

MetaSphere Enhanced Applications Server V7.1 User Guide

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Notices

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1 Introduction

1.1 About MetaSphere

This manual, intended for service providers deploying MetaSphere, describes the end-user interface to the MetaSphere Enhanced Applications Server, formerly known as MetaSphere Service Delivery Platform (SDP).

It explains how your subscribers can set up and use the following services.

- **Voicemail and Unified Messaging**, which manage subscribers' messages and faxes, respectively. The fax service is an optional feature and may not be available in your deployment.
- **Find Me Follow Me**, a locator service which calls a sequence of pre-defined telephone numbers if callers can't reach a subscriber on the first number they dialed.
- **Incoming Call Manager**, an advanced call handling service through which subscribers can set detailed rules to manage incoming calls.
- **Reminders**, an alarm-call service which delivers recurring or one-off audio messages a pre-determined time.
- MetaSphere **Easy Attendant**, an easy-to use, subscriber-managed automated call-answering service suitable for small businesses that presents callers with a recorded menu and allows them to choose to be transferred to a particular subscriber or to a voicemail account.
- MetaSphere **Premium Attendant**, a more advanced automated call-answering service than Easy Attendant, with multiple menus, more call handling options as well as finer scheduling control. It is possible to upgrade existing Easy Attendant lines to use Premium Attendant.
- **Business Groups**, used to provide the equivalent of a Private Branch Exchange (PBX) to a set of subscribers. Those subscribers in a Business Group have a greater range of available features, such as the ability to set greetings and call handling specifically for callers from within their Business group.

It also describes how to

- use advanced features that might be available in your deployment, including **Live Message Screening** and **Phone Applications**
- set up **Email client access** that provides basic mailbox services from a standard desktop client, such as Microsoft Outlook, Windows Mail and Mozilla Thunderbird.

Finally, this explains describes how an Area Code Split, where one or more of your area codes is changed by the telephone company, affects the various MetaSphere services. Most telephone numbers used in MetaSphere will be changed automatically as part of the area code split. This User Guide indicates where you will have to make manual changes to certain phone numbers, and where your service will be affected by the ACS procedure.

Except for this introductory chapter, the instructions in this manual are written from the subscriber's perspective. If you wish, you can use them as the basis for your own information for your subscribers. However, as this is a reference manual, it is not designed for direct distribution to end-users.

1.2 Optional features

As this manual notes throughout, many of MetaSphere's features are optional. They can be enabled or disabled for groups of subscribers using **Classes Of Service (CoS)**.

The concept of CoS is described further in the MetaSphere *Subscriber Administration Guide*, which also explains how to design Classes of Service to deliver your own distinctive feature combinations to users.

1.3 Additional information for subscribers

If you do choose to use this document as the basis for your own manual, note that you will additionally need to provide your subscribers with the following information.

- The access number to dial to connect to the service.
 - For subscribers hosted on MetaSphere CFS, this is:
 - the full directory number configured in MetaView Explorer for access to the MetaSphere EAS (usually set during initial setup of your MetaSphere EAS); or
 - a shortcode; by default this is ***813**, though it may be configured to a different number in your deployment.
 - For subscribers hosted on a third-party switch, the number to dial depends on the configuration of that switch.
- The subscriber's initial PIN. This is set when the account is created, as described in the MetaSphere *Subscriber Administration Guide*.
- For subscribers with access to IMAP function (allowing them to view messages using a desktop client such as Microsoft Outlook or Windows Mail):

- The fully-qualified hostnames names of your IMAP and SMTP servers. These are determined when you install your system, and may be recorded in the Appendix to the MetaSphere *System Planning Guide*.
- The subscriber's logon email address, which will contain their telephone number. This is visible in the MetaSphere EAS Provisioning tool described in the MetaSphere *Subscriber Administration Guide*, and, if you are using it to administer your subscribers, in the MetaView Web interface.

1.4 About this manual

This manual details how to set up, manage, and use your MetaSphere account, when you access it using your phone.

- Chapter 1 explains the purpose and structure of this manual.
- Chapter 2 gives an overview of how to use MetaSphere's telephone interface.
- Chapter 3 explains how to set up your account when you first use it.
- Chapter 4 explains how to use your mailbox, introducing the Main Menu, and how to then listen to, reply to, and forward your messages.
- Chapter 5 explains how to send messages.
- Chapter 6 explains how to set up and manage the greetings played to callers when they reach your mailbox.
- Chapter 7 explains how to change your mailbox settings, including a number of additional features detailed in section 7.6.
- Chapter 8 explains how to configure your Advanced Call Services
- Chapter 9 explains how to set and manage your Reminders.
- Chapter 10 explains how to use the Easy Attendant and Premium Attendant TUIs to turn the feature on and off, and to record menu announcements.
- Chapter 11 explains how to use the Help feature.
- Appendix A explains what the caller hears when dialing in to the TUI and includes instructions on how to leave a message for a MetaSphere subscriber when you call them.
- Appendix B explains how to use the Live Message Screening feature.
- Appendix C explains how to use the Phone Applications that may be deployed on some phones.
- Appendix D explains how to set up your external email client.

2 How to use your account

The following sections describe how to

- find out whether someone has left you a message
- access your account
- navigate through the menus presented in your account.

2.1 How do I know if someone has left me a message?

MetaSphere has a number of methods of letting you know that you have a new message. It can:

- use your telephone's message waiting indicator (**MWI**), which may be a flashing light or an interrupted dial tone. Your message waiting indicator depends on your telephone service provider
- send a notification message to your pager
- send a notification message to a separate email address
- call another phone number to let you know you have a message
- notify you with an icon in your PC's toolbar (if you use the CommPortal Assistant application).

Some of these options may not be supported by your telephone service provider, or may require an additional fee. Consult your telephone company to find out which options are available to you.

Under some circumstances, MetaSphere may not be able to set or clear your message waiting indicator, so it is worth checking for messages occasionally by accessing your mailbox. In particular, if your telephone service provider suspends your account for any reason, be sure to check for messages when it is re-enabled.

When you access your mailbox, you hear how many messages are waiting for you. Depending on the type of account you have, you may also hear whether there are messages waiting in other mailboxes associated with your account – for example, mailboxes belonging to other members of your family.

2.2 How do I access my mailbox or change my settings?

Your telephone service provider will give you your access number, which is the number you need to dial in order to access your mailbox or change your settings. If you are in a Business Group, and are calling in from a phone that is associated with that business group, you can use your extension number as an alternative.

Your telephone service provider will also give you the initial PIN for your account, which you will change the first time you use MetaSphere.

The first time you access your account, you will be asked to take a moment to record some personal settings. Instructions for this first-time set-up are given in chapter 3, Setting up your account.

After you have set up your account for the first time you can access your mailbox from any phone by dialing your own number and pressing the * button. (If you share your line with other members of your family or business, you may need to select your own mailbox – as though you were leaving yourself a message – before you press *).

2.3 Telephone navigation map

The following map details the Main Menu of MetaSphere. It shows you the keys you need to press to navigate to the various sections of the MetaSphere service.

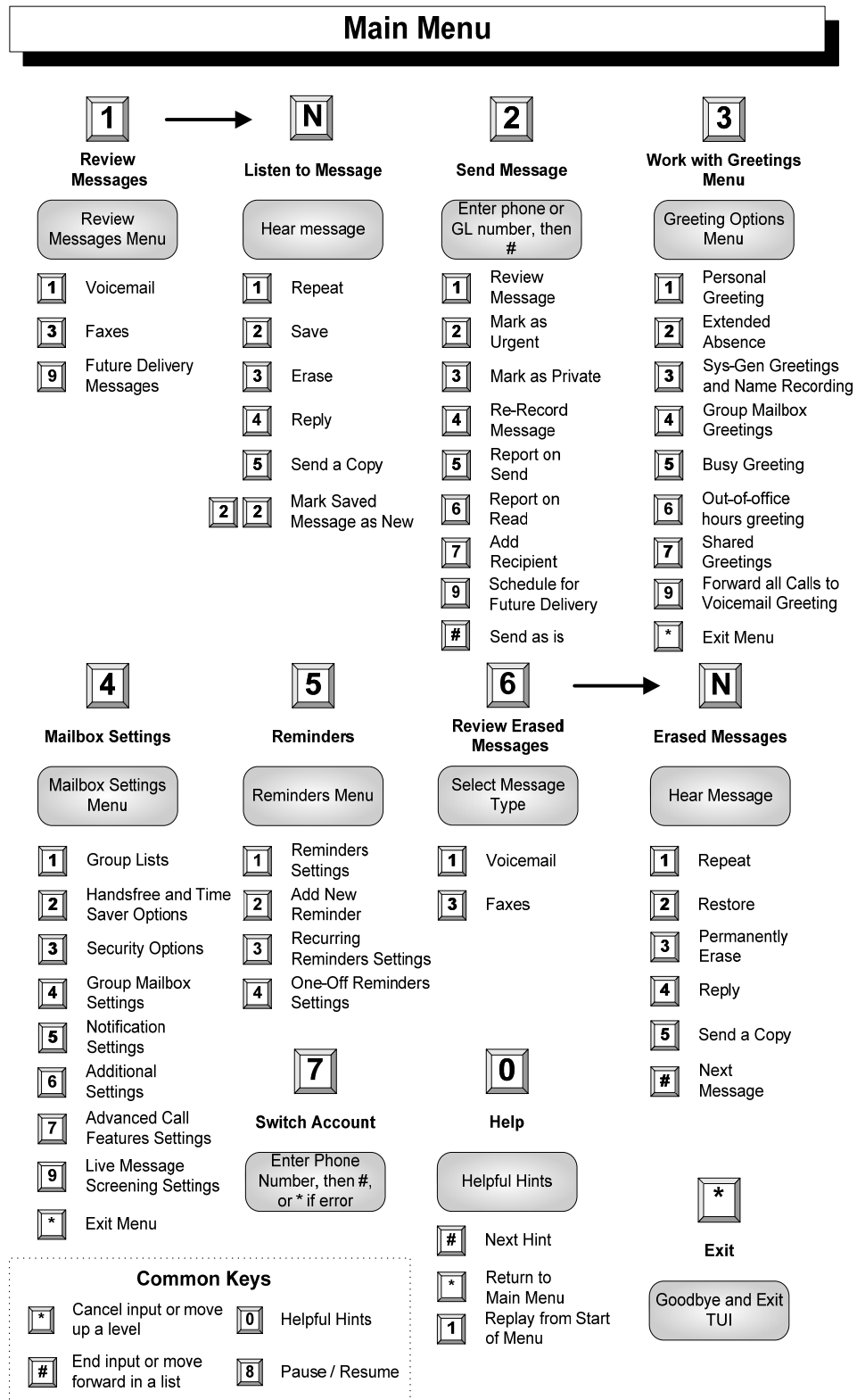
Once you become familiar with MetaSphere and know which buttons to press, you can save time by making your choice straight away. You do not have to wait for your chosen option to be read out before you select it.

Your telephone service provider may not offer all the features described in this manual, and some of the options may require payment of an additional fee. Contact your telephone company for more information on the services available to you.

If you do not have all the service options described in this manual, you will notice some differences in the menus described. For example, if you do not have a particular service, you will not be offered the options to set up that service.

Note that Easy Attendant and Premium Attendant lines use a separate menu structure, described in Chapter 10.

Figure 1: Main Menu



2.4 Quick key reference

In addition to the keys you press to navigate through each of the menus, you can use the following keys to help you when using MetaSphere.

Some of these keys work whenever they are pressed during the call, and some work only during playback of messages. The tables below explain the behavior of these keys.

If you press a key or a combination of keys that is not used on that menu, you will hear the following error message: "That selection is invalid. Please try again".

2.4.1 Common Keys

You can press the following common keys at any point in the self-care TUI. They behave in the same way whichever menu you are listening to.

Table 1 – Common Keys

| Key | Function |
|---------------------|---|
| 8 | Wait a while Pauses all activity for 30 seconds, and then returns you to the beginning of the section you are listening to. While the activity is paused, you can also press any key to return to the beginning of the section without having to wait for 30 seconds. |
| * | Back up This key performs one of two functions, depending on what you are doing at the time. When recording a message or entering numbers, it cancels the current input, and you are prompted to enter the input again. Otherwise, it takes you up a level of the menu system. Pressing * repeatedly is one way to cancel operations by working your way back up through the menus until you reach the Main menu. |
| # (pound) | Move on This key performs one of two functions, depending on what you are doing at the time. When recording a message or entering numbers, # is used to indicate the end of your input. Otherwise, it is used to move forward in a list of options. |
| 0 | Get Help This key plays helpful hints about the MetaSphere system. |

2.4.2 Playback keys

The playback keys, listed below, are only active during the playback of a message. They are designed to help you listen to your messages, for example by skipping back a few seconds to repeat an important detail.

Table 2 – Playback keys

| Key | Function |
|-----------|--|
| 6 | Increases the volume of the message. You can press this several times to incrementally increase the volume. However, you should not press 6 repeatedly in quick succession, otherwise rather than increase the volume you will hear details of the date and time of the message – as for 66 described in section 4.3.2. |
| 7 | Slows the playback of the message. You can press this several times to incrementally reduce the speed of the message. However, you should not press 7 repeatedly in quick succession, otherwise you will skip back 5 seconds – as for 77 described below. |
| 8 | Pauses the playback of the message for up to 20 seconds. A recurring "ping" sound informs you that the message is paused. Pressing 8 again resumes playback. |
| 9 | Speeds the playback of the message. You can press this several times to incrementally increase the speed of the message. However, you should not press 9 repeatedly in quick succession, otherwise you will skip forwards 5 seconds – as for 99 described below. |
| 77 | Skips back 5 seconds. |
| 99 | Skips forwards 5 seconds. |

2.5 Dialing Rules

Some MetaSphere features allow you to enter a telephone number. When using MetaSphere, you must always enter the telephone number including the area code.

- In North America, use the 10-digit number (for example 800-555-0123).
- If you are a member of a business group, you can enter an extension number.
- In other countries, contact your telephone service provider if you are unsure how to enter a number.

If you are in a location where the area codes for some telephone numbers are about to change because of an area code split (ACS), it is important that you enter the correct number, depending on what stage the area code split is in. If the split change has been announced but has not yet occurred, you should enter the old area code. Once the split has been implemented, you should always use the new area code.

3 Setting up your account

Before you can make full use of MetaSphere, you will need to set up your account. Your service provider will have given you an access number and a PIN; you will need both of these to complete the set-up.

To set up your account you must call into MetaSphere *from your own telephone*, by dialing the access number given to you by your service provider. If you are a member of a group account (discussed in further detail in section 7.5, Group Mailbox settings), your service provider will have told you which mailbox to use. When you will first log in, you will be prompted to select the number of the mailbox you wish to use. You will then need to enter your PIN when requested.

Even before you set up your account, people can still leave messages for you. Before your first sign-in, MetaSphere uses the system standard greeting, which is described in section 6, Greetings menu.

3.1 First-Time Sign-in

The first time you log in to your mailbox, you will be asked to configure it. This first-time sign-in involves three steps:

- first you must change your PIN
- then you must record your recorded name
- finally you must choose a greeting to play to callers before they leave a message.

The greeting and recorded name are played each time a caller accesses your mailbox to leave a message.

*You may skip first-time sign-in once by pressing the * key twice, but after skipping it once, you must complete all three steps the next time you call in.*

You can also end the setup process at any point by ending the call. If you do so, you are asked to complete the remaining setup steps the next time you enter your mailbox.

3.1.1 Changing your PIN

First, to secure your account, you must set up a new PIN. A prompt asks to you enter a new PIN, and explains the length of PIN allowed by your telephone service provider.

1. Enter a new PIN, pressing # when finished.
 2. Confirm the new PIN by re-entering it and pressing # when finished.
-

3.1.2 Recording your name

Next, you are prompted to record your name. This is used by MetaSphere for some system-generated announcements, for example when greeting your callers or when your leave messages for others.

Your recording should be less than ten seconds long. If it is too long, you will be asked to re-record a shorter version.

