEY	OPTION	KEY
Change addressing	1	Set special delivery	3
Change recording	2	Review message	4



USING YOUR E-MAIL INBOX

1 With ViewMail for Outlook, in an open voice message, click “Forward.”

2 Enter recipients’ names.

3 On the Media Master control bar, click  to record an introduction with your recording device:

Phone Pick up the handset when the phone rings, wait for the tone, then speak into the handset.

Multimedia microphone Wait for the tone, then speak into the microphone.

4 When you finish recording, click .

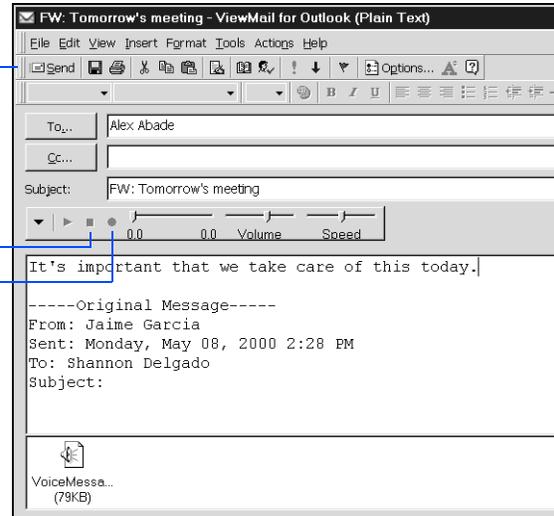
5 Add text and attachments as appropriate.

6 Click “Send.”

Message toolbar

Stop

Record



To reply to a message

When you reply by phone to any type of message, your response is a voice message. You can reply by phone to everyone who received the original message, or you can reply only to the sender.

By phone or with ViewMail for Outlook, you can record a reply only to another voice message from a subscriber.



USING YOUR PHONE

- 1** After listening to the message, press **4**,
or
if the original message was sent to more than one person, Kinesis lets you press **4 4** to reply to all,
or
press **4 #** to reply only to the sender.
- 2** Record your reply. Press **#** to finish recording.
- 3** Press **1** for message options,
or
press **#** to send the reply.
- 4** Follow the conversation to handle the original message.

Message options

<u>OPTION</u>	<u>KEY</u>	<u>OPTION</u>	<u>KEY</u>
Change addressing	1	Set special delivery	3
Change recording	2	Review message	4

Use these keys as you record

<u>TASK</u>	<u>KEY</u>	<u>TASK</u>	<u>KEY</u>
Pause or continue	8	End recording	#

Use these keys anytime

<u>TASK</u>	<u>KEY</u>	<u>TASK</u>	<u>KEY</u>
Cancel or back up	*	Skip or move ahead	#



USING YOUR E-MAIL INBOX

1 With ViewMail for Outlook, in the open voice message, click “Reply.”

2 On the Media Master control bar, click  and record a reply with your recording device:

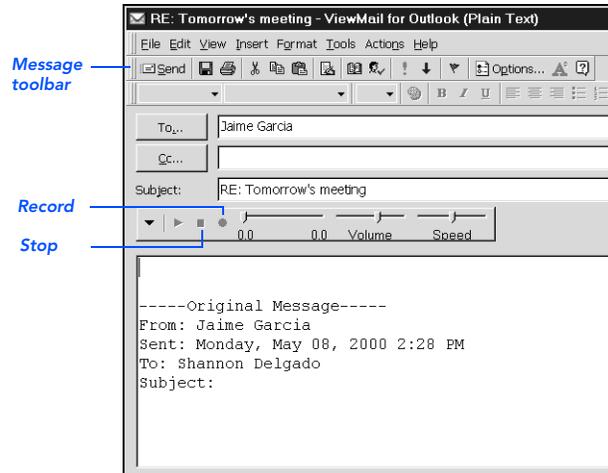
Phone Pick up the handset when the phone rings, wait for the tone, then speak into the handset.

Multimedia microphone Wait for the tone, then speak into the microphone.

3 When you finish recording, click .

4 Add text and attachments as appropriate.

5 Click “Send.”



To return a call

You can immediately return a call to the person who left you a message. Your system administrator can tell you whether this feature is available to you.

With the call return feature, when you access your mailbox from a touchtone phone, you can return a call after you listen to a message. Or, if your phone has Soft Keys, you can return a call by pressing the CALL Soft Key on the phone. You can return a call to another subscriber or to an external caller.

To return a call to an external caller, Kinesis can use caller ID information received from your phone service provider. Or, you can use Web Assistant to set up the system to ask your callers to enter their phone number before they are transferred to your extension. See “To ask callers to enter a callback phone number” on page 124.

If a returned call is not answered, after you disconnect, call Kinesis again if you want to continue with using the system by phone. Or, if the line is busy, Kinesis tells you that the call could not be connected. Then, Kinesis returns you to your voice mailbox.

The return call feature is available for new and old messages. In some cases, the return call feature may not be available for a message because certain phone numbers have been restricted. Kinesis tells you if return call is not available.

The live record feature is not available during a returned call.



USING YOUR PHONE

- ◆ After listening to a message, press **4 1** to return a call to the person who left the message,
or
- ◆ With Soft Keys, after listening to a message, press the Soft Key below the CALL option on the phone display. If available, the system dials the phone number associated with the message.

To deliver a fax

With the fax option, you can deliver your faxes to a fax machine. You can also deliver e-mail messages and meeting requests to a fax machine. Your callers may record a message with their fax. This message is called a voice annotation.



USING YOUR PHONE

- 1** Call Kinesis and log on.
- 2** Press **1** to hear new messages,
or
press **3** to review old messages.
- 3** After you listen to any voice annotation included with a fax, an e-mail message, or a meeting request, press **8**.
- 4** Enter the fax phone number.
- 5** Use the following keys to manage your fax messages and to control message playback.

Use these keys during a voice annotation

TASK	KEY	TASK	KEY
Repeat	1	Reverse	7
Save	2	Pause or continue	8
Delete	3	Fast-forward to end	9
Change volume	5		

Use these keys after a voice annotation

TASK	KEY(S)	TASK	KEY
Repeat	1	Forward message	5
Save	2	Mark as new	6
Delete	3	Reverse	7
Return call	4 1	Deliver an e-mail or fax to a fax phone number	8
Reply to all	4 4	Hear summary	9
Reply to sender	4 #		

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	*	Skip or move ahead	#

To check e-mail messages in an external mailbox

If you are using the text-to-speech option, you can check messages for one internal e-mail Inbox, and up to nine different external e-mail accounts. An external mailbox can be on another e-mail system such as Lotus Notes or GroupWise, or you can check an Internet e-mail account.

Your system administrator must turn on this feature for you. Then, using Web Assistant, you define a mailbox name, server name, user name and password, SMTP server name, and SMTP server address for each external mailbox. See your e-mail system administrator or your Internet service provider for this information.

You must define this information using Web Assistant before you can check messages in an external mailbox. See “To set up an external mailbox” on page 100.

With external mailboxes, when Kinesis plays your messages for you, it plays your voice messages first, then your fax messages, followed by your e-mail messages. You cannot hear your messages in any other order. Kinesis asks you to select which external mailbox you want to check.

Special delivery options, such as future delivery or urgent delivery, are not available for e-mail messages left in an external mailbox. You cannot return a call to a person who left a message in an external mailbox.



USING YOUR PHONE

- 1** Call Kinesis and log on.
- 2** Press **1 5** to check new messages in an external e-mail mailbox,
or
press **3 5** to check old messages in an external e-mail mailbox.
- 3** If you have more than one external e-mail mailbox, follow the prompts to select the external mailbox you want. Kinesis lists external mailboxes by name, in the order you defined with Web Assistant.
- 4** Kinesis reads the text of each message in the external mailbox.
- 5** Use the following keys to manage your messages and to control playback.

Use these keys during an external e-mail message

<u>TASK</u>	<u>KEY</u>	<u>TASK</u>	<u>KEY</u>
Repeat	1	Reverse	7
Save	2	Pause or continue	8
Delete	3	Fast-forward to end	9
Change volume	5		

Use these keys after an external e-mail message

<u>TASK</u>	<u>KEY</u>	<u>TASK</u>	<u>KEY</u>
Repeat	1	Mark as new	6
Save	2	Reverse	7
Delete	3	Deliver an e-mail or fax to a fax phone number*	8
Forward message	5	Hear summary	9

* Available only if you are using the fax option.

Use these keys anytime

<u>TASK</u>	<u>KEY</u>	<u>TASK</u>	<u>KEY</u>
Cancel or back up	*	Skip or move ahead	#

■ Sending messages

You can send messages to subscribers, private lists, and public distribution lists. If your organization has multiple locations, you also may be able to send messages to subscribers at another location.

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To send a voice message

You can address messages by phone either in spelling mode or number mode.

Press **# #** to switch between spelling mode and number mode. You can address a message to more than one recipient or type of recipient.

Spelling mode On the phone keypad, spell the name of a subscriber, distribution list, or (if available) another location.

Number mode On the phone keypad, enter the number of an extension, distribution list, or (if available) another location.

With ViewMail for Outlook, you can use your phone or a multimedia microphone—if your computer has one—to record messages from your Inbox.

See “To change recording and playback devices” on page 70.



USING YOUR PHONE

- 1** Call Kinesis and log on.
- 2** Press **2**.
- 3** Follow the Kinesis conversation to address the message.
- 4** Press **#** to record the message. After recording, press **#**.
- 5** Press **#** to send the message,
or
press **1** for message options.

Message options

OPTION	KEY	OPTION	KEY
Change addressing	1	Set special delivery	3
Change recording	2	Review message	4

Use these keys as you record

TASK	KEY	TASK	KEY
Pause or continue	8	End recording	#

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	*	Skip or move ahead	#



USING YOUR E-MAIL INBOX

- 1 With ViewMail for Outlook, open your Outlook, open your Outlook Inbox.
- 2 On the Outlook toolbar, click , or click "New voice message" on the Actions menu.
- 3 Type recipient names and a subject.
- 4 On the Media Master control bar, click  and record the message with your recording device:

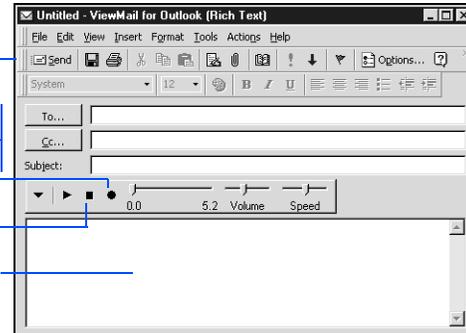
Message toolbar

Address

Record

Stop

Text window



Phone Pick up the handset when the phone rings, wait for the tone, then speak into the handset.

Multimedia microphone Wait for the tone, then speak into the microphone.

- 5 When you finish recording, click .
- 6 Add text and attachments as appropriate.
- 7 Click "Send."

To send an urgent message

You can use special delivery to mark a message as urgent before you send it. An urgent message is played first, before normal priority messages.

You can also mark a message as urgent with Microsoft Outlook. See the online Help for details.



USING YOUR PHONE

- 1 Call Kinesis and log on.
- 2 Press **2**.
- 3 Follow the Kinesis conversation to address the message.
- 4 Press **#** to record the message. After recording, press **#**.
- 5 Press **1** for message options.
- 6 Press **3** for special delivery.
- 7 To mark the message as urgent, press **1**.
- 8 To send the message, press **#**.

Message options

OPTION	KEY	OPTION	KEY
Change addressing	1	Set special delivery	3
Change recording	2	Review message	4

Use these keys as you record

<u>TASK</u>	<u>KEY</u>	<u>TASK</u>	<u>KEY</u>
Pause or continue	8	End recording	#

Use these keys anytime

<u>TASK</u>	<u>KEY</u>	<u>TASK</u>	<u>KEY</u>
Cancel or back up	*	Skip or move ahead	#

To request a return receipt for a message

You can use special delivery to send a message with return receipt requested. Kinesis sends a receipt to your mailbox when a message recipient listens to or opens the message. For messages sent to a distribution list, Kinesis sends a receipt for each recipient.

You can also mark a message for return receipt with Microsoft Outlook. See the online Help for details.



