Oracle® Collaboration Suite

Using Oracle Voicemail & Fax

Release 2 (9.0.4)

July 2003

Part No. B10898-01

Oracle Voicemail & Fax gives you access to your messages from any telephone or cellular phone. Using the telephony interface, you can listen to voice mail messages. In addition, you can reply to, and forward voice mail messages to other Oracle Collaboration Suite users. Oracle Voicemail & Fax also alerts you to new e-mail and fax messages.

> **Note:** All menu keys referred to in this document are default settings. Your system can be configured differently.

This guide contains the following topics:

- Accessing Your Voice Mail Messages
- Listening to New Voice Mail Messages
- Listening to Saved (Previously Read) Messages
- Sending a New Voice Mail Message
- Setting Personal Options
- Voice Mail Quick Reference

1 Accessing Your Voice Mail Messages

To access your message store from a telephone or cellular phone:

1. Dial the access number provided by your system administrator.

2. When prompted, use the telephone keypad to enter your Oracle Collaboration Suite mailbox number followed by the # key.

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> **Note:** You can enter the full internationalized phone number or the short extension number that is configured by the system.

3. When prompted, use the telephone keypad to enter your numeric password followed by the # key.

When authenticated, you can listen to new voice mail messages, listen to saved or previously read messages, send a new message, and set greetings or change other options. You are now in the main menu.

While using voice mail, the following menu commands function anywhere:
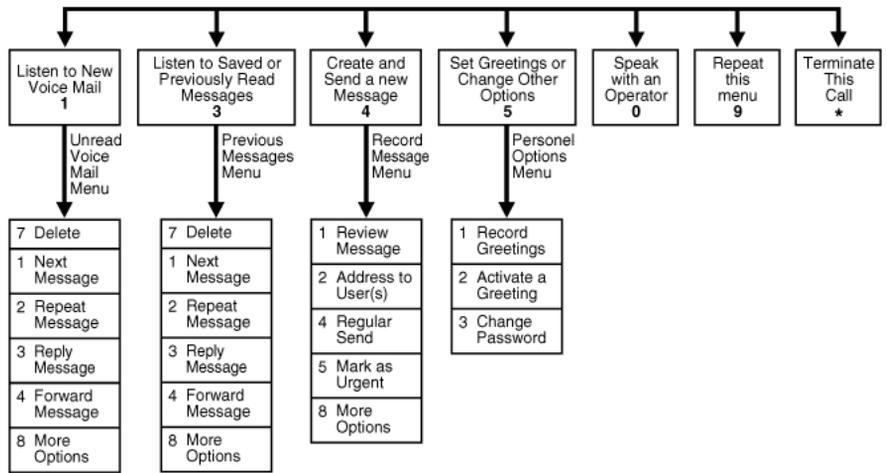
- Press **0** to speak with an operator

- Press **9** to repeat a menu

- Press * to return to a previous menu or terminate your session

> **Note:** You can enter information before the prompts finish.

Figure 1 shows a high-level diagram of the Oracle Voicemail & Fax main menu. The number or asterisk (*) in each box in the diagram represents the key to press for the specific option as you go through a selection sequence.

> **Note:** If your mail store is over quota, you will hear the following prompt: *No new messages will be delivered to your INBOX unless space usage is below quota. Please expunge and delete messages from your account to reduce space usage.* To check your quota, log in to the WebMail Client and go to the **Preferences** tab.

Figure 1   High-Level Diagram of the Oracle Voicemail & Fax Main Menu

Listen to New Voice Mail 1	Listen to Saved or Previously Read Messages 3	Create and Send a new Message 4	Set Greetings or Change Other Options 5	Speak with an Operator 0	Repeat this menu 9	Terminate This Call *

Unread Voice Mail Menu	Previous Messages Menu	Record Message Menu	Personel Options Menu
7 Delete	7 Delete	1 Review Message	1 Record Greetings
1 Next Message	1 Next Message	2 Address to User(s)	2 Activate a Greeting
2 Repeat Message	2 Repeat Message	4 Regular Send	3 Change Password
3 Reply Message	3 Reply Message	5 Mark as Urgent	
4 Forward Message	4 Forward Message	8 More Options	
8 More Options	8 More Options		

The following sections contain additional detail for Figure 1.

2 Listening to New Voice Mail Messages

From the main menu, press **1** on the telephone keypad to listen to new voice mail messages.

> **Note:**   Messages that are marked urgent will be played ahead of regular messages.

While you listen to a message, you can

- Press **5** to skip forward 10 seconds into the message
- Press **6** to skip to the end of the message

After you listen to a message, there are several options available to you:

- Press **1** to listen to the next new voice mail message
- Press **3** to reply to the message and proceed with the following steps

> **Note:**   You can only reply to a message from another Oracle Collaboration Suite user on the same system.