1. Record your name and press **#** when finished.
2. An announcement plays your recording back to you.
 - If you want to re-record it, press **1**.
 - If you want to keep it, press **#**.

3.1.3 Choosing a greeting

Once you have successfully recorded your name, you are prompted to select a greeting. You can use a number of different types of greeting.

- To record your own personal greeting, press **1**. Then record your personal greeting, pressing **#** when finished.
- To use a system-generated greeting that announces your recorded name, press **2**.
- To use a system-generated greeting that reads out your phone number, press **3**.
- To use a system-generated greeting that neither announces your name nor reads out your phone number, press **4**.

An announcement plays back your selected greeting.

- To record or select a different greeting, press **1**.
- To save it and use it as your greeting, press **#**.

This is the last step in setting up your mailbox. Once you have finished, you are transferred to the Main menu, described in the next chapter.

4 Collecting your messages

This section explains how to collect messages from your MetaSphere account, including:

- how to log in
- an introduction to the main menu
- how to listen to and manage your messages
- how to reply to or forward your messages
- how to print any fax messages which arrive in your mailbox, if you have the fax messaging service
- how to switch between your accounts, if you have more than one.

4.1 Logging into your account

To sign into MetaSphere from your own telephone, dial the access number or extension number given to you by your service provider.

If you are a member of a group account (discussed in further detail in section 7.5, Group Mailbox settings), you will be prompted to select your mailbox. Listen to the prompts for the name of your mailbox (which you recorded when you first logged in), and press the number quoted.

You will need to enter your PIN when requested, unless you have enabled PIN skipping (see section 7.3.3, Using the Skip PIN feature).

You can also sign into MetaSphere by calling your own phone number. The exact login method depends on the settings associated with your account, and whether you dial in from your own phone, or another phone unassociated with your account.

- You may or may not hear your voicemail greeting message. If you do, press * to log in to your account.
- You may or may not need to enter a PIN. If you are *not* calling from your own phone you will *always* have to enter a PIN, even if you have enabled PIN skipping (see section 7.3.3, Using the Skip PIN feature).

When you sign in to your mailbox, you are directed to one of two places.

- If you have activated the Autoplay feature from your Mailbox Settings menu (as described in section 7.2.1, Changing your autoplay settings for messages), you go straight to your messages.
- Otherwise you go to the Main menu.

4.1.1 Problems logging in

If you enter the wrong PIN, you will have three more attempts, before MetaSphere terminates the call. If this happens, you can then redial immediately and try again.

However, if you fail to log on seven times in a row, MetaSphere will lock you out for an hour. This is to protect the security of your account. You will hear a message informing you that you have been locked out and any attempts to sign in during this period will be rejected.

If you have the option of logging on to MetaSphere's online CommPortal system to access your messages, you will still be able to log into CommPortal while locked out of the telephone interface.

Contact your system administrator if you have difficulty signing in to MetaSphere.

4.1.2 Withholding Caller ID

While you are logged into your mailbox, you can send messages to other subscribers. If you do this, the system will normally include your name and telephone number in the message the other subscriber receives.

If you do not want these details to be passed on, withhold your caller ID when calling into MetaSphere. If you do this, the recipient will instead hear the message "The sender withheld their identity".

4.2 Main menu

The Main menu is the starting point for using your mailbox.

When you enter the Main menu, you hear a welcome message, then a summary of the messages in your mailbox. Depending on the type of account you have, you may hear whether there are any unheard messages in other mailboxes associated with your account – for example, mailboxes belonging to other family members.

If your mailbox is full or almost full, the system will warn you by reading out a short message. You should then delete some of your messages, otherwise callers may not be able to leave new messages for you.

If you have a group mailbox with a shared message quota, and the mailbox is full or almost full, you may hear a warning even if you have few or no messages of your own. In this case, the other subscribers who use the mailbox will need to delete messages in order to ensure that callers can continue to leave new messages. See section 7.5, Group Mailbox settings for more information on group mailboxes.

The following options are available from the Main menu.

- To listen to your messages (see section 4.3, Listening to your messages), press **1**. (The system only reads out this option if you have messages in your mailbox).
- To record a new message for another MetaSphere subscriber (see chapter 5, Sending messages), press **2**.
- To work with your greetings (see chapter 6, Greetings menu), press **3**.
- To change your mailbox settings (see chapter 7, Changing your mailbox settings), press **4**.
- To manage your Reminders settings (see chapter 9, Setting up Reminder calls), press **5**.
- To manage any erased messages (see section 4.7, Managing erased messages), press **6**.
- To log in again as a different subscriber (see section 4.8, Logging on as a different subscriber), press **7**.
- To listen to helpful hints (see chapter 11, Helpful Hints), press **0**.
- To end the call hang up, or press *****.

4.3 Listening to your messages

To begin reviewing your messages, press **1** from the main menu.

4.3.1 Selecting the type of message you want to listen to

MetaSphere offers a **unified messaging** service. This means that, as well as "normal" voicemail, your account can receive and hold fax messages. Using your phone, you can hear details of faxes you received and forward them to a nearby fax machine.

So, the first step is to select the type of message you want to review.

- To listen to your voicemail, press **1**.
- To review your faxes, press **3**.

Your telephone service provider may allow unified messaging only on certain types of account. If your account does not have the unified messaging service, you will not hear this menu, but will proceed immediately to your voicemail.

Once you select the type of message you want to listen to, the messages are played in the following order:

- urgent messages, followed by
- other new messages, followed by

- saved messages (which you have listened to before).

Before each message, you will hear information including the time it was received and the sender's telephone number or name (if not withheld). After the message details are read out, the message itself is played.

To hear only brief details about each message, disable the Time and Date Stamp feature as described in section 7.2, Hands Free and Timesaver menu.

Remember that you can control the playback of your messages – for example, you can rewind and play back an important point, or pause playback if you are interrupted. To do this, use the playback keys as described in section 2.4.2, Playback keys.

4.3.2 Message options

After each message has played, MetaSphere announces the following options. You can also, with one exception as described below, select these options at any time during the playback of the message; MetaSphere will carry out the action selected immediately.

- To play the message again from the beginning, press **1**.
- To save the message and go to the next message, press **2**. This will store the message and mark it as a saved message.
 - If you are reviewing a message that you had previously saved, pressing **2** will instead mark the message as a new message.
- To erase the message, press **3**. If you change your mind, you can still get the message back until the end of this call. See section 4.7, Managing erased messages.
- To reply to the message, press **4**. See section 4.4, Replying to messages.
- To forward the message to another MetaSphere subscriber, press **5**. See section 4.5, Forwarding a message to someone else.
- To hear the telephone number and the device (for example, your landline or cell phone) that was called to leave this message, press **7**. You will only hear this menu option if you have more than one device configured in your account.

*Note that you must wait until the menu options are played at the end of the message to hear this information: pressing **7** during message playback will slow the playback of the message following the standard behavior for this key, as described in section 2.4.2.*

- If the message was left before MetaSphere was upgraded to V7.1, no called number will be stored and you will hear a message informing you that the number is not available.
-

- If MetaSphere cannot determine the device type, for example because you have changed your telephone number since the message was sent, you will only hear the called number and not the device type.
- If the message was received before this telephone number was changed by an Area Code Split and you select this option *following the split*, you will hear the number in its old format and the device type will not be announced.
- To return to the previous message, press **11**.
- To leave the message as new and go to the next message, press **#**. This will still keep the message in your inbox, and it will be played back with other new messages if you listen to your messages again later.
 - If you are reviewing a message that you had previously saved, pressing **#** will leave the message as saved.
- To hear details of the date and time of the message, and the caller's name or number, press **66**. This option is useful primarily if you have turned off the automatic playback of these details, as described in section 7.2.2, Changing the play back of message headers and bodies.

If you use this option during message playback, you should press 66 in quick succession. If you leave too long a gap between the digits, you will instead increase the volume of the message being played.

- To forward the message to your telephone service provider's security manager, press **81**. This option is available for reporting inappropriate or improper use of the voicemail system. You should also contact your telephone company to discuss your concerns.
- To go back to the Main menu, press *****.

After selecting an option, the next message in your inbox is then played (unless you chose to go back to the Main menu).

4.4 Replying to messages

When another MetaSphere subscriber leaves you a message, you can reply to it – either by leaving a voicemail, or by having MetaSphere call the person directly.

If the person leaving the message is not a MetaSphere subscriber, you cannot reply by sending a voicemail. However, you can still call the sender directly.

You cannot call the sender directly if they withheld their telephone number, unless you know their number by other means.

If, because of these restrictions, only one of the following reply options is available to you, it is selected automatically and the menu does not play.

To reply to a message that someone else has left for you, take the following steps.

1. After listening to the message, press **4**.
2. Then:
 - To call the sender directly, press **1**. If the sender withheld their number, you will be given the option of entering a telephone number. See section 2.5, Dialing Rules, for information about how to enter the number. If you do not know the number, pressing * cancels the call and returns you to the previous menu.
 - To record a voicemail message to send back in reply, press **2**.
 - If the voicemail message was originally sent to multiple recipients, to record a voicemail message to send back to the sender and all the original recipients of the message, press **3**.
 - To forward the message to someone else, press **4**.
 - To send an entirely new voice message – for example, if the original voicemail reminds you to call someone else – press **5**. See chapter 5, Sending messages, for detailed instructions.

4.5 Forwarding a message to someone else

You can forward a message that someone else has left for you to a third party, as long as the person who left the message did not mark the message private.

1. After listening to the message, press **5**.
2. Enter the telephone number of the person you wish to receive the message, and then press **#**. See section 2.5, Dialing Rules, for information about how to enter the number.
3. You hear the person's number or recorded name if available.
 - If you made a mistake and need to re-enter or erase the number you just entered, press * to cancel and start again.
 - If you want to add additional recipients, enter the additional number followed by **#**. You can do this as many times as required.
 - If you want to finish entering numbers and move to the next step, just press **#**.
4. You then have the option to record an introductory message, which will be played to the recipient before the forwarded message.
 - If you want to record an introduction, speak after the tone. When you have finished recording your introduction, press **#**.
 - If you do not want to record an introduction, press **1**.

5. Press **#** to send the message immediately. Alternatively, for more delivery options (as described in section 5.2, Delivery options) press **1**.

When you have finished choosing the delivery options, press **#** to send your message. You can also press **#** to send your message without changing any options.

6. When your message has been sent, you return to the original message.

4.6 Printing fax messages

Printing fax messages is an additional feature offered by some telephone service providers. Contact your phone company to find out whether this feature is available to you.

If you receive a fax message, you can send it to a fax machine to have it printed out. You do not have to use "your" fax machine to do this –MetaSphere can send the message to any fax machine near to you (for example a hotel or within a client's office).

1. While listening to the fax message you want to have printed, press **5**.
 - To forward the message to another person, press **1** and continue as in section 4.5, Forwarding a message to someone else.
 - To send the message to a fax machine, press **2**.
2. Enter the number of the fax machine you want to use to print the message.
 - If you want to print it using your own fax machine and have set up a default fax number (see section 7.6.4, Changing the default fax number), press **#**.
 - If you want to print it on a different fax machine, dial the number followed by **#**. See section 2.5, Dialing Rules, for information about how to enter the number. If you are a member of a Business Group, note that in this case you cannot enter an extension number and must enter the fax number in full.
 - You will then be asked to confirm the number you entered.
 - If you are happy with the number, press **#**.
 - If you made a mistake and need to re-enter or erase the number you just entered, press ***** to cancel and start again.

4.7 Managing erased messages

After you have erased a message, you can still play, restore, reply to, and forward it until you disconnect from your mailbox.

To manage your erased messages, press **6** from the main menu.

At any time while listening to your erased messages, you can press **#** to skip to the next erased message. You can also press ***** to return to the Main menu.

1. The erased messages play in order.

Remember that you can alter the playback of your messages – for example you can rewind and play back an important point, or pause playback if you are interrupted using the playback keys as described in section 2.4.2, Playback keys.

2. Once the message has played, you can chose similar message options to those available to new and saved messages, as described in 4.3.2, Message options. There are the following differences.
 - Pressing **2** restores the erased message. The message is returned to your mailbox as a saved message.
 - Pressing **3** will permanently delete the message. The message is removed from your account completely.

4.8 Logging on as a different subscriber

You may have a number of MetaSphere accounts (for example, separate home and business accounts), or you may have a group account used by a number of people, but accessed from the same number (for example in a family home). If this applies to you, MetaSphere allows you to log into another account without the need to hang up and dial in again.

To do this, take the following steps.

1. Press **7** while you are at the Main menu.
2. Depending on the type of account you have, you will hear one of the following options.
 - Either you *can* select another mailbox in your group account, in which case you have the following options.
 - You can transfer straight to the primary mailbox by pressing **1**.
There is no need to enter a PIN in this case.
 - You can select a mailbox that has unheard messages by pressing the number associated with that mailbox. (You cannot transfer straight to mailboxes without any unheard messages.)

You will then be asked to enter the PIN for that mailbox followed by #.

- You can select another mailbox by pressing #. You must then enter the full number as described below.
 - Or, you *cannot* select a mailbox and must enter the telephone number or extension instead.
 - You must enter the telephone number, followed by #, of the subscriber account you wish to use. See section 2.5, Dialing Rules, for information about how to enter the number.
 - Enter the PIN for that account, followed by #.
3. You are then transferred to that account and presented the main menu, announcing any new messages as normal.

5 Sending messages

When you are logged into MetaSphere, you may be able to send messages to other MetaSphere subscribers. Sending messages while logged on gives you access to advanced features, which are not available if you simply call the recipient's line.

If you are a member of a Business Group, you may only be allowed to send messages in this way to other members of your Business Group. This does not affect your ability to make calls outside the Business Group, or leave voicemail messages if your call is not answered.

- As well as sending a normal voicemail, you can record one message and send it to several subscribers at the same time.
- If you regularly need to send messages to a number of people, you can create a **group list** to avoid entering the numbers each time.
- You can even schedule the delivery of your message on a future date.

5.1 Sending a message when you are logged into MetaSphere

*Throughout the process of sending a message, until the point when you have finished recording, you may return to the Main menu by pressing *. You can also press * to cancel a message if you make a mistake.*

To send a message to one or more numbers, press **2** from the main menu.

1. When prompted, enter a group list number (see section 7.1, Creating and managing your group lists) or the telephone number of the person you wish to receive the message. Press **#** when finished.

See section 2.5, Dialing Rules, for information about how to enter the number. If you have configured a group list number that is the same as an extension number, the group list number is used.

2. An announcement plays back the number of the recipient, or the recipient's name if it is available.
 - If you have entered the telephone number of a group mailbox, you will next be prompted to select the mailbox to which you want to send your message.
 - If you made a mistake and need to re-enter the number, press * to cancel and start again.
-

- If you want to add a further recipient, enter their number followed by **#**.
You are then returned to the start of step 2 above.
 - If you have finished entering numbers and want to continue with sending a message, just press **#**.
3. After the tone, record your message and press **#** when finished.
 4. An announcement states that the message has been recorded.
 - To hear delivery options (see section 5.2, Delivery options for messages), press **1**.
 - To send the message without changing delivery options, press **#**.
 5. When your message has been sent, you return to the Main menu.

5.2 Delivery options for messages

There are a number of delivery options available to you once you have added recipients and finished recording a message.

- To review the message again, press **1**. Your recording is then played back.
 - To re-record the message, press **1**.
 - To keep the current recording and add to it with a further recording, press **2**. This feature allows you to add more information to your message without having to re-record it entirely.
 - If you are happy with the recording as is, press **#**.

- To switch whether or not the message is marked as urgent, press **2**.

Marking your message urgent ensures the recipient hears that message before any other non-urgent messages – even if your message was sent after those non-urgent messages.

- To switch whether the message is marked as private or not, press **3**.

Marking your message private will prevent the recipient from forwarding your message to anyone else.

- To re-record the message, press **4**. The original message is discarded and you start recording a new message.
- To switch whether or not you request a delivery report, press **5**. If you request a delivery report, you will receive a notification in your mailbox when your message is successfully delivered and available for the recipient to pick up.