USING YOUR PHONE

- 1 Call Kinesis and log on.
- 2 Press **2**.
- 3 Follow the Kinesis conversation to address the message.
- 4 Press **#** to record the message. After recording, press **#**.
- 5 Press **1** for message options.
- 6 Press **3** for special delivery.
- 7 To mark the message for return receipt, press **2**.
- 8 To send the message, press **#**.

Message options

OPTION	KEY	OPTION	KEY
Change addressing	1	Set special delivery	3
Change recording	2	Review message	4

Use these keys as you record

<u>TASK</u>	<u>KEY</u>	<u>TASK</u>	<u>KEY</u>
Pause or continue	8	End recording	#

Use these keys anytime

<u>TASK</u>	<u>KEY</u>	<u>TASK</u>	<u>KEY</u>
Cancel or back up	*	Skip or move ahead	#

To send a private message

You can use special delivery to send a private message. A private message cannot be forwarded.

You can also send a private message with Microsoft Outlook. See the online Help for details.



USING YOUR PHONE

- 1 Call Kinesis and log on.
- 2 Press **2**.
- 3 Follow the Kinesis conversation to address the message.
- 4 Press **#** to record the message. After recording, press **#**.
- 5 Press **1** for message options.
- 6 Press **3** for special delivery.
- 7 To mark the message private, press **3**.
- 8 To send the message, press **#**.

Message options

OPTION	KEY	OPTION	KEY
Change addressing	1	Set special delivery	3
Change recording	2	Review message	4

Use these keys as you record

<u>TASK</u>	<u>KEY</u>	<u>TASK</u>	<u>KEY</u>
Pause or continue	8	End recording	#

Use these keys anytime

<u>TASK</u>	<u>KEY</u>	<u>TASK</u>	<u>KEY</u>
Cancel or back up	*	Skip or move ahead	#

To send a message with future delivery

You can use special delivery to mark a message to be sent at a later time. Kinesis does not send the message to any recipients until the specified date.

You can also mark a message for future delivery with Microsoft Outlook. See the online Help for details.



USING YOUR PHONE

- 1** Call Kinesis and log on.
- 2** Press **2**.
- 3** Follow the Kinesis conversation to address the message.
- 4** Press **#** to record the message. After recording, press **#**.
- 5** Press **1** for message options.
- 6** Press **3** for special delivery.
- 7** To mark the message for future delivery, press **4**.
- 8** To send the message later today, press **0**. For tomorrow, press **1**.
For two days later, press **2**;
or
to enter a date, press **9**. Enter the month, using a number from 1 to 12. Enter the date, using a number from 1 to 31.
- 9** Enter the time, including the hour and minutes. For A.M., press **1**.
For P. M., press **2**.

10 To confirm the delivery time and date, press **#**.

11 To send the message, press **#**.

Message options

OPTION	KEY	OPTION	KEY
Change addressing	1	Set special delivery	3
Change recording	2	Review message	4

Use these keys as you record

TASK	KEY	TASK	KEY
Pause or continue	8	End recording	#

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	*	Skip or move ahead	#

To send a message with an expiration date

You can use special delivery to mark a message to be sent with an expiration date and time. Kinesis keeps an unheard message in a recipient's mailbox until the expiration time and date. Then, Kinesis deletes the message.

You can send a message with an expiration date to another subscriber, or to a distribution list. You can set an expiration date and time by phone.

You can also set an expiration date with Microsoft Outlook. See the online Help for details.

Setting an expiration time and date is useful when the content of a message is relevant only until a certain time and date.



USING YOUR PHONE

- 1** Call Kinesis and log on.
- 2** Press **2**.
- 3** Follow the Kinesis conversation to address the message.
- 4** Press **#** to record the message. After recording, press **#**.
- 5** Press **1** for message options.
- 6** Press **3** for special delivery.
- 7** To mark the message with an expiration time and date, press **5**.

8 For expiration later today, press **0**. For tomorrow, press **1**. For two days later, press **2**;

or

to enter a date, press **9**. Press the month, using a number from 1 to 12. Press the date, using a number from 1 to 31.

9 Enter the expiration time, including the hour and minutes. For A.M., press **1**. For P. M., press **2**.

10 To confirm the expiration time and date, press **#**.

11 To send the message, press **#**.

Message options

OPTION	KEY	OPTION	KEY
Change addressing	1	Set special delivery	3
Change recording	2	Review message	4

Use these keys as you record

TASK	KEY	TASK	KEY
Pause or continue	8	End recording	#

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	*	Skip or move ahead	#

To send a message to a list of recipients

Private lists and public distribution lists are lists of message recipients that are grouped together. A message sent to a distribution list goes to every recipient on the list. A distribution list makes it easier to send the same message to several people at once.

Any subscriber can send messages to public distribution lists by phone. You can address a message to a public distribution list using spelling mode or number mode.

Only you can send messages to your private lists. You address messages to private lists only by phone. You can address a message to a private list using spelling mode or number mode.

For public distribution lists, your system administrator may have authorized you to send priority broadcast messages. See “To send a priority broadcast message” on page 52.



USING YOUR PHONE

- 1** Call Kinesis and log on.
- 2** Press **2**.
- 3** If desired, switch between number mode and spelling mode by pressing **# #**.
- 4** Spell the distribution list name, or enter the number of the list. (Private lists are numbered 1 through 20.) Press **#** to confirm the name or number.
- 5** Press **#** to record the message. After recording, press **#**.

- 6 Press **#** to send the message,
 or
 press **1** for message options.

Message options

<u>OPTION</u>	<u>KEY</u>	<u>OPTION</u>	<u>KEY</u>
Change addressing	1	Set special delivery	3
Change recording	2	Review message	4

Use these keys as you record

<u>TASK</u>	<u>KEY</u>	<u>TASK</u>	<u>KEY</u>
Pause or continue	8	End recording	#

Use these keys anytime

<u>TASK</u>	<u>KEY</u>	<u>TASK</u>	<u>KEY</u>
Cancel or back up	*	Skip or move ahead	#

To send a priority broadcast message

You can send a priority broadcast message to a public distribution list. A priority broadcast message is played immediately when a recipient logs on, before Kinesis offers any other options or messages. A recipient must hear the entire message before Kinesis marks the message as old.

Your system administrator can set you up to send priority broadcast messages to a particular distribution list. If you are authorized, for special delivery options, the Kinesis conversation asks if you want to mark a message as a priority broadcast message.

If desired, you can prevent recipients from skipping or fast-forwarding through the message. After you mark a message for priority broadcast delivery, Kinesis asks whether you want to require recipients to listen to the entire message.

If you require recipients to hear the message, a recipient cannot skip the message or fast-forward through it. The recipient cannot use other Kinesis features by phone until the entire message is played. Each time a recipient calls to check messages, Kinesis plays the message immediately and keeps it new until the entire message is played.

If you do not prevent recipients from skipping or fast-forwarding the message, a recipient must still listen to the entire message before it is marked as old. However, a recipient can skip the message and use other Kinesis features by phone before hearing the entire message.

A recipient of a priority broadcast message cannot forward the message by phone to other subscribers. A recipient cannot mark a priority broadcast message as new.

You can send priority broadcast messages only by phone. You cannot mark a priority broadcast message as urgent or private.

In Outlook, priority broadcast messages are listed as urgent messages. The subject line for the message begins with “Priority Broadcast.”



USING YOUR PHONE

- 1** Call Kinesis and log on.
- 2** Press **2**.
- 3** If desired, switch between number mode and spelling mode by pressing **# #**.
- 4** Follow the Kinesis conversation to address the message to a public distribution list.
- 5** Press **#** to record the message. After recording, press **#**.
- 6** Press **1** for message options.
- 7** Press **3** for special delivery.
- 8** Press **6** to mark for priority broadcast.
- 9** If desired, to require recipients to play the entire message, press **9**.
- 10** Press **#** to send the message.

Message options

<u>OPTION</u>	<u>KEY</u>	<u>OPTION</u>	<u>KEY</u>
Change addressing	1	Set special delivery	3
Change recording	2	Review message	4

Use these keys as you record

<u>TASK</u>	<u>KEY</u>	<u>TASK</u>	<u>KEY</u>
Pause or continue	8	End recording	#

Use these keys anytime

<u>TASK</u>	<u>KEY</u>	<u>TASK</u>	<u>KEY</u>
Cancel or back up	*	Skip or move ahead	#

To send a message to another location

To send messages by phone to subscribers at other locations, you must identify the location as well as the subscriber when addressing the message. For information about location names or numbers at your organization, see your system administrator.

Press **# #** to switch between spelling mode and number mode.



USING YOUR PHONE

- 1** Call Kinesis and log on.
- 2** Press **2**.
- 3** If addressing in spelling mode, spell the location name, then spell the subscriber's name,
or
if addressing in number mode, enter the location ID, then enter the subscriber's extension.
- 4** Press **# #** to record the message. After recording, press **# #**.
- 5** Press **# #** to send the message,
or
press **1** for message options.

Message options

<u>OPTION</u>	<u>KEY</u>	<u>OPTION</u>	<u>KEY</u>
Change addressing	1	Set special delivery	3
Change recording	2	Review message	4

Use these keys as you record

<u>TASK</u>	<u>KEY</u>	<u>TASK</u>	<u>KEY</u>
Pause or continue	8	End recording	#

Use these keys anytime

<u>TASK</u>	<u>KEY</u>	<u>TASK</u>	<u>KEY</u>
Cancel or back up	*	Skip or move ahead	#

■ Changing personal settings

Personal settings control the information about you as a subscriber on Kinesis and some of the choices you make for interacting with Kinesis.

Recorded name Your recorded name plays with messages that you leave for other subscribers and identifies you in directory assistance. It also plays with any of your greetings that use system default recordings instead of your own recordings.

Password Your password protects the privacy of your messages. If you forget your Kinesis phone password, your system administrator creates a temporary password for you. Then, the next time you log on, you are prompted to create a new one.

Directory listing status When you are listed in the directory, callers can reach you through directory assistance.

Kinesis conversation language When your organization has more than one language installed on Kinesis, you can select the language in which you hear the Kinesis conversation when you log on. (Your system administrator sets the language in which callers hear the Kinesis conversation.)

Kinesis text-to-speech language You can select the language in which Kinesis plays your e-mail messages and calendar. The text-to-speech language can be different from the language in which you hear the Kinesis conversation.

Kinesis conversation menus You can hear either full or brief menus when you interact with Kinesis by phone. Full menus provide comprehensive instructions, and brief menus provide abbreviated versions of full menus.

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To change your recorded name

Kinesis plays your recorded name when callers determine your extension number in directory assistance, and when you log on to Kinesis by phone.



USING YOUR PHONE

- 1 Call Kinesis and log on.
- 2 Press **4** > **3** > **2**.
- 3 At the tone, record your name,
or
press ***** to keep the current recording.

Use these keys as you record

TASK	KEY	TASK	KEY
Pause or continue	8	End recording	#

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	*	Skip or move ahead	#



USING THE WEB ASSISTANT

- 1 Access the Web Assistant.
- 2 Under Personal Settings in the navigation bar, click "Name."
- 3 On the Media Master control bar, click  and record your name with your recording device:

Phone Pick up the handset when the phone rings, wait for the tone, then speak into the handset.

Multimedia microphone Wait for the tone, then speak into the microphone.

- 4 When you finish recording, click .
- 5 Click  to save your changes.

Shannon Delgado

Personal Settings

Name

First name: Shannon

Last name: Delgado

Recorded name:   0.0 0.0 Volume

Telephones

Extension: 99995

Directory Listing

List in phone directory

Change Phone Password

Enter new password:

Confirm new password:

Password last changed: 4/14/00 4:23:06 PM

Language

My language:

To change whether you are listed in the directory

You can set whether you are listed in the Kinesis directory. When you are listed in the directory, callers can determine your extension number without assistance from a receptionist.



USING YOUR PHONE

- 1 Call Kinesis and log on.
- 2 Press **4** > **3** > **3**.
- 3 Press **1** to change your listing status,
or
press **#** to keep your current listing status.

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	*	Skip or move ahead	#



USING THE WEB ASSISTANT

- 1** Access the Web Assistant.
- 2** Under Personal Settings in the navigation bar, click "Directory Listing."
- 3** Select the "List in phone directory" check box to be listed,
or
clear the check box to not be listed.
- 4** Click  to save your changes.

