

Communiqué Voice Mail

User Guide

University of Miami
Telecommunications

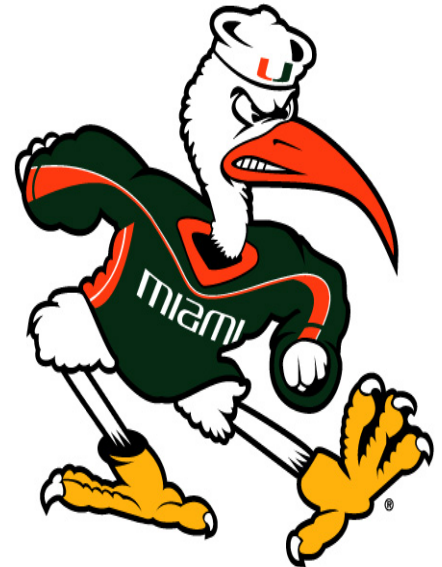
VoiceMail Login:
305-284-3888 (8-3888)
305-243-3888 (6-3888)

Web Page Login:
<http://www.voicemail.miami.edu>

Please visit <http://www.miami.edu/network> for more instructions and messaging tips.

This document describes features that may not be active for all users. If you have questions about feature availability, please contact Telecommunications Customer Support at 305-284-6565, option 1

Revised July 1, 2005



Initial voice mail Log-in through EASY

Installation of COMMUNITÉ, a new enhanced voice mail system for Coral Gables, Medical School, Rosenstiel School of Marine and Atmospheric Science (RSMAS) and the Kendall Medical Center.

To be ready to check for new voicemail messages users must access Easy to set up their mailbox and pass code for their personal extensions and then access the new voicemail system to record their greeting. If you have a departmental number shared by more than one person, you may call the Help Desk at 305 284-6565 #1 and a pass code will be assigned for you.

Step 1. Log into the **EASY** System at www.miami.edu/easy, click on Update Voicemail Information and follow the simple instructions for adding your mailbox number and creating a voice mail pass code. This must be done first to enable your mailbox.

Step 2. Access the new voicemail system using one of the voicemail system numbers listed below.

Step 3. Set up your mailbox by recording your name and personal greeting by using your mailbox number and the pass code you just created. When you access your mailbox for the first time, a tutorial will help you through recording your name and personal greeting.

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Introduction

Communité is a comprehensive, large-scale solution for unified communications, allowing users to retrieve, voicemail, and faxes through a personal web site or a touch-tone phone. Advanced features include Follow Me, presence management, call screening, rule-based call routing, and message notification.

As a Communité user, you can customize the system to meet your specific needs by creating rules to handle telephone calls, faxes, and voice messages.

You can set rules based on certain conditions, such as the originating phone number, time of day, or your availability status.

For example, you can create a “spouse” rule for calls that come from your home telephone number. You can configure this rule to use Follow Me, which will call you on your cell phone first and then dial any other phone numbers you define in your Follow Me rules.

Each rule can have its own set of actions that Communité processes, such as sending a call to voicemail, forwarding a call to another number, or even playing back a custom message using text-to-speech (TTS) to the caller.

A key feature of Communité is the telephone user interface (TUI). The interface lets you dial in and retrieve messages from any touchtone phone (see the *Communité Quick Reference Guide*).

You can use the telephone to play back voicemail messages, land manage telephone interface options.

In this guide, each Communité feature is described in detail as you step through the Communité menus, prompts, and options. You will also learn commands and shortcuts available to you as you navigate through the system.

All Communité users have access to the telephone user interface; therefore, we describe these access methods first. If available, we describe the Communité Web Access component, which you can access from the from any web browser. Your system administrator must provide you with the link to the Web Access page.

Accessing the User Tutorial

Before you use Communité, you must first set up your mailbox by phone or via the Communité Web Access pages. Communité provides a user tutorial to help you set it up.

This tutorial steps you through recording your name and personal greeting, and in setting up a passcode. If you don't record a name prompt, the text to speech engine plays your name back to the caller. These steps outline the tutorial:

- 1 Access your mailbox:
 - Dial the voicemail system number.
 - Enter your mailbox number and passcode.
 - Enter # to complete the access code.



- 2 Communité plays a prompt, welcoming you to the tutorial. Communité prompts you to change your passcode. You must enter the passcode a second time for verification. Use a passcode only you know. A valid passcode is 1 to 10 numeric characters.



After you set your passcode, you can change it at any time from your mailbox menu by pressing **5**, then **5**, and **3**.

If you forget your passcode, your administrator can reset it. After a certain number of unsuccessful login attempts, Communité may lock your mailbox until your administrator unlocks it.

- 3 Next, Communité asks you to record your name prompt. This recording plays when callers dial your extension through Communité, or forward a message to your mailbox.



You can listen to or change your recorded name at any time from your mailbox menu by pressing **5**, then **4**.



- 4 Finally, Communité asks you to record a personalized greeting, which callers hear when you are unavailable to accept calls.



If you do not record a greeting, or if you deactivate it, Communité plays a standard system greeting.

Accessing Your Communit  Mailbox

Before you can use Communit , you must set up your mailbox using the EASY system, record your name and a personal greeting.

To access your mailbox, dial the voicemail system number, enter your mailbox number, passcode, and #. You can also access your mailbox by dialing your phone number, then entering *, your passcode, and #.

Use a passcode only you know. Your passcode tells the system who you are, and prevents others from accessing your messages. A valid passcode is 4 to 10 numeric characters.

Setting up your mailbox

- 1 Access your mailbox.
 - Dial the voicemail system number.
 - Enter your mailbox number and passcode.
 - Enter # to complete the access code.
- 2 Changing your passcode is optional.
- 3 Record your name prompt and voicemail greeting.
- 4 Set up other personal options, such as forwarding and notification options.

Access your mailbox from inside your organization

- 1 Dial the voicemail system number:
8-3888 or 6-3888
- 2 When the system greets you, enter your mailbox number and passcode, then press # to complete the access code.

Example: 8-3888 (voicemail system), 8-2222 (extension), passcode, and #.

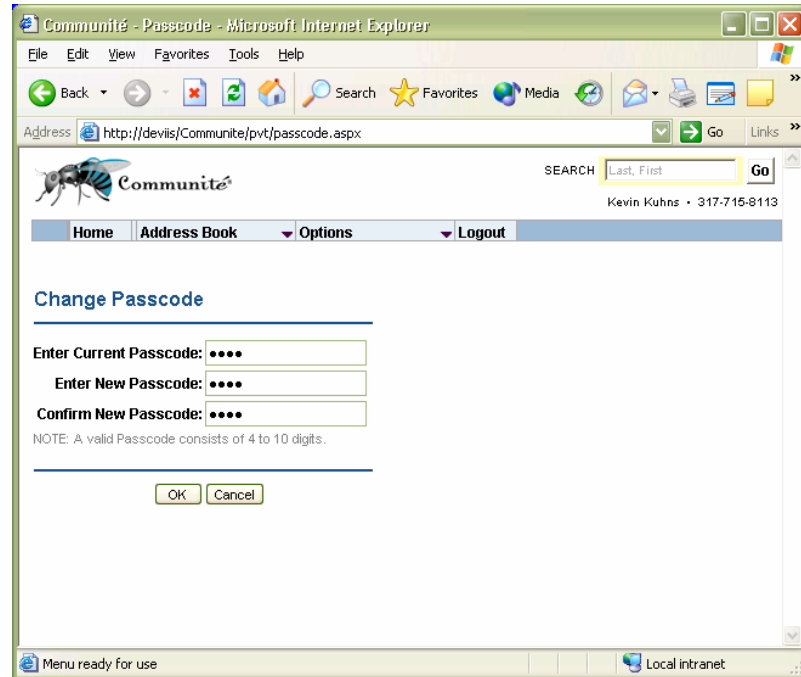
Access your mailbox from outside your organization

- 1 Dial the voicemail system number.
305-284-3888 or 305-243-3888
- 2 When the system greets you, enter your mailbox number and passcode, and press # to complete the access code.