- To switch whether or not you request a report when the message has been read, press **6**. If you request a read report, you will receive a notification in your mailbox when the recipient listens to your message.
- To add a further recipient, press **7**.
 1. Enter a telephone number or group list number, followed by **#**. See section 2.5, Dialing Rules for information about how to enter the number.
 2. The number or, where available, the recipient's name is then played back.
 - If you made a mistake and need to re-enter the number, press ***** to cancel and start again.
 - If you want to add additional recipients, enter the additional number followed by **#**.
 - If you want to continue with sending a message, just press **#**.
- To schedule the message for delivery at a later date, press **9**. You are then taken to the Future Delivery menu. Follow the instructions in section 5.3, Future Delivery, to set the delivery time for this message.
- To send the message as is, press **#**.
- To cancel your message after or during recording it, press *****. This will return you to the announcement asking you to make a recording.

Pressing ***** again will move you up the menu. You can then hang up to end the call, select another option from the menu, or keep pressing ***** until you exit the system.

When your message has been sent, you return to the Main menu.

5.3 Future Delivery

You can schedule the delivery of voicemail messages so that they are sent at a future date, rather than immediately as normal. You can schedule your messages to be delivered up to a year in the future (that is, up to yesterday's date, next year).

To schedule a message for Future Delivery, follow the instructions for creating a new voicemail message shown in section 5.1, Sending a message when you are logged into MetaSphere, then:

- press **1** for delivery options
- press **9** to schedule future delivery.

There is a limit to the number of messages you are allowed to schedule for future delivery. If you reach this limit, you will hear a message and then be sent back to the Delivery Options menu.

You are then prompted to schedule the date and time you want MetaSphere to deliver your message.

1. As a shortcut, to schedule the message for delivery later today, press **0**. In this case you will move straight to confirming the date as described at step 4 below.
2. Alternatively, enter the day of the month (from **1-31** as applicable), on which you want to schedule the message for delivery.
 - After entering the day, wait for the next announcement, or press **#** to proceed immediately.
 - If you make a mistake, press ***** to cancel and start again.
3. Next enter the number of the month (from **1-12**) during which you want the message to be delivered. Again as a shortcut, you can schedule the delivery for later today by pressing **0** and skip to step 4 below.
 - After entering the month, wait for the next announcement, or press **#** to proceed immediately.
 - If you make a mistake, press ***** to cancel and start again.
4. You will then hear an announcement stating the date you have selected.
 - If you want to change the delivery date, press **1**.
 - If the date of delivery is correct, press **#**.
 - If you want to cancel the future delivery and return to the Delivery Options menu, press *****.
5. Finally, enter the time of day when you want the message delivered.
 1. You must first enter the hour (from **0-24**) during which you want the message to be delivered.

If you entered a number that is between **1** and **12**, you are asked to confirm whether you want am or pm.

 - To select am, press **1**.
 - To select pm, press **2**.

If you made a mistake, press ***** to select the hour again.
 2. You must then enter the minute of that hour (from **0-59**) on which you want the message to be delivered.
 - After entering the minute, wait for the next announcement or press **#** to proceed immediately.

If you made a mistake, press ***** to select the minute again.

3. Your selected date and time is then read back.
 - To confirm the Future Delivery, press **#**. You are then returned to the Delivery Options menu as described in section 5.2, Delivery options for messages, where you can set other options for this message.
 - If you instead want to send the message immediately, press **1**.
 - If you would like to start the Future Delivery process again, press **2**.
 - To cancel Future Delivery and return to the Delivery Options menu, press *****.
6. The message is now ready for Future Delivery, and you are returned to the Delivery Options menu.
 - If there is a problem, you will hear a set of specific instructions that you should follow. You can either select immediate delivery, or delete the message.

5.3.1 Notes on making messages for Future Delivery

When scheduling a Future Delivery message, you should note the following details.

- If you are sending the message to a Group List (see section 7.1, Creating and managing your group lists), the message will be sent to the list of subscribers *as it stood when the message was scheduled*. If you subsequently make changes to the members of that group list, the message will still be delivered to the original members of that group, even if you have deleted or added members.

If you do make changes to a group list for which you have a future delivery message scheduled, you should edit that message by following the instructions in section 5.3.2, Checking your Future Delivery Messages.

- If the recipient of the message is in a different time zone, note that the message is scheduled according to the local time for *your* account.
- It is possible to select a time which is omitted because of the start of daylight savings time. If this happens, the message will be delivered at the start of the following hour, meaning the message is delayed *at most* by one hour.

If an Area Code Split (ACS) is scheduled for your area, this may affect messages scheduled for future delivery. Any messages scheduled for after an ACS will not be delivered if the destination number has changed, and you will not receive non-delivery reports if your own number has changed.

Your service provider will advise you on the impact of the ACS on your particular account. You will normally be advised to delete all the messages from your Future Delivery queue immediately before the split. You cannot edit the telephone numbers in a queued message – you will have to delete the message and re-create it.

5.3.2 Checking your Future Delivery Messages

When you sign into your mailbox, you will hear a message if you have scheduled any messages for Future Delivery that are still awaiting delivery.

If you want to make any changes to the delivery options for these messages, listen to your messages by pressing **1**, and then, to review your Future Delivery messages, press **9**.

1. You will first hear an announcement stating the number of messages you have pending for Future Delivery.
2. For each message, in order of scheduled times for delivery, you will hear the message header. The message header includes the time and date that the message is scheduled for delivery, the recipients, and settings for any delivery reports and urgency flags.
3. You have the following options when a message header is read out.
 - To select the message for editing, press **1**.
 - Follow the instructions included in 5.3.3, Editing a message pending Future Delivery.
 - To delete the message, press **2**.
 - The message is deleted and you move on to the next message.
 - If you change your mind, you can get the message back (within the same call) by following the instructions in section 4.7, Managing erased messages.
 - To skip to the next message, press **9**.
 - To return to the Review Messages menu without making any changes, press *****.

5.3.3 Editing a message pending Future Delivery

Once you have selected the message you had scheduled for Future Delivery by following the procedure detailed in section, 5.3.2, Checking your Future Delivery Messages you are offered the following options.

- To reschedule the message, press **1**.

- You are then taken to the Future Delivery menu detailed in section 5.3, Future Delivery.
 - To re-record the content of the message, press **2**.
 - Record your new message and press # when you are finished.
 - When you have finished re-recording the message, you return to the Edit Future Delivery Message menu.
 - To change other delivery options for this message, press **3**.
 - To switch whether or not the message is marked as urgent, press **3**.

Marking your message urgent ensures the recipient hears that message before any other non-urgent messages – even if your message was sent after those non-urgent messages.
 - To switch whether the message is marked as private or not, press **4**.

Marking your message private will prevent the recipient from forwarding your message to anyone else.
 - To switch whether or not you request a delivery report, press **5**.
 - To switch whether or not you request a report when the message has been read, press **6**.
 - To save current changes, press **4**.
 - To select a different message, press *****.
-

You cannot change the telephone numbers within a message that has already been scheduled. Instead, delete the message and re-create it.

6 Greetings menu

Your **greeting** is the message played to callers when they reach your voicemail. You can choose from a selection of different greetings, as detailed in the following list.

- Your **personal greeting** is your normal message. You recorded your personal greeting when you set up your account.
- If you are a member of a Business Group, your **internal greeting** is used to greet other members. Your personal greeting is used for external callers.
- If you do not want to use a personal greeting or an internal greeting, you can choose a **system greeting** instead.

If your Telephone Service Provider supports multiple languages, you can change the languages used by MetaSphere when playing its announcements, such as this system greeting. For instructions on how to change the languages it uses, see section 7.6.2, Changing the language of your MetaSphere service.

- If you have a group account (a single account but with multiple mailboxes within it), you can set different greetings for each mailbox or a single greeting that is played to callers whichever member of the group they call.
- If you have multiple phones (for example a home line and a mobile line) combined with your account, you can set MetaSphere to deliver all messages to all phones to a single mailbox. You can choose whether you use the same greeting, or have individual greetings for each phone associated with the account.

Depending on the features available with your account, you may also be able to select from the following advanced greetings.

- An **extended absence greeting** can be turned on when you are out of the office for a long period of time. The extended absence greeting can also be set to **announcement-only**, which means that callers will not be able to leave a message for you.
- An **internal extended absence greeting** is similar to the standard extended absence greeting, but is used when receiving calls from other members in your Business Group.
- An **out of hours greeting** plays automatically during the times when it is outside your normal working hours.
- A **busy greeting** plays when your phone is already in use when the caller tries to call you.
- Finally, your telephone service provider (TSP) may allow you to set your telephone to immediately forward all calls to your voicemail. In this case, you can set up an **all calls forwarded greeting** to play when this feature is active.

To work with your greetings, press **3** from the Main menu. When you enter this menu you will hear an announcement stating what greeting you are currently using, and whether or not you are accepting messages.

If your telephone number changes – for example, because the area code was changed as a result of an area code split – you should ensure you re-record your greetings messages to reference the new number.

6.1 About recording greetings

Whichever of your greetings you work with, the way you record and review it is the same.

6.1.1 Recording a greeting for the first time

The first time you select any type of greeting, you will be asked to record a message. This automatic recording happens whenever you enter a greeting menu and you do not already have a recorded message for that type of greeting.

An announcement will prompt you to record your new greeting message.

1. Record your new greeting, pressing the **#** key when finished.
2. An announcement then plays back your recording.
 - To use your new recording, press **1**.
 - To re-record it, press **2**.
 - To exit without saving any changes, press **3**.
3. You are then taken to the normal menu for managing this type of greeting.

6.1.2 Changing a greeting

Whenever MetaSphere asks you to re-record a greeting, you will hear the following prompts.

1. An announcement asks you to record the new greeting and to press **#** when you are finished.
 - On some versions of MetaSphere, you will hear a warning (either a beep or a system announcement) as you approach the maximum length for a greeting.
2. Your recording is then played back for you to review.
 - To accept the new greeting, press **1**.
 - To re-record it, press **2**.

- To exit without saving, press **3**. This will leave you using the greeting message that was in place before you attempted to re-record it.

6.2 Managing your personal greeting

Your personal greeting is a message that you will have recorded when you set up your account (see section 3.1.3, Choosing a greeting). It is played to callers when they reach your voicemail.

If you do not want to use a personal greeting, you can use any of a number of system generated greetings. See section 6.4, Managing your system-generated greetings and name recording.

If you are a member of a Business Group, you can create an internal greeting that is used when other members of your Business Group contact you.

To change your personal greeting, press **1** from the greetings menu.

- An announcement plays back your current personal greeting.
- To re-record your personal greeting, press **1**. See section 6.1.2, Changing a greeting, for details about recording a new greeting message.

*Only if you are a member of a Business Group, to manage your internal greeting, press **2**.*

- If you haven't recorded an internal greeting, you are immediately prompted to do so as described in section 6.1.1, Recording a greeting for the first time.
- If you have, you are presented with the following options.
 - To re-record your internal greeting, press **1**. See section 6.1.2, Changing a greeting, for details about recording a new internal greeting message.
 - To switch your internal greeting message on or off, press **2**.
- To exit without making any changes, press *****.

6.3 Managing your extended absence greeting

You can set up an extended absence greeting for occasions when you are going to be unable to answer your phone for a long time. If you also know that you are going to be unable to pick up any messages that are left, you can even set MetaSphere so that it does not allow callers to leave you messages. You can also record a separate internal extended absence greeting to be played when members of your Business Group call.

To set up an extended absence greeting, press **2** from the greetings menu.

The first time you enter the extended absence greeting menu, in addition to being asked to record the greeting, you are also asked to decide whether or not you want to receive messages when the extended absence greeting is active.

- To prevent message delivery, press **1**.
- To leave the setting off, and to allow callers to leave you messages, press **#**.

If you choose not to receive messages, callers will be played your extended absence greeting and then the system will say goodbye and hang up.

If you have previously set up an extended absence greeting, you are told whether it is active or not. Then:

- To switch your extended absence greeting on or off, press **1**.
- To review or change your extended absence greetings, press **2**.
 - To re-record your extended absence greeting, press **1**. See section 6.1.2, Changing a greeting, for details about recording a new greeting message.
 - *Only if you are a member of a Business Group, to re-record your internal extended absence greeting, press **2**. See section 6.1.2, Changing a greeting, for details about recording an internal extended absence greeting message.*
 - To exit without making any changes, press *****.
- If the extended absence greeting is enabled, to switch whether you want to accept messages or not, press **3**.
- *Only if you are a member of a Business Group, to review or change your internal extended absence greetings, press **4**.*
 - To re-record your internal extended absence greeting, press **1**. See section 6.1.2, Changing a greeting, for details about recording an internal extended absence greeting message.
 - To switch your internal extended absence greetings on or off, press **2**.

6.4 Managing your system-generated greetings and name recording

Rather than using a personal greeting, you can use one of MetaSphere's system-generated greetings. Optionally, to help callers determine that they have reached the right account, the system-generated greetings can include a recording of your name.

To set up your system-generated greetings and name recording, press **3** from the greetings menu.

- An announcement states the type of greeting you are currently using.

- To select the type of and to activate system-generated greetings, press **1**.
- To review or re-record your recorded name, press **2**.

6.4.1 To use a system-generated greeting

An announcement states the current greeting that you are using.

- If you are currently using a personal greeting and want to use a system-generated greeting, you must first press **1** to confirm that you want to select a system-generated greeting instead.

The system initially chooses a system-generated greeting that includes your recorded name.

- After confirming, or if you are already using a system-generated greeting, you are offered the following options.
 - To use a greeting that includes your recorded name, press **1**.
 - To use a greeting that includes your number, press **2**.
 - To use a greeting that includes neither your name, nor your number, press **3**.
 - To review or re-record your recorded name, press **4**, then refer to section 6.4.2 below.
- In each case above, an announcement plays the new greeting.
 - To select and use this greeting, press **1**.
 - To change your mind and select a different greeting, press **2**.

6.4.2 To review or re-record your spoken name

An announcement plays your current recorded name.

- To re-record it, press **1**.
 1. Record your new name, pressing **#** when finished.
 2. An announcement plays back your recording.
 - To accept it, press **1**.
 - To re-record it, press **2**.
 - To exit without saving your any changes, press **3**.
- To exit to the previous menu, press *****.

6.5 Managing group account greetings

Group accounts are an advanced feature. Your telephone service provider may make an extra charge for this function, or may not offer it at all. Contact your telephone company for further information.

A **group account** allows you to have a number of mailboxes, all part of a single account.

- In some cases (especially for business users) each member of the group can have their own access number.
- Otherwise (especially for family groups), there is only a single access number. When a caller rings that number they are presented with a menu asking them to select who they would like to leave a message for.

All group accounts have a **primary subscriber**, and a number of **secondary subscribers**. The primary subscriber can change a number of settings on behalf of the whole group, while secondary subscribers can change settings applicable to their own mailbox.

If you are the primary subscriber, you can change your mailbox's **group greeting**. This is the message which plays when a caller reaches your group mailbox, and explains which button to press on their phone to reach the required group member's mailbox.

Note that you can only change a group greeting if you have fewer than 9 members in your group account. If your group account is larger than this, contact your Telephone Service Provider for assistance.

To manage your group greeting, press **4** from the greetings menu.

- An announcement states whether or not your group greeting is active.
- To change whether or not you use your group greeting, press **1**.

If you turn your group greeting off, callers cannot access group members' mailboxes by dialing the primary number. Instead, they are sent directly to the primary subscriber's voicemail.

Depending on your telephone service provider, group members may be able to associate additional numbers, such as wireless phone numbers, with their mailbox. In this case, callers can still access the mailbox through these additional numbers, even if the group greeting is off.

- To review or re-record your group greeting, press **2**.
 - An announcement plays your current group greeting.
-

- To re-record it, press **1**. See section 6.1.2, Changing a greeting, for details about recording a new greeting message.

Remember that your new group greeting should name your group members, and explain which buttons to press to reach their mailboxes.