Shannon Delgado

Personal Settings

Name

First name: Shannon

Last name: Delgado

Recorded name: [Volume control]

Telephones

Extension: 99995

Directory Listing

List in phone directory

Change Phone Password

Enter new password: [password field]

Confirm new password: [password field]

Password last changed: 4/14/00 4:23:06 PM

Language

My language: English(United States)

To change your phone password

You enter your Kinesis phone password when you log on to Kinesis by phone. This password is different from the password you enter when you access Web Assistant by computer.



USING YOUR PHONE

- 1 Call Kinesis and log on.
- 2 Press **4** > **3** > **1**.
- 3 Enter a new password and press **#**.
- 4 Enter the new password again to confirm it and press **#**.

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	*	Skip or move ahead	#



USING THE WEB ASSISTANT

- 1** Access the Web Assistant.
- 2** Under Personal Settings in the navigation bar, click "Phone Password."
- 3** In the "Enter new password" box, type a password.
- 4** In the "Confirm new password" box, type the password again.
- 5** Click  to save your changes.

Phone
password
fields

Shannon Delgado

Personal Settings

Name

First name: Shannon
Last name: Delgado
Recorded name: [Volume control slider]

Telephones

Extension: 99995

Directory Listing

List in phone directory

Change Phone Password

Enter new password: [password field]
Confirm new password: [password field]
Password last changed: 4/14/00 4:23:06 PM

Language

My language: English(United States)

Save

To change your Kinesis conversation language

You can select a conversation language only with the Web Assistant, not by phone.



USING THE WEB ASSISTANT

- 1 Access the Web Assistant.
- 2 Under Personal Settings in the navigation bar, click "Language."
- 3 In the My Language list, click the language in which you want to hear the Kinesis conversation.
- 4 Click  to save your changes.

Shannon Delgado

Last name: [input field]

Recorded name: [audio player]

Telephone

Extension: [input field]

Faxes

Fax ID: [input field]

Fax delivery number: [input field]

Directory Listing

List in phone directory

Change Phone Password

Enter new password: [input field]

Confirm new password: [input field]

Password last changed: [input field]

Language

My language: English(United States)

My Text To Speech language: [dropdown menu]

Use Auto-Detect

Save

Language options

To change your text-to-speech language

You can set the language in which Kinesis reads your e-mail messages and calendar by phone. The language you select for your e-mail and calendar can be different from the language you use for the system conversation.

You can also set whether Kinesis automatically detects the language used for an e-mail message. If Kinesis cannot detect the language in which to read an e-mail message, Kinesis uses the default text-to-speech language.

You can select a text-to-speech language only in the Web Assistant, not by phone.



USING THE WEB ASSISTANT

- 1** Access the Web Assistant.
- 2** Under Personal Settings in the navigation bar, click "Language."
- 3** In the My Text to Speech language list, click the language in which you want to hear your e-mail messages and calendar.
- 4** To have Kinesis automatically determine the language for an e-mail or calendar item, select "Use Auto-Detect."
- 5** Click  to save your changes.

Save

Shannon Delgado

Last name:

Recorded name: 0.0 0.0 Volume

Telephone

Extension:

Faxes

Fax ID:

Fax delivery number:

Directory Listing

List in phone directory

Change Phone Password

Enter new password:

Confirm new password:

Password last changed:

Language

My language:

My Text To Speech language:

Use Auto-Detect

Language options

To switch between full or brief conversation menus

You can set whether you hear comprehensive or brief instructions for menu options when you access Kinesis by phone.

Most new subscribers begin with the comprehensive instructions. Once you are familiar with Kinesis features, you can switch from full menus to brief menus.



USING YOUR PHONE

- 1 Call Kinesis and log on.
- 2 Press **4** > **2** > **3**.
- 3 Press **1** to switch between full and brief menus.

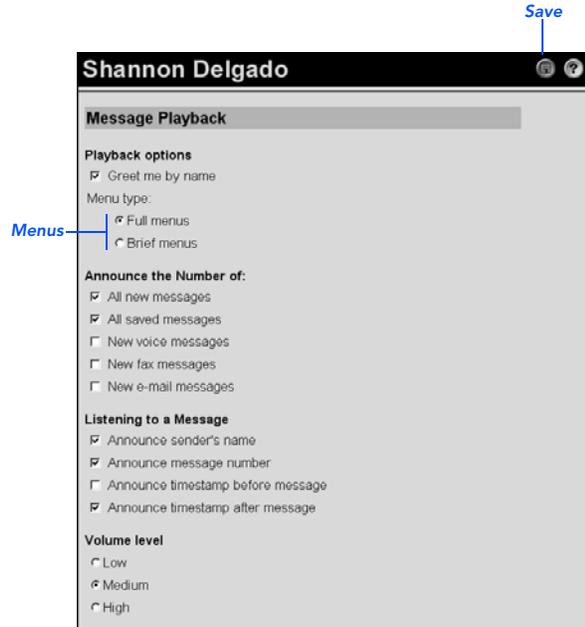
Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	*	Skip or move ahead	#



USING THE WEB ASSISTANT

- 1** Access the Web Assistant.
- 2** Under Message Settings in the navigation bar, click "Message Playback."
- 3** Under Menu Type, click "Full menus" or "Brief menus."
- 4** Click  to save your changes.



■ Changing recording and playback settings

Recording and playback settings control how you record and play messages from your Inbox and how you record and play greetings and names in the Web Assistant.

Depending on how your computer is set up, you can choose your recording and playback devices:

Recording devices You speak into either your phone or a multimedia microphone (if your computer has one).

Playback devices You hear recordings through either your phone or multimedia speakers (if your computer has them).

You also have a volume control option and an automatic playback option for voice messages in your Inbox.

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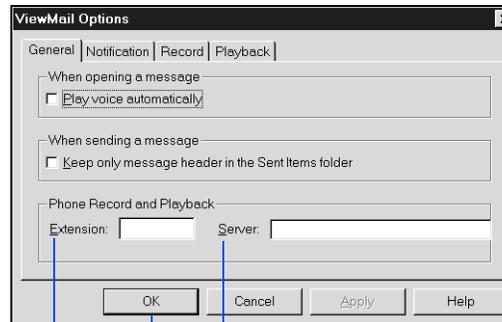
To change recording and playback devices

With ViewMail for Outlook, you can set whether you use your phone or a multimedia microphone to record and play messages. You can change this setting in Outlook, or with any Media Master control bar in the Web Assistant.



USING YOUR E-MAIL INBOX

- 1 With ViewMail for Outlook, on the Outlook Tools menu, click "ViewMail options."
- 2 Click the Record or Playback tab.
- 3 In the Device list, click "Phone," or the driver for the multimedia device installed in your computer. (For information on selecting the appropriate driver, contact your system administrator.)
TIP Use your phone as the recording device to get the best sound quality in your recordings.
- 4 If you chose "Phone," click the General tab.
- 5 In the "Extension" box, type your extension.
- 6 In the "Server" box, type the name of your server. (If you do not know your server name, contact your system administrator.)
- 7 Click "OK" to save your changes.





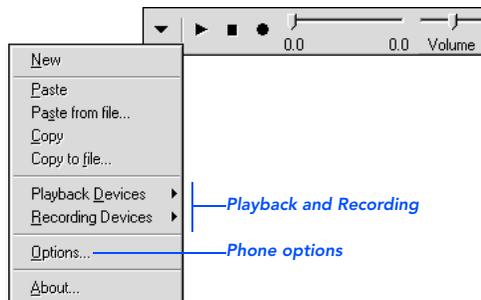
USING THE WEB ASSISTANT

- 1 Access the Web Assistant.
- 2 Under Call Settings in the navigation bar, click "Greetings."
- 3 On the Media Master control bar  menu, click "Playback devices" or "Recording devices," then click "Phone" or the appropriate device driver. (For information on selecting the appropriate device driver, contact your system administrator.)

TIP Use your phone as the recording device to get the best sound quality in your recordings.

- 4 If you chose "Phone" for your playback or recording device, click "Options" on the  menu.

- 5 In the dialog box, type your extension and the name of your server. (If you do not know your server name, contact your system administrator.)



- 6 Click "OK," then click  to save your changes.

To change playback volume

As you listen to a message by phone, you can adjust the volume of the message. The change does not affect the playback volume of other messages.

In the Web Assistant, you can adjust the playback volume for all of your messages.

You cannot adjust the recording volume or the playback volume of greetings.



USING YOUR PHONE

- ◆ While listening to a message, press **5** to toggle among these volume settings:

Press once Increases the volume.

Press again Decreases the volume.

Press again Returns the volume to the default.



USING THE WEB ASSISTANT

- 1 Access the Web Assistant.
- 2 Under Message Settings in the navigation bar, click "Message Playback."
- 3 Click "Low," "Medium," or "High."
- 4 Click  to save your changes.

Volume
options

[Save](#)

Shannon Delgado

Message Playback

Playback options

Greet me by name

Menu type:

Full menu

Brief menu

Announce the Number of:

All new messages

All saved messages

New voice messages

New fax messages

New e-mail messages

Listening to a Message

Announce sender's name

Announce message number

Announce timestamp before message

Announce timestamp after message

Volume level

Low

Medium

High

To change automatic voice message playback

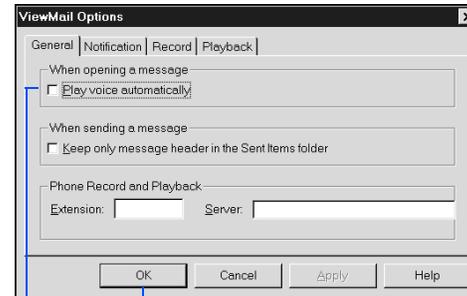
With automatic playback, your voice messages begin playing as soon as you open them in your Inbox.

Without automatic playback, you use the Media Master control bar to play voice messages.



USING YOUR E-MAIL INBOX

- 1** With ViewMail for Outlook, on the Outlook Tools menu, click "ViewMail options."
- 2** Select the General tab.
- 3** Select or clear the "Play voice automatically" check box.
- 4** Click "OK."



Automatic
playback

Save

■ Changing greeting settings

You can record up to five personal greetings that callers hear when you are not available to take calls.

Kinesis plays your greetings in the appropriate situations, depending on your organization's hours and on how Kinesis is set up:

Standard greeting This greeting generally plays during your work hours. The standard greeting plays unless it is overridden by another greeting.

Closed greeting This greeting plays during your nonwork hours. The closed greeting overrides the standard greeting during your organization's nonbusiness hours.

Internal greeting This greeting plays only to callers within your organization. It can provide information that coworkers need to know. The internal greeting overrides the standard and closed greetings when you do not answer your phone.

Busy greeting This greeting plays when you are on the phone. The busy greeting overrides the standard, closed, and internal greetings.

Alternate greeting This greeting plays to indicate special circumstances, such as when you are on vacation. The alternate greeting overrides all other greetings.

You can record your standard, closed, and alternate greetings, and enable or disable your alternate greeting by phone. You can record all five of your greetings and enable or disable them in the Web Assistant.

Enabling a greeting makes it available for Kinesis to play in the appropriate situations. (Your standard greeting is always enabled.)

Disabling a greeting makes it unavailable for Kinesis to play, but it does not erase the recording. (You cannot disable your standard greeting.)

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To record a greeting

You can record your standard, closed, and alternate greetings by phone.

If applicable, you can also record a greeting for a shared phone. See “To record a greeting for a shared phone” on page 137.



USING YOUR PHONE

- 1 Call Kinesis and log on.
- 2 Press **4** > **1** > **1**.
- 3 After Kinesis plays your current greeting, press **1** to rerecord it, or press **3** to choose and rerecord a different greeting.

Use these keys as you record

TASK	KEY	TASK	KEY
Pause or continue	8	End recording	#

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	*	Skip or move ahead	#



USING THE WEB ASSISTANT

- 1 Access the Web Assistant.
- 2 Under Call Settings in the navigation bar, click "Greetings."
- 3 In the Choose a Greeting list, click the greeting you want to record.
- 4 Click "Enabled."

