

## Call Manager-Manage Voice Messages

A graphical user interface (GUI) is provided by Call Manager for initiating and handling voice calls. This document explains the features available for managing voice messages under the Call Manager

### LISTEN TO A VOICE MESSAGE

A voice message can be listened to either through the computer's speakers or through the telephone. When listening to the message through the computer speakers, playback begins when the Play button is pressed. When listening to messages through the telephone, pressing the Play button will trigger the phone to ring. Message playback will begin after the receiver is lifted from the cradle. To listen to the highlighted message, do one of the following:

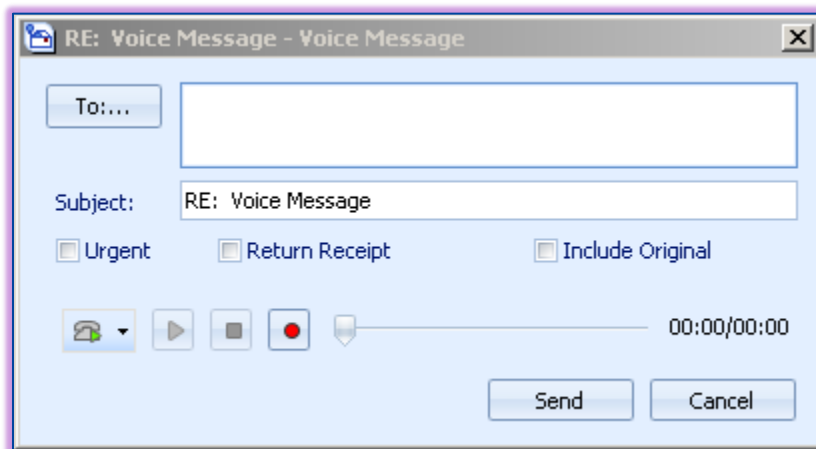
- ❖ Double-click the message.
- ❖ Click the **Play** button at the bottom of the **Voice Mail Viewer** window (see illustration at right).



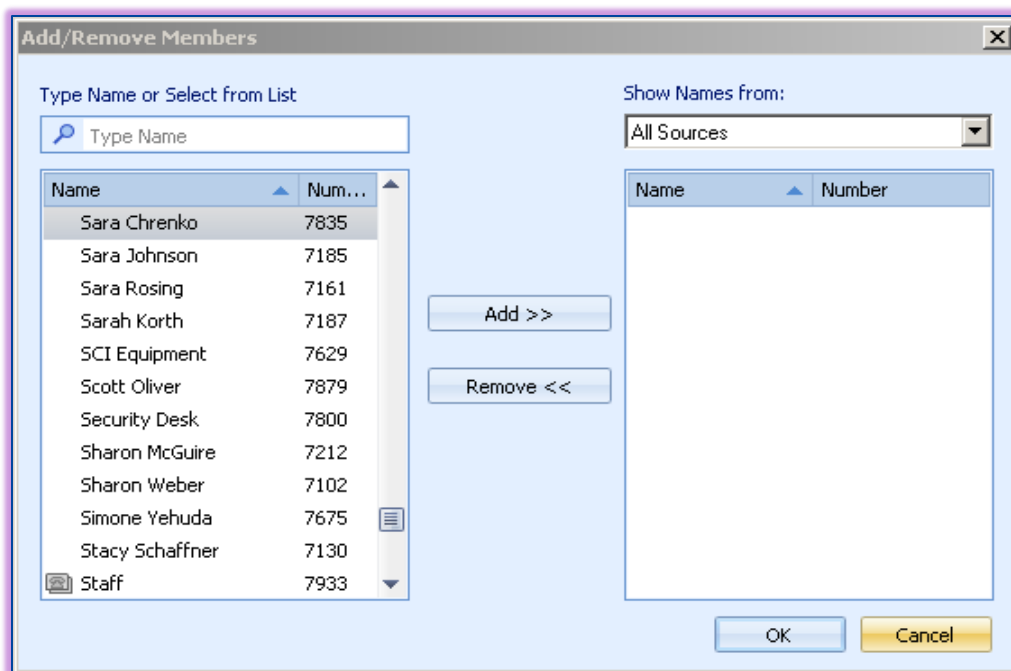
### REPLY TO A VOICE MESSAGE



In the Call Manager, it is possible to reply to voice messages through the Voice Mail Viewer. Voice Messages can only be sent to other users on the Siena ShoreWare system. To reply to a message, complete the steps below.