Example: 305-284-3888 (voicemail system), 8-2222 (extension), passcode, and #.

Accessing your mailbox through the computer

After you set up your mailbox through the EASY system, you can also begin using the Communité Web Access interface. Your Communité administrator must give you a link to the Communité web page. See page (2) for the instructions to access the Easy System.



Managing Voice Messages

This section describes many features, including listening to, saving, forwarding, replying to, and deleting voicemail. You can access these features through your telephone, or from Communité Web Access.

You can listen to voicemail through computer speakers, a local telephone handset, or a remote telephone number. If your telephone has a message waiting indicator, you may receive visual or audio signs, such as a flashing or solid light or a stutter tone when you lift the receiver, to let you know you have new messages. These indicators will not stop until you listen to all messages.

See the *Communité Quick Reference Guide* for a visual summary of the Communité menus. You may not have certain options, depending on the features available in your version. ††

Managing voicemail by telephone

On the Communité Main Menu, press 1 to Manage Voice Messages. The next options are Listen to New (1) or Saved (2) Messages.

Commands and features available at all times

At any time while the system is playing your messages, press these keys to perform these commands:

Save current message	1
Forward message to extension	2
Skip to next message	3
Replay current message	4
Rewind message 6 seconds	5
Fast forward 6 seconds	6
Delete this message, play next	7
Decrease volume †	8
Increase volume †	9

Access your voice messages

- 1 Dial the Communité system number.
- 2 Enter your mailbox number and passcode.
- 3 Enter # to complete the passcode.
- 4 Enter 1 to manage voicemail.
- 5 Press 1 to listen to new messages, or press 2 to listen to saved messages.



You can always return to the previous menu by pressing the * (asterisk) key.

† Not supported on all platforms.

†† See your administrator if you have questions.

Save a voicemail message

- 1 Access your mailbox, press **1** to enter the Manage Voice Message menu, and choose **1** to listen to new messages, or choose **2** to listen to saved messages.
- 2 To save the message, press **1** while listening to it, or after the system finishes playing it.

Delete a voicemail message

- 1 Access your mailbox, press **1** to enter the Manage Voice Message menu, and choose **1** to listen to new messages, or choose **2** to listen to saved messages.
- 2 To delete the current message, press **7** while listening to it, or after the system finishes playing it.

Forward a voicemail to a Communité extension

- 1 Access your mailbox, press **1** to enter the Manage Voice Message menu, and choose **1** to listen to new messages, or choose **2** to listen to saved messages.
- 2 To forward the message, press **2**.
- 3 Enter the Communité extension to which you want to forward the message, then press **#**.



You can enter multiple extensions each followed by **#**, and end the list with **##**.

Forward a voicemail using dial by name

- 1 Access your mailbox, press **1** to enter the Manage Voice Message menu, and choose **1** to listen to new messages, or choose **2** to listen to saved messages.
- 2 To forward the message, press **2**.
- 3 To dial the forwarding extension by name, press **2**.

Forward a voicemail and attach a voice comment

- 1 Access your mailbox, press **1** to enter the Manage Voice Message menu, and choose **1** to listen to new messages, or choose **2** to listen to saved messages.
- 2 To forward the message, press **2**.
- 3 Enter the extension, or dial by name.
- 4 To record a voice comment and attach it to the original voicemail, press **2**.

Forward a voicemail and set the priority

- 1 Access your mailbox, press **1** to enter the Manage Voice Message menu, and choose **1** to listen to new messages, or choose **2** to listen to saved messages.
- 2 To forward the message, press **2**.
- 3 Enter the extension or dial by name.
- 4 To accept the extension, press **1**.
- 5 To set the level of priority you wish to attach to this message (the system defaults to Normal priority):
 - For High priority, press **1**
 - For Low priority, press **2**
 - For Normal priority, press **3**

Forward a voicemail using dial by personal group

- 1 Access your mailbox, press **1** to enter the Manage Voice Message menu, and choose **1** to listen to new messages, or choose **2** to listen to saved messages.
- 2 To forward the message, press **2**.
- 3 To dial by personal group, press **3**.
- 4 Enter personal group number or name.
- 5 To dial by group name, press **2**, and enter the specified number of characters of your party's last name. The system tells you how many to enter.



Personal groups are groups of contacts you create on the Commun   Web Access page. You must have one or more groups defined first.

Forward a voicemail using dial by personal contact

- 1 Access your mailbox, press **1** to enter the Manage Voice Message menu, and choose **1** to listen to new messages, or choose **2** to listen to saved messages.
- 2 To forward the message, press **2**.
- 3 To dial by personal contact, press **4**.
- 4 Enter the specified number of characters of your party's last name. The system tells you how many to enter.

Skip to the next voicemail

- 1 Access your mailbox, press **1** to enter the Manage Voice Message menu, and choose **1** to listen to new messages, or choose **2** to listen to saved messages.

- 2 To skip to the next voicemail, press **3**.

Replay the voicemail

- 1 Access your mailbox, press **1** to enter the Manage Voice Message menu, and choose **1** to listen to new messages, or choose **2** to listen to saved messages.
- 2 To replay the current voicemail, press **4**.

Reply to the voicemail sender

- 1 Access your mailbox, press **1** to enter the Manage Voice Message menu, and choose **1** to listen to new messages, or choose **2** to listen to saved messages.
- 2 To reply to the sender of this voicemail, press **5**.
- 3 To call back to the sender's number, press **1**.

Reply to the voicemail using voicemail

- 1 Access your mailbox, press **1** to enter the Manage Voice Message menu, and choose **1** to listen to new messages, or choose **2** to listen to saved messages.
- 2 To reply to the sender of this voicemail, press **5**.
- 3 To reply to the sender using voicemail, press **2**.
- 4 Record your message then press 1 for options. Your options are:
 - To send the message, press **1**.
 - To review the message, press **2**.
 - To rerecord the message, press **3**.
 - To set the priority of the message, press **4**.

Reply to voicemail and listen to number again

- 1 Access your mailbox, press **1** to enter the Manage Voice Message menu, and choose **1** to listen to new messages, or choose **2** to listen to saved messages.
- 2 To reply to the sender of this voicemail, press **5**.
- 3 To listen to the sender's number again, press **3**.

Reply to voicemail by calling a different number

- 1 Access your mailbox, press **1** to enter the Manage Voice Message menu, and choose **1** to listen to new messages, or choose **2** to listen to saved messages.
- 2 To reply to the sender of this voicemail, press **5**.
- 3 To call a different number, press **4**.
- 4 Enter the number you wish to call.

Play text in the message body of the voicemail

- 1 Access your mailbox, press **1** to enter the Manage Voice Message menu, and choose **1** to listen to new messages, or choose **2** to listen to saved messages.
- 2 To listen to the text portion of the voicemail message, press **6**. The system cannot read graphics or attachments.

Delete current voicemail and play next message

- 1 Access your mailbox, press **1** to enter the Manage Voice Message menu, and choose **1** to listen to new messages, or choose **2** to listen to saved messages.
- 2 To delete the current voicemail and begin playing the next message, press **7**.