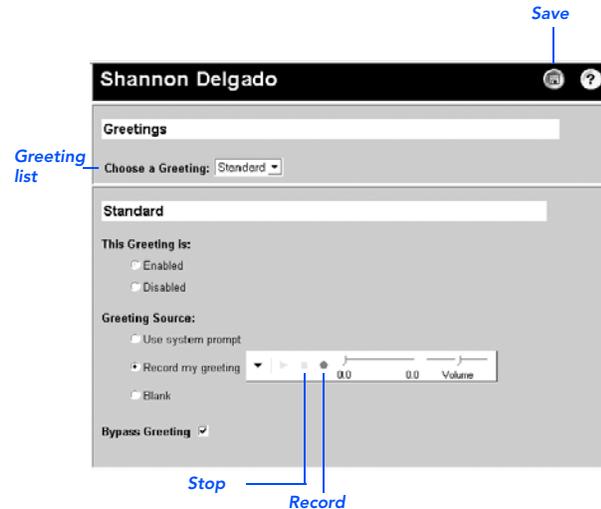
NOTE When your alternate greeting is enabled, it overrides all other greetings.

- 5 Click "Record my greeting."
- 6 On the Media Master control bar, click  and record the greeting with your recording device:

Phone Pick up the handset when the phone rings, wait for the tone, then speak into the handset.

Multimedia microphone Wait for the tone, then speak into the microphone.

- 7 When you finish recording, click .
- 8 Click  to save your changes.



To enable or disable a greeting

You can enable or disable only your alternate greeting by phone.

You can enable or disable all of your greetings in the Web Assistant, except the standard greeting, which is always enabled.



USING YOUR PHONE

- 1 Call Kinesis and log on.
- 2 Press **4** > **1** > **1**.
- 3 After Kinesis plays your current greeting, press **2** to enable or disable your alternate greeting.

NOTE When your alternate greeting is enabled, it overrides all other greetings.

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	*	Skip or move ahead	#

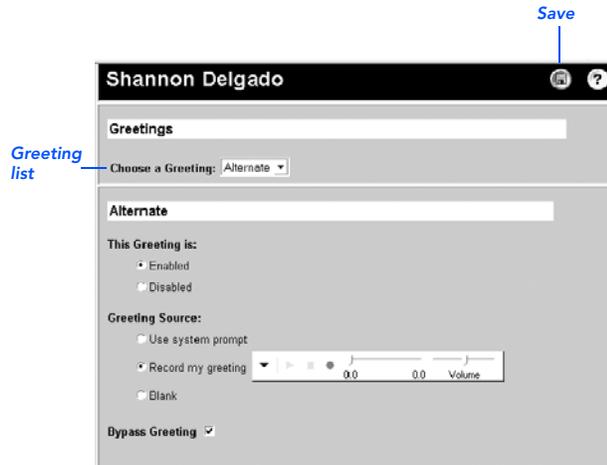


USING THE WEB ASSISTANT

- 1 Access the Web Assistant.
- 2 In the Call Settings section of the navigation bar, click "Greetings."
- 3 In the Choose a Greeting list, click the greeting you want to enable or disable.
- 4 Click "Enabled" to make the greeting available to Kinesis, or click "Disabled" to make it unavailable to Kinesis.

NOTE When your alternate greeting is enabled, it overrides all other greetings.

- 5 Click  to save your changes.



To change a greeting source

- 1 Access the Web Assistant.
- 2 In the Call Settings section of the navigation bar, click "Greetings."
- 3 In the Choose a Greeting list, click the greeting whose source you want to change.
- 4 Choose a source:

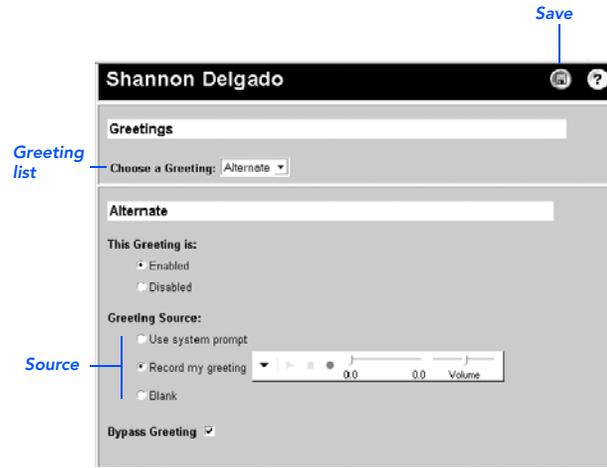
Use system

prompt Kinesis plays a prerecorded greeting along with your recorded name (for example, "Sorry, <your name> is not available").

Record my greeting Kinesis plays your recording. (Use the Media Master control bar to record your greeting.)

Blank Kinesis plays no greeting.

- 5 Click  to save your changes.



To enable or disable callers to bypass your greeting

Callers can normally press **#** to skip your greeting and leave you a message immediately.

But there may be situations, such as when you are on vacation or out of the office for an extended period, in which you require callers to listen to the entire greeting before they can leave a message.

You can choose whether or not to let callers skip your greeting by enabling or disabling the Bypass Greeting option.



USING YOUR PHONE

- 1 Call Kinesis and log on.
- 2 Press **4** > **1** > **1**.
- 3 After Kinesis plays your current greeting, press **5** to enable or disable Bypass Greeting.

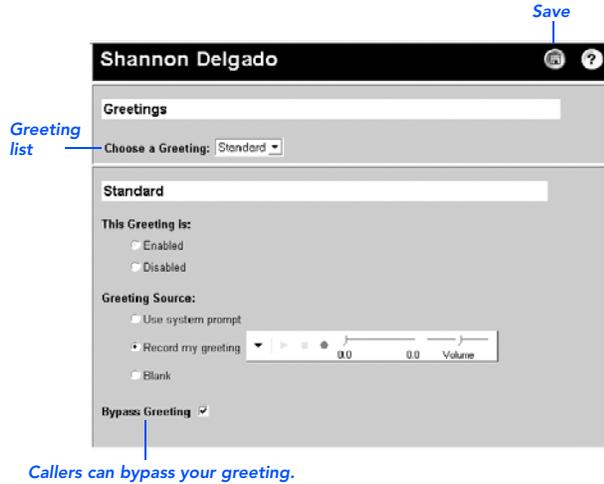
Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	*	Skip or move ahead	#



USING THE WEB ASSISTANT

- 1** Access the Web Assistant.
- 2** In the Call Settings section of the navigation bar, click "Greetings."
- 3** In the Choose a Greeting list, click the greeting for which you want to enable or disable Bypass Greeting.
- 4** To let callers skip this greeting, select the "Bypass Greeting" check box,
or
to require callers to listen to this greeting, clear the "Bypass Greeting" check box.



- 5** Click  to save your changes.

■ Changing call settings

Call settings control some caller options and how Kinesis handles your incoming external calls:

Answer options When you answer your phone, Kinesis can announce who the call is for. When Kinesis connects the call, you can take the call or route it to your greeting for the caller to leave a message.

Call screening With call screening on, Kinesis records a caller's name and plays it for you before connecting the call.

Busy/hold options When your phone is busy, Kinesis has two hold options or it can route callers to your greeting to leave a message.

Call transfer You can choose to answer your calls or to have them routed to your greeting. Generally, call transfer is set to ring a phone—either your extension or another phone—when you are available to answer calls. You likely would transfer calls directly to your greeting when you planned to be out of the office for an extended period, such as when you are on vacation. (When you route calls to your greeting, callers do not have to wait while your phone rings unanswered.)

Callers' message options You can choose whether callers who leave messages can edit their messages and mark them as urgent.

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To change call handling for when your phone is busy	87
To change call transfer.....	89
To change a caller's message options	91

To change what Kinesis says when you answer calls

Whether these options are available depends on the type of call transfer your phone system uses. See your system administrator for more information.



USING THE WEB ASSISTANT

- 1 Access the Web Assistant.
- 2 Under Call Settings in the navigation bar, click “Call Transfer and Screening.”
- 3 Choose what Kinesis says when you answer your phone:

Announce options

The screenshot shows a web interface for a user named Shannon Delgado. The page title is "Shannon Delgado" with a "Save" button in the top right corner. The main content area is titled "Call Transfer and Screening" and contains several sections of settings:

- Transfer incoming calls to my phone?**
 - Yes, ring my extension: 99995
 - Yes, ring me at this number: [text input field]
 - No (send directly to my greeting)
- If my phone is busy:**
 - Ask caller to hold
 - Put caller on hold without asking
 - Send caller directly to my greeting
- When I answer the phone:**
 - Tell me who the call is for
 - Announce before connecting caller to me
 - Ask me if I want to take the call
- Call Screening Settings**
 - Do NOT screen calls to me
 - Screen calls to me. Ask for the caller's name.

Tell me who... Kinesis plays the recorded name associated with the dialed extension. Use this setting when two or more people share a phone.

Announce before connecting... Kinesis tells you when it connects the call.

Ask me if... Kinesis asks if you want to take the call or have the caller leave a message. You can use this setting with the “Tell me who the call is for” option (for example, to decline a call for someone you share a phone with). You can also use this setting with the “Screen calls to me” option under Call Screening Settings (for example, to accept or decline calls based on the identity of the caller).

4 Click  to save your changes.

To change call screening

Kinesis screens calls by asking for and recording a caller's name, then placing the caller on hold. Kinesis rings your phone and announces the caller's name. Whether call screening is available depends on the type of call transfer your phone system uses. See your system administrator for more information.

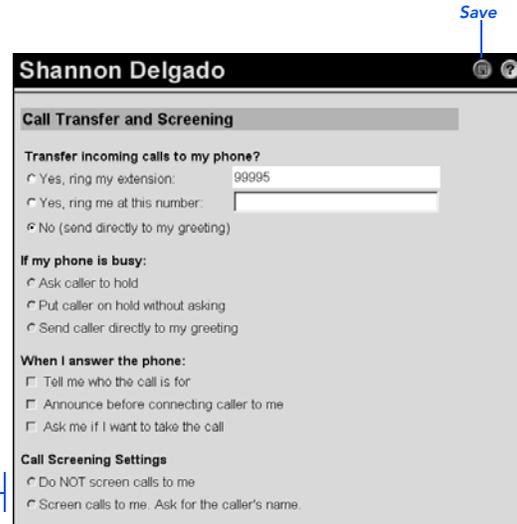


USING THE WEB ASSISTANT

- 1 Access the Web Assistant.
- 2 Under Call Settings in the navigation bar, click "Call Transfer and Screening."
- 3 Choose whether Kinesis screens your calls.

NOTE To decline your calls and route them to your greeting instead, select the "Ask me if I want to take the call" check box.

- 4 Click  to save your changes.



The screenshot shows a web interface for a user named Shannon Delgado. The page title is "Shannon Delgado" with a "Save" button in the top right corner. The main content area is titled "Call Transfer and Screening" and contains the following settings:

- Transfer incoming calls to my phone?**
 - Yes, ring my extension: 99995
 - Yes, ring me at this number: [text input]
 - No (send directly to my greeting)
- If my phone is busy:**
 - Ask caller to hold
 - Put caller on hold without asking
 - Send caller directly to my greeting
- When I answer the phone:**
 - Tell me who the call is for
 - Announce before connecting caller to me
 - Ask me if I want to take the call
- Call Screening Settings**
 - Do NOT screen calls to me
 - Screen calls to me. Ask for the caller's name.

A blue arrow labeled "Screening" points to the "Call Screening Settings" section.

To change call handling for when your phone is busy

When your phone is busy, you can have your callers wait on hold, depending on the type of call transfer used by your phone system. See your system administrator for more information.

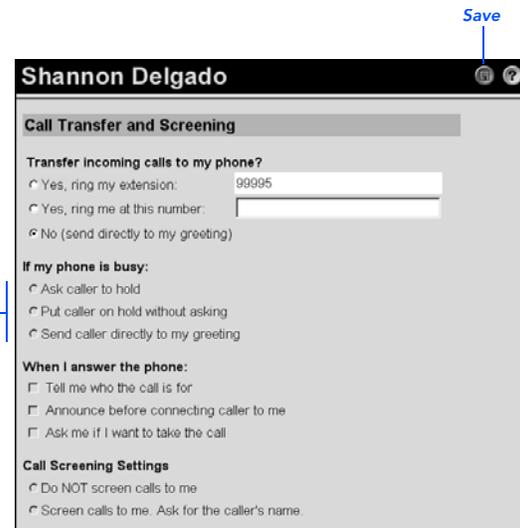


USING YOUR PHONE

- 1 Access the Web Assistant.
- 2 Under Call Settings in the navigation bar, click "Call Transfer and Screening."
- 3 Choose whether callers are put on hold:

Ask caller to hold Kinesis gives the caller the options of holding or leaving a message.