- ❖ Do one of the following:
  - Click the **Reply** button on the **Action** bar (see illustration at right).
  - Right-click the message. Select either **Reply** or **Reply to All** from the list of options.
- ❖ The **Voice Message Recorder** panel will display (see illustration below).



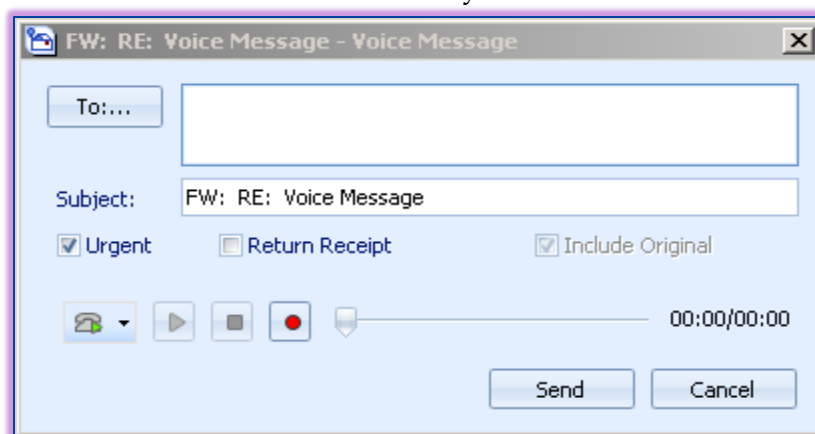
- ❖ Click the **To** button to select the **Message Recipients**.
- ❖ The **Add/Remove Members** window will display (see illustration top of next page).
  - To search for a recipient, input the name into the **Type Name or Select from List** box.
  - Click on the name of the recipient.
  - Click the **Add** button to move the name to the recipient list.
  - Continue this procedure until all the names have been added.
  - Click the **OK** button to return to the **Voice Message** box.
- ❖ In the **Subject** area, enter the **Subject** of the message.
- ❖ Click the check boxes for any of the items, such as:
  - **Urgent** - Select this option if this message needs to be answered immediately or very soon.



- **Return Receipt** - This option is used when the sender wants to receive a notification when the message is received.
- **Include Original** - To include the original message with the reply, select this option.
- ❖ Click the **Device** button in the bottom left corner of the window to specify the recording device (see illustration at right). 
- ❖ Select one of the following options:
  - **Record via Telephone** - This is the best option to use because the background noise will not be picked up.
  - **Record via PC Microphone** - When this option is selected, the background noise will be included in the message.
- ❖ Click the **Record** button in the bottom left corner of the window (see illustration at right). 
- ❖ Speak into the recording device.
- ❖ Click the **Stop** button to end the recording.
- ❖ Click the **Send** button to send the message to the **Recipients**.

### FORWARD A VOICE MESSAGE

This feature is used to send a voice mail message to another system user. Messages can only be forwarded to other users on the Siena ShoreWare system.

