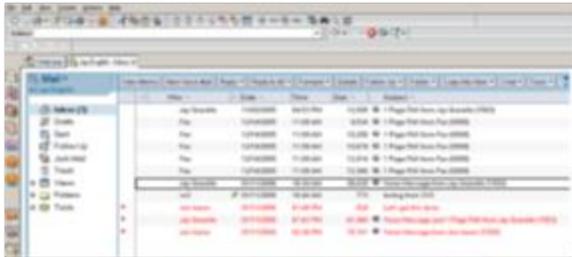


## Welcome!

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



## CX Unified Messaging Features

### Create a voice message

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

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

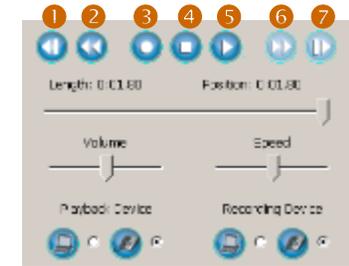
1. Double-click the voice or fax message in the Inbox.
2. Click **Voice Reply**. The Voice Message form appears. The **To** box will indicate the name of the person to whom you are replying.
3. Click the **Record** icon and begin recording your message using your selected recording device.
4. To stop recording, click the **Stop** icon.
5. To review your message, select a playback device (telephone or speaker), 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.
3. Add notes about the message, if desired, by clicking **Notes** and typing the information.
4. Click **OK** when you are finished.

## 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

### Reply to a message using Live Reply

1. Select the message to which you want to reply.
2. Click **Reply** on the Lotus Notes toolbar, then select **Live Reply** from the list.
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 from your Personal Name and Address Book to place a call to someone listed there.

CX automatically guides new users through the process of setting up their mailboxes<sup>1</sup> when they access them through the telephone. Unified Messaging Connection Manager<sup>2</sup> gives you another way to perform most of those steps as outlined here, except changing your security code.

### Log on to the CX system server

You can choose to work offline or online. Working offline does not mean that you are working without connecting to a network, but that you are working without logging on to your CX mailbox. Even when you work offline, you can change some of the settings that are available when you work online, including your telephone extension and the record and playback devices. Logging on, however, permits you to make changes to all settings.

#### Work online:

1. From the Start menu, select Settings > Control Panel. Double-click **Unified Messaging Connection Manager**.
2. At the **Login** dialog box, enter your CX security code and click **OK** to open the Unified Messaging Connection Manager dialog box.

#### Work offline:

1. From the Start menu, select Settings, then click Control Panel. Double-click **Unified Messaging Connection Manager**.
2. Click **Work Offline** to open the Unified Messaging Connection Manager dialog box.

### Record your name

The recording you make of your name is used by the subscriber directory and the automated attendant directory to identify your mailbox to callers. Your recorded name is also used in envelope information for outgoing messages when appropriate. The recording should include your name only—it is not a greeting.

You can choose your recording and playback devices while recording your name, or you can set them in advance as your default settings using the Recording and Playback tab in Unified Messaging Connection Manager. That is, you can choose to use either the telephone or your computer sound card, microphone, and speakers (if they are installed) each time you record and play back messages or you can simply use the devices that are already set.

#### To record your name:

1. Log on to your CX Mailbox, if necessary.
2. Under Greetings on the Recording tab, select **Spoken Name**.
3. In the **Language** box, select the language in which you want the directory to introduce your name.
4. Click the **Record Greeting...** button.
5. If desired, select your recording device (telephone or microphone).
6. Click the **Record** icon and speak your name only. When recording, don't include an introduction such as *"Hello, this is..."* because CX already provides an introduction.
7. To stop recording, click the **Stop** icon.
8. To review the recording, select the playback device (telephone or speaker), then click the **Play** icon.
9. When finished, click **OK**.

### Record your ring/unanswered greeting

Your unanswered greeting plays to callers when you do not answer a call. You might find it helpful to write down what your greeting will say before you begin recording. A sample greeting you can use is provided. "You have reached the voice mailbox of <first and last name>. I am unable to take your call at the moment, but if you leave me a message I will return your call as soon as I can."

#### To record your ring/unanswered greeting:

1. Log on to your CX Mailbox, if necessary.
2. Under Greetings on the Recording tab, select **Ring/Unanswered Greeting**.
3. In the **Language** box, select the language in which you want the directory to introduce your greeting.
4. Click the **Record Greeting...** button.
5. If desired, select your recording device (telephone or microphone).
6. Click the **Record** icon and speak your greeting.
7. To stop recording, click the **Stop** icon.
8. To review the recording, select the playback device (telephone or speaker), then click the **Play** icon.
9. When finished, click **OK**.

After completing the three preceding steps, you are ready to use CX Unified Messaging. Some basic features are covered on the other side.

To access help for CX Unified Messaging, you must start Unified Messaging Connection Manager from the Control Panel. Then click Help or press F1 at any time.

<sup>1</sup> Each CX server is configured differently, so this might not be true for your site.

<sup>2</sup> You can also use Web PhoneManager to set up your mailbox. Contact your system administrator to find out whether Web PhoneManager is available to you