— Holding



The screenshot shows a user interface for 'Shannon Delgado' with a 'Save' button in the top right. The main section is titled 'Call Transfer and Screening'. It contains three sections of settings:

- Transfer incoming calls to my phone?**
 - Yes, ring my extension: 99995
 - Yes, ring me at this number: [input field]
 - No (send directly to my greeting)
- If my phone is busy:**
 - Ask caller to hold
 - Put caller on hold without asking
 - Send caller directly to my greeting
- When I answer the phone:**
 - Tell me who the call is for
 - Announce before connecting caller to me
 - Ask me if I want to take the call
- Call Screening Settings**
 - Do NOT screen calls to me
 - Screen calls to me. Ask for the caller's name.

Put caller on hold... Kinesis automatically puts the caller on hold, without the option of leaving a message.

Send caller directly... Kinesis automatically routes the caller to your greeting, without the option of holding, then prompts the caller to leave a message.

- 4 Click  to save your changes.

To change call transfer

You can change whether Kinesis transfers callers to your extension, or routes callers directly to your greeting to leave a message. You can also change the phone number that Kinesis transfers your callers to.

Depending on how Kinesis is set up at your organization, this option may not be available.



USING YOUR PHONE

- 1 Call Kinesis and log on.
- 2 Press **4** > **1** > **2**.
- 3 Press **1** to switch between transferring calls to an extension and to your greeting,
or
press **2** to change your transfer phone number. (To transfer calls to an external phone number, contact your system administrator.)

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	*	Skip or move ahead	#



USING THE WEB ASSISTANT

- 1 Access the Web Assistant.
- 2 Under Call Settings in the navigation bar, click "Call Transfer and Screening."
- 3 Choose a transfer setting:

Yes, ring my extension Use this setting to have calls ring your extension.

Yes, ring me at... Use this setting to have calls ring the extension or phone number you type in the adjacent box. (To transfer calls to an external phone number, contact your system administrator.)

No (send directly...) Use this setting to have calls transferred directly to your greeting. Your phone does not ring.

- 4 Click  to save your changes.

Shannon Delgado

Call Transfer and Screening

Transfer incoming calls to my phone?

Yes, ring my extension: 99995

Yes, ring me at this number:

No (send directly to my greeting)

If my phone is busy:

Ask caller to hold

Put caller on hold without asking

Send caller directly to my greeting

When I answer the phone:

Tell me who the call is for

Announce before connecting caller to me

Ask me if I want to take the call

Call Screening Settings

Do NOT screen calls to me

Screen calls to me. Ask for the caller's name.

Save

Call transfer

To change a caller's message options

You can set whether your callers can edit their messages, whether your callers can leave urgent messages, and whether your callers are asked to enter a phone number before being transferred to your extension.



USING THE WEB ASSISTANT

- 1 Access the Web Assistant.
- 2 Under Message Settings in the navigation bar, click "Caller Options."
- 3 Choose what callers can do when they leave messages.
- 4 Click  to save your changes.



■ Changing message settings

Message settings control how Kinesis announces your messages; they also control some options for the messages you send. You can also use message settings to set up external mailboxes for checking your other e-mail accounts.

You can control the following settings:

Message types You can choose the types of messages for which Kinesis announces count totals then plays when you check messages by phone.

Message summary information You can choose the items of summary information you want to hear about messages before or after Kinesis plays them (for example, sender, date, and time).

Log on greeting You can choose whether Kinesis plays your recorded name when you log on.

Sound notification You can choose the sound that notifies you at your computer when new voice messages arrive in your Inbox.

Message addressing You have three options for how you address messages to other subscribers when you send messages by phone.

IN THIS SECTION

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To change message summary information.....	95
To change your log on greeting	97
To change the sound that notifies you of new voice messages.....	98
To change message addressing settings.....	99
To set up an external mailbox.....	100

To change message types

Kinesis announces the number of messages and plays new messages in the following order, depending on the types of messages you choose to hear: urgent receipts, regular receipts, urgent voice, regular voice, urgent fax, regular fax, urgent e-mail, regular e-mail.

Kinesis then plays old messages in the same order.

With fax messages, Kinesis plays message summary information only.



USING THE WEB ASSISTANT

- 1** Access the Web Assistant.
- 2** Under Message Settings in the navigation bar, click "Message Playback."
- 3** Choose the types of messages you want to hear when you check messages by phone. To hear the total number of a specific type, select that check box. To hear no totals, clear all check boxes.
- 4** Click  to save your changes.

Message totaling

Save

Shannon Delgado ⊞ ?

Message Playback

Playback options

Greet me by name

Menu type:

Full menu

Brief menu

Announce the Number of:

All new messages

All saved messages

New voice messages

New fax messages

New e-mail messages

Listening to a Message

Announce sender's name

Announce message number

Announce timestamp before message

Announce timestamp after message

Volume level

Low

Medium

High

To change message summary information

You can set whether Kinesis tells you a sender's name, the sequence number of a message, and whether a message time stamp is played before or after the message. This information is called the message summary.



USING THE WEB ASSISTANT

- 1 Access the Web Assistant.
- 2 Under Message Settings in the navigation bar, click "Message Playback."
- 3 Choose the summary information you want to hear about your messages:

Message summary



Announce sender's name Kinesis plays the recorded name of the subscriber who sent a message.

Announce message number Kinesis announces the sequential number of a message.

Announce time stamp... Kinesis announces the day, date, and time that a message was received. Select either the "before" or "after" check box.

4 Click  to save your changes.

To change your log on greeting

You can set whether Kinesis greets you by name each time you call the system to log on.



USING THE WEB ASSISTANT

- 1 Access the Web Assistant.
- 2 Under Message Settings in the navigation bar, click “Message Playback.”
- 3 Choose whether to have Kinesis play your recorded name when you log on.
- 4 Click  to save your changes.

Play
your
name

Save

Shannon Delgado

Message Playback

Playback options

Greet me by name

Menu type:

Full menus

Brief menus

Announce the Number of:

All new messages

All saved messages

New voice messages

New fax messages

New e-mail messages

Listening to a Message

Announce sender's name

Announce message number

Announce timestamp before message

Announce timestamp after message

Volume level

Low

Medium

High

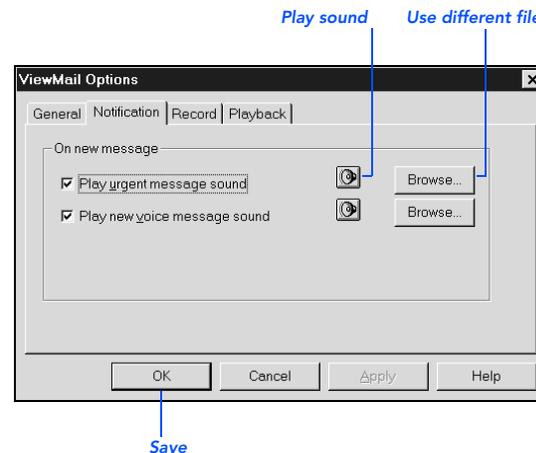
To change the sound that notifies you of new voice messages

This option is available only if your computer has multimedia speakers and you use ViewMail for Outlook.



USING YOUR E-MAIL INBOX

- 1 On the Outlook Tools menu, click "ViewMail options."
- 2 In the ViewMail Options dialog box, click the Notification tab.
- 3 Choose notification options.
- 4 To preview the sound for an option, click the corresponding .
- 5 To change the sound for an option, click the corresponding "Browse" button.
- 6 In the Browse Files dialog box, choose a sound (WAV) file, then click "Open."
- 7 When the ViewMail Options dialog box reappears, click "OK" to save your changes.



To change message addressing settings

You can set whether you address messages by first name, last name, or extension number.



USING THE WEB ASSISTANT

- 1** Access the Web Assistant.
- 2** Under Message Settings in the navigation bar, click “Message Addressing.”
- 3** Choose an option for addressing messages.
- 4** Click  to save your changes.



To set up an external mailbox

If you are using the text-to-speech option, you can check messages for one internal e-mail Inbox, and up to nine different external e-mail accounts. An external mailbox can be on another e-mail system such as Lotus Notes or GroupWise, or you can check an Internet e-mail account.

Your system administrator must turn on this feature for you. Then, using Web Assistant, you define a mailbox name, server name, user name and password, SMTP server name, and SMTP server address for each external mailbox. See your Internet service provider for this information.



USING THE WEB ASSISTANT

- 1** Access the Web Assistant.
- 2** Under Message Settings in the navigation bar, click "External Mailbox."
- 3** In the Choose External Mailbox list box, select a mailbox. Unassigned mailboxes are listed as "New External Mailbox."

- 4** In the "Mailbox name" field, type a descriptive name for the box.
- 5** On the Media Master control bar, click  and record a name with your recording device:

Phone Pick up the handset when the phone rings, wait for the tone, then speak into the handset.

Multimedia microphone Wait for the tone, then speak into the microphone.
- 6** When you finish recording, click .
- 7** In the "Server name" field, type the server name.

- 8** In the “User name” field, type the name you use to log on to the external e-mail system.
- 9** In the “Password” field, type the password you use to log on to the external e-mail system. This field is case-sensitive.
- 10** In the “Confirm password” field, type your password again to confirm. This field is case-sensitive.
- 11** In the “SMTP server” field, type the SMTP server name.
- 12** In the “SMTP address” field, type the SMTP server name.
- 13** Click  to save your changes.

■ Changing message notification settings

Kinesis can call a phone or pager to notify you of new messages. When you answer a notification call, you can log on to Kinesis immediately to check your messages.

Kinesis can also notify you of new messages by sending you a text message. Kinesis can send the notification message to a text pager, to a text-compatible cell phone, or to a regular e-mail account such as your home e-mail address.

Kinesis calls a phone or pager based on notification schedules and options that you set in the Web Assistant. For Kinesis to make notification calls, the phone or pager must be enabled, or turned on.

You can turn notification on and off by phone, and change notification phone numbers for your home phone, work phone, a pager, and a spare phone. In the Web Assistant, you can set up notification for your home phone, work phone, pager, and a spare phone, plus one additional pager, five additional phones, and two text pagers.

Initial setup of a notification device

The first time you set up a notification device, do all of the tasks in this section for that phone or pager.

NOTE Depending on your system, you can set Kinesis to notify you at a series of devices, one after another. This type of notification is called cascading or chaining. For instructions to set up this type of notification, contact your system administrator.

IN THIS SECTION

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To change the address and text settings for a text pager	109
To change the types of messages you are notified of.....	111
To change a notification schedule..	112
To change notification options	113

To enable or disable a notification device

By phone, you can turn notification on and off for your home phone, work phone, a pager, and a spare phone. Additional notification devices can be turned on and off in the Web Assistant.

Disabling a phone or pager does not delete its settings.



USING YOUR PHONE

- 1 Call Kinesis and log on.
- 2 Press **4** > **2** > **1**.
- 3 After Kinesis announces your notification status, press the corresponding key for the phone or pager you want to change.
- 4 Press **1** to enable or disable notification to the phone or pager.

Device options

<u>OPTION</u>	<u>KEY</u>	<u>OPTION</u>	<u>KEY</u>
Pager	1	Work phone	3
Home phone	2	Spare phone	4

Use these keys anytime

<u>TASK</u>	<u>KEY</u>	<u>TASK</u>	<u>KEY</u>
Cancel or back up	*	Skip or move ahead	#



USING THE WEB ASSISTANT

- 1** Access the Web Assistant.
- 2** Under Message Settings in the navigation bar, click "Message Notification."
- 3** Choose the phone or pager you want to change.
- 4** Click "Enabled" or "Disabled."
- 5** Click  to save your changes.

The screenshot shows the 'Shannon Delgado' user interface. At the top right, there is a 'Save' button. The main content area is titled 'Notification Device' and contains the following sections:

- Device:** A dropdown menu currently set to 'Home Phone'. A blue arrow labeled 'Device list' points to this dropdown.
- Home Phone:** A section header.
- Phone Number:** An empty text input field.
- Extra digits:** An empty text input field.
- Dialing options:**
 - Try to detect connection
 - Seconds to wait before dialing extra digits:
- Status:**
 - Enabled Disabled. A blue arrow labeled 'Status' points to these radio buttons.
- Notify me of:** A table with two columns: 'Message Type' and 'Only if urgent'.