To reply to a voice mail message:

1. Record your reply and press the # key.

2. Choose from the following options:

   – Press **1** to review your message

   – Press **4** to send the message with regular delivery

   – Press **5** to send the message marked as urgent

   – Press **7** to address your reply to an additional Oracle
     Collaboration Suite user

■ Press **4** to forward the message

> **Note:** You can only forward a message to another Oracle
> Collaboration Suite user on the same system.

To forward a voice mail message:

1. Record any message you want to send along with the message you
   are forwarding and press the # key.

2. Choose from the following options:

   – Press **1** to review your message

   – Press **2** to address the message

     Enter the mailbox number of the Oracle Collaboration Suite
     user to whom you want to forward the message and press the #
     key.

> **Note:** You can enter the full internationalized phone
> number or the short extension number that is configured
> by the system.

     Press **1** to address the message to an additional Oracle
     Collaboration Suite user or press **2** to finish.

   – Press **4** to send the message with regular delivery

   – Press **5** to send the message marked as urgent

■ Press **7** to delete the message from your message store

■ Press **8** for more options

More options include the following:

- Press **1** for envelope information. The information included in the
  envelope is from whom and what time the message was received.
  Press **6** to skip ahead in the envelope information.

- Press **8** to return to the first menu

3 Listening to Saved (Previously Read) Messages

From the main menu, press **3** on your telephone keypad to listen to saved (previously read) voice mail messages.

While you listen to a message, you can

- Press **5** to skip forward 10 seconds into the message
- Press **6** to skip to the end of the message

After you listen to a message, there are several options available to you:

- Press **7** to delete the message from your message store
- Press **1** to listen to the next saved voice mail message
- Press **3** to reply to the message

> **Note:**   You can only reply to a message from another Oracle Collaboration Suite user on the same system.

To reply to a voice mail message:

1. Record your reply and press the # key.
2. Choose from the following options:
    - Press **1** to review your message
    - Press **4** to send the message with regular delivery
    - Press **5** to send the message marked as urgent
    - Press **7** to address your reply to an additional Oracle Collaboration Suite user
- Press **4** to forward the message

> **Note:**   You can only forward a message to another Oracle Collaboration Suite user on the same system.

To forward a voice mail message:

1. Record any message you want to send along with the message you are forwarding and press the # key.
2. Choose from the following options:

- – Press **1** to review your message

- – Press **2** to address the message

3. Enter the mailbox number of the Oracle Collaboration Suite user to whom you want to forward the message and press the # key.

Note: You can enter the full internationalized phone number or the short extension number that is configured by the system.

Press **1** to address the message to an additional Oracle Collaboration Suite user or press **2** to finish.

Press **4** to send the message with regular delivery.

Press **5** to send the message marked as urgent.

- Press **8** for more options

More options include the following:

- Press **1** for envelope information. The information included in the envelope is from whom and what time the message was received.

- Press **8** to return to the first menu

4 Sending a New Voice Mail Message

From the main menu, press **4** on the telephone keypad to send a new voice mail message and follow these steps:

1. Record your message and press the # key when you finish speaking.

Note: You can only send a message to another Oracle Collaboration Suite user on the same system.

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2. Press **1** to review your message.

- Press **1** to rerecord your message

  - – Record your message and press the # key when you finish speaking

  - – Press **1** to review your message

  - – Press **2** to address the message to a Oracle Collaboration Suite user

- Press **2** to accept your message

3. Press **2** to address the message to an additional Oracle Collaboration Suite user.

4. Enter the mailbox number of the Oracle Collaboration Suite user to whom you want to send the message and press the # key.

> **Note:** You can enter the full internationalized phone number or the short extension number that is configured by the system.

You can choose from several options regarding delivery of your new message:

- Press **1** to review your message
- Press **4** to send the message with regular delivery
- Press **5** to send the message marked as urgent
- Press **7** to address the message to an additional Oracle Collaboration Suite user

5 Setting Personal Options

Figure 2 describes the Personal Options menu, which you can access by pressing **5** on your telephone keypad. The number or asterisk (*) in each box in the diagram represents the key to press for the specific option as you go through a selection sequence.

In the Personal Options menu you can record your various greetings and change your voice mail password.

This section describes the following tasks:

- Setting a Greeting
- Changing Your Voice Mail Password

Figure 2   The Personal Options Menu
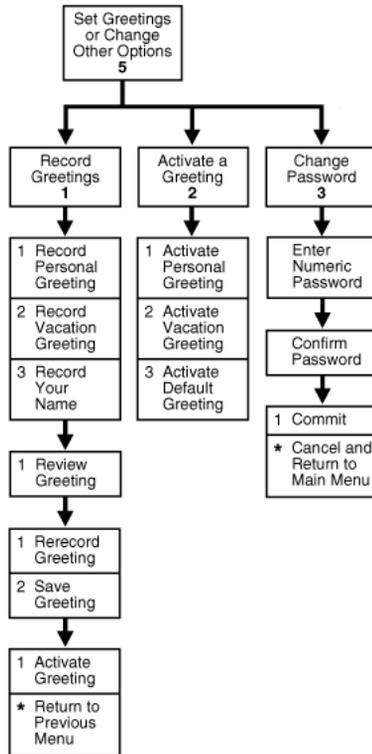
The following sections contain additional detail for Figure 2.