Delete current voicemail and all other voicemails with the same subject

- 1 Access your mailbox, press **1** to enter the Manage Voice Message menu, and choose **1** to listen to new messages, or choose **2** to listen to saved messages.
- 2 To delete the current voicemail, press **7**.
- 3 To delete all other voicemail messages with the same subject, press **1**. †

Delete current voicemail and all other voicemails addressed to the same recipient list

- 1 Access your mailbox, press **1** to enter the Manage Voice Message menu, and choose **1** to listen to new messages, or choose **2** to listen to saved messages.
- 2 To delete the current voicemail, press **7**.
- 3 To delete all other voicemail messages addressed to the same recipient list, press **2**. †

Play the envelope information

- 1 Access your mailbox, press **1** to enter the Manage Voice Message menu, and choose **1** to listen to new messages, or choose **2** to listen to saved messages.
- 2 To play detailed information about the current voicemail, such as when the voicemail was sent, who sent the voicemail, and the subject of the voicemail, press **8**.

† These options are silent and do not contain spoken prompts.

Managing voicemail from your Communité Inbox

A voicemail message appears in your Communité Inbox as an attachment. Communité includes details about the message, such as the name, phone number, subject, length of the message, and the time sent.

To Forward a voice mail to other email recipients

- 1 Open your Communite in-box and double-click the message to open it.
- 2 Right click on the voice mail attachment.

Choose "Save Target As". Save the attachment to your desktop or any folder you have set up.

Managing Faxes

This section describes many fax management features including receiving, saving, and deleting faxes. You can access these fax features from your telephone, or from the Communité Web Access page.

You may not have certain options, depending on the features available in your version. See your administrator if you have questions about certain options.

Managing faxes by telephone

On the Communité Main Menu, press 2 to Manage Faxes. The next options are Receive New (1) or Saved (2) Faxes.

Commands and features available at all times

At any time while the system is playing your messages back, you can press these keys to perform the following commands:

Save current message	1
Forward message to extension	2
Skip to next message	3
Replay current message	4
Rewind message 6 seconds	5
Fast forward 6 seconds	6
Delete this message, play next	7
Decrease volume †	8
Increase volume †	9

† *Not supported on all platforms.*

Access your faxes

- 1 Dial the Communité system number.
- 2 Enter your mailbox number and passcode.
- 3 Enter # to complete the passcode.
- 4 Enter 2 to manage faxes.
- 5 Press 1 to listen to new faxes, or press 2 to listen to saved faxes.

Save a fax

- 1 Access your mailbox, press 2 to enter the Manage Faxes menu, and choose 1 to listen to new faxes, or choose 2 to listen to saved faxes.
- 2 To save the fax, press 1.

Skip to the next fax

- 1 Access your mailbox, press **2** to enter the Manage Faxes menu, and choose **1** to listen to new faxes, or choose **2** to listen to saved faxes.
- 2 To skip to the next fax, press **3**.

Receive the current fax

- 1 Access your mailbox, press **2** to enter the Manage Faxes menu, and choose **1** to listen to new faxes, or choose **2** to listen to saved faxes.
- 2 To receive the current fax, press **4**.
- 3 Enter the phone number of the fax machine at which you want to receive the fax, followed by **#**.

- 5 digits for on campus
- 9 + 10 digit local number for off campus.

Hint: You will not be able to forward a fax to a long distance number, however, with Communité you are able to send your fax as an attachment to an e-mail. See page 17 for details.

Delete a fax

- 1 Access your mailbox, press **2** to enter the Manage Faxes menu, and choose **1** to listen to new faxes, or choose **2** to listen to saved faxes.
- 2 To delete a fax, press **7**.

Play envelope information

- 1 Access your mailbox, press **2** to enter the Manage Faxes menu, and choose **1** to listen to new faxes, or choose **2** to listen to saved faxes.
- 2 To play detailed information about the current fax message, such as when the fax was sent, who sent the fax, and the subject of the fax, press **8**.

Managing faxes from your Communit  Inbox

You can manage faxes through your Communit  Inbox. Ask your administrator if this feature is available.

Because your fax appears in your Communit  Inbox, you can manage a fax much in the same way as an email message.

You can perform such tasks as deleting, setting a priority.

To Forward a fax to other email recipients

- 1 Open your Communit  in-box and double-click the fax message to open it.
- 2 Right click on the fax attachment.
- 3 Choose "Save Target As". Save the fax attachment to your desktop or any folder you have set up.

To Receive a fax to your phone number

You can have a fax sent directly to your phone number.

When receiving an incoming fax allow the call to ring through. Do not answer the call, simply allow Communit  to receive and accept the incoming fax. Your fax will be delivered to your personal Communit  web page. You may need to click on the Refresh button to view new messages.

A fax ICON will appear in your Communit  Inbox, this will distinguish your fax messages from your voice mail messages

If you inadvertently answer a fax call and hear a fax tone, press the TRANSFER key on your phone, dial your own extension & press TRANSFER again. Allow the call to ring through. The fax will be delivered to your personal Communit  web page. You may need to click the Refresh button.

Sending Voicemail

Communité lets you record voicemail messages for other Communité users or external callers. If you call a user's extension and the call is unanswered (the user is on the phone, or the extension is forwarded to voicemail), you can leave a voicemail. You can also leave a voicemail without speaking to the user.

Communité retrieves caller identification information, if it is available from and includes it in the voicemail form. This allows you to see immediately who left a voicemail message.

Sending voicemail by telephone

On the Communité Main Menu, Send Voicemail is Option 4.

You may not have certain options, depending on the features available in your version. See your administrator if you have questions about certain options.

Access the Send Voicemail menu

- 1 Dial the Communité system number.
- 2 Enter your mailbox number and passcode.
- 3 Enter # to complete the passcode.
- 4 Enter 4 to send voicemail.

Create a voicemail and send to one or more extensions

- 1 Access your mailbox and press 4 to enter the Send Voicemail menu.
- 2 To dial by name, press 2.
- 3 Enter the Communité extension followed by #. Enter multiple extensions each followed by #, and end the list by ##.
- 4 Record your message then press 1 for these options:
 - To send the message, press 1.
 - To review the message, press 2.
 - To rerecord the message, press 3.
 - To set delivery priority, press 4.
 - To cancel and return, press *.
- 5 Optionally set the level of priority for your message (the system defaults to Normal priority):
 - For High priority, press 1
 - For Low priority, press 2

- For Normal priority, press **3**

Create a voicemail and send it to a personal group

- ➊ Access your mailbox and press **4** to enter the Send Voicemail menu.
- ➋ To dial by personal group, press **3**.
- ➌ Enter the personal group extension followed by **#**. Enter multiple extensions each followed by **#**, and end the list by **##**.
- ➍ To dial by group name, press **2**, and enter the specified number of characters of your party's last name. The system tells you how many to enter.

Communité prompts you if more than one group with the same number exists.

For example, if Sales-East and Sales-West share the same group number, you will hear this prompt: "Several groups match that entry. To select Sales-East, press 1. To select Sales-West, press 2."

Create voicemail and send it to personal contacts

- 1 Access your mailbox and press **4** to enter the Send Voicemail menu.
- 2 To dial by personal contact, press **4**.
- 3 Enter the specified number of characters of your party's last name. The system tells you how many to enter. You can enter multiple extensions each followed by **#**, and end the list by **##**.

Communité prompts you if multiple matches for personal contacts exist. You will hear a list of people who have the same names and can choose from the available options.

For example, if two contacts have Smith as a last name, you will hear "Several people match that entry, for Sue Smith, press 1, for Doug Smith, press 2."