Message Type	Only if urgent
<input type="checkbox"/> All Messages	<input type="checkbox"/>
<input checked="" type="checkbox"/> Voice Messages	<input checked="" type="checkbox"/>
<input type="checkbox"/> Fax Messages	<input type="checkbox"/>
<input type="checkbox"/> Email Messages	<input type="checkbox"/>
- Notification Schedule:** A section header with no visible options.

To change a notification phone number

By phone, you can change the notification number for your home phone, work phone, a pager, and a spare phone. Additional notification numbers can be changed in the Web Assistant.

When entering phone numbers, begin with any access code needed to make an external call (for example, 9). For long-distance numbers, also include 1 and the area code. By phone, use the **#** key to add 1-second pauses, as necessary.

Depending on how Kinesis is set up, you may not be able to enter certain phone numbers.

When typing phone numbers in Web Assistant, do not use spaces, dashes, or parentheses between digits. Begin with any access code needed to make an external call (for example, 9). For long-distance numbers, also include 1 and the area code. Use commas (,) to add 1-second pauses, as necessary.

Depending on how Kinesis is set up, you may not be able to enter certain phone numbers.



USING YOUR PHONE

- 1** Call Kinesis and log on.
- 2** Press **4** > **2** > **1**.
- 3** After Kinesis announces your notification status, press the corresponding key for the phone or pager whose number you want to change.
- 4** Press **3** to change the notification number.
- 5** Enter the new number,
or
press **#** to keep the current number.

TIP Enter only an extension when you use phone numbers inside your organization for message notification.

Device options

OPTION	KEY	OPTION	KEY
Pager	1	Work phone	3
Home phone	2	Spare phone	4

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	*	Skip or move ahead	#



USING THE WEB ASSISTANT

- 1** Access the Web Assistant.
- 2** Under Message Settings in the navigation bar, click "Message Notification."
- 3** Choose the phone or pager whose number you want to change.
- 4** Type the number of the phone or pager.

Shannon Delgado

Notification Device

Device: Home Phone

Home Phone

Phone Number:

Extra digits:

Dialing options:

Try to detect connection

Seconds to wait before dialing extra digits: 1

Save

Device list

Phone number

Access number

Dialing options

- 5** Type any extra digits related to the phone or pager. These digits could be a password or an access number that you enter to hear messages, or an ID required by a pager.
- 6** Choose dialing options for the extra digits:
 - Try to detect...** Kinesis automatically tries to detect a connection to the phone or pager before dialing the extra digits.
 - Seconds to wait...** After dialing the number, Kinesis waits this length of time before dialing extra digits.

TIP You may need to experiment with this setting. Try 6 seconds, then increase or decrease the time as needed.
- 7** Click  to save your changes.

To change the address and text settings for a text pager

You can set up two different devices or addresses to receive notification messages. You can optionally specify a return phone number to be included in the text message. This is useful because some cell phones allow you to press a button that automatically calls the return number. If you specify Kinesis as the return number, the cell phone will then immediately call Kinesis to retrieve your messages.



USING THE WEB ASSISTANT

- 1** Access the Web Assistant.
- 2** Under Message Settings in the navigation bar, click "Message Notification."
- 3** Choose the text pager whose settings you want to change.
- 4** Type the e-mail address of the text pager.

The screenshot shows a web assistant interface for a user named Shannon Delgado. The interface is titled "Shannon Delgado" and has a "Save" button in the top right corner. The main content area is divided into sections: "Notification Device" and "Home Phone". Under "Notification Device", there is a "Device:" dropdown menu currently set to "Home Phone". Under "Home Phone", there is a "Phone Number:" field, an "Extra digits:" field, and a "Dialing options:" section. The "Dialing options:" section includes a checked checkbox for "Try to detect connection" and an unchecked checkbox for "Seconds to wait before dialing extra digits" with a value of "1" and a small icon to its right. Blue arrows point from text labels to specific elements: "Device list" points to the dropdown menu, "Phone number" points to the Phone Number field, "Access number" points to the Extra digits field, and "Dialing options" points to the Dialing options section.

- 5** If desired, type the Kinesis external phone number or other return phone number that you want your cell phone to call after receiving notification.

TIP If you have a text-compatible cellular phone that you set up as a text pager, you can activate the phone's automatic callback function when this number is displayed.
- 6** Type the notification message you want to have sent (for example, "You have voice mail").
- 7** Click  to save your changes.

To change the types of messages you are notified of

You can select the types of messages you are notified of.



USING THE WEB ASSISTANT

- 1** Access the Web Assistant.
- 2** Under Message Settings in the navigation bar, click "Message Notification."
- 3** Choose the phone or pager you want to change.
- 4** Select the types messages you want to be notified of. Select which types of messages, if any, to include in the message count.
- 5** Click  to save your changes.



Shannon Delgado Save

Notification Device

Device: Home Phone

Home Phone

Phone Number:

Extra digits:

Dialing options:

Try to detect connection

Seconds to wait before dialing extra digits: 1

Status:

Enabled Disabled

Notify me of:

Message Type	Only if urgent
<input type="checkbox"/> All Messages	<input type="checkbox"/>
<input checked="" type="checkbox"/> Voice Messages	<input checked="" type="checkbox"/>
<input type="checkbox"/> Fax Messages	<input type="checkbox"/>
<input type="checkbox"/> Email Messages	<input type="checkbox"/>

Notification Schedule:

Device list

Message types

To change a notification schedule

You can set a schedule for each notification device.



USING THE WEB ASSISTANT

- 1 Access the Web Assistant.
- 2 Under Message Settings in the navigation bar, click “Message Notification.”
- 3 Choose the phone or pager whose schedule you want to change.
- 4 The schedule shows active times as white and inactive time as gray. Click the boxes to change between inactive and active. Kinesis only makes notification calls during the active hours, if you have new messages.

Shannon Delgado

Notification Device

Device: Home Phone

Notification Schedule:

Click individual blocks to set hours: = Inactive = Active

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
6 AM		<input checked="" type="checkbox"/>					
8 AM		<input checked="" type="checkbox"/>					
10 AM		<input checked="" type="checkbox"/>					
12 PM		<input checked="" type="checkbox"/>					
2 PM		<input checked="" type="checkbox"/>					
4 PM		<input checked="" type="checkbox"/>					
6 PM		<input checked="" type="checkbox"/>					
	Sun	Mon	Tue	Wed	Thu	Fri	Sat

Copy day's schedule: Monday >> All Weekdays Copy day's schedule:

TIP Use the “Copy day’s schedule” function—below the schedule—to copy one day’s schedule to other days.

- 5 Click  to save your changes.

To change notification options

Use these options to set the timing and frequency of the calls that Kinesis makes to notify you of new messages.



USING THE WEB ASSISTANT

- 1 Access the Web Assistant.
- 2 Under Message Settings in the navigation bar, click "Message Notification."
- 3 Choose the phone or pager whose notification options you want to change.
- 4 Choose options for the phone or pager:

Send initial notification...

Kinesis makes the first notification call this many minutes after a new message arrives.

Restart notification... Kinesis makes a notification call each time you receive a new message.

Repeat notification... Kinesis makes regular notification calls at the interval you set, as long as you have new messages.

The screenshot shows the 'Shannon Delgado' user interface. At the top right is a 'Save' button. Below the user name is the 'Notification Device' section, where 'Device' is set to 'Home Phone'. A 'Device list' label points to this dropdown. Below this is a calendar grid for '11 PM' with columns for Sun, Mon, Tue, Wed, Thu, Fri, and Sat. A 'Copy day's schedule' section shows 'Monday' selected in a dropdown, followed by '>>' and 'All Weekdays' in another dropdown, and a 'Copy day's schedule:' button. The 'Notification Options' section includes: 'Send initial notification after how many minutes?' with a spinner set to '1'; a radio button for 'Restart notification each time a new message arrives'; 'Repeat notification if there are still new messages after this many minutes:' with a spinner set to '15'; 'If device does not answer:' with 'Wait for how many rings before hanging up?' set to '4', 'Try again how many times?' set to '4', and 'How many minutes to wait between tries?' set to '15'; 'If device is busy:' with 'Try again how many times?' set to '4' and 'How many minutes to wait between tries?' set to '5'; and 'If notification fails, notify me at:' with a dropdown set to 'None'. A 'Notification options' label points to this section.

If device does not answer Kinesis follows your settings for an unanswered device.

If device is busy Kinesis follows your settings for a busy device.

If notification fails... When Kinesis cannot reach the phone or pager, it can call an alternate device that you choose here. The alternate device must be enabled; it follows its own settings and schedule, not the settings and schedule for the device it is backing up.

- 5 Click  to save your changes.

■ Changing private list settings

Use private lists to create your own groups of voice message recipients. When you address a voice message to one of your private lists, all of the recipients on the list receive the message.

Kinesis provides 20 empty lists for you to personalize. Only you can access your private lists.

You can send only voice messages to your private lists, and you can send those messages only by calling and logging on to Kinesis. You cannot send messages from your Inbox to your private lists.

IN THIS SECTION

To change the name of a private list	116
To change the members of a private list	118

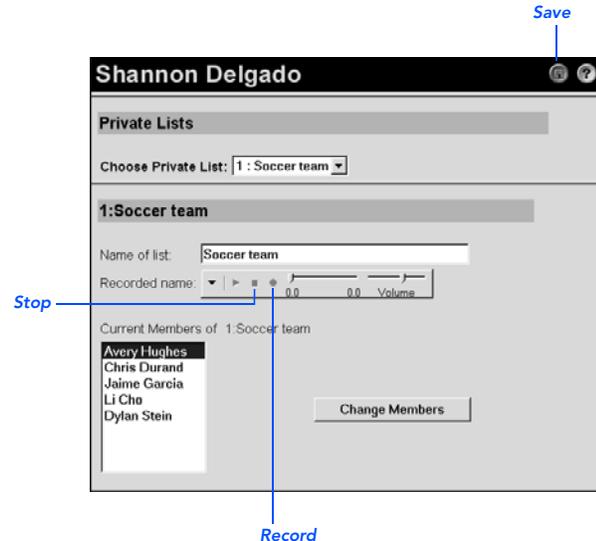
To change the name of a private list

The name you type and record here is for verification purposes only. When you address a voice message to a private list, you address it in number mode, by using a list number (1 through 20). After you enter a private list number during addressing, Kinesis plays the recorded name so you can confirm that you have chosen the correct list.



USING THE WEB ASSISTANT

- 1 Access the Web Assistant.
- 2 Under Message Settings in the navigation bar, click "Private Lists."
- 3 Choose the private list whose name you want to change.
- 4 Type a name for the list.
- 5 On the Media Master control bar, click  and record the list's name with your recording device:



Phone Pick up the handset when the phone rings, wait for the tone, then speak into the handset.

Multimedia microphone Wait for the tone, then speak into the microphone.

- 6** When you finish recording, click .
- 7** Click  to save your changes.

To change the members of a private list

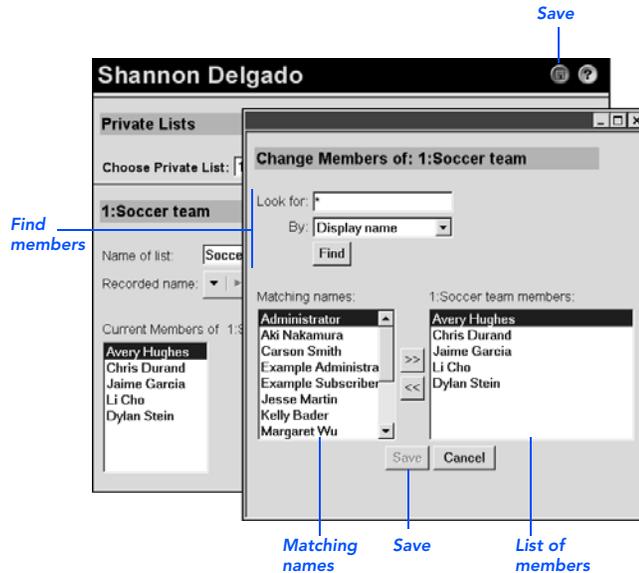
Each private list can contain up to 25 members. Other private lists cannot be members of a private list. However, a public distribution list can be a member of a private list.