- To leave the group greeting as it was played to you, press **2**.
- To return to the previous menu without making any changes, press *****.

6.6 Managing your busy greeting

This is an advanced feature. Your telephone service provider may offer it only as part of certain packages, or may not offer it at all.

If a caller attempts to contact you while your phone line is in use, you can set MetaSphere to play a different greeting to that used when you simply do not answer.

To manage your busy greeting, press **5** from the greetings menu.

- An announcement states whether or not your busy greeting is active.
- To change whether or not you use your busy greeting, press **1**.

Each time you press **1** in the Busy Greeting menu, the busy greeting is either activated or deactivated and you are returned to the start of the menu.

- To review or re-record your busy greeting, press **2**.
 - An announcement plays your current busy greeting.
 - To re-record it, press **1**. See section 6.1.2, Changing a greeting, for details about recording a new greeting message.
 - To leave the busy greeting as it was played to you, press **2**.
 - To return to the previous menu without making any changes, press *****.

6.7 Managing your out of hours greeting

This is an advanced feature. Your telephone service provider may offer it only as part of certain packages, or may not offer it at all.

If you have a phone that you use primarily for business, you can set MetaSphere to play callers a special greeting message if you are called when you are not working.

MetaSphere offers a number of **standard schedules** that include common working hours, but you can also create a **custom schedule** where you can set your own working hours for each day of the week.

Once you activate your out of hours greeting, MetaSphere will then play a specific message *outside of these times* to let your callers know that you are no longer working. You might like to explain in the greeting what your working hours are, to offer alternatives, or to say that you may not be able to answer their message until you are next at work.

Setting an out of hours greeting does not stop your phone ringing. If you are in the office after all, you can pick up and answer a call as normal.

To manage your out of hours greeting, press **6** from the greetings menu.

- An announcement states whether or not your out of hours greeting is currently active.
- If your out of hours greeting is currently turned off, you can make the following choices.
 - To turn the greeting on, press **1**.
 - You are then returned to the start of the Out Of Hours menu.
 - To exit to the previous menu, press *****.
- If your out of hours greeting is active, you can make the following choices.
 - To review or re-record your out of hours greeting, press **1**, then refer to section 6.7.1.
 - To review or change your working hours, press **2**, then refer to section 6.7.2.
 - To turn off the greeting, press **3**.
 - You are then returned to the start of the Out of Hours menu as above.
 - To exit to the previous menu, press *****.

6.7.1 Reviewing and re-recording your out of hours greeting

An announcement plays back your out of hours greeting.

- To re-record it, press **1**. See section 6.1.2, Changing a greeting, for details about recording a new greeting message.
- To leave it as is, press **2**.
- To return to the previous menu, press *****.

6.7.2 Reviewing or changing the schedule used for your out of hours greeting

Remember that MetaSphere plays the out of hours greeting outside of the times you set up in your standard or custom schedule. Your schedule details your standard working hours.

An announcement plays back the current schedule used for your out of hours greeting.

If you are using a *standard schedule* and you want to

- use another standard schedule, press **1**
- use a custom schedule, press **2**
- exit, press *****.

If you are using a *custom schedule* and you want to

- use a standard schedule, press **1**
- review or modify your custom schedule, press **2**
- exit, press *****.

Choosing a standard schedule

- You can select from the following standard schedules.
- To use Monday to Friday, nine to five, excluding holidays, press **1**.
- To use Monday to Friday, nine to five, including holidays, press **2**.
- To use Monday to Friday, eight to four, excluding holidays, press **3**.
- To use Monday to Friday, eight to four, including holidays, press **4**.
- To exit without making any changes, press *****.

In each case above, pressing a key activates the selected schedule and returns you to the Review Schedules menu.

Reviewing or modifying a custom schedule

- You can select from the following options.
- To review your current schedule, press **1**. Your current schedule is announced.
- To modify your current schedule, press **2**.

- To select the day whose schedule you want to change, press the number of that day (for Monday, press 1; for Tuesday, press 2, and so on).
- To clear your schedule for every day of the week, press 9.
- To finish modifying your schedule, press *.

Changing the custom schedule used on a selected day

- To add a new period, press 1.
 1. Enter the start time in 24-hour clock format.
 2. Enter the end time in 24-hour clock format.
 3. An announcement states the day and times you selected.
 - To use the schedule as announced, press 1.
 - To change the times, press 2.
 4. You will then be asked if you want to copy to the schedule to another day.
 - Enter the number of the day to which you want to copy the schedule (for Monday, press 1, for Tuesday, press 2, and so on).
 - If you do not want to copy the schedule, press #.
- To change or delete the current schedule, press 2.
 - To change it, press 1.
 - To delete it, press 2.
 - To select the next period, press #.
 - To exit without deleting your schedule, press *.
- To clear your schedule for every day of the week, press 9.
 - An announcement asks you to confirm your decision.
 - To confirm your decision, press 1.
 - To return to the previous menu without making any changes, press *.
- To finish modifying the schedule for this day, press *.

6.8 Managing your shared greeting options

If you have a number of phones associated with your account, MetaSphere will deliver all messages into the same mailbox, no matter which phone they are sent to. So, for example, you can pick up messages left on your home phone when you are out using your cell phone.

MetaSphere can even send message alerts to all your phones, whichever phone has a message left on it. See section 7.4, Managing your notification options, for more details.

If you do use this feature, by default, all your phones will use the same greeting as your primary line. However, if you prefer, you can change the greeting for an individual phone.

6.8.1 **Setting all additional numbers to use the primary greeting**

Note that this option is only available if at least one additional number is using its own greetings. The default behavior is for additional numbers to use the same greeting as the primary line, so this option will not be available at first.

To set all of your additional phones to use the same greeting message as your primary phone, you must first log on to MetaSphere *from your primary phone*. Then:

1. To alter your shared greeting settings, press **7** from within the Greetings Option Menu.
2. You will hear an announcement asking you whether you want all your additional lines to use the primary phone's greeting.
 - To accept, press **7**.
 - To leave those additional numbers using their own greetings, press ***** to exit to the previous menu.

6.8.2 **Changing the greeting options for a specific phone**

To change the greeting option for a particular phone, you must first log on to MetaSphere *from that phone*.

- When you enter the Greetings Option menu, if this phone *is* using the primary greeting you will hear an announcement stating that this is the case.
 - To allow this phone to use its own greeting, press **7**.
 - If this phone *is not* using the primary greeting, you will be presented with the standard Greetings Option menu.
 - You can manage greetings for this phone as described throughout this chapter.
 - Alternatively, to make this number use the primary greeting again, press **7**. An announcement states that this phone will now use the primary greeting.
 - To change your mind switch back to using the phone's own greeting, press **7** again.
 - To confirm and exit to the previous menu, press *****.
-

6.9 Managing your all calls forwarded settings

This is an advanced feature. Your telephone service provider may offer it only as part of certain packages, or may not offer it at all.

Your telephone service provider may allow you to set your phone to forward all incoming calls straight to your voicemail, without ringing. If you use this feature, you can optionally set a different greeting, the **all calls forwarded greeting**, to play in this case.

To manage your all calls forwarded greeting, press **9** from the greetings menu.

- An announcement states whether or not your all calls forwarded greeting is active.
- To change whether or not you use this greeting, press **1**.

Each time you press **1**, the all calls forwarded greeting is either activated or deactivated and you are returned to the start of the menu.

- To review or re-record your all calls forwarded greeting, press **2**.
 - An announcement plays your current greeting.
 - To re-record it, press **1**. See section 6.1.2, Changing a greeting, for details about recording a new greeting message.
 - To leave the greeting as it was played to you, press **2**.
 - To return to the previous menu without making any changes, press *****.

7 Changing your mailbox settings

The Mailbox Settings menu allows you to change your mailbox settings, such as your PIN, and other options that help you save time while using MetaSphere.

You can reach the Mailbox Settings menu by pressing **4** from the Main menu. From this menu, you can

- create and manage your group lists
- manage your hands free and time saver options
- change your security settings
- work with your group mailbox settings
- update your notification settings
- access additional settings
- access advanced call feature settings.

Each option is described in its own section below.

7.1 Creating and managing your group lists

If you regularly need to send messages to a group of contacts, rather than entering each number in turn every time, MetaSphere allows you to set up a group list that contains all these numbers. You can start a list, record a name for the list (for example "sales team", or "group leaders") and then add numbers to it. Then, when you want to send a message, you only need to enter the group list number.

You can even add existing group lists to a new group list – for example to include the sales team, engineering team and maintenance team in a single group list.

To manage your group lists, press **1** from the Mailbox Settings Menu. From the Group Lists menu, you can

- add a new group list
- edit an existing group list
- review existing group lists.

7.1.1 Adding new group lists

If you want to create a new group list, press **1** from the Group List menu.

1. Enter a number (from **1-99**) for the new group list, followed by **#**.
 - If you have entered an available number, you hear a message stating the number of the group list you have chosen.
 - To accept the number, press **1**.
 - To select another number, press **2**.

- If the number is already in use, you hear a message telling you so, and you are prompted to enter a new number.

If you are a member of a Business Group, note that if you configure a group list that matches an existing extension number, the group list number will be used in preference to the extension number when addressing messages. To avoid confusion, we recommend you select a different group list number.

2. After the tone plays, record a name for the new group list, and then press **#**. The name you have recorded plays back to you.
 - To save the name, press **1**.
 - To record a new name, press **2**.
 - To continue without saving, press **3**. This will leave the group list without a recorded name and continue to the next step. You can record a name for this group list later.
3. You can now add members to your group list. Enter either a subscriber's telephone number, or the number of another group list, and then press **#**. See section 2.5, Dialing Rules, for information about how to enter telephone numbers.
 - If you chose a number of a *group account* (a single account with a number of members), you are asked to select which member of that group you want to add to your *group list* (the list of contact numbers).
 - The spoken name of the person or group list that you have chosen then plays. To add the person or group list to your new group list, press **1**.
 - To cancel adding that person or list, press *****.
4. When you have added the group list or subscriber, you are then taken into the Edit Group List menu at the point where the options available are played. Refer to section 7.1.2, Editing existing group lists.

7.1.2 Editing existing group lists

If you want to edit your existing group lists, press **2** from the Group List menu.

1. Enter the number of the group list you want to edit, and then press **#**.

If you are not sure of the number of the group list you want to change, you can review your group lists as described in section 7.1.3, Reviewing existing group lists.

2. If you change your mind and you want to keep the group list as it is, press *****.

Otherwise, you can then select from the following options, each detailed in the following sections.

- To add members to the group list, press **1**.
- To remove members from the group list, press **2**.
- To delete the group list, press **3**.
- To play the list of members, press **4**.
- To record a new name for the group list, press **5**.
- To exit, press *****. This saves any changes you have made and finishes editing this group list.

Adding new members to the group list

To add members to the group list, press **1**.

1. Enter the number of another group list or the subscriber's telephone number that you want to add to your new group list, and then press **#**. See section 2.5, Dialing Rules, for information about how to enter the number.
2. The spoken name of the person or group list that you have chosen plays.
 - To add the person or group list, press **1**.
 - To change the number you entered, press *****. You are prompted to enter a different number.
 - To cancel adding a new member altogether, press ******.
3. When you have finished, you are returned to the Editing Group Lists menu.

Removing members from the group list

To remove members from the group list, press **2**.

1. The first member's spoken name plays.
 - To remove the member, press **1**.
 - To keep the member and go on to the next member, press **#**.
 - To finish removing members, press *****.
2. When you have finished removing members, you return to the Editing Group Lists menu.

Deleting the group list

To delete the group list, press **3**.

- You are asked to confirm that you want to delete the group list.
- To permanently delete the group list, press **1**.
 - The group is deleted, and you return to the Group List menu.

- To cancel this option and keep the group list, press *.
 - You return to the group list's options.

Hearing the members of the group list

To hear the members of the group list, press **4**.

- The members' spoken names play in order, and you return to the Editing Group Lists menu.

Recording a name for the group list

To record a new name for the group list, press **5**.

1. After the tone plays, record a name for the new group list, then press **#**. The name you have recorded plays back to you.
 - To save the name, press **1**.
 - To cancel the recording and record a new name, press **2**.
 - To cancel the recording, keep the old recorded name, and return to the Editing Group Lists menu, press **3**.

7.1.3 Reviewing existing group lists

If you want to review your group lists, press **3** from the Group List menu.

1. A message tells you how many group lists you currently have set up.
2. Each group list is read out in turn.
 - To select this group list, press **1**. You are then taken to the Edit Group Lists menu (described in section 7.1.2, Editing existing group lists).
 - To move on to the next list, press **#**.
 - To return to the Group Lists menu, press *.

7.2 Hands Free and Timesaver menu

Using MetaSphere's **Hands Free and Timesaver** options, you can make the most of your time by changing what parts of a message are played back to you, or make using hands-free navigation easier.

To manage your hands-free and timesaver settings, press **2** from the Mailbox Settings Menu. From the Hands Free and Timesaver menu, you can

- change your autoplay settings
- change how urgent messages are played
- change how voicemail messages are played

7.2.1 Changing your autoplay settings for messages

By default, your account is set to play the main menu after you log on.

Autoplay allows you instead to go directly to your messages as soon as you enter your mailbox. It is described as a hands-free feature, because you do not have to press any buttons to hear your messages.

From the Hands Free and Timesaver menu:

- if you want to change the autoplay settings of your standard messages, press **1**
- if you want to change the autoplay setting of your urgent messages, press **2**.

In each of the cases above the following options are then played.

1. An announcement states whether or not your voicemail or fax messages are automatically played when you log in.
 - To switch this setting for voicemails, press **1**.
 - To switch this setting for faxes (if your account includes fax features), press **3**.
 - To exit without making any changes, press *****.
2. After you have chosen an option:
 - An announcement states the new autoplay setting.
 - To confirm the change, press **1**.
 - To return to the Autoplay Settings menu without saving your changes, press *****.
3. Once you have made your changes, you are then returned to the Hands Free menu.

7.2.2 Changing the play back of message headers and bodies

The time and date of each message is always recorded when someone leaves a message for you. This information is called the **message header**. You can choose whether the message header is played before each message.

If you wish, you can also prevent the content of your messages from being played automatically. This content is called the **message body**.

From the Hands Free and Timesaver menu, to change whether or not the message headers or bodies are played for your voicemails, press **3**.

An announcement states whether the message header or body are set to play.

- To switch the playback of the message headers on or off, press **1**.
 - An announcement asks you to confirm the change.

- To confirm, press **1**.
 - To change your mind, press *****.
 - To switch the playback of the message body on or off, press **2**.
 - An announcement asks you to confirm the change.
 - To confirm, press **1**.
 - To change your mind, press *****.
 - You are then returned to the Hands Free and Time Saver Settings menu.
-

You cannot turn off both the playback of message headers and message bodies. If you turn off the playback of one, MetaSphere will automatically enable the other.

7.3 Managing your security options

To change the security features of your account, press **3** from the Mailbox Settings Menu. From the Security Options menu, you can

- change your PIN
- activate or deactivate the fast login feature
- activate or deactivate PIN skipping.

7.3.1 Changing your PIN

If you want to change your PIN, press **1** from the Security Options menu.

1. At the prompt, using your telephone keypad, enter a new PIN, then press **#**.
2. At the next prompt, re-enter your new PIN, then press **#**.
3. You return to the Security Options menu.

7.3.2 Using the Fast Login feature

When you log into your account from another phone, such as a hotel phone or public payphone, you are asked to enter your telephone number and PIN. By default, if you are dialing in from the phone with which the account is associated, you do not have to enter the telephone number before entering your PIN. This feature is known as **Fast Login**.

If you prefer, you can set your account such that you must always enter the telephone number, no matter which phone you are using.

To change whether or not you use the Fast Login feature, press **2** from the Security Options menu.

1. An announcement states whether or not Fast Login is active.
-

- To switch the setting, press **1**.
- To keep the setting as it is, press *****.

2. Once complete, you return to the Security Options menu.

7.3.3 Using the Skip PIN feature

Usually when entering your mailbox, you need to enter your PIN. However, it is possible to set up your mailbox so that you can enter it without using a PIN when calling from your own telephone. This feature is called **Skip PIN**.