Managing Personal Options

This section describes many features including setting your user status, setting a forwarding fax number, changing your passcode, setting playback options, and managing many other options.

You can access all of these features from your telephone, and some of them from the *Communité Web Access* page. For a quick reference list of the available options on the *Manage Deleted Messages* sub-menu, see the *Communité Quick Reference Guide*.

Managing personal options by telephone

To Manage Personal Options from the main *Communité* menu, press **5**. There are six sub-menus to manage these options from the telephone user interface:

Set User Status	1
Manage Follow Me	2
Activate and Deactivate Rules	3
Manage Personal Prompts	4
Administrative Options	5
Manage Deleted Messages	7

Accessing the Manage Personal Options menu

- 1 Dial the *Communité* system number.
- 2 Enter your mailbox number and passcode.
- 3 Enter **#** to complete the passcode.
- 4 Enter **5** to manage personal options.

Setting your status

The first sub-menu under Manage Personal Options is Option 1, Set User Status.

- 1 Access your mailbox and press **5** to enter the Manage Personal Options menu.
- 2 Press **1** to set your status.
- 3 Press the number that corresponds with your status.



Depending on the status you choose, you may have the option to set the date, time or both.

Some statuses also offer the Until Date. If the date and/or time exceeds the time you specify in the Until field, Communité will not play the date and time to the caller when it plays your status.

Choose from the following available status types:

Available	1
At Lunch	2
Away from Desk	3
Do Not Disturb	4
Gone Home	5
In a Meeting	6
On Vacation	7
Out of the Office	8
Out of Town	9
Working at Home	10

Managing Follow Me

The second sub-menu under Manage Personal Options is Option 2, Manage Follow Me.

Communité uses the Follow Me feature to route your calls to you at a number or numbers that you specify, depending on your status. Follow Me numbers are associated with your availability status.

If you change your status, you can direct calls to follow you to a phone number or a series of phone numbers you specify in a Follow Me rule, created under the Rules menu of the Communité Web Access web page. You manage these phone numbers over the telephone or through the Communité Web Access page.

This section shows you the options available to manage the Follow Me feature over the phone, and later you'll see how to manage these options from your browser.

Set up Follow Me Routing

- 1 Access your mailbox, press **5** to enter the Manage Personal Options menu, and press **2** to manage Follow Me.
- 2 Choose from these options:

Turn Follow Me routing on or off	1
Listen to current configuration options	2
Add a telephone number	3
Edit a telephone number	4
Delete a telephone number	5
Activate or deactivate Call screening	6



When entering a Follow Me number for the first time, (option 3) you must toggle Follow Me on and off by pressing 1. The system tells you that you must have at least one phone

number configured for Follow Me to work. These numbers are entered on the Follow Me rule page.

- 3 If you choose Option **3**, add a telephone number:
 - Enter telephone number.
 - Enter the number of seconds you want the system to alert the entry.
 - To turn passcode verification on, press **1**, or to turn it off, press **2**.

Examples:

For on campus numbers enter 5 digits
82222

For off campus enter 11 digits
93055551212

Activating and deactivating rules

The third sub-menu under Manage Personal Options is Option 3, Activate and Deactivate Rules. You can listen to and turn on or off the call, fax, and voice interaction rules you have set up in the Commun   Web Access page. The next section covers these personal configuration features.

- 1 Access your mailbox, press **5** to enter the Manage Personal Options menu, and press **3** to activate or deactivate your rules.
- 2 Press **1** while listening to a rule to turn it on or off.

Managing personal prompts

The fourth sub-menu under Manage Personal Options is Option 4, Manage Personal Prompts. You can record your voicemail greeting and name prompt, and turn your prompt on and off through this sub-menu.

- 1 Access your mailbox, press **5** to enter the Manage Personal Options menu, and press **4** to manage your personal prompts.
- 2 Choose from these personal prompt features:

Record voicemail greeting	1
Listen to your voicemail greeting	2
Record your name	5
Listen to your name prompt	6
Toggle greeting on or off	9

You will only hear Options 2, 6, and 9 if the prompt exists, which means you have already recorded a prompt.

While you are in this sub-menu, you can jump between the options. For example, you may wish to record your name (press **5**), and then listen to your name prompt (press **6**).

Working with administrative options

The fifth sub-menu under Manage Personal Options is Option 5, Administrative Options. You can manage your personal groups, set fax options, change your passcode, and other options. Five options are available to you:

Personal Groups	1
Fax Options	2
Passcode	3
Playback Options	4
Notification Options	5

Personal Groups

- 1 Access your mailbox, press 5 to enter the Manage Personal Options menu, and press 5 to manage Administrative options.
- 2 To manage personal groups, press 1.
- 3 To review personal groups, press 1.
- 4 To add a new personal group, press 2.
- 5 To delete a personal group, press 3.

Fax Options

- 1 Access your mailbox, press 5 to enter the Manage Personal Options menu, and press 5 to manage Administrative options.
- 2 To set your fax options, press 2.
- 3 To enter the number where you wish to forward your incoming faxes, press 1. Communité will prompt you for the fax number.
- 4 To turn the fax-forwarding feature on, press 2. To turn fax forwarding off, press 2 again. This feature acts as a toggle switch.

Change your Communité passcode

- 1 Access your mailbox, press 5 to enter the Manage Personal Options menu, and press 5 to manage Administrative options.
- 2 To change your passcode, press 3.
- 3 Enter your old passcode.
- 4 Enter your new passcode followed by #. A valid passcode is 1 to 10 numeric characters.
- 5 Enter your new passcode once more to confirm.

Set message playback options

- 1 Access your mailbox, press **5** to enter the Manage Personal Options menu, and press **5** to manage Administrative options.
- 2 To set your playback options, press **4**.
- 3 To set the message playback mode, press **1**.
- 4 For verbose mode, press **1**, or for brief mode, press **2**.

In verbose mode, typically recommended for the inexperienced user or the user who doesn't use the telephone interface as often, you receive more spoken prompts from the system.

In brief mode, recommended for the user experienced with the telephone interface, you receive less prompting from the system.

Sort messages

- 1 Access your mailbox, press **5** to enter the Manage Personal Options menu, and press **5** to manage Administrative options.
- 2 To set your playback options press **4**.
- 3 To sort your messages press **2**.
- 4 For oldest first press **1**, or for newest first, press **2**.

Play high priority messages

- 1 Access your mailbox, press **5** to enter the Manage Personal Options menu, and press **5** to manage Administrative options.
- 2 To set your playback options, press **4**.
- 3 To play high priority messages first, press **3**.
- 4 To activate, press **1**, or to deactivate, press **2**.

Play mailbox greeting

- 1 Access your mailbox, press **5** to enter the Manage Personal Options menu, and press **5** to manage Administrative options.
- 2 To hear playback options, press **4**.

- ③ To play the mailbox extension greeting, press 4.
- ④ To activate, press 1, or to deactivate, press 2.

Play current status greeting

- ① Access your mailbox, press 5 to enter the Manage Personal Options menu, and press 5 to manage Administrative options.
- ② To set your playback options, press 4.
- ③ To play the current status greeting, press 5.
- ④ To activate, press 1, or to deactivate, press 2.

Configure available message types

This option turns off the series of prompts associated with a message type such as email. The feature does not prevent you from listening to messages of that type when the prompts are turned off, but it makes the listening experience much more efficient for those who are familiar with the system message prompts.