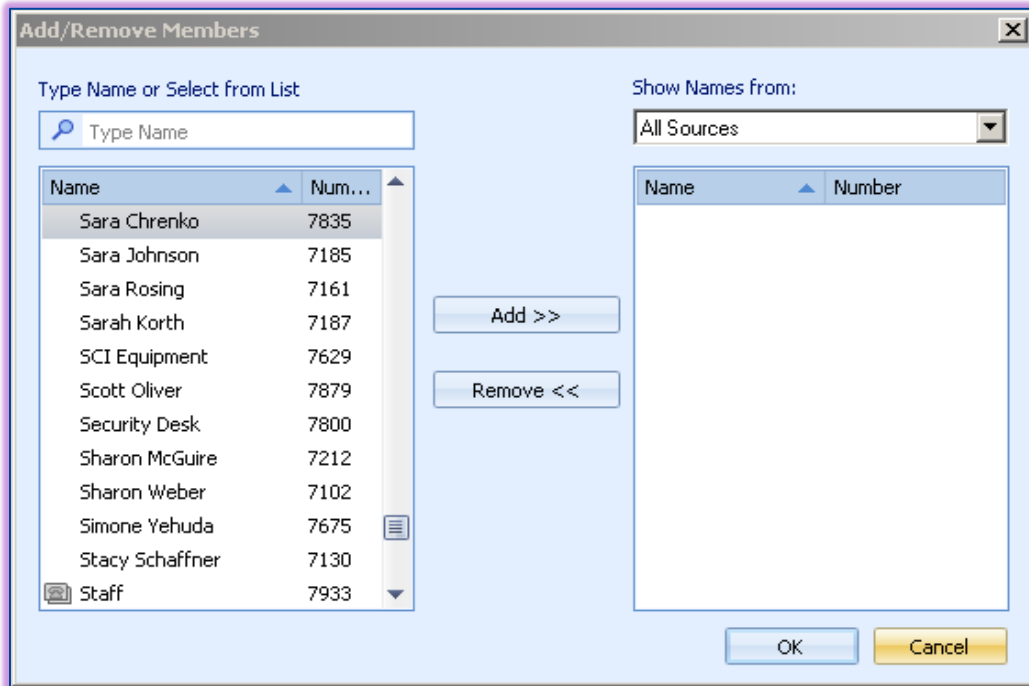


❖ Do one of the following:

- Click the **Forward** button on the **Action** bar (see illustration at right).
- Right-click the message. Select **Forward** from the list of options.



- ❖ The **Voice Message Recorder** panel will display (see illustration bottom of previous page).
- ❖ Click the **To** button to select the **Message Recipients**.
- ❖ The **Add/Remove Members** window will display (see illustration below).



- To search for a recipient, input the name into the **Type Name or Select from List** box.
- Click on the name of the recipient.
- Click the **Add** button to move the name to the recipient list.
- Continue this procedure until all the names have been added.
- Click the **OK** button to return to the **Voice Message** box.
- ❖ In the **Subject** area, enter the **Subject** of the message.
- ❖ Click the check boxes for any of the items, such as:
  - **Urgent** - Select this option if this message needs to be answered immediately or very soon.
  - **Return Receipt** - This option is used when the sender wants to receive a notification when the message is received.
  - **Include Original** - To include the original message with the reply, select this option.
- ❖ Click the **Device** button in the bottom left corner of the window to specify the recording device (see illustration at right).
- ❖ Select one of the following options:
  - **Record via Telephone** - This is the best option to use because the background noise will not be picked up.
  - **Record via PC Microphone** - When this option is selected, the background noise will be included in the message.
- ❖ Click the **Record** button in the bottom left corner of the window (see illustration at right).
- ❖ Speak into the recording device.
- ❖ Click the **Stop** button to end the recording.
- ❖ Click the **Send** button to send the message to the **Recipients**.



## CONTACT SENDER

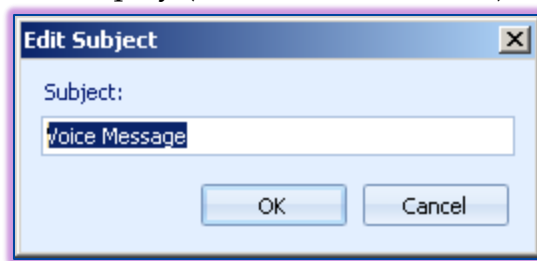
If Caller ID is activated for a voice mail message, it is possible to call the sender while a message is being played. To call the sender of a highlighted message while in Call Manager, complete the steps below.

- ❖ Do one of the following:
  - Press the **Contact Sender** button on the **Action Bar**.
  - Click the list arrow at the end of the **Contact Sender** button.
  - Right-click the message.
- ❖ The first option will place the call immediately.
- ❖ The last two options will provide two methods for contacting the sender of the message.
- ❖ If one of the last two options is chosen, click on the desired contact method.
  - **Extension** - This option will dial the extension of the person who sent the message.
  - **Email** - This option will open the email message window.
- ❖ The message should be sent to the **Contact Sender**.

## EDIT SUBJECT HEADER OF VOICE MESSAGE

With the Call Manager, it is possible to edit the subject header of voice mail messages. To do this, complete the steps below.

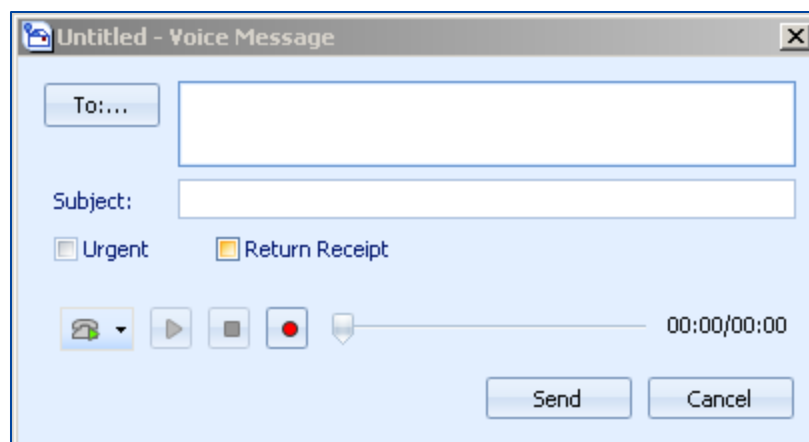
- ❖ Right-click the message.
- ❖ Click **Edit Subject**.
- ❖ The **Edit Subject** window will display (see illustration below).