This feature saves time, but significantly reduces the security of your account. It means that any person with access to your phone will be able to listen to your voicemail messages, and to assume your identity when sending messages.

If you want to change whether or not you need to enter your PIN at login, press **3** from the Security Options menu.

1. An announcement states whether or not you need to enter a PIN when logging on using your own phone during logon.
 - To switch the setting, press **1**.
 - To keep the setting as it is, press *****.
2. Once complete you are returned to the Security Options menu.

7.4 Managing your notification options

As stated in section 2.1, How do I know if someone has left me a message?, MetaSphere has a number of ways of telling you when you receive a new message. These methods are known as **notifications**.

Some of these options may not be supported by your telephone service provider, or may require an additional fee. Consult your telephone company to find out which options are available to you.

- The **Message Waiting Indicator (MWI)** is a signal displayed on your main phone. Depending on your telephone service provider, your MWI could be a blinking light on your telephone or an interrupted dial tone.
 - If you enable the email notification option, you will receive an email every time a new message is deposited in your mailbox.
 - If you have a pager gateway email address, you can use this feature to get a message on your pager.
-

- If you set up outdial notifications, MetaSphere will call you on another phone to tell you that a message has been left for you on this phone. For example, you can configure MetaSphere to call you on your work number if a message is left on your home number. There may be restrictions regarding the type of number to which you can send outdial notifications – contact your phone company for more information.

If you do not answer the outdial call, MetaSphere will try again a short while later. Using CommPortal, you can also configure your account to keep trying the outdial until you actually log into your mailbox – in case, for example, your cell phone's answering service picks up the first outdial call.

- For both pager and outdial notifications you can configure (using CommPortal) a schedule that defines the times at which you are happy to receive notifications. Any notification that would ordinarily be delivered outside those times is instead scheduled for delivery in your next active notification period.

The override schedule is configured and activated using CommPortal, but you can deactivate it using the TUI.

MWI is automatically enabled. The initial setup of the other notification types must be completed using CommPortal, MetaSphere's online management tool. However, once you have set up the notification options online, you can enable and disable notifications using your phone.

To manage your notification settings by phone, press **5** from the Mailbox Settings Menu.

1. An announcement states your current settings for MWI, email, pager and outdial notifications. If you have activated the override schedule, the announcement will include the date at which it expires.
 - To change whether or not you receive notifications through MWI (for example, a light on your phone or stutter dial tone), press **1**.
 - To change whether or not you receive notifications on your pager, press **2**.
 - To change whether or not you receive notifications by email, press **3**.
 - To change whether or not you receive notifications by calling another phone line, press **5**.
 - To deactivate the temporary outdial schedule, press **6**.
2. In each case, an announcement states that the setting has been switched and you are returned to the Notification Settings menu.

7.5 Group Mailbox settings

Group accounts are an advanced feature. Your telephone service provider may make an extra charge for this function, or may not offer it at all. Contact your telephone company for further information.

A **group account** allows you to have a number of mailboxes, all part of a single account. All group accounts have a **primary subscriber**, and a number of **secondary subscribers**. If you are the primary subscriber in a group account, you can set up secondary subscribers.

Each secondary mailbox has a **mailbox number**. After dialing your line, a caller must press this number to be connected to the secondary mailbox (unless your account is set up to allow separate telephone numbers for each mailbox).

To work with your secondary mailboxes, press **4** from the Mailbox Settings menu.

From the Group Mailbox menu you can:

- enable a secondary mailbox
- disable a secondary mailbox
- add a secondary mailbox
- delete a secondary mailbox
- toggle the summary settings of the secondary mailboxes.

7.5.1 Enabling a secondary mailbox

To set up a brand new secondary mailbox, refer to section 7.5.3, Adding a new secondary mailbox. The option described here is for re-enabling a mailbox you have previously disabled.

To enable a secondary mailbox, press **1** from the Group Mailbox Settings menu.

1. An announcement states the total number of mailboxes waiting to be enabled, and then reads out each available number in turn.
 - To select a number, press **1**.
 - To move to the next number, press **#**
 - To exit without making any changes, press *****.
2. Once you have selected a number, an announcement states the number you have selected.
 - To enable the selected number, press **1**.

- To continue to the next number without making any changes, press **2**.
- To exit the menu without making any changes, press *****.

7.5.2 Disabling a secondary mailbox

You can prevent a secondary mailbox from receiving voicemails by disabling it. This way you can temporarily pause a mailbox, for example if a family member is away from home. Existing messages and settings are stored, but new messages are not accepted.

To disable a secondary mailbox, press **2** from the Group Mailbox Settings menu.

1. An announcement states the total number of mailboxes and then reads out each mailbox number in turn.
 - To select a number, press **1**.
 - To move to the next number, press **#**
 - To exit without making any changes, press *****.
2. Once you have selected a number, an announcement states the number you have selected.
 - To disable the selected number, press **1**.
 - To continue to the next number without making any changes, press **2**.
 - To exit the menu without making any changes, press *****.

7.5.3 Adding a new secondary mailbox

To add a new secondary mailbox to an existing group account, press **3** from the Group Mailbox Settings menu.

1. An announcement states that a new mailbox has been created and states its new number.
 - To repeat the announcement, press **1**.
 - To return to the previous menu, accepting any changes, press *****.
2. The new mailbox is automatically enabled and ready to accept incoming voicemails.

When it is first created, the new mailbox will use a system-generated greeting that uses neither the number nor the recorded name. The secondary subscriber can then personalize the mailbox, as in chapter 3, Setting up your account.

7.5.4 Deleting a secondary mailbox

If you want to completely remove a mailbox from the system, you should delete it. This will remove all settings and messages associated with it.

To delete a secondary mailbox, press **4** from the Group Mailbox Settings menu.

1. An announcement states the total number of mailboxes and then reads out each mailbox number in turn.
 - To select a number, press **1**.
 - To move to the next number, press **#**
 - To exit without making any changes, press *****.
2. Once you have selected a number, an announcement states the number you have selected.
 - To delete the selected number, press **1**.
 - To continue to the next number without making any changes, press **2**.
 - To exit the menu without making any changes, press *****.

7.5.5 **toggling the summary settings of secondary mailboxes**

If you are the primary subscriber and your account allows it, you can hear a list of the number of unread messages in your account's secondary mailboxes every time you log in to your account.

To toggle whether or not unread messages in your secondary mailboxes are announced, press **5** from the Group Mailbox Settings menu.

- An announcement states your new setting, and you are returned to the start of the Group Mailbox Settings menu.

7.6 **Additional Settings**

To access the Additional Settings menu, press **6** from the Mailbox Settings menu.

The Additional Settings menu contains a number of options you can use to:

- change the attendant number
- change the language used
- change the timezone used
- choose whether to hear marketing announcements
- if your account includes fax features, change your default fax number.

7.6.1 **Attendant Number**

If permitted by your type of account, you can set up a number to which callers can divert instead of leaving a voicemail message. This number is known as the **attendant number** and might be the number of your reception desk, or secretary. The caller can press **0** to transfer to the attendant number.

An attendant is sometimes also referred to as an operator, or a receptionist. These terms all mean the same thing.

You can add an attendant number by pressing **1** from the Additional Settings menu on the Mailbox Settings Menu.

1. You will hear an announcement either stating your current attendant number, or that you do not have an attendant number selected.
2. To enter a new attendant number, press **1**.
 1. Enter the attendant number followed by **#**. See section 2.5, Dialing Rules, for information about how to enter the number.
 2. The number you entered is played back to you for review.
 - To accept it, press **1**.
 - To re-enter it, press **2**.
3. Alternatively, to delete your attendant number, press **2**.

7.6.2 Changing the language of your MetaSphere service

This menu will only be available to you if your telephone service provider supports more than one language.

MetaSphere can operate in a number of languages. Furthermore, MetaSphere can play its announcements *to you* in a different language than that played to *other callers* reaching your voicemail. This means that menus can be announced to you in your chosen language, and any messages played to your callers can be in another, the same, or multiple languages.

Note that this setting applies only to messages played by MetaSphere, not your own recorded greetings. If you would like your own greeting to play in more than one language, simply speak both languages when you record it.

You can choose the language used by pressing **3** from the Additional Settings menu on the Mailbox Settings Menu.

- To change the current language used for announcements in your account, press **1**.
 - To change the languages used for announcements played to your callers, press **2**.
 - To select the first language to use, press **1**.
 - To select the second language to use, press **2**.
-

- To remove the second language currently in use, press **3**. Your announcements will now only be played in one language.
 - In the cases above where you will select a language, the available languages will be read out to you.
 1. To select a language, press **1** as it is read out.

You will then hear a message confirming that the language that you selected will be used from now on.
 2. To exit the menu, press *****.
-

If you select different languages for you and your callers, the next time you dial into your own account, you may initially be greeted in the language configured for your callers. You will hear your own preferred language once you have successfully logged into your account.

7.6.3 Broadcast settings

Broadcasts are announcements that are played when you enter your account. There are two types of broadcast: administrative and marketing.

- Administrative broadcasts are used by your telephone service provider to inform you of service-related matters. This might include an announcement of new features, or a warning of reduced service due to maintenance.
- Marketing broadcasts are to advise you of products and services which may be of interest to you. They will include a contact number so you can reach the advertiser directly.

You can choose whether or not you receive *marketing* broadcasts. You cannot opt out of receiving *administrative* broadcasts.

Activating and deactivating marketing broadcasts

You can activate or deactivate whether you receive marketing broadcasts by pressing **4** from the Additional Settings menu on the Mailbox Settings Menu.

1. You will hear an announcement stating whether or not your account is set to receive marketing broadcasts.
2. To change whether or not you receive marketing broadcasts, press **1**.
3. To leave the setting as currently announced, press *****.

7.6.4 Changing the default fax number

This is an advanced feature. Your telephone service provider may offer it only as part of certain packages, or may not offer it at all.

You can print any faxes you receive by forwarding them to a fax machine. This feature is described in detail in section 4.6, Printing fax messages.

If you routinely forward faxes to a particular number, configuring it as a default fax number will save you from entering it in full every time you wish to forward a fax.

You can set up or change your default fax number by pressing **5** from the Additional Settings menu on the Mailbox Settings Menu.

1. You will hear an announcement stating your current fax number, or stating that you do not currently have a default fax number.
2. Press **1** to add or change your default fax number.
3. Enter your chosen default fax number, followed by **#**. See section 2.5, Dialing Rules, for information about how to enter the number.
4. The number will then be played back to you for review.
 - To accept the number, press **1**.
 - To re-enter the number, press **2**.

7.6.5 Changing the timezone

This menu will only be available to you if your telephone service provider supports more than one timezone.

If your Telephone Service Provider offers this option, you can change the timezone that MetaSphere uses. MetaSphere will then be synchronized to your location, and your schedules and delivery times will be in local time.

You can change your timezone by pressing **6** from the Additional Settings menu on the Mailbox Settings menu.

1. You will hear an announcement stating the timezone you are currently using.
 2. Press **1** if you want to change your timezone, or ***** if you are happy with your current timezone.
 3. If you have chosen to change your timezone, you will hear a list of available options. You can use **#** to skip to the next timezone, or ***** to return to the previous menu.
 4. Press **1** when you hear the name and details of the timezone you wish to use.
-

5. The new timezone will be set, and the details of your new timezone will then be read out again to confirm your choice.
6. Press **1** if you want to change your timezone again, or ***** if you are now happy with your chosen timezone.

7.7 Activating and de-activating Live Message Screening

If your Telephone Service Provider offers this feature, you can use Live Message Screening to "listen in" to voicemail messages as they are being recorded.

With Live Message Screening, when a caller is leaving a voicemail, your phone will ring with a distinctive tone. You can answer your phone to hear the message being left, and you can connect to the caller at any time while you are screening them by pressing **1**. See Appendix B for full details of how to screen a call using Live Message Screening.

To change whether or not Live Message Screening is active, press **9** from the Mailbox Setting menu.

1. You will hear an announcement stating whether or not Live Message Screening is active.
2. To change whether or not you want to use Live Message Screening, press **1**.
3. To leave the setting as it is, press *****.

8 Managing Advanced Call Features

MetaSphere includes a number of Advanced Call Features, which your telephone service provider may make available as an optional add-on to a standard account and, depending on the feature, only if you have CommPortal. Contact your Service Provider to see if any of these features are available, and if you would like to include any of these additional features.

MetaSphere's Advanced Call Features are:

- **Find Me Follow Me** – a call re-direction service that aims to connect callers to you by ringing additional numbers if you do not answer the first number called
- **Incoming Call Manager** – an advanced call management service offering even greater control over incoming calls. This feature is only available if you also have CommPortal.

You will normally have at most one of FMFM and ICM active on your line.

To reach the Advanced Call Features menu from the Main menu:

- press **4**, to reach the Mailbox Settings menu
- then press **7**.

The Mailbox Settings menu is described in section 7, Changing your mailbox settings.

The Advanced Call Features menu lists the following options.

- To alter your Find Me Follow Me settings, press **1**. See sections 8.1 to 8.5.
- To alter your Incoming Call Manager settings, press **3**. See section 8.6.

8.1 Activating and deactivating Find Me Follow Me

Find Me Follow Me (FMFM) is an advanced call re-direction service that aims to connect callers to you by ringing additional numbers if you do not answer the first number called.

For example, if a caller rings your home number when you are at work, FMFM can call your office number and then your cell phone number. You can even set FMFM to ring all your phones at the same time – when you answer any of those phones, you are connected to the caller and the others stop ringing.

FMFM also allows you to set up a schedule for which numbers it should call you on – so it won't ring your office number when you are at home in the evenings or at the weekend.

You can activate or deactivate your FMFM service by pressing **1** from the FMFM Settings menu, in the Advanced Call Features menu, reached from Mailbox Settings.

1. When you enter the FMFM Settings menu, an announcement will state whether or not your Find Me Follow Me service is active.
2. To switch your Find Me Follow Me service on or off, press **1**.

8.2 Managing the numbers associated with Find Me Follow Me

Find Me Follow Me follows a list of numbers, which it tries while attempting to connect an incoming call. This list of numbers is known as the **ring list**. By default, FMFM calls each of those numbers in turn, and you can change the order in which the numbers are called, or have FMFM call all your numbers simultaneously.

If any of your FMFM telephone numbers change, for example as a result of an Area Code Split, you will need to change these manually as soon as possible after the change to ensure that the service continues to operate correctly.

You can manage the numbers associated with your FMFM service by pressing **2** from the FMFM Settings menu, in the Advanced Call Features menu, reached from Mailbox Settings.

1. An announcement will state how many FMFM numbers you have associated with your account.
2. You can then either add a number or edit your existing FMFM numbers.

Each option is detailed in the following sections.

8.2.1 Adding a new FMFM number

To add a number, press **1** from within the FMFM Manage Numbers menu.

1. Enter your chosen FMFM number followed by **#**. See section 2.5, Dialing Rules, for information about how to enter the number.
2. The number is then played back for review.
 - To accept the number, press **1**.
 - To re-enter the number, press **2**.
3. If you have more than one number, and have not set FMFM to call all the numbers simultaneously (as described in section 8.5, Activating and deactivating sim-ring), you are then asked to position the number in the order of numbers called – that is, the ring list.

- To make it the first number called, press **1**
 - To make it the second, press **2**.
 - To make it the third, press **3**.
4. An announcement confirms your selection.
 - To accept the selection, press **1**.
 - To change your selection, press **2**.
 5. You are then asked to set up the FMFM settings for this number, as explained in the following section.

8.2.2 Changing the settings of an existing FMFM number

To edit the settings of the existing numbers, press **2** from within the FMFM Manage Numbers menu. (You are also brought to this settings menu immediately after adding a new number.)

- The numbers in your ring list are read out in order.
- To select a number, wait until it is being announced, and then press **1**.

Changing the position of an FMFM number in the ring list

Note this setting is only available if you have set the FMFM service to call the numbers on your ring list one after the other (not simultaneously). See section 8.5, Activating and deactivating sim-ring, for information about changing this setting.

