CX Unified Messaging Quick Reference Card *Exchange*

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Welcome!

Welcome to CX Unified Messaging for Microsoft Exchange. With CX Unified Messaging, you can manage your voice and fax messages along with your email messages through one familiar user interface—Microsoft Outlook. Below you can see the new tools and icons included to help you manage your voice and fax messages.

1 Create a new voice message
2 Call the person who sent the message
3 Access account settings
4 Open information about your system

5 Voice messages
6 Fax messages

You can see who sent the messages, when they were sent, and how long they are. Because you can listen to messages in any order, it's easy to act on the important ones first. If you have questions or want to explore the features available to you, click the Help button in Unified Messaging Connection Manager, a Control Panel utility provided with CX Unified Messaging.

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CX Unified Messaging Features

Create a voice message

1. Click the **New Voice Message** button on the Microsoft Outlook toolbar. The Voice Message form appears.
2. Click **To** and select the name of the recipient(s) from the displayed address list. Click **OK**.
3. Click Record and begin recording your message using your selected recording device.
4. To stop recording, click **Stop**.
5. To review your message, select a playback device (telephone or speaker), and then click **Play**.
6. To send the voice message, click **Send** on the toolbar.

### Reply to a voice or fax message with a voice message

1. Double-click the voice or fax message in the Inbox.
2. Click **Voice Reply**. The Voice Message form appears. The **To** box will indicate the name of the person to whom you are replying.
3. As an alternative to steps 1 and 2, right-click on the message in the Inbox and select **Voice Reply**.
4. Click the **Record** Icon and begin recording your message using your selected recording device.
5. To stop recording, click the **Stop** icon.

   To review your message, select a playback device (telephone or speaker), and then click the **Play** icon.
6. Click **Send**. The original message is not sent with the reply.

Listen to a voice message

1. Double-click the voice message in the Inbox.
2. If your message doesn't begin playing immediately, click the **Play** icon to hear the message over your selected playback device.

Recording and Playback Tools

The following tools appear whenever you prepare to play back or record any greeting or message.
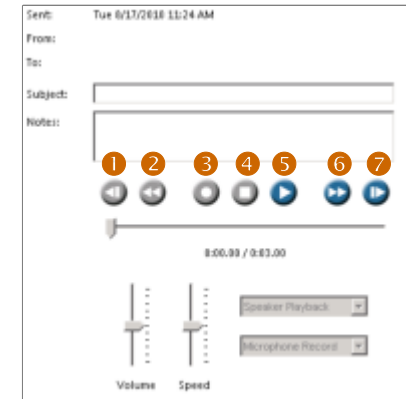
1 Go to beginning of message
2 Back 5 seconds
3 Record
4 Stop
5 Play
6 Forward 5 seconds
7 Go to end of message

Create a voice message

1. Select the message to which you want to reply.
2. Click **Live Reply** on the Microsoft Outlook toolbar.
3. Verify the telephone number in the Number box. If the number is not the number you want to call, either click the down arrow and select the desired number, or click the box and type another telephone number.
4. Click **Start Call**. CX dials the telephone number automatically.

   You can also use Live Reply to place a call to someone in your Contacts listing.

Log on to the CX system server

CX automatically guides new users through the process of setting up their mailboxes when they access them through the telephone. Unified Messaging Connection Manager gives you another way to perform most of those steps as outlined here, except changing your security code.

Logging on to the CX system server

You can choose to work offline or online. Working offline means you are working without logging on to your CX mailbox, but still requires a network connection. Even when you work offline, you can change some of the settings that are available when you work online.

Work online:

1. If Microsoft Outlook is running, click **Connection Manager** from the Outlook toolbar.

   Otherwise, from the Windows menu, select Control Panel. Double-click **Unified Messaging Connection Manager**.

2. At the System Server Login dialog box, enter your security code and click **OK**. If not already configured, enter the Server and your Mailbox number.

Work offline:

1. If Microsoft Outlook is running, click **Connection Manager** from the Outlook toolbar.

   Otherwise, from the Windows menu, select Control Panel. Double-click **Unified Messaging Connection Manager**. Click **Work Offline** to open the Unified Messaging Connection Manager dialog box.

Recording Your Name and Greetings

Your name and voice mail greeting are recorded through the CX telephone or web system. Each site is configured differently. If Web PhoneManager is configured for your site, you can change your greetings through a web interface. If it isn't configured for your site, or if you prefer using the telephone interface, you can record your greetings using your telephone.

Context Menus

Once installed and configured, right-clicking on voice messages or faxes in Outlook displays context menus with actions appropriate to the message type at the bottom of the menu. The available options differ, depending on the type of message.
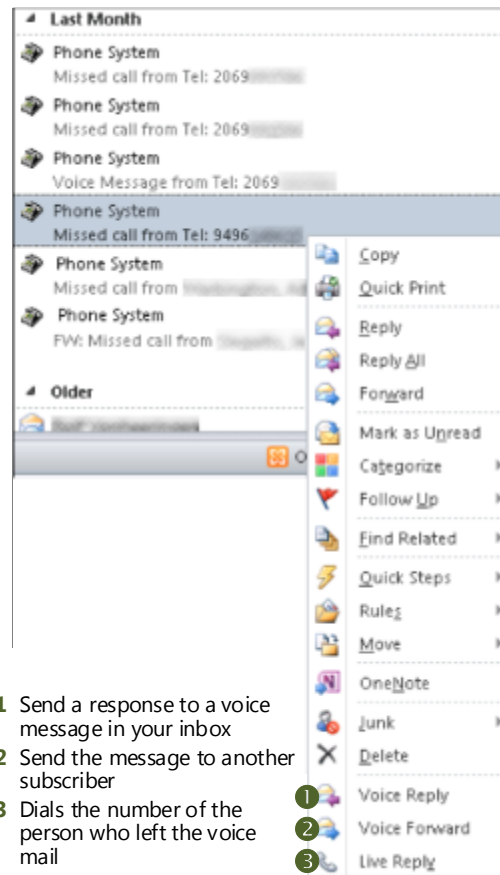

1 Send a response to a voice message in your inbox
2 Send the message to another subscriber
3 Dials the number of the person who left the voice mail

Connection Manager

Default settings for your CX Unified Messaging for Microsoft Exchange are set in the Connection Manager. To access the Connection Manager, click Connection Manager in the Outlook tool bar and enter your password. Click OK to open the configuration screen.

1 Enter the address of your system server
2 Enter your mailbox number
3 Enter your mailbox password
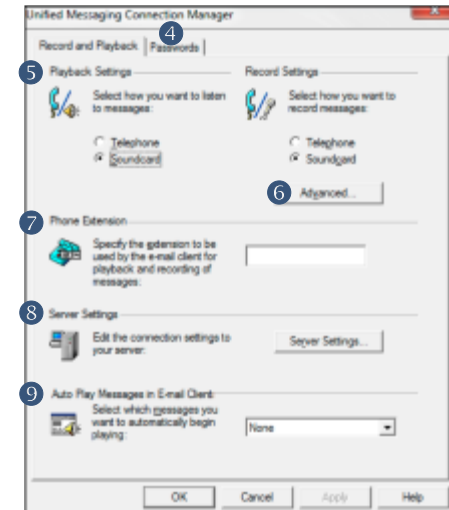
4 Change your password
5 Select the recording/playback device
6 Change the sound quality options
7 Set the extension to ring
8 Change your system server
9 Configure options for playing message