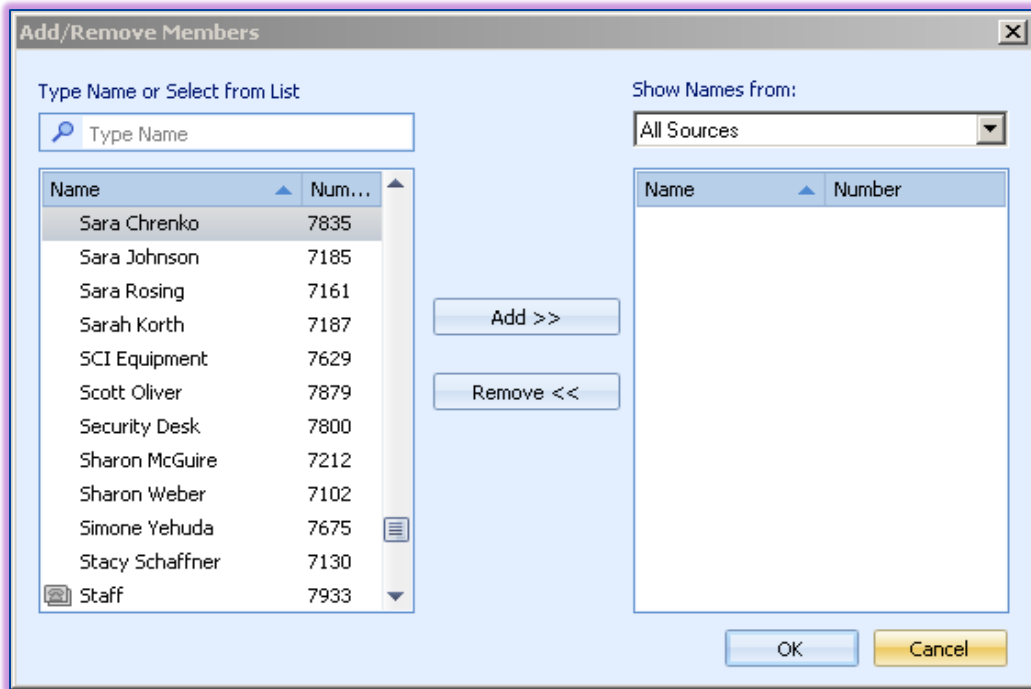
- ❖ Enter the **Subject** into the **Subject** box.
- ❖ Click **OK**.

## RECORD AND SEND A VOICE MESSAGE

Voice messages can be recorded using the computer or a microphone. Voice messages can only be sent to other users on the Siena ShoreWare system. Complete the steps below to record and send a voice message.



- ❖ Click the **New Message** button on the **Action** bar (see illustration at right).
- ❖ The **Voice Message Recorder** window will display (see illustration bottom of previous page).
- ❖ Click the **To** button to select the **Message Recipients**.
- ❖ The **Add/Remove Members** window will display (see illustration below).



- To search for a recipient, input the name into the **Type Name or Select from List** box.
- Click on the name of the recipient.
- Click the **Add** button to move the name to the recipient list.
- Continue this procedure until all the names have been added.
- Click the **OK** button to return to the **Voice Message** box.
- ❖ In the **Subject** area, enter the **Subject** of the message.
- ❖ Click the check boxes for any of the items, such as:
  - **Urgent** - Select this option if this message needs to be answered immediately or very soon.
  - **Return Receipt** - This option is used when the sender wants to receive a notification when the message is received.
- ❖ Click the **Device** button in the bottom left corner of the window to specify the recording device (see illustration at right).
- ❖ Select one of the following options:
  - **Record via Telephone** - This is the best option to use because the background noise will not be picked up.
  - **Record via PC Microphone** - When this option is selected, the background noise will be included in the message.
- ❖ Click the **Record** button in the bottom left corner of the window (see illustration at right).
- ❖ Speak into the recording device.
- ❖ Click the **Stop** button to end the recording.
- ❖ Click the **Send** button to send the message to the **Recipients**.