- ① Access your mailbox, press 5 to enter the Manage Personal Options menu, and press 5 to manage Administrative options.
- ② To set your playback options, press 4.
- ③ To configure available message types, press 6.
- ④ For voicemail, press 1; for fax, press 2; or for email, press 3.
- ⑤ To activate, press 1, or to deactivate, press 2.

Configure available saved message types

- ① Access your mailbox, press 5 to enter the Manage Personal Options menu, and press 5 to manage Administrative options.
- ② To set your playback options, press 4.
- ③ To configure available saved message types, press 7.
- ④ For voicemail, press 1; for fax, press 2; or for email, press 3.
- ⑤ To activate, press 1, or to deactivate, press 2.

Set Personal Notification Options

Setting these options defines the way the system notifies you when you receive a voicemail or fax.

- ① Access your mailbox, press **5** to enter the Manage Personal Options menu, and press **5** to manage Administrative options.
- ② To set personal notification options, press **5**.
- ③ Choose which notification option you want to define:
 - To change notification methods, press **1**.
 - To change notification reasons, press **2**.
 - To change your notification schedule, press **3**.
 - To set up your notification phone number, press **4**.

Change notification methods

- ① Access your mailbox, press **5** to enter the Manage Personal Options menu, and press **5** to manage Administrative options.
- ② To set personal notification options, press **5**.
- ③ To change the way you wish to be notified, press **1**.
- ④ To turn notifications off, press **1**; to be notified by pager, press **2**; to be notified by phone, press **3**. By default, the system leaves notifications off.

Change notification reasons

- 1 Access your mailbox, press **5** to enter the Manage Personal Options menu, and press **5** to manage Administrative options.
- 2 To set personal notification options, press **5**.
- 3 To change the reason you are notified, press **2**.
- 4 To turn on notifications for new voicemail messages, press **1**. To turn on notifications for new faxes, press **2**.

Change notification schedule

- 1 Access your mailbox, press **5** to enter the Manage Personal Options menu, and press **5** to manage Administrative options.
- 2 To set personal notification options, press **5**.
- 3 To change your notification schedule, press **3**.
- 4 To schedule notifications at all times, press **1**; to schedule notifications in a range, press **2**; or to set a specific schedule for notifications, press **3**.
- 5 If you press **2** or **3** to set your schedule, you must enter the start and end times for your notifications in military time. (For example - 13:00=1:00 p.m.)

Set your notification phone number

- 1 Access your mailbox, press **5** to enter the Manage Personal Options menu, and press **5** to manage Administrative options.
- 2 To set personal notification options, press **5**.
- 3 To change your notification telephone number, press **4**.
- 4 Enter your remote telephone number.

Managing deleted messages

The next sub-menu under Manage Personal Options is Option 7, Manage Deleted Messages. You can manage deleted voicemail and faxes through this sub-menu.

The features on this sub-menu work much in the same way as working with new or saved messages. The options available are almost identical with only a few options removed. To verify the available options on the Manage Deleted Messages sub-menu, see the *Communité Quick Reference Guide*.

All Communité messages (saved or deleted) will expire within 60 days.

If you wish to save messages to your computer:

- 1 Open your Communité inbox and double click the voice mail message to open it.
- 2 Right click on the voice mail.
- 3 Choose “**Save Target As**” Save it to your desktop or any folder you have set up.

Placing a Call

This section describes how to use Communité to place telephone calls. Communité can dial a telephone number you specify, and can look up and dial a telephone number it retrieves from a list of Communité users or your personal contacts.

On the Communité Main Menu, Place a Call is Option 9. Next, you can enter the telephone number to call, or you can choose to dial by name or by personal contact.

You may not have certain options, depending on the features available in your version. See your administrator if you have questions about the availability of any feature.

Place a call

- 1 Dial the Communité system number.
- 2 Enter your mailbox number and passcode, followed by # to complete the passcode.
- 3 To place a call, enter 9 and then enter the local telephone number you want to call, followed by #.
- 4 To dial by name, press 2, then follow the system instructions on how to enter your party's last name. The system will prompt you with the number of characters to enter.
- 5 To dial by personal contact, press 4, then follow the system instructions on how to enter your party's last name. The system will prompt you with the number of characters to enter.

Example:

To place a call on campus enter a 5-digit extension number

82211

or

62211

To place a call to an off campus number enter:

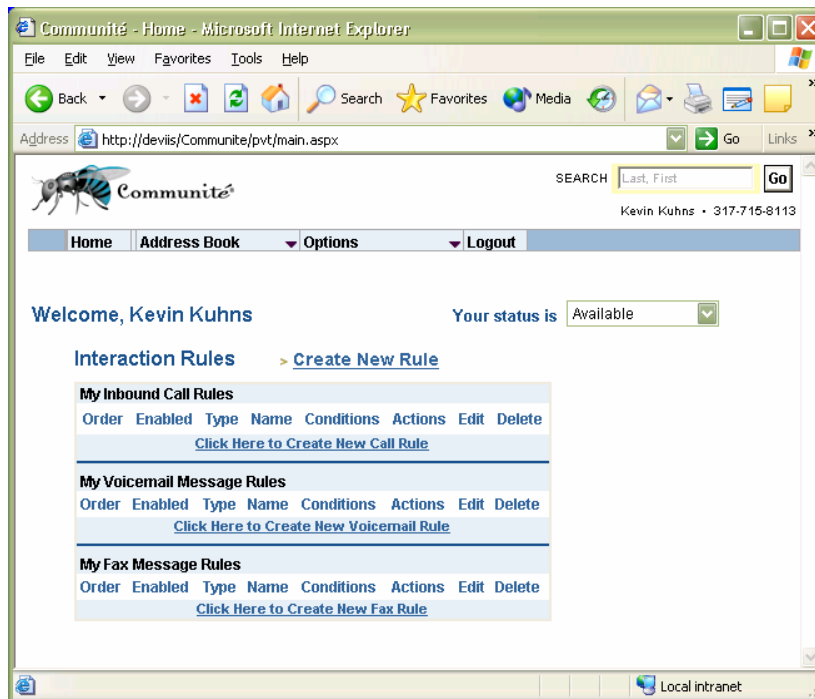
9 + 305 + 7 digit local number

You will not have access to dial long distance numbers from this system. If you wish to place a long distance call, hang up and dial the number using your long distance PSC number.

Managing your Rules, Address Book and Options

This section lists the features available to you through the Communité Web Access interface shown on the right.

From this interface, you can change your user status, change your profile and phone numbers, activate call screening, manage Follow Me, create and view personal groups, change your passcode, and manage your interaction rules.



The Communité Web Access Welcome page lets you create and modify rules to control your calls, voicemail, faxes, contact information and other options.

Setting your status

Setting your status allows you to control how Communité handles your calls. You can change your status from the main Communité Web Access page.

Set your status from the Web Access Rules (or Inbox) page

To set your status without setting an end date and/or time for the status:

- 1 Open the Communité Web Access page.
- 2 Click the arrow at the end of the **Your status is** drop down menu and choose your status.

Set your status and specify a return date and time

Some statuses let you specify an end date and/or time. The following table lists the status name and whether or not you can configure date, time, or both for each status:

Status	Date	Time
Available		
At Lunch		X
Away from desk		
Do Not Disturb		
Gone Home		
In a Meeting	X	X
On Vacation	X	
Out of the Office	X	X
Out of Town	X	X
Working at Home		

Table 1. Until statuses

To set the status and set an end date or time for the status:

- 1 Open the Communité Web Access page, click the arrow at the end of the Your status is drop down menu and choose the appropriate Until status from the list in Table 1. The Until button appears next to the Your status is menu.
- 2 Click **Until**. The **Status Until Settings** window opens.
- 3 If available, place a checkmark in the **Date** box and use the drop down menus next to the checkbox to choose your return date.
- 4 If available, place a checkmark in the **Time** box and use the drop down menus next to the checkbox to choose your return time.
- 5 Click **Save** to save your settings and return to the home page.

