Managing voices messages

Manage your voice messages from a unique Web interface. Typically, you can:

- Receive and listen to voice messages
- Call back the sender of a message
- Listen to the voice message on any phone set

- Send voice messages to:
  - A mailbox
  - An e-mail address

To manage your e-mails, use your standard e-mail application.

Logging in

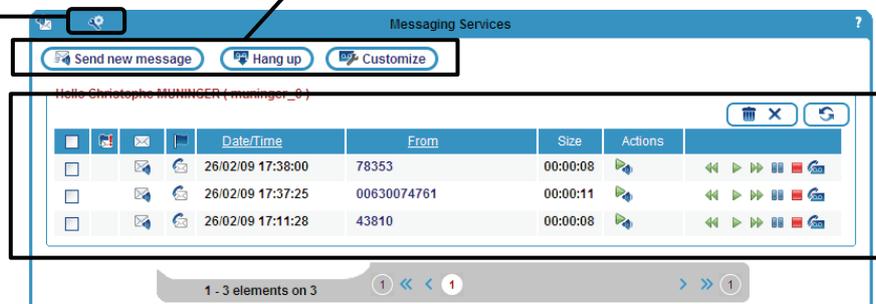Log on the Instant Communications Suite dashboard or use the dedicated URL.

Button Bar

The button bar gives access to the main tasks available from Messaging services:

Click on	To
Send new message	Create a new message.
Hang up	Hang up the phone set after recording a message.
Customize	Configure the voice mail.

Click on to access preferences.

- Carry out operations on your messages:

Click on	To
	Listen to the voice message using an audio player
	Reply to the sender of the voice message
	Forward a voice message
	Listen to the voice message on your phone set
	Pause listening to the voice message on your phone set
	Rewind
	Fast forward
	Stop listening to the voice message on your phone number
	Play back voice message on the selected phone number

- Sort your messages:

Click on	To sort your messages by
	Priority
	Type
	Read/Unread Status
Date/Time	Date of reception
From	Sender
^	Ascending order
˅	Descending order

- Icon bar:

Click on	To
	Refresh the display in the inbox
	Delete all messages
	Delete selected messages

Consulting your messages

Click on the icon to display your latest messages.

To sort messages, click on the , , icons, or on the **Date/Time** or **From** columns, then click on ^ or ˅ to obtain an ascending or descending sort

Listening to your voice messages

With an audio player

- In the **Action** column, click the icon.

With your office phone

- In the **Action** column, click the ▷ icon.

You can pause playback of the message at any time by clicking on ⏸. You can jump forward or rewind 10 seconds in a message by clicking on ⏩ and ⏪.

- To stop playback of the message, click on ⏹.

Sending a message

Sending a new voice message

- In the button bar, click on **Send new message**.

- In the **To** field, enter the phone numbers and/or e-mail addresses of the recipients separated by a semicolon, or select them from your address book by clicking on the **To** button. Remark: voice messages may be sent to an e-mail address according to voice message system configuration. Contact your administrator for any question.

- You can search in the address book. In the list of results, click the radio-button to select a recipient.

Click on 📇 to display their presence information (telephony and instant messaging) and details, etc.

- In the drop-down list, select the desired level of priority for the message: high or normal.

- Record your message:

Click on 🔴 to start recording your voice message on the phone set.

Click on ⏹ to stop recording your message.

- Click on **Send**.

- Click on **Hang up** to hang up the phone set.

Forwarding a message

- The availability of this feature depends on the configuration of your voice message system. Contact your administrator for any question.

- If available, in the **Action** column, click on the 🔁 icon.

- In the **To** field, enter the phone numbers and/or e-mail addresses recipients separated by a semicolon, or select them from your address book by clicking on the **To** button.

- In the drop-down list, select the desired level of priority for the level high or normal.

- You must record an introductory message to the message you want forward:

Click on 🔴 to start recording.

Click on ⏹ to stop recording your message.

- Click on **Send**.

Listening to your messages from another phone

- In the **Action** column, click on .
- Enter the number of the phone set of your choice. You can then listen to and record your messages from this phone set.

Replying to a message

Replying to a message

- This feature is only available when the person who left you a voice message has been assigned a voice mailbox in the OmniTouch 8400 Instant Communications Suite system.
- In the **Action** column, click on the icon.
- In the drop-down list, select the desired level of priority for the message: high or normal.
- Record your message.

Calling back the sender of a message

- In the **From** column, click on the phone number of the sender you want to call back.
- When finished, hang up your phone set.

If the recipient does not answer, click on **Hang up**.

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