To change the position of a number in the ring list, press **1** from within the FMFM Manage Numbers menu.

1. An announcement states the number and its position in the ring list.
 - To make the number first in the list, press **1**.
 - To make it second, press **2**.
 - To make it third, press **3**.
2. An announcement then confirms your selection.
 - To accept the new setting, press **1**.
 - To change the new setting, press **2**.

Deleting a number from your ring list

To delete a number from your ring list, press **2** from within the FMFM Manage Numbers menu.

1. An announcement states the number.
 - To confirm deletion, press **1**.
 - To change your mind and keep the number in your ring list, press **2**.

Changing the number used in your ring list

To change the phone number used, press **3** from within the FMFM Manage Numbers menu.

1. Enter the new number, followed by **#**. See section 2.5, Dialing Rules, for information about how to enter the number.
2. An announcement reads out the new number.
 - To accept the number as is, press **1**.
 - To re-enter the number, press **2**.

Changing how many times your FMFM number rings

To change the number of times the number rings before MetaSphere tries the next number in the ring list, press **4** from within the FMFM Manage Numbers menu.

1. An announcement states the current number of rings used for this FMFM number.
2. Enter a number from 2-9, followed by **#**.
3. An announcement repeats your choice.
 - To accept, press **1**.
 - To re-enter your choice, press **2**.

Changing the schedule used for your chosen FMFM number

You can set a **schedule** for your chosen FMFM number. By changing the schedule, you can make the following decisions.

- Do you want FMFM to call you on that number at all times of the day, or only during a specific range of times?
- Do you want FMFM to call you on that number every day of the week, or only on specific days?

To change the schedule for this number, press **5** from within the FMFM Manage Numbers menu.

1. An announcement states the number you have selected, and the time of day that it is currently used.
 - To accept the current settings and move on to the next step (which is to set the days of the week on which the number is used), press **1**.

- To use the number at all times of the day, press **2**.
- To select a specific time range, press **3**.

If you have pressed **3** to select a specific time range:

1. Enter the start time for the number according to the following examples:
for twelve o'clock type **1200**, and for nine o'clock type **900**. Then wait for
the next announcement.
 - To mark the time as am, press **1**.
 - For pm, press **2**.
2. Enter the end time for the number in the same manner as before.
 - To mark the time as am, press **1**.
 - For pm, press **2**.
3. An announcement reads back the time range selected.
 - To accept the time range and move on to the next step, press **1**.
 - To re-enter the time range, press **2**.
2. An announcement then states the days of the week on which the number is
used.
 - To accept the current settings, press **1**.
 - To use the number every day of the week, press **2**.
 - To use the number on specific days only, press **3**.
If you have pressed **3** to select specific days:
 1. Enter the days on which you want the time range to operate, by pressing a
number for each day followed by **#**. For example, to enter Monday to
Friday enter **12345#**.
 2. An announcement states the days you have selected.
 - To accept your selection, press **1**.
 - To re-enter the days, press **2**.

8.3 Changing your Find Me Follow Me greetings

You can change the way that callers are greeted when MetaSphere connects them to you using the Find Me Follow service.

To make these changes, press **3** from the FMFM Settings menu in the Advanced Call Features menu, reached from Mailbox Settings. An announcement is played which states whether you have a recorded greeting, and whether or not it is being used.

You can

- record a new greeting
- if you already have a recorded greeting, select whether it or the standard greeting is used
- review and re-record the existing greeting
- delete the existing greeting.

Each option is detailed in the following sections.

8.3.1 Adding a new Find Me Follow Me greeting

As with all the types of greeting in MetaSphere, if you do not already have a greeting, you will be asked to record one. See section 6.1.2, Changing a greeting, for details of how to record a new greeting.

If you do not already have a FMFM greeting, you can add a new FMFM greeting by pressing **1** from the FMFM Greeting menu.

8.3.2 Activating and de-activating your Find Me Follow Me greeting

If you already have a Find Me Follow Me greeting you will hear an announcement stating whether or not it is active at the start of the Find Me Follow Me Greeting menu.

1. To switch whether or not your recording or the standard FMFM greeting is used, press **1** from the FMFM Greeting menu.
2. You will hear an announcement stating the changed state and will be returned to the FMFM Settings menu.

8.3.3 Reviewing or re-recording an existing Find Me Follow Me greeting

If you already have a FMFM greeting, you can review or re-record it by pressing **2** from the FMFM Greeting menu.

- See section 6.1.2, Changing a greeting, for details about recording new greeting messages.
- To delete it, press **2**.

- An announcement asks you to confirm that you want to delete your FMFM greeting.
- To confirm the deletion, press **1**.
- To cancel the deletion, press **2**.
- To keep the greeting as is, press ***** to return to the previous menu.

8.3.4 Deleting an existing Find Me Follow Me greeting

If you already have a FMFM greeting, you can delete it by pressing **3** from the FMFM Greeting menu.

An announcement asks you to confirm that you want to delete your FMFM greeting.

- To confirm the deletion, press **1**.
- To cancel the deletion, press **2**.

8.4 Changing whether callers must leave a name when using Find Me Follow Me

To save you from having to handle calls from unknown parties, you can choose whether callers must record their name before the FMFM service calls the numbers on your ring list.

To make this selection, press **4** from the FMFM Settings menu in the Advanced Call Features menu, reached from Mailbox Settings.

An announcement states whether you currently require callers to leave a name.

- To change the current setting, press **1**.
- To leave the setting as is, press **2**.

8.5 Activating and deactivating sim-ring

You can choose whether the FMFM service calls the numbers on your ring list in order, or all at the same time.

To make this selection, press **5** from the FMFM Settings menu in the Advanced Call Features menu, reached from Mailbox Settings.

An announcement states whether you are using sequential or simultaneous calling.

- To change the current setting, press **1**.
- To leave the setting as is, press **2**.

8.6 Setting up Incoming Call Manager

Incoming Call Manager (ICM) is MetaSphere's advanced call management feature. ICM monitors your incoming calls, and deals with them depending on who is calling and the time of day. For example, you can set ICM on your home phone to forward calls from your family to your mobile, but only during office hours.

Because ICM is such a powerful and configurable tool, you must set it up initially through the web-based CommPortal interface in your online account, and the majority of settings are controlled there.

You will also have to make some changes to these settings if an Area Code Split occurs in your area, to take account of telephone numbers that have changed. This will involve updating any forwarding numbers used by ICM, and telephone numbers in your contact lists.

However, there are a number of options you can set using your telephone. You can

- find out how ICM is currently handling your incoming calls
 - override ICM and set up a number to which it will forward all incoming calls
 - record and review a special message to play to callers when your phone is ringing, instead of the usual ring-back tone
 - choose to use your special message as the ring-back tone.
-

For full details of the options you can configure in ICM, refer to CommPortal. These instructions cover only the particular ICM features you can set using your telephone.

8.6.1 Finding out your current ICM behavior

When you enter the Incoming Call Manager menu, you will first hear an announcement that describes how ICM is currently handling calls. This will be *one* of the following options, selected according to the configuration you have set up in CommPortal.

- ICM allows all calls to ring your phone as normal (ICM is effectively disabled).
 - ICM forwards all calls to another number (that number is then announced).
 - ICM applies a specified Set of Rules at all times to all your incoming calls.
 - ICM applies a different Set of Rules according to your Weekly Schedule or your Special Days.
-

Once the announcement stating the current behavior of your ICM has ended, you will then hear an announcement that describes whether you are using a special message, or the standard ring-back tone.

8.6.2 Changing your ICM behavior

Once you have heard the announcements played upon entering the ICM menu, you then are presented with the following options.

- If you want to forward all your incoming calls to another number, press **1**.
- If you are currently forwarding all incoming calls, but want instead to use your normal phone number, press **2**.
- If you want to change whether or not you use a special message for your ring-back tone, press **3**.

Managing the number to which ICM forwards calls

You can manage the number to which ICM forwards calls by pressing **1** on the ICM menu, reached from the Advanced Call Features menu.

1. An announcement then asks you to enter the number to which you want ICM to forward your calls.
2. Enter the number, as you would dial it from your phone, followed by **#**.
 1. An announcement reads out the number you just entered.
 - To accept it, press **1**.
 - To re-enter it, press **2**.

Managing your ring-back tone

The ring-back tone is the sound your callers hear when your phone is ringing. You can either use a standard ring-back tone, or you can play the caller a message instead. You manage the ring-back tone by pressing **3** from the ICM menu, reached from the Advanced Call Features menu.

- If you want your callers to hear the standard ring-back tone, press **1**.
- If you want your callers to hear your special message, press **2**.
- If you want to review your special message, press **3**.
- If you want to record your special message, press **4**.
 1. Record your message and then press **#**.
 2. An announcement then plays back your message.
 - To accept it, press **1**.
 - To re-record it, press **2**.

- To exit without making any changes, press **3**.

9 Setting up Reminder calls

Using the Reminders service, you can set MetaSphere to call your phone at a pre-arranged time. You can record a message to be played back during the reminder call, and you can set a one-off alarm call, or have them recur daily or just on weekdays.

Reminder calls are delivered to the phone you use to set them up. If you want to deliver a Reminder to another phone associated with your account, log into your account from that phone and carry out the following instructions.

To reach the Reminders menu, press **5** from the Main Menu.

The Reminders menu tells you whether you have any active Reminders and then presents a list of options. You can

- switch whether or not Reminders are active
- add a new Reminder
- maintain your existing recurring Reminders
- maintain your existing one-off Reminders.

Each option is described in its own section below.

9.1 Activating and deactivating Reminders

If you wish, you can turn off the delivery of Reminders altogether. For example, you might do this if you are on vacation and do not wish to be disturbed with regular scheduled reminder calls.

1. Whenever you enter the Reminders menu, you will hear an announcement telling you whether Reminders are active or not.
2. To activate or de-activate your Reminders, press **1** from the Reminders menu.
3. You are then returned to the start of Reminders menu, which will announce the new state of your Reminders.

9.2 Adding a new Reminder

To set up a new Reminder, press **2** from the Reminders menu.

1. You are prompted to record your new Reminder and to press **#** when complete.
 - If you make a mistake, press ***** to cancel and start again.
 - On some versions of MetaSphere, you will hear a warning (either a sound or a system announcement) as you approach the maximum recording length for a reminder.

2. Once you press **#**, the Reminder message will be played back to you for review.
 - If you are happy with the message, press **1**.
 - If you want to re-record the message, press **2**.
 3. You are then asked whether you want to make this a recurring or one-time Reminder.
 - To make it a one-time Reminder, press **1**.
 - To make it a recurring Reminder that is delivered every weekday, press **2**.
 - To make it a recurring Reminder that is delivered every day, press **3**.
 4. If you have selected a one-time reminder, you must now select a date.
 1. First enter the number of the month (from **1-12**) during which you want the Reminder to be delivered.
 - After entering the month, wait for the next announcement, or press **#** to proceed immediately.
 2. Then enter the day of the month (from **1-31** as applicable), on which you want the Reminder to be delivered.
 - After entering the day, wait for the next announcement, or press **#** to proceed immediately.
 3. Your selection is then read back.
 - If the date of delivery is correct, press **1**.
 - If you want to change the delivery date, press **2**.
 5. Finally, enter the time of day when you want the Reminder delivered.
 1. First enter the hour (from **1-12**) during which you want the Reminder to be delivered.
 - After entering the hour, wait for the next announcement, or press **#** to proceed immediately.
 2. Next enter the minute of that hour (from **0-59**), on which you want the Reminder to be delivered.
 - After entering the minute, wait for the next announcement, or press **#** to proceed immediately.
 3. You are asked whether the time you selected is am or pm.
 - To select am, press **1**.
 - To select pm, press **2**.
-

4. Your selection is then read back.
 - If you are happy with the time of delivery, press **1**.
 - If you would like to change the time of delivery, press **2**.
6. The Reminder is now ready for delivery, and you are returned to the Reminders Menu.

9.3 Changing your Reminders

If you have already set up one or more Reminders, you can change them using the Reminders menu.

- To change your recurring Reminders, press **3** from the Reminders menu.
- To change your one-time Reminders, press **4** from the Reminders menu.

Whether you are working with recurring or one-time Reminders, the process is the same.

- The recording associated with each Reminder is played back, in sequence.
 - To change the Reminder, press **2**.
 - To move on to the next Reminder in the list, press **#**.
 - To return to the start of the list of Reminders, press **1**.

Once you have selected a Reminder to change, you can choose from the following options.

- To delete the Reminder, press **1**.
 - The details of the Reminder are played again.
 - To confirm the deletion, press **1**.
 - To return to the previous menu, press **2**.
- To change the date or time of the Reminder, press **2**.
 - The details of the Reminder are repeated.
 - To change the date of the Reminder (for one-time reminders only), press **1**.
 - To change the time of the Reminder, press **2**.
 - You are then taken to the relevant step in section 9.2, Adding a new Reminder.
- To re-record the message associated with the Reminder, press **3**.

- The details of the Reminder are played again.
 - To re-record the message, press **1**.
 - To return to the previous menu, press **2**.
- You are then taken to the relevant step in section 9.2, Adding a new Reminder.

10 Premium Attendant and Easy Attendant

Both Premium Attendant and Easy Attendant are only available if you also have CommPortal.

An **Easy Attendant** line is a line with a simple automated TUI menu, intended for business subscribers. **Premium Attendant** is an advanced version of the service, which offers navigable menus, more options, and is more configurable.

In either case, callers can use simple key options to transfer to specific departments or individuals in the business, to transfer to a voicemail account directly, or to listen to a recorded announcement.

A given Premium Attendant menu can be configured so that it is active all the time, or active according to a schedule containing up to nine predefined periods. This allows you to vary the menus presented by your Premium Attendant at different times of the day. A further period is available that determines the menus presented on special days of the year like bank holidays.

An Easy Attendant menu can be configured so that it is active all the time, active just during non-business hours, or set up with two different menus for business and non-business hours according to a pre-defined schedule.

You will initially use the Premium Attendant or Easy Attendant GUI described in the MetaSphere *EAS CommPortal Guide* to create the TUI that is played to callers and to add a list of extension numbers that callers can contact. However, you can subsequently use the self-care TUI to turn the Premium Attendant or Easy Attendant on or off, to record announcements, and to record the names of contacts if you are using Dial by Name or Voicemail by Name.

This section describes the configuration tasks that you can perform on a Premium Attendant or Easy Attendant line using the self-care TUI. The TUI uses the same global keys as the other MetaSphere self-care TUIs.

10.1 Accessing the Premium Attendant or Easy Attendant self-care TUI

You can access the Premium Attendant or Easy Attendant self-care TUI main menu

- by dialing in to the caller TUI and pressing ***6**
- using the call forwarding number that redirects to the caller TUI, and then pressing ***6**.

*You can use *6 after dialing in to the caller TUI whether the tree is turned on or off. If Premium Attendant or Easy Attendant is set to forward to another number, you can also press *6 during the first occurrence of the ringing tone as your call is being transferred.*

Once you have accessed the Premium Attendant or Easy Attendant self-care TUI, you will be prompted to enter the telephone number and the PIN for the account.

You will then hear the Main menu, prompting you to choose one of the following keys.

- Press **1** to change your configuration. This will take you to the menu described in section 10.2.
- Press **2** to change your other settings, for example to reset the PIN. This will take you to the menu described in section 10.3.
- Press **3** to log in as another subscriber. You will then be prompted to enter a telephone number including the area code and the appropriate PIN.

10.2 Premium Attendant and Easy Attendant configuration menus

The menus presented depend on whether you have logged in to a Premium Attendant line or an Easy Attendant line.

In all cases you are initially told whether the Premium Attendant or Easy Attendant is active, and whether you have yet to record any announcements or the spoken names for any extensions. If you have Easy Attendant, you will also be told whether your Business Hours, Special Days, or non-business hours schedule currently applies.

You can then choose one of the following options depending on whether you have a Premium Attendant, described in section 10.2.1, or an Easy Attendant, described in section 10.2.2.