Creating and managing interaction rules

Rules define Communité behavior in a way that lets you personalize your account and control the way you receive all interaction types.

You can manage Communité Rules from the Web Access home page, as shown on page 48. Here, you can create personalized rules to apply to incoming calls, voicemail and faxes based on your Communité status.



If your site is using the Voice Mail Plus Fax Inbox to manage voicemail and faxes, you will see a Rules tab and the Inbox will be the home page.

Understanding Interaction Rules

You can create personalized rules for each interaction based on the type of interaction (e.g., call, voicemail, or fax) and the behavior you want based on the status you set in Communité.

Communité handles interactions based on the way you have set up rules, and the system applies the rules in the order in which they are listed on the rules page, for each type of interaction.

If you do not have a rule set up for handling a particular incoming call, the default for every status is to play your voicemail greeting, if you have recorded and activated one.

The name prompt will either play back using the text-to-speech (TTS) engine or in your voice.

When recording greetings, you should include the options available to the caller, such as to press 0 for assistance, etc.

Creating Rules

The basic process for creating all rules:

- 1 Open the Web Access page.
- 2 In the Interaction Rules area, click the Create New Rule link.
- 3 On the Add Interaction Rule page, choose which kind of interaction to customize: inbound calls, voicemail, or fax messages. Then select one of the rule type options (e.g., Follow Me, Notify Me, etc.) and click the **Continue** button.
- 4 In the **Rule Name** field, type a unique name for the new rule, such as "Spouse". To begin using the rule immediately, place a checkmark in the **Enabled** box.
- 5 Specify the remaining conditions you want to define the rule. See the Quick Help on each page for details on each option you can use to define a rule.
- 6 Click **Save** to save the rule and return to the starting page.

Understanding Follow Me services

The Follow Me feature enables you to have all your calls routed to a specific list of phone numbers. Follow Me services provide more sophisticated management of calls when users are not at their desks.

Communité dials a set of numbers you define to locate you if your Status setting or rule is configured to "Follow Me." You can set up a Follow Me rule for a variety of conditions. See the following for an example.

Examples of Call Rules

Create a rule to have calls follow you when you don't answer during business hours this week

- 1 Open the Communité Web Access page.

- 2 In the **Rules** area, click **Create New Rule**.
- 3 On the Add Interaction Rule page, click the **Follow Me** radio button and click **Continue**. This brings up the Interaction Rule Follow Me page where you define the rule.
 - In the **Rule Name** field, type a unique name for the new rule, such as "No Answer during work".
 - When you are ready to activate the rule, you can select the **Enabled** check box on the Rules home page.
 - In the **Apply Follow Me to** section, click the **all callers** radio button to forward all calls. You can optionally specify individual callers by their phone number or Communité user or group name.
- In the **When My Status is** section, select **All Statuses** so no matter what your status, calls will follow you when you don't answer. You can optionally specify only the "**Away from desk**" status.
- In the **Choose a Date Range** section, select **every day** to make the rule operate perpetually. You can optionally specify a date range. A later step will let you specify just the week days.
- In the **Choose a Time Range** section, select **during specific time periods** and the **Start Time** and **End Time** business hours.
- In the **Choose days for this rule**, select **during specific days of the week** and then check the box beside each week (work) day.
- In the **Have Incoming Calls Follow Me** list, enter a description (e.g., "Work cell phone") and the first phone number you want Communité to call when you don't answer.

Managing your Rules, Address Book and Options

In the second line, add a description (e.g., "Personal cell phone") and the phone number. Communité should use next, if you don't answer at the first number.

- For each Follow me number entry, you can indicate in the **Time Out** column how many seconds Communité will let the phone ring before trying the next number in the list.
- Select the **Passcode** check box for each phone where the recipient will be prompted (before hearing anything else) to enter a Communité passcode in order to be connected to the call.
- Select one or more **Follow Me Options**, if desired. If multiple options are selected, the call recipient will hear Communité prompts in this order: Passcode -> Call Screening name -> Caller ID number -> TTS message. For example, you may want a TTS message read indicating the call was forwarded.
- In the **Notify Me at** section, you can optionally have Communité notify you via email, pager, or phone that a call attempted to follow you.
- In the **Read the Following Text** section, you can optionally play a message to callers, before your out of office greeting is played.
- Leave the **Stop Processing Additional Rules** option clear in case you define additional rules that might be used after this rule is processed and the call did not reach the intended party.

Create a rule to forward certain calls when you are on vacation

- 1 Open the Communité Web Access page.
- 2 In the **Rules** area, click **Create New Rule**.
- 3 On the Add Interaction Rule page, click the **Forward** radio button and click **Continue**. This brings up the Interaction Rule Forward page where you define the rule.
 - In the **Rule Name** field, type a unique name for the new rule, such as "Vacation Calls".
 - When you are ready to activate the rule, you can select the **Enabled** check box on the Rules home page.
 - In the **Apply Forward to** section,

click the **specific caller(s)** radio button.

- In the **specific phone numbers** fields, enter all of the phone numbers you want to have forwarded to you during vacation. Separate each phone number with a comma.

Alternatively, if the people you want to allow to call you during vacation have their complete contact information in your address book, you can click the **Address Book** button and select their names from the appropriate directory.

- In the **When My Status is** section, select the status **On Vacation**.

- In the **Choose a Date Range** section, select the **on specific dates** radio button and then enter the **Start Date** and **End Date** of the time you will be on vacation. These dates are inclusive, meaning you are considered on vacation on the start date and end date shown.
- In the **Choose a Time Range** section, leave the **all day (24 hrs)** radio button selected, unless you plan to return at a specific time of day.
- In the **Choose day(s) for this rule** section, leave the **every day** radio button selected.
- In the **Have Incoming Calls Forward to** section, enter the complete phone number you want the specified callers to reach when they are forwarded.
- In the **Notify Me at** section, you can optionally choose to have an email, phone call or pager message sent when you receive a call from one of the

specified numbers and this rule is performed. For example, if you want to receive an email letting you know you received a call, enter your email address and select the Email check box.

- In the **Read the Following Text** section, you can optionally choose to have the system read a specific message to your caller before they hear your recorded out of the office message. For example, you may want to tell these specific callers to “Please stay on the line – you will be forwarded to my cell phone.” Enter this text and select the related check box.

- To direct Communité to not process any other

rules, place a checkmark in the **Stop Processing Additional Rules** box. If you check this box, Communité will not process another rule, even if this interaction matches more than one rule you set.

- 4 Click **Save** to add the new rule.

Change the order of your personalized rules

You can reorder inbound call rules, fax rules, and voicemail rules from the Rules (home) page.

- 1 Open the Communité Web Access home page. Rules are sorted by type: calls, voicemail and fax.
- 2 Within a particular type of rules in the **Rules** area, click on the up arrow or down arrow beside each rule you want to move. The order on this page is the order the rules will be engaged, unless you defined a rule to stop processing all other rules.

Edit or delete a personalized rule

- 1 Open the Communité Web Access page.
- 2 To delete a personalized rule, in the **Rules** area click the **Delete** link next to the rule you want to delete.
- 3 To edit a personalized rule, in the Rules area click the **Edit** link next to the rule you want to modify, and make your changes. Click the **Save** button when you are finished.

