

Call Manager - Options and Preferences Window Voice Mail

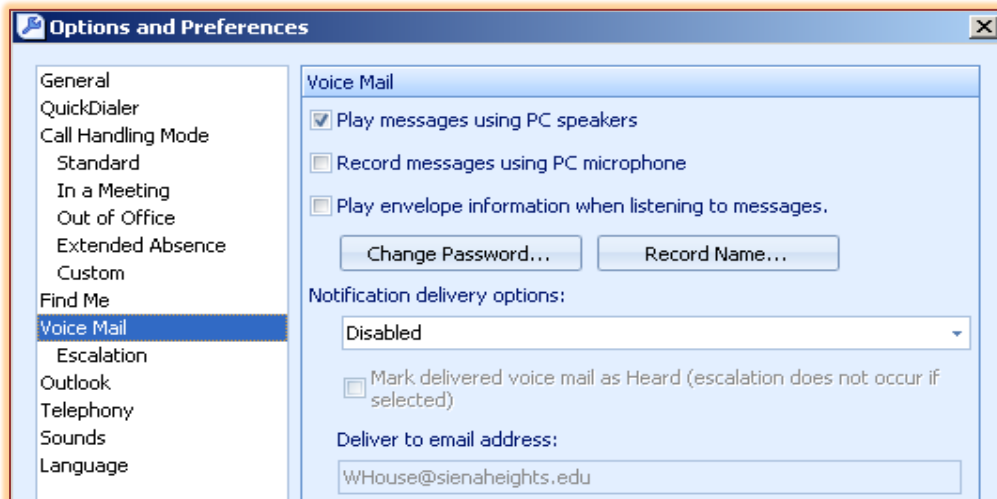
This window contains panels that are used to configure many Call Manager options, components, and functions. The options that are available depend upon the features for which the user is authorized.

DISPLAY OPTIONS AND PREFERENCES WINDOW

- ❖ Do one of the following:
 - Click **Tools** on the **Main Menu**.
 - Click the **Application Button**.
 - Right-click the **Call Manager** icon in the **System Tray**.
- ❖ Click **Options**.
- ❖ The **Options and Preferences** window will display.

VOICE MAIL

This panel is used to specify the default interface for listening and recording voice messages, recording your spoken name, and to configure your voice mail password.



- ❖ Open the **Options and Preferences** window.
- ❖ Click **Voice Mail** in the menu on the left side of the window.
- ❖ Make changes to the options as desired. These options are explained below.
 - **Play Messages via PC Speakers** – To play your voice mail messages through your computer speakers instead of the phone, click this option.
 - **Record Messages Using PC Microphone** – Select this option to record voice messages through a microphone on your computer.
 - **Play Envelope Information When Listening to Messages** – To play sender and receipt time information prior to listening to a voice message, select this option.
 - **Change Password** – Press this button to change the password that protects access to voice mail.
 - **Record Name** – This button is used to initiate the recording of your name. The name is played for callers when they are routed to your voice mail.

- **Notification Delivery Options** - This option specifies the media the system will use to inform the user of the receipt of a voice message.
 - **Disabled** - When this option is chosen, Escalation Notification will be disabled.
 - **Email Wave File** - This option will send a copy of the voice message to the specified email address.
 - **Email Notification** - A message that announces the receipt of a voice mail message to the specified email address will be sent if this option is selected.
- **Marked Delivered Voice Mail as Heard** - When this option is selected, the voice message will be marked as heard when a notification message is sent to the specified email address. This option is available only if **Notification Delivery Options** is not **Disabled**.
- **Deliver to Email Address** - This option specifies the address to which the system sends the initial notification message specified by the **Notification Delivery Options** setting.
- ❖ Click **OK** to exit the **Options** window.