Use the “Find” button to search for each subscriber or public distribution list that you want to add as a member of your private list. You can search on the display name (full name), first name, last name, or extension. You choose a search method in the “By” box.



USING THE WEB ASSISTANT

- 1 Access the Web Assistant.
- 2 Under Message Settings in the navigation bar, click "Private Lists."
- 3 Choose the private list whose members you want to change.
- 4 Click "Change members."
- 5 To find the subscriber you want to add, type the name in the "Look for" box, then click "Find."



TIP Type an asterisk (*) in the "Look for" box to list all subscribers and public distribution lists in your organization. This wildcard character also can be used to search for partial matches (for example, "K*" results in a list of all names beginning with the letter K).

- 6 To add the name to the list, click it in "Matching names," then click >>.
- 7 To delete a name from the list, click it in "...members," then click <<.

- 8** Click "Save" to save your member changes.
- 9** If you made other changes to the private list, click  to save your list changes.

■ Changing caller options

You can use Web Assistant to set whether your callers can edit their messages, whether your callers can leave urgent messages, and whether your callers are asked to enter a phone number before being transferred to your extension.

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To enable callers to leave urgent messages	123
To ask callers to enter a callback phone number.....	124

To enable callers to edit their messages

You can set whether your callers can add to, listen to, or rerecord their messages.



USING THE WEB ASSISTANT

- 1** Access the Web Assistant.
- 2** Under Message Settings in the navigation bar, click “Caller Options.”
- 3** Select “Caller can edit the message.”
- 4** Click  to save your changes.



To enable callers to leave urgent messages

You can set whether your callers can leave you urgent messages.



USING THE WEB ASSISTANT

- 1 Access the Web Assistant.
- 2 Under Message Settings in the navigation bar, click “Caller Options.”
- 3 Select “Caller can mark the message as urgent.”
- 4 Click  to save your changes.



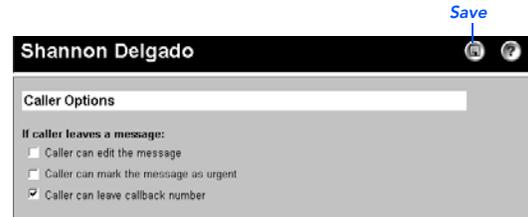
To ask callers to enter a callback phone number

You can set whether Kinesis asks your callers to enter a phone number before transferring to your extension. Kinesis can use the phone number for returning a call. This option is useful if you do not receive caller ID information from your phone service.



USING THE WEB ASSISTANT

- 1 Access the Web Assistant.
- 2 Under Message Settings in the navigation bar, click "Caller Options."
- 3 Select "Caller can leave callback number."
- 4 Click  to save your changes.



■ Sharing a phone

The procedures in this section let you set how calls to a shared phone are handled.

Kinesis can be set up to allow up to nine different subscribers to share the same phone. To reach you, a caller first dials the extension number of the shared phone. Then, the caller hears a menu of all subscribers sharing the phone. Lastly, the caller presses a key corresponding to your name.

Initially, your system administrator sets whether the shared phone rings when you receive a call, or whether your callers are routed directly to your greeting. Your system administrator also sets whether callers are allowed to hold when the shared phone is busy, and how calls are announced before they are connected. The system administrator can record a greeting for the shared phone, as well.

Each subscriber assigned to a shared phone can use Web Assistant to change the settings for call transfer, call holding, and the shared greeting. When you change these settings, you change them for all subscribers assigned to the shared phone.

If you share a phone, you can be listed in the directory individually. Shared extensions are not listed in the directory.

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To set how calls to a shared phone are announced	133
To set whether calls to a shared phone are screened.....	135
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To answer a call to a shared phone

When you answer a call to a shared phone, Kinesis can announce who the call is for and ask whether to connect the call or take a message.

If the shared phone is not answered, callers can leave a message in your mailbox. If the shared phone is busy, depending on your setup, your callers can either hold or route directly to your greeting to leave a message.

The shared extension can be set up to allow callers to leave the same message for everyone who shares the phone. See your system administrator for more information.



USING YOUR PHONE

- 1** When the shared phone rings, answer it.
- 2** If asked, to accept the call, press 1. To route the caller to the called party's mailbox to leave a message, press 2.

To check messages with a shared phone

You can log on to Kinesis and check messages with a shared phone.

The shared extension can be set up to allow callers to leave a message only for you, or to leave the same message for everyone who shares the phone. See your system administrator for more information.

Message waiting indication is turned on when any subscriber sharing the phone receives a message. Message waiting indication is turned off when none of the subscribers has a new message waiting.



USING YOUR PHONE

- 1** With the shared phone, call Kinesis.
- 2** When Kinesis plays the menu that lists each person sharing the phone, press the key associated with your name,
or
to check messages for a different mailbox, press **#** followed by the extension number. Press **#** to finish.
- 3** Enter your password.
- 4** Press **1** to hear new messages,
or
press **3** to review old messages.

Use these keys during a message

TASK	KEY	TASK	KEY
Repeat	1	Reverse	7
Save	2	Pause or continue	8
Delete	3	Fast-forward to end	9
Change volume	5		

Use these keys after a message

TASK	KEY(S)	TASK	KEY
Repeat	1	Forward message	5
Save	2	Mark as new	6
Delete	3	Reverse	7
Return call	4 1	Deliver an e-mail or fax to a fax phone number*	8
Reply to all	4 4	Hear summary	9
Reply to sender	4 #		

* Available only if you are using the fax option.

Use these keys anytime

TASK	KEY	TASK	KEY
Cancel or back up	*	Skip or move ahead	#

To change call transfer for a shared phone

You can set whether a shared phone rings when you have a call, or whether callers are routed directly to your mailbox greeting to record a message.



USING YOUR PHONE

- 1** Call Kinesis and log on.
- 2** Press **4** > **4** > **2**.
- 3** After Kinesis tells you the current status of call transfer to the shared phone, press **1** to change it.



USING THE WEB ASSISTANT

- 1 Access the Web Assistant.
- 2 Under Shared Extension Settings in the navigation bar, click "Call Transfer Settings."
- 3 To set the shared phone to ring, select "Yes, ring at shared extension,"
or
to route callers to your mailbox, select "No (send directly to my greeting)."
- 4 Click  to save your changes.

Transfer settings

Shannon Delgado




Call Transfer and Screening

Transfer incoming calls to my phone?

Yes, ring at shared extension:

No (send directly to my greeting)

If shared phone is busy:

Ask caller to hold

Put caller on hold without asking

Send caller directly to shared extension greeting

When we answer the phone:

Tell me who the call is for

Announce before connecting caller to me

Ask shared extension subscriber if I want to take the call

Call Screening Settings

Do NOT screen calls to shared extension subscriber

Screen calls to shared extension subscriber. Ask for the caller's name.

[Save](#)

To set call handling when a shared phone is busy

You can set how Kinesis handles callers when a shared phone is busy. For example, you can allow callers to hold, or route them directly to the shared greeting to record a message. Call holding is available only with supervised call transfers. See your system administrator for more information.



USING THE WEB ASSISTANT

- 1 Access the Web Assistant.
- 2 Under Shared Extension Settings in the navigation bar, click “Call Transfer Settings.”

The screenshot shows the Kinesis Web Assistant interface for a user named Shannon Delgado. The interface is titled "Shannon Delgado" and has a "Save" button in the top right corner. The main content area is titled "Call Transfer and Screening" and contains the following settings:

- Transfer incoming calls to my phone?**
 - Yes, ring at shared extension:
 - No (send directly to my greeting)
- If shared phone is busy:**
 - Ask caller to hold
 - Put caller on hold without asking
 - Send caller directly to shared extension greeting
- When we answer the phone:**
 - Tell me who the call is for
 - Announce before connecting caller to me
 - Ask shared extension subscriber if I want to take the call
- Call Screening Settings**
 - Do NOT screen calls to shared extension subscriber
 - Screen calls to shared extension subscriber. Ask for the caller's name.

Busy call handling

- 3** To allow callers to choose whether to hold when the shared phone is busy, select “Ask caller to hold,”

or

to put callers on hold automatically, select “Put caller on hold without asking,”

or

to route callers to the shared greeting, select “Send caller directly to shared extension greeting.”
- 4** Click  to save your changes.

To set how calls to a shared phone are announced

Kinesis can be set up to announce who a call is for before the call is connected. You can also set Kinesis to ask the person who answers a call whether to accept it or route to a mailbox to take a message.

Announced calls are available only with supervised call transfers. See your system administrator for details.



USING THE WEB ASSISTANT

- 1** Access the Web Assistant.
- 2** Under Shared Extension Settings in the navigation bar, click "Call Transfer Settings."
- 3** To set Kinesis to play the name of the called party before connecting, select "Tell me who the call is for."

To set Kinesis to announce the call before connecting, select "Announce before connecting caller to me."

To ask the person who answers the shared phone whether to connect the call, select "Ask shared extension subscriber if I want to take the call."

You can select one or more of these options.

- 4** Click  to save your changes.

Save

Shannon Delgado

Call Transfer and Screening

Transfer incoming calls to my phone?

- Yes, ring at shared extension:
- No (send directly to my greeting)

If shared phone is busy:

- Ask caller to hold
- Put caller on hold without asking
- Send caller directly to shared extension greeting

When we answer the phone:

- Tell me who the call is for
- Announce before connecting caller to me
- Ask shared extension subscriber if I want to take the call

Call Screening Settings

- Do NOT screen calls to shared extension subscriber
- Screen calls to shared extension subscriber. Ask for the caller's name.

Call announcement

To set whether calls to a shared phone are screened

You can set whether Kinesis asks callers to record their name before transferring the call to a shared phone. Kinesis then plays the caller's name before connecting the call.

Call screening is available only with supervised call transfers. See your system administrator for more information.



USING THE WEB ASSISTANT

- 1** Access the Web Assistant.
- 2** Under Shared Extension Settings in the navigation bar, click “Call Transfer Settings.”
- 3** In the Call Screening Settings group, to set Kinesis to transfer calls without asking a caller’s name, select “Do NOT screen calls to shared extension subscriber,”

Call
screening
settings

The screenshot shows a web assistant interface for a user named Shannon Delgado. At the top right, there is a 'Save' button. The main content area is titled 'Call Transfer and Screening'. Under the heading 'Transfer incoming calls to my phone?', there are two radio button options: 'Yes, ring at shared extension: 888' (which is selected) and 'No (send directly to my greeting)'. Below this is the section 'If shared phone is busy:', which has three radio button options: 'Ask caller to hold', 'Put caller on hold without asking', and 'Send caller directly to shared extension greeting'. The next section is 'When we answer the phone:', which has three checkbox options: 'Tell me who the call is for', 'Announce before connecting caller to me', and 'Ask shared extension subscriber if I want to take the call'. At the bottom, there is a section titled 'Call Screening Settings' with two radio button options: 'Do NOT screen calls to shared extension subscriber' (which is selected) and 'Screen calls to shared extension subscriber. Ask for the caller's name.'.

or

to set Kinesis to ask a caller’s name before transferring a call, select “Screen calls to shared extension subscriber. Ask for the caller’s name.”

- 4** Click  to save your changes.

To record a greeting for a shared phone

If desired, you can record a greeting for a shared phone. If you do not record a greeting, Kinesis creates a default greeting, automatically assigning a menu key and playing the recorded name for each subscriber sharing the phone.

It is important to plan carefully before changing the greeting. The rerecorded greeting plays for anyone who reaches the greeting for the shared phone, not just for your callers. The greeting should include the names of the subscribers sharing the phone, and the key to press to reach each person.

If callers can press **#** to leave a message for everyone who shares the phone, you should include instructions in the greeting. See your system administrator for more information.