Creating and managing groups

If you send messages to the same group of Communité users and/or personal contacts regularly, personal groups can save time. You create the groups by assigning as many Communité users and/or personal contacts as you desire to a group extension. Communité personal groups help you:

- Create personalized groups of Communité users and personal contacts in order to broadcast voice messages to these people.
- View the statuses of the Communité users associated to your groups

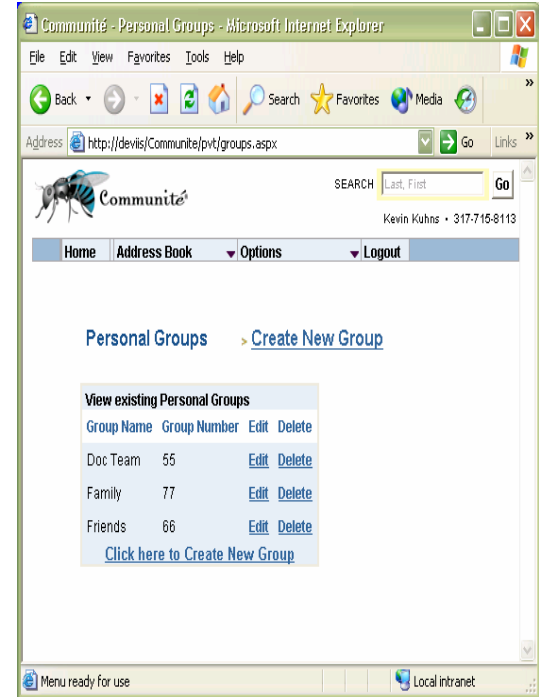
The figure on the right illustrates an example of personal groups and personal contacts located on the Personal Groups page, under the Address Book menu.

Using Personal Groups

From the Communité Web Access page, you can create, edit, and remove your personal groups. From the telephone, you are able to broadcast a message to a group, where the message is sent to all members of the group.

The Communité Web Access page, accessible under the Address Book menu, provides a quick view of your personal groups.

- 1 Open the Communité Web Access page.
- 2 Click the **Address Book** menu and select **Personal Groups**. If any groups are defined, they will appear on the page.
- 3 Click the Edit link beside a group to display the members of the group and to add or remove members.



Use Personal Groups to define related groups of people you can send messages to all at once.

Create a Personal Group

- 1 Open the Communité Web Access page.
- 2 Click the **Address Book** menu and select **Personal Groups**. If any groups are defined, they will appear on the page.
- 3 Click the **Create New Group** link to display the Address Book window:

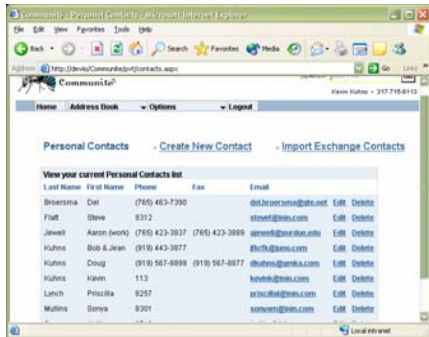
- In the Search From area, select either Communité Directory or Personal Contacts to build the group from one or the other contact directory.
- In the **Group Name** field, type a name for your personal group.
- In the **Group Number** field, add a number for your personal group.

The Group Number is used from the telephone user interface to select personal groups. Providing a group number makes it easier to forward voicemails, faxes, and emails to personal groups.

- 4 To add contacts or Communité users to the Personal Group:
 - In the Search For section, type the last name of the person you want to find in either the Communité directory or in your Personal Contacts list, then click the **Search** button. The contacts that match that name are displayed in the Found list.
 - In the Found list, select a name and click the -> button to move that name to the Members list.
- 5 Click **OK** to add the contacts to your personal group and return to the Personal Group page.

View a personal contact's properties

From the Personal Contact view, you can see a list of all personal contacts and their properties. Click the **Edit** button beside a contact to update any contact information.



Edit a Personal Group

- 1 Open the Communité Web Access page.
- 2 Click the **Address Book** menu and select the **Personal Groups** menu.
- 3 In the **Personal Groups** area, click **Edit** beside the group you want to view or edit. The **Address Book Web Page** dialog appears.
- 4 Optionally edit the name, number or members of the group.
- 5 To add contacts or other Communité members to the personal group, type a person's last name in the **Name** field and click **Search**.
- 6 Select the desired name in the **Found** list and click the -> arrow to add them to the **Members** list. Repeat steps 5 and 6 as needed.

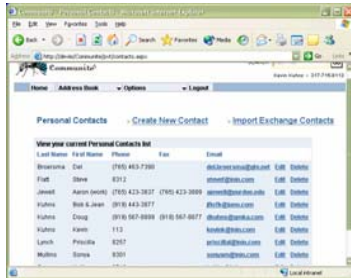
- 7 Click **OK** to save the change.

Delete a Personal Group

- 1 Open the Communité Web Access page.
- 1 Click the **Address Book** menu and select the **Personal Groups** menu.
- 3 In the **Personal Groups** area, click the **Delete** link beside the personal group you want to delete.

Creating and managing contacts

Communité Personal Contacts allow you to add non-Communité users to Communité in order to dial personal contacts and add them to personal groups. After you create or import personal contacts, you can add them to any of your Communité personal groups from the Communité Web Access page or the telephone.



Create a Personal Contact

- 1 Open the Communité Web Access page.
- 2 Click the **Address Book** menu and select the **Personal Contacts** menu.
- 3 To add a personal contact:
 - On the **Personal Contacts** page, click **Create New Contact**.
 - Add the first and last name of the contact. These are required fields.
 - Optionally add the contact's Telephone Number, Email Address and Fax number.

Edit a Personal Contact

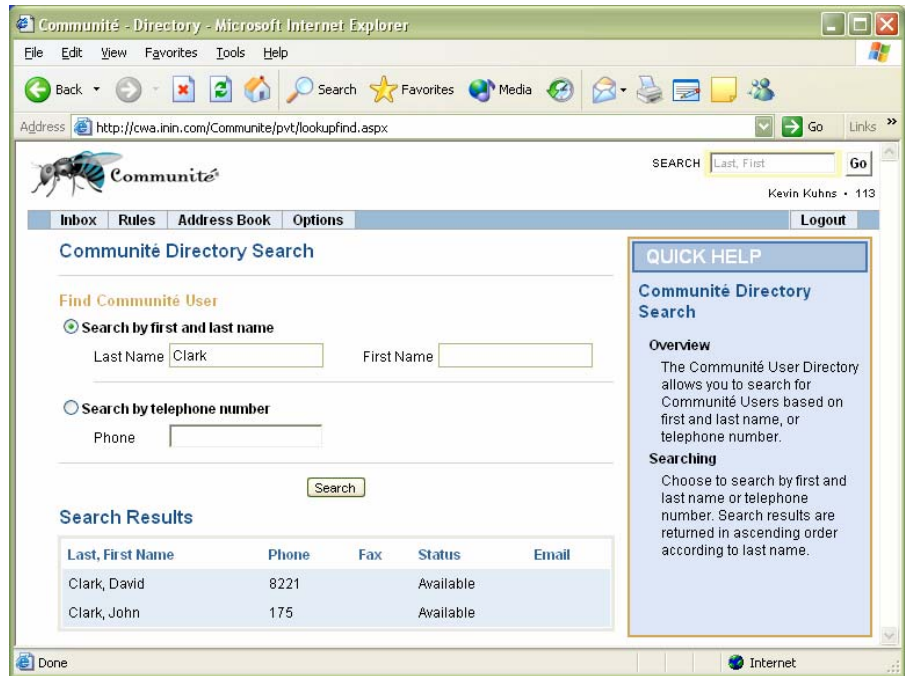
- 1 Open the Communité Web Access page.
- 2 Click the **Address Book** menu and select the **Personal Contacts** menu to display your personal contacts list.
- 3 Click the **Edit** button beside the name of the contact you want to edit.
- 4 Change any of the contact information and click the **Save** button when you are finished.