10.2.1 Premium Attendant configuration menu

- Press **1** if you want to change the status of your Premium Attendant. This will turn Premium Attendant off if it is currently on, and vice versa. You will then hear the Premium Attendant configuration menu again, which will also tell you the new status of Premium Attendant.

If you attempt to activate your Premium Attendant but the menus have not yet been configured correctly, you will hear an error message telling you why your Premium Attendant cannot be turned on.

You can make the necessary recordings using the TUI, as described below, but you may need to use the Premium Attendant CommPortal UI for more complex configuration tasks. This UI is described in the MetaSphere *EAS CommPortal Guide*.

- Press **2** to record or edit announcements. You will then hear the recording selection menu described in 10.2.3, "Premium Attendant and Easy Attendant name and announcement recording menu".
- Press **3** to record names for extensions in the extensions list. The extensions list contains those extensions that callers can access from the Premium Attendant number using the Dial by Name, Voicemail by Name, Dial by Extension, or Voicemail by Extension menu options. Extensions must have a spoken name recording before they can be accessed using Dial by Name or Voicemail by Name.

Selecting option **3** will take you to the name recording menu described in 10.2.3, "Premium Attendant and Easy Attendant name and announcement recording menu".

10.2.2 Easy Attendant configuration menu

- Press **1** if you want to change the status of your Easy Attendant. This will turn Easy Attendant off if it is currently on, and vice versa. You will then hear the Easy Attendant configuration menu again, which will also tell you the new status of Easy Attendant.

If you attempt to turn on your Easy Attendant but the menu has not yet been configured correctly, you will hear an error message telling you why your Easy Attendant cannot be turned on. For example, you may need to record an initial greeting, you may have configured an entry in the menu to play an announcement but not yet made an associated recording, or you may not yet have defined the extensions that can be used on a Dial by Extension key press.

You can make the necessary recordings using the TUI, as described below, but you may need to use the Easy Attendant web UI for more complex configuration tasks. This UI is described in the MetaSphere *EAS CommPortal Guide*.

- Press **2** to record or edit announcements used for your business-hours menu or, if you are not using schedules, your single Easy Attendant menu. You will then hear the recording selection menu described in 10.2.3, "Premium Attendant and Easy Attendant name and announcement recording menu".
- Press **3** to record or edit announcements used for your non-business-hours menu. (If you are not using schedules and so only have one menu, you will not hear this announcement.) Again, selecting this option takes you to the recording selection menu described in 10.2.3, "Premium Attendant and Easy Attendant name and announcement recording menu".

- Press **4** to record names for extensions in the extensions list. The extensions list contains those extensions (contacts) that callers can access from the Easy Attendant number using the Dial by Name, Dial by Extension, or Voicemail by Extension menu options. Extensions must have a spoken name recording before they can be accessed using Dial by Name.

Selecting option **4** will take you to the name recording menu described in 10.2.3, "Premium Attendant and Easy Attendant name and announcement recording menu".

10.2.3 Premium Attendant and Easy Attendant name and announcement recording menus

This section describes how to select extension numbers and announcements, and how to make recordings for them.

Selecting an extension number

The procedure for selecting an extension number is the same for both Premium Attendant and Easy Attendant.

- Enter the extension number for whom you want to record a name, followed by the **#** key.

Remember that callers cannot access an extension using Dial by Name or Voicemail by Name until it has a name recording associated with it.

- You are taken to the "Recording the new name" menu.

Selecting an announcement

The procedure for selecting an announcement is different in Premium Attendant and Easy Attendant.

Premium Attendant

- Enter the announcement ID followed by the **#** key.

If you enter a valid announcement ID, you will be invited to edit the recording associated with it on the "Recording the new announcement" menu.

If you enter an announcement ID that is not valid, you will hear an error message, before hearing the announcement selection menu again.

Easy Attendant

You will hear a message telling you the status of the announcements associated with that menu. For example:

- You have announcements for keys 1, 2, and 4, and the initial announcement.
- You have no announcement for key 3.

Press the key for the announcement you wish to edit, # to edit the initial announcement, or * to return to the previous menu.

If you press a valid key, you will be invited to edit the recording associated with the announcement on the "Recording the new announcement" menu.

If not, you will hear an error message telling you that this not a valid key prompt, before hearing the announcement selection menu again.

Recording the new name

Depending on whether or not the extension you selected already has a recording associated with it, you will hear the following menus.

Recording exists

- If you already have a recording, you can review it, or re-record it.
 - To review it, press **1**. You will then hear the name recording or existing announcement.
 - To re-record it, press **2**. You will then be asked to make a recording as described in "Recording menu".
 - To exit, press *****.

No recording exists

If no recording exists you will be taken straight to the recording menu described in "Recording menu".

Recording the new announcement

Depending on whether or not the announcement you selected already has a recording associated with it, you will hear the following announcements.

Recording exists

- On selecting the announcement, you will hear current recording associated with it.
 - To re-record it, press **1**. You will then be asked to make a recording as described in "Recording menu".
 - To exit, press *****.

No recording exists

If no recording exists you will be taken straight to the recording menu described in "Recording menu".

Recording menu

- Record the name for the extension or announcement as appropriate and press **#** when finished.

You are then asked whether you are happy with the recording.

- To accept it, press **1**.
- To re-record it, press **2**.
- To cancel without saving the recording, press **3**.
- *For announcements only*, to add additional material to the recording, press **4**.

10.3 Premium Attendant and Easy Attendant settings menu

You can use the TUI to change some of the settings for your Premium Attendant or Easy Attendant line. You may be able to select the following keys to change the settings on your Premium Attendant or Easy Attendant line.

You may not hear all the options below as the options exposed depend on your Class of Service.

From the Premium Attendant or Easy Attendant Settings menu, you can do the following.

- Press **3** to access the Security Options menu.
 - You can then press **1** to change the PIN used to access the Premium Attendant or Easy Attendant line on the TUI.
 - If you are familiar with the fast login or skip PIN features described in section 7.3, note that you cannot use these features on an Easy Attendant line.
- Press **6** to access the Additional Settings menu. You can then choose from the following options.
 - Press **3** to change language preferences. For further information, see section 7.6.2.
 - Press **4** to change broadcast preferences. For further information, see section 7.6.3.

11 Helpful Hints

The Helpful Hints menu tells you about many of the features of MetaSphere, and the keys you can use to move around within it.

The menu is broken up into a number of sections. You can move around the Helpful Hints menu in the following way:

1. Enter the Helpful Hints menu by pressing **0** from the Main menu or while retrieving your messages.
2. To step forward one hint, press **#**.
3. To return to the first hint, press **1**.
4. To return to the Mailbox Settings menu, press *****.

The hints that you can listen to are as follows.

- Using the pound (**#**) key.
- Using the star (*****) key.
- Using the playback cueing option keys and time saver options.
- Changing the playback volume of voice messages.
- Changing the speed of message playback.
- Replying to, forwarding and sending messages.

A What callers hear when they reach your mailbox

This chapter explains MetaSphere from a third-party caller's perspective, to help you understand what callers hear when they reach your mailbox.

Depending on how you have configured your account, MetaSphere will play its announcements in your chosen language or languages. You can also have it play two languages one after the other to provide a bi-lingual interface.

- If you do not answer your phone or your line is busy, the MetaSphere voicemail system starts.
- Your selected greeting plays.
 - If you have a group mailbox, the caller will hear the group greeting, as configured in section 6.5, Managing group account greetings. This will ask them to select the member of the group for whom they would like to leave a message.

Once the caller has selected a mailbox they will then hear the greeting configured for that mailbox.
 - If you have configured your account to use an extended absence greeting with "announce only" turned on, the caller cannot leave a message. The call ends.
 - If you have configured an attendant number, the caller can press **0** to transfer to it instead of leaving a message.
 - If your account can accept faxes, the caller can press **7** to send a fax rather than leave a message.
 - Otherwise, the caller is asked to record a message after the tone. They can also press the **#** key during the greeting to hear the tone right away.
- When they have finished recording, the caller can either hang up to send the message, or press **#** to end the recording and hear more options.

A.1 Changing voicemail message options

If the caller presses **#** to hear further options, the following choices are available.

- To review the message they have left, the caller can press **1**. The recording is then played back.
 - To re-record the message, the caller can press **1** again.

- To keep the current recording and add to it with a further recording, the caller can press **2**. This feature allows them to add more information to their message without having to re-record it entirely.
- If the caller is happy with the recording as it is, they can press **#**.
- To switch whether or not the message is marked as urgent, the caller can press **2**.

Marking a message urgent ensures you hear it before any other non-urgent messages – even if it was sent after those non-urgent messages.

- To switch whether the message is marked as private or not, the caller can press **3**.

Marking a message private will prevent you from accidentally forwarding it to anyone else.

A.2 Cancellling the voicemail message

To cancel the message after recording it, the caller can take the following steps.

1. Press **#** on the telephone keypad at any time while recording the message.
2. Press ***** to cancel the message. This returns the caller to the start of the call, with a prompt to record a new voicemail.
3. Hang up during the prompt.

The original message is discarded and, because the caller hung up before beginning to record a new one, no message is deposited in your mailbox.

B Using Live Message Screening

Live Message Screening (LMS) is a service that allows you to "listen in" to voicemails as they are being recorded, much as you can with a traditional answer phone machine. You can find instructions on how to activate and de-activate LMS in section 7.7, Activating and de-activating Live Message Screening.

LMS works as follows.

1. It is initiated after you receive a call that is directed by MetaSphere to voicemail. For example you might choose not to answer a call if you do not recognize the originating number or the caller ID is withheld.
2. Once the call has gone to voicemail, the ring tone from your phone will change. If you now answer the phone you will be connected to the voicemail system.

If the caller hangs up, or if you do not answer the phone within a pre-determined time, your phone will stop ringing.

3. You will then hear an announcement stating that you are screening the call and that, if you want to answer the call at any time, you should press **1**.
4. You will now hear exactly what the caller hears (including any announcements made by MetaSphere). You will also be able to hear the caller recording their message.

The caller themselves will remain unaware that you are screening the call, and will not be able to hear anything from your phone.

5. If you do choose to answer the call by pressing **1**, you will immediately be connected to the caller, and any partially recorded voicemail message will be discarded.

However, if you do not answer the call, the voicemail message will be recorded as normal and delivered to your mailbox.

6. You can cancel this Live Reply call by pressing *****, and you will then return to the voicemail menu. However, if your Service Provider has enabled call release on this type of call, you cannot cancel the call in this way.

C Using Phone Applications

If you have a suitable phone, it may offer direct access to features normally found in CommPortal, or that would require you to dial in to your account. You can use these **phone applications** by pressing buttons on your phone, and following the instructions on the phone's screen.

This Appendix describes these applications in more detail.

C.1 Logging in to and out of your phone

You may need to log in to your phone before you can use it. In some cases, depending on your workplace practices, you may need to log in and log out of your phone regularly. Alternatively, you may only need to log in the first time you use your phone.

Looking at your phone, you will see a **Login** button. After pressing this, you will be asked to enter a phone number and password or PIN. Your phone will then initialize and display your personal settings, as well as assuming the correct phone number.

You may or may not also need to log out of your phone. Pressing the **Logout** button will log you out of the phone.

C.2 General behavior of phone applications

- You start and use the phone applications using the buttons on the phone itself. The phone's screen will show what action each button press will achieve.
- Lifting the handset will return your phone to the home menu, and you will hear the dial tone. You can then go on to use phone applications, for example to call a contact or play back your voicemail.
- If you haven't lifted the handset and you start a call, it will play through the speakerphone. As soon as you start the call you can lift the handset for more privacy – it won't return you to the home menu in this case.
- Any change you make using your phone will be mirrored in CommPortal. For example, your messages will be marked as heard and any changes to your contacts will be updated immediately.

C.3 Available phone applications

The following is a list of all the currently-available phone applications. The applications available to you will depend on the type of phone you are using.

C.3.1 Contacts

The **Contacts** application links to your CommPortal contacts. Any contact you have added to CommPortal will be available on your phone.

Using Contacts you can

- view your CommPortal contacts and, if applicable, the list of extensions and line names in your business group
- search these lists, matching against contacts' names, nicknames, organizations, email addresses and telephone numbers
- sort by first name or last name
- view the detail of a specific contact, including their full name, title, organization, telephone numbers, postal addresses and email addresses
- call a contact, either on their preferred number or a specific number
- modify the name, nickname, organization, number or number preference of a contact
- add a new contact, providing name, nickname, organization, number or number preference of a contact
- "paste" a number from call lists or voicemail into a contact's number field
- delete a contact.

C.3.2 Call Lists

The **Call Lists** application shows the calls to and from your phone. You can

- view combined or separate lists of missed, dialed, received and rejected calls, including who (was) called and when
- view more details, including the duration of the call
- jump to the corresponding contact in the Contacts application (or create a new one if no such contact exists)
- return (or retry) a call.

You may find two versions of this application on your phone: one on the telephone menu, along with the other applications, and another on the redial button. When accessed from the redial button the application will go straight to the list of recently dialed calls, but you can still navigate to the other lists from there.

C.3.3 Message List

The Message List application presents your voicemail messages on a menu, in a similar fashion to CommPortal. You can use the Message List application to

- view a list of voicemails, including who sent them, when, whether they are urgent and whether they have been heard
- play voicemails
- view more details, including the duration
- jump to the sender's entry in the contacts application (or create a new one if no such contact exists)
- return the call
- mark voicemails as heard or unheard
- delete voicemails.

C.3.4 Services Application

This application shows a list of the all the other applications you have on your phone. You can then start those applications accordingly.

D Email Clients

This section explains how to set up external email clients to work with MetaSphere, so that you can view and delete messages in your mailbox from your desktop PC. You will need to configure an **IMAP account** in your client and, in certain places, you will need to change the default values entered by the client. You should also ensure that you apply the appropriate security settings.

The following sections give instructions for setting up Outlook 2003, Outlook 2007, Outlook Express, Windows Mail (as supplied with Windows Vista) and Mozilla Thunderbird.

Please note that although you can use an external email client to view and delete messages, you cannot use it to send messages (including forwarding any of the voicemails or faxes in your mailbox.)

D.1 Before you begin

Your telephone service provider will give you the following details.

- The names of your **IMAP server** and **SMTP server**. These are computers operated by your telephone company, which your desktop client will connect to in order to retrieve your voicemail.
- The **email address** you can use to log into your mailbox. This will usually be based on your telephone number, for example 2125551234@example.com.

This email address is only used to identify your account and to allow you to log on with your chosen desktop client. You cannot use it to actually send or receive email.

D.2 Configuring Microsoft Outlook 2003

You should follow the set-up instructions in this section if you are using Outlook 2003 as your external email client.

These instructions refer to Outlook 2003.

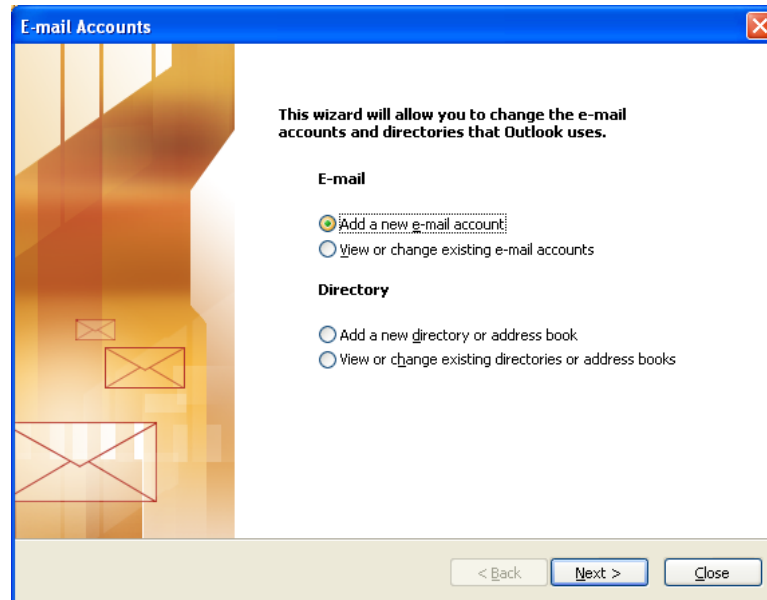
If you use an earlier version of Outlook, we recommend you upgrade to a more recent version. Earlier versions may work, but will not be supported by your telephone company.