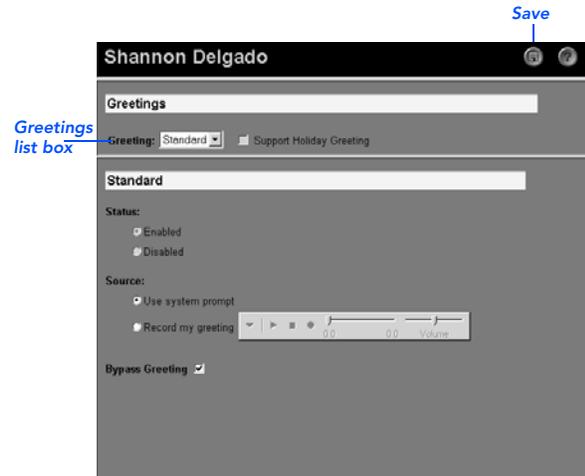
USING YOUR PHONE

- 1** Call Kinesis and log on.
- 2** Press **4** > **4** > **1**.
- 3** After Kinesis plays the current shared extension greeting, press **1** to rerecord it,
or
press **3** to choose and rerecord a different greeting.



USING THE WEB ASSISTANT

- 1** Access the Web Assistant.
- 2** Under Shared Extension Settings in the navigation bar, click "Greetings."
- 3** To use holiday greetings for the shared phone, select "Support Holiday Greeting."
- 4** In the Greeting list box, select the greeting.



- 5** In the Status group, to turn on this greeting, select "Enabled." To turn off this greeting, select "Disabled."

NOTE You cannot disable the Standard greeting.

- 6** In the Source group, to use the default greeting created automatically by Kinesis, select "Use system prompt,"
or
to record a greeting, select "Record my greeting." On the Media Master control bar, click the circle icon. Record the greeting.

- 7** To allow your callers to skip the greeting by pressing , select "Bypass greeting,"
or
to require that callers hear the entire greeting before taking an action, clear this check box.
- 8** Click  to save your changes.

■ Working with ViewCall

ViewCall allows you to view and manage your phone calls directly from your desktop computer, instead of using the phone handset.

With ViewCall you can see immediately who is calling you. You can then either take the call, or you can place the call on hold, transfer the call to another extension, or send the call directly to your mailbox to leave a message.

ViewCall also displays a summary of your completed calls, allowing you to track your phone activity.

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Managing incoming calls	144
Tracking your call activity.....	145

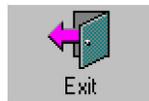
The ViewCall window

The ViewCall window includes two panes that display lists of phone calls. The Call Monitoring pane (top) displays a list of all calls that are currently active at your extension. The Call Logging pane (bottom), displays a list of all previously completed calls.

Each new incoming call is first displayed in the top list, and remains there for the duration of the call. When the call is completed it is removed from the top list and added to the list of logged calls in the bottom pane.

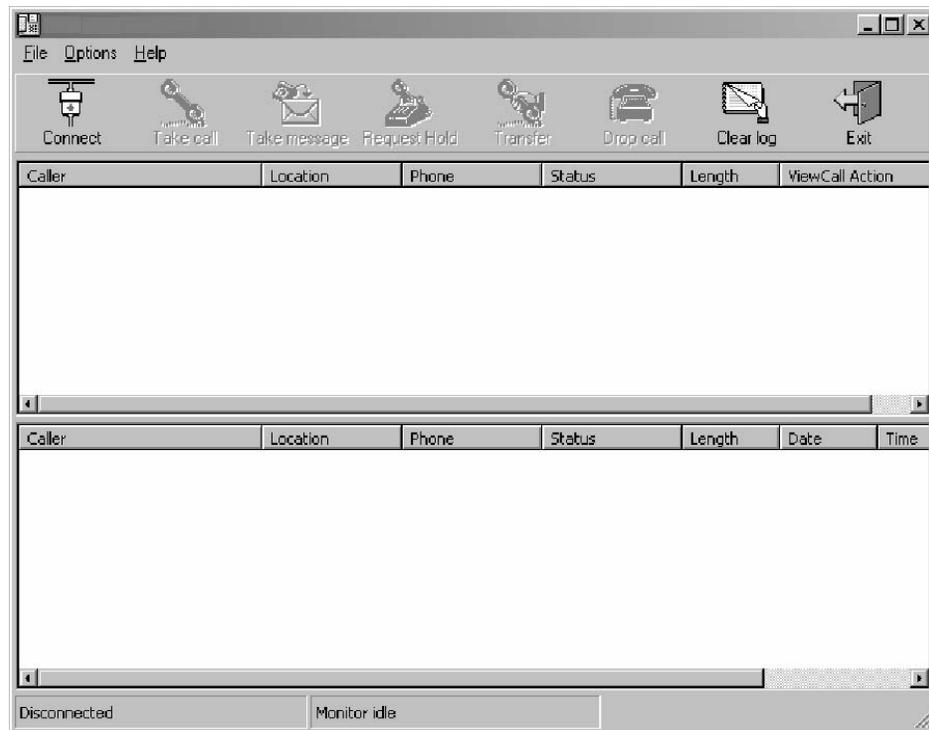
The ViewCall window also includes a set of command buttons to allow you to manage your calls. Depending on the status of the selected call some of these may be dimmed, indicating that they are unavailable for the currently selected call.

When ViewCall is running a ViewCall icon is displayed in the Windows taskbar.



Click the Exit button to quit the ViewCall program.

The ViewCall window

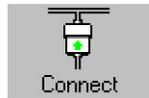


Connecting or disconnecting from Kinesis

Before you can view and manage your phone calls, View-Call must be connected to the Kinesis system.

When you have connected to Kinesis, the status bar at the bottom of the ViewCall window will indicate that ViewCall is now connected, and will display the phone extension that is being managed.

If you wish, you can have multiple instances of the View-Call program running on your desktop, each managing a different phone extension.



Click the Connect button to connect ViewCall to Kinesis. You will then be prompted to enter your personal ID and security code.



Click the Disconnect button to disconnect ViewCall from Kinesis. When you have disconnected you will no longer be able to manage active calls, but you will still be able to view the log of previously completed calls.

Managing incoming calls

When a new incoming call is made to your extension, the ViewCall window automatically becomes the active window on your desktop, even if it was previously minimized.

The call will be listed as an entry in the call monitoring pane, showing information about the call such as the caller, the caller's location, and the calling extension. The entry also shows the current status and duration of the call, and the most recent action you have taken on the call.

NOTE ViewCall will display caller identification information if available. Depending on your system, some caller information may be displayed.



Click the Take Call button to accept the call. This will connect the call to your phone.



Click the Request Hold button to ask the caller to remain on hold.



Click the Transfer button to ask the caller to transfer to another extension.



Click the Take Message button to ask the caller to leave a message.

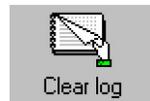


Click the Drop Call button to disconnect after completing the call.

Tracking your call activity

ViewCall maintains a log of all call activity for your extension. For each call ViewCall records the caller identification information (if available), the duration of the call, and the call date and time.

NOTE You may want to create more than one call log. For example, it may be useful to begin a new call log each week or each month.



Click the Clear Log button to erase the current call log.

■ Reference numbers and menus

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Phone numbers, names, and addresses

Kinesis phone number, internal _____

Kinesis phone number, external _____

Personal ID _____

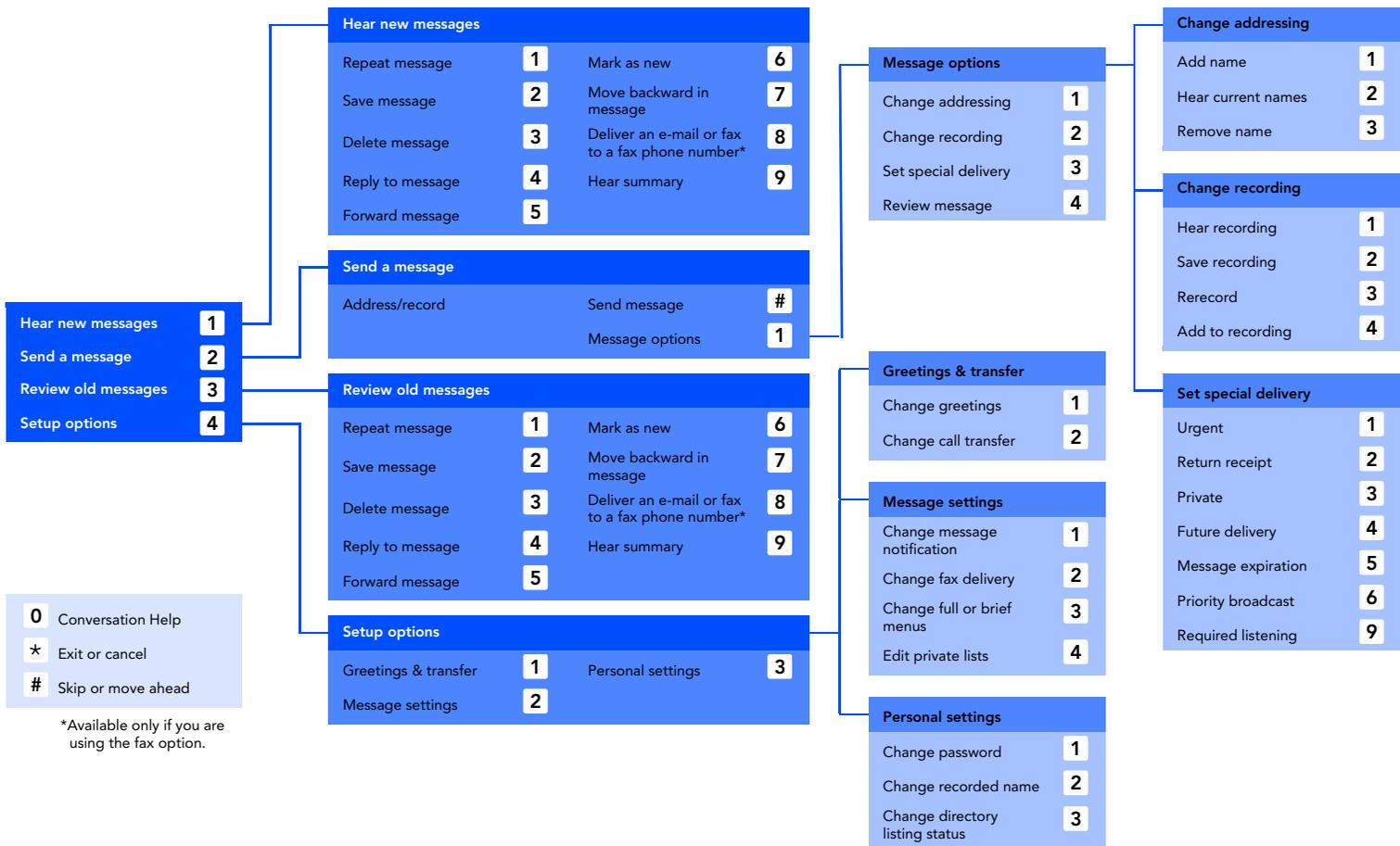
Web Assistant Web site address _____

Server name _____

System administrator's name _____

System administrator's phone number _____

Kinesis conversation menus



Call Kinesis and log on

TASK	KEY
HEAR NEW MESSAGES	1
SEND A MESSAGE	2
REVIEW OLD MESSAGES	3
SETUP OPTIONS	4

Press after a message

TASK	KEY
DELETE	3
RETURN CALL	4 1
REPLY TO ALL	4 4
REPLY TO SENDER	4 #
FORWARD MESSAGE	5
MARK AS NEW	6
DELIVER TO FAX MACHINE	8
HEAR MESSAGE SUMMARY	9

Press during a message

TASK	KEY
REPEAT	1
SAVE	2
DELETE	3
CHANGE VOLUME	5
REVERSE	7
PAUSE OR CONTINUE	8
FAST-FORWARD	9

TIPS

- 0 CONVERSATION HELP
- * CANCEL OR BACK UP
- # SKIP OR MOVE AHEAD

Shortcuts

TASK	KEYS
CHANGE GREETINGS	4 1 1
CHANGE CALL TRANSFER	4 1 2
CHANGE MESSAGE NOTIFICATION	4 2 1
FULL OR BRIEF MENUS	4 2 3
CHANGE PASSWORD	4 3 1
CHANGE RECORDED NAME	4 3 2
CHANGE DIRECTORY LISTING STATUS	4 3 3

TIPS

- 0 CONVERSATION HELP
- * CANCEL OR BACK UP
- # SKIP OR MOVE AHEAD

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