Delete a Personal Contact

- 1 Open the **Communité Web Access** page.
- 2 Click the **Address Book** menu and select the **Personal Contacts** menu to display your personal contacts list.
- 3 Click the **Delete** button beside the name of the contact you want to remove.

Searching for users in the directory

The Directory page shows you how to search for other Communité users. This is a useful tool to help locate phone numbers and statuses of other users.



Use the Directory Search page to search for and display contact information for other Communité users.

Search for a Communité User in the User Directory

- 1 Open the Communité Web Access page.
- 2 Click the **Address Book** menu and select the **Communité Directory** menu to display the Communité Directory Search page.
- 3 To search for other Communité users, type the user's last name in the **Last Name** field, or type the user's first name in the **First Name** field. You can also search by telephone number.
- 4 Click **Search**. By default, Communité returns the first 30 matches, and provides the user's phone number, fax number and mailbox status.

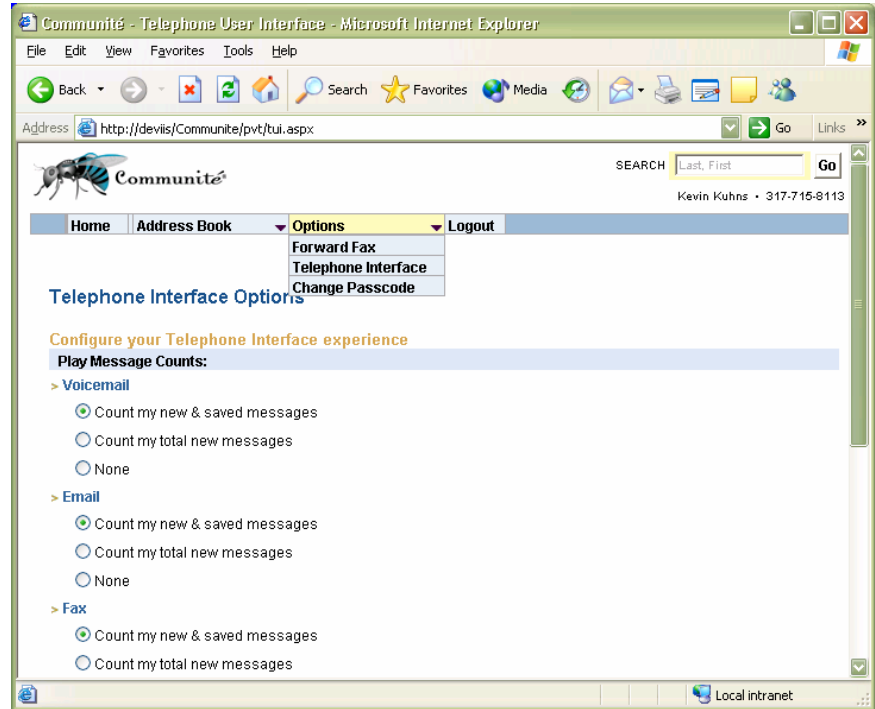
Only your administrator can change the default number of matches returned.

Configuring Personal Options

This section provides procedures for common user configuration tasks that you might need to perform using Communité.

From the Options menu, you can:

- Set up your Forward Fax number
- Set up Telephone Interface options
- Change your Passcode
- Set the Operator Number, also known as the zero option. When Callers reach your greeting they can press zero to reach the covering extension.



Working with Forward Fax

Use this page to set up your forwarding options for faxes.

- 1 Open the **Communité Web Access** page.
- 2 Click the **Options** menu and select the **Forward Fax** menu.
- 3 To turn on fax forwarding, place a checkmark in the **Enable Forward Fax** box.
- 4 In the **Forward Fax Options** text box, enter the telephone number to which you want Communité to forward your faxes.
- 5 Click **Save**.

Configuring Options in the Telephone Interface

The Telephone Interface options allow you to control how Communité behaves when you call in to listen to your voicemail, email, faxes, or configure your options, etc. Typically, when you call in to Communité, it tells you how many new and saved voicemails you have, how many new and saved email, and how many new and saved faxes. If you are not interested in hearing that information, you can configure the Communité telephone interface to tell you only how many new messages you have, or to not announce it at all.

Other options you can control include how messages are read back to you, which messages are read first, and what announcements you receive when you dial in. These options allow more experienced users to minimize time spent listening to system prompts while new users in the system may want to hear all of the system prompts.

Configure telephone interface prompts

- 1 Open the **Communité Web Access** page.
- 2 Click the **Options** menu and then the **Telephone Interface** menu.
- 3 In the **Play Message Counts** area, choose how you want Communité to tell you about new and saved voicemails, emails and faxes. By default, Communité tells you how many new and saved voicemail, email, and fax messages you have in your Inbox.
 - If you only want to know the number of new messages, select the **Count my total new messages** radio button. In this case, Communité will not tell you how many saved messages you have of this type.
 - If you don't want Communité to tell you the number of new or saved messages, select the **None** radio button. In this case, you will not hear any

prompt about how to play new or saved messages of that type.

- 4 In the **Message Sort Order** area, you can tell Communité to sort and play the **newest** messages first or the **oldest** messages first.

To direct Communité to read messages sent with high priority to you first, check the **Prioritize urgent messages to play back first** box. In this case, high priority messages will be read first, either by **newest** (high priority) messages first, or **oldest** (high priority) messages first, depending on the other check box.

- 5 In the **Mailbox Greeting** area, you can tell Communité to **Play my mailbox name and status when I log in to voicemail**. This will confirm to you that you logged in correctly and let you know your Communité status. Clear

this check box if you do not want to hear this information.

- You can also tell Communité to play your mailbox name (either your recorded name or extension) for callers when they reach your voicemail. This information is played prior to your “away” greeting.

- 6 In the Set Playback Mode area, you can specify the way you want Communité to play your messages back to you when you retrieve them:

- Click the **Verbose** radio button to have the system play complete information about each message, including the date, time, and “From” information for each message. This is recommended more for inexperienced users.

- Click the **Brief** radio button to eliminate the extra information and go straight to the message. In this mode the voicemail will be played without being prefaced by the date, time, and “From” information. This is recommended more for experienced users.

- 7 Click the **Save** button when finished.

Changing Your Passcode

Use this page to change the Passcode you use for telephone access.

- 1 Open the **Communité Web Access** page and click the **Options** menu and then the **Change Passcode** menu.
- 2 In the **Enter Current Passcode** field, enter your old passcode.
- 3 In the **Enter New Passcode** field, enter your new passcode. Valid codes are numeric (0-9) and must be four to ten digits in length. See your administrator if you have questions on the minimum passcode length.
- 4 In the **Confirm New Passcode** field, retype the new passcode.
- 5 Click **OK**.

Resetting your Passcode using the EASY system

Step 1. Log into the EASY System at www.miami.edu/easy, click on **Update Voicemail Information** and follow the simple instructions for resetting your voice mail passcode.

Step 2. Access the new voicemail system using one of the voicemail system numbers listed below.

8-3888 or 6-3888

Step 3. Access your mailbox by using your mailbox number and the passcode you just created.