5.1 Setting a Greeting

When callers reach your voice mail account they will hear either your personal greeting, your vacation greeting, or the default greeting and your name.

> **Note:**   If you do not record a greeting and do not record a spoken name, the default greeting with your telephone number is played.

To set your voice mail greetings, press **5** on your telephone keypad to go to the Personal Options menu:

1.   Press **1** to record your greetings.

   ■   Press **1** to record your personal greeting and press the # key

- Press **2** to record your vacation greeting and press the # key

- Press **3** to record your name and press the # key

  After each of the previous options, press **1** to review the greeting you just recorded or press **2** to save the greeting.

  - If you press **1** to review your greeting, press **1** to rerecord your greeting or press **2** to save the greeting.

  - If you press **2** save the greeting, then press **1** to activate the greeting or press the * key to return to the previous menu.

2. Press **2** to activate a greeting.

   - Press **1** to activate your personal greeting

   - Press **2** to activate your vacation greeting

   - Press **3** to activate the default greeting which includes your name

5.2 Changing Your Voice Mail Password

To change your voice mail password, press **5** on your telephone keypad to go to the Personal Options menu, and do the following:

1. Press **3** to change your voice mail password.

2. Use the telephone keypad to enter your new password and press the # key.

3. Re-enter your new password and press the # key.

4. Press **1** to commit your new password and return to the main menu.

5. Press the * key to cancel your password change and return to the personal options menu.

6 Voice Mail Quick Reference

This section contains a condensed version of this document that you can use as a quick reference for basic voice mail functions.

6.1 Accessing Voice Mail

You can access voice mail either internally or externally.

- To access voice mail **internally**, press the **Message** button on your phone or dial _____ (this number to be provided by the Oracle Collaboration Suite administrator). Enter your **voice mail password** followed by the # key.

- To access voice mail **externally**, dial **(___)** ___-____ (this number to be provided by the Oracle Collaboration Suite administrator). Enter your **5 digit telephone extension number** followed by the # key and then enter your **voice mail password** followed by the # key.

6.2 Setting Voice Mail Preferences

Recording and Activating Voice Mail Greetings

You can use one of three different greetings to greet callers to your voice mail account: a personalized greeting you create; a default system greeting; or a vacation greeting.

1. Log in to your voice mail account.

2. Press **5** to **set greetings**.

3. Press **1** to **record greetings**.

4. Press **1** to record your **personal greeting**, press **2** to record a **vacation greeting**, or press **3** to record **your name**.

5. Speak into the telephone handset to record your greeting and press the # key when finished. Press **1** to **review** your greeting or press **2** to **save** your greeting. Press **1** to **activate** the greeting you have just recorded.

Changing Your Voice Mail Password

Your voice mail account requires a 7 - 12 digit password.

1. Log in to your voice mail account.

2. Press **5** to **change other options**.

3. Press **3** to **change password**.

4. Enter your new 7 - 12 digit password followed by the # key.

5. Re-enter your new password followed by the # key.

6. Press **1** to **save your new password** or press * to **cancel** and return to the main menu.

6.3 Voice Mail Navigation Commands

Log in to voice mail and use the following commands to navigate through your messages.

Press **1** to **listen new voice mail messages**.

Press **3** to **listen to saved or previously read voice mail messages**.

Press **4** to **send a new voice mail message**.

Press **5** to **set greetings or change other options**.

Press **0** to **speak with an operator**.

Press **9** to **repeat the main menu**.

Press * to **terminate the call**.

Navigating Voice Mail Messages

The following commands apply to both unread and previously listened to or saved messages.

Press **7** at any time during message playback to **delete the message**.

Press **1** to **listen to the next message**.

Press **2** to **repeat the message**.

Press **3** to **reply to a message** sent by another voice mail user on the same installation of Oracle Collaboration Suite as you.

Press **4** to **forward a message** to another voice mail user on the same installation of Oracle Collaboration Suite as you.

Press **5** to **skip ahead 10 seconds into the message**.

Press **6** to **skip to the end of the message**.

Sending a New Voice Mail Message

The following commands are used for sending new voice mail messages to other voice mail users on the same installation of Oracle Collaboration Suite as you.

After you log in to your voice mail account and press **4** to **send a new message**, record your message.

Press **1** to **review your message**.

Press **2** to **address the message to an voice mail user**.

Press **4** to **send the message with regular priority**.

Press **5** to **mark the message as urgent**.