If you have Outlook 2007, please refer to section D.3.

D.2.1 Creating IMAP accounts

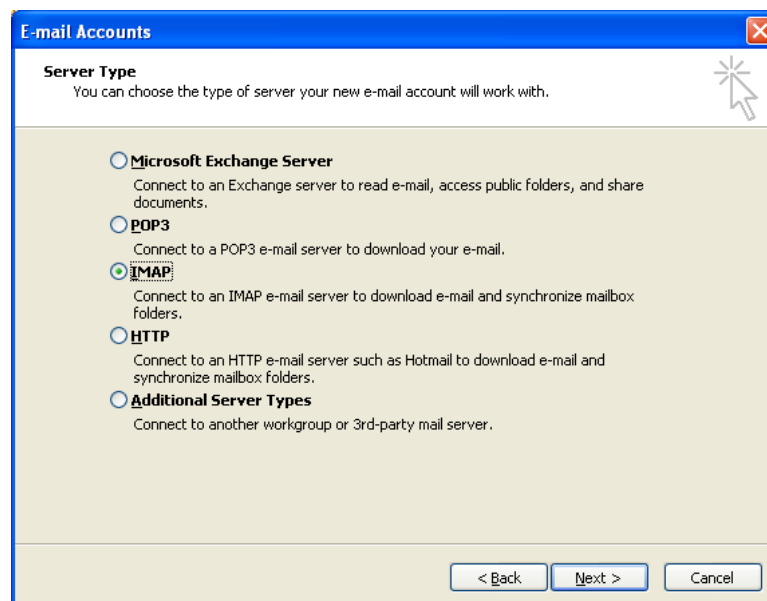
Use the *Tools / Email Accounts* menu option, which starts the wizard to create your IMAP accounts. You will see the display in Figure 2.

Figure 2: E-mail Accounts



Select *Add a new e-mail account* as shown in the above screenshot. You will then see the options shown in Figure 3.

Figure 3: Add a New E-mail Account



Select *IMAP* from the list of server types.

The next screen, shown in Figure 4, will prompt you to enter the settings required to start your account, including information about the user and your server.

Figure 4: E-mail Account Settings

The screenshot shows a window titled "E-mail Accounts" with a close button in the top right corner. Below the title bar, the text "Internet E-mail Settings (IMAP)" is displayed, followed by the instruction "Each of these settings are required to get your e-mail account working." and a help icon. The window is divided into three sections: "User Information", "Server Information", and "Logon Information".

| User Information | | Server Information | |
|------------------|-------------------------|------------------------------|------|
| Your Name: | John Doe | Incoming mail server (IMAP): | levi |
| E-mail Address: | john.doe@mbox.datcon.cc | Outgoing mail server (SMTP): | levi |

Logon Information

User Name: john.doe@mbox.datcon.cc
Password: ****
 Remember password

Log on using Secure Password Authentication (SPA)

More Settings ...

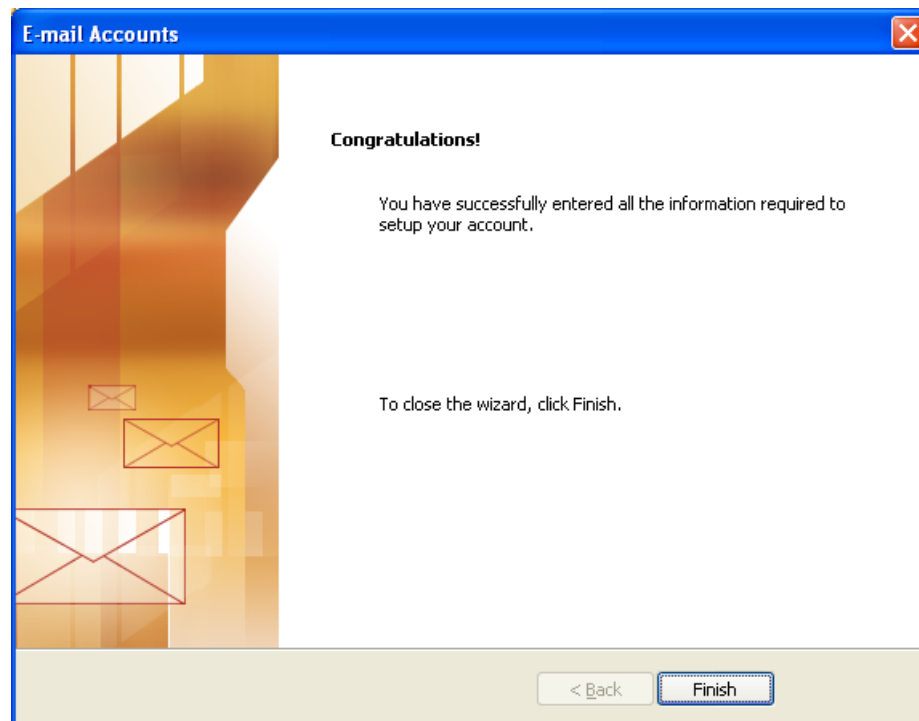
< Back Next > Cancel

Enter the following information in each of the boxes.

- Enter your name in the *Your Name* box.
- In the *E-mail Address* box, enter the email address provided by your telephone company.
- In the *Incoming mail server (IMAP)* and *Outgoing mail server (SMTP)* boxes, enter the names of the IMAP and SMTP servers provided by your telephone company.
- In the *User Name* box, enter the email address again. You may notice that this box will be filled in automatically, and will be the initial part of your email address (the text before @). However, you will need to amend this and enter the whole of your email address in order for Outlook 2003 to work properly with MetaSphere.
- In the *Password* box, enter your account PIN number.
- Click *OK* to close the window.

You will then see the following screen confirming that you have set up your account.

Figure 5: E-mail Account Confirmation



You should now see the IMAP server listed under your *Folder List* in Outlook 2003. Any folders on the server will automatically be downloaded here. You can then open your Inbox to read or delete messages.

D.3 Configuring Microsoft Outlook 2007

You should follow the set-up instructions in this section if you are using Outlook 2007 as your external email client.

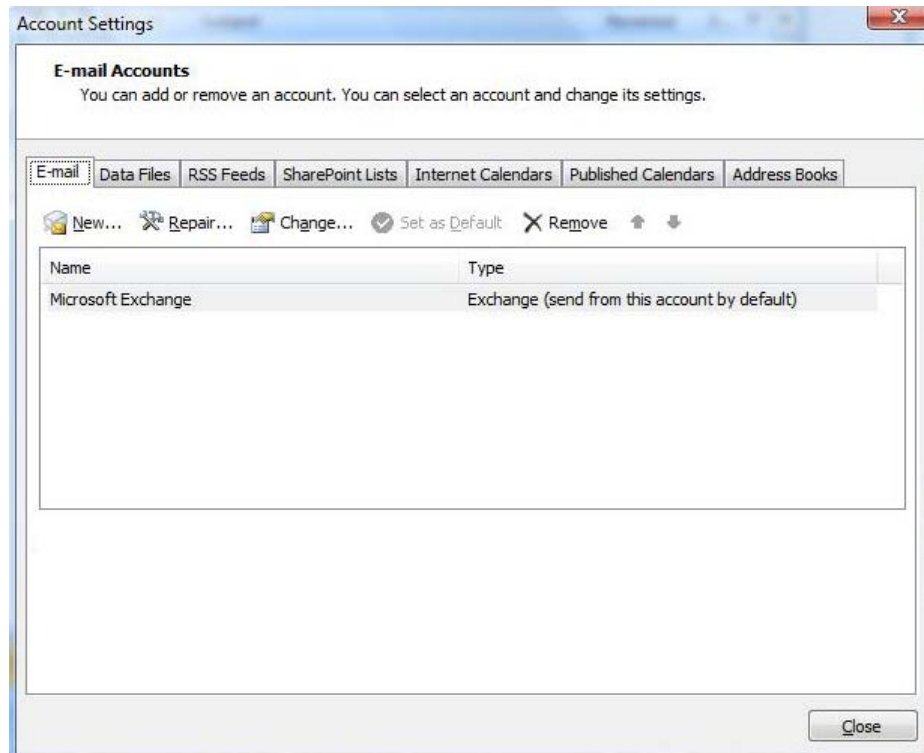
These instructions refer to Outlook 2007. If you have Outlook 2003, please refer to section D.2.

If you use an earlier version of Outlook, we recommend you upgrade to a more recent version. Earlier versions may work, but will not be supported by your telephone company.

D.3.1 Creating IMAP accounts

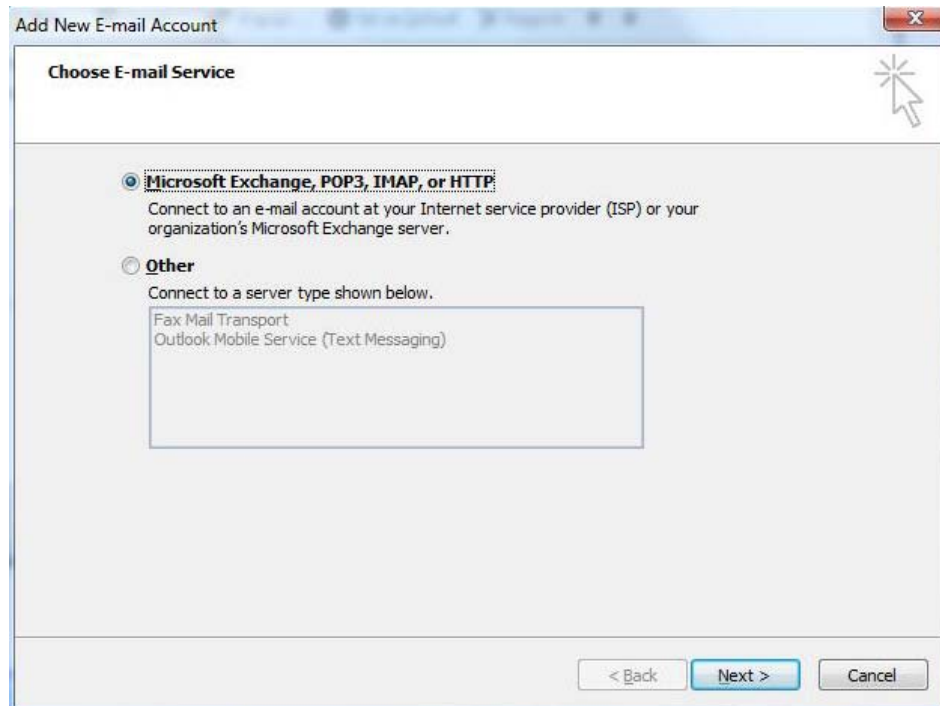
Use the *Tools / Account Settings* menu option, which starts the wizard to create your IMAP accounts. You will then see the display in Figure 6.

Figure 6: E-mail Accounts



Ensure that you have selected the E-mail tab, and then click on *New...* as shown in the above screenshot. You will then see the screen in Figure 7.

Figure 7: Choose E-mail Service



You should ensure that you have selected the radio button alongside *Microsoft Exchange, POP3, IMAP, or HTTP*, before clicking on *Next*.

The next screen, shown in Figure 8, will prompt you to enter the settings required to start your account, including information about the user and your server.

Figure 8: Account Setup

The screenshot shows a Windows-style dialog box titled "Add New E-mail Account". The main heading is "Auto Account Setup" with a sub-instruction: "Clicking Next will contact your e-mail server and configure your Internet service provider or Microsoft Exchange server account settings." There is a mouse cursor icon pointing to a starburst symbol in the top right corner. The form contains four input fields: "Your Name" (with "John Doe" entered and "Example: Barbara Sankovic" below), "E-mail Address" (with "john.doe@example.com" entered and "Example: barbara@contoso.com" below), "Password" (with "*****" entered), and "Retype Password" (with "*****" entered). Below the password fields is the instruction "Type the password your Internet service provider has given you." At the bottom left, there is a checked checkbox labeled "Manually configure server settings or additional server types". At the bottom right, there are three buttons: "< Back", "Next >" (highlighted in blue), and "Cancel".

Enter the following information in each of the boxes.

- Enter your name in the *Your Name* box.
- In the *E-mail Address* box, enter the email address provided by your telephone company.
- In the *Password* box, enter your account PIN number.
- You should then check the box *Manually configure server settings or additional server types*, before clicking on *Next* to bring up the screen shown in Figure 9.

Figure 9: Internet E-mail Settings

The screenshot shows a window titled "Add New E-mail Account" with a sub-header "Internet E-mail Settings" and a note: "Each of these settings are required to get your e-mail account working." The window is divided into several sections:

- User Information:** "Your Name:" (John Doe), "E-mail Address:" (john.doe@example.com)
- Server Information:** "Account Type:" (IMAP), "Incoming mail server:" (servername), "Outgoing mail server (SMTP):" (servername)
- Logon Information:** "User Name:" (john.doe@example.com), "Password:" (****), Remember password, Require logon using Secure Password Authentication (SPA)
- Test Account Settings:** "After filling out the information on this screen, we recommend you test your account by clicking the button below. (Requires network connection)" and a "Test Account Settings ..." button.

At the bottom of the window are buttons for "< Back", "Next >", and "Cancel".

- In the *Your Name* and *E-mail Address* boxes, enter your name and the email address provided by your telephone company.
- Use the drop-down box alongside *Account Type* to select *IMAP*.
- In the *Incoming mail server* and *Outgoing mail server (SMTP)* boxes, enter the names of the IMAP and SMTP servers provided by your telephone company.
- Enter the email address again in the *User Name* box and your account PIN number in the *Password* field.
- Click *OK* to close the window.

You will then see a screen confirming that you have set up your account.

D.4 Configuring Microsoft Outlook Express

You should follow the set-up instructions in this section if you are using Outlook Express as your external email client.

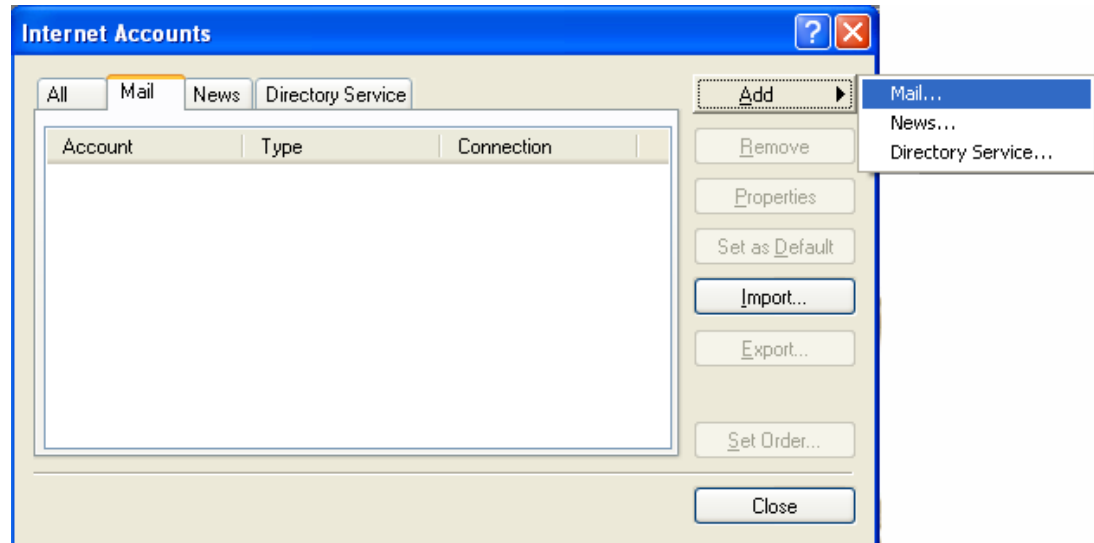
These instructions refer to Outlook Express Version 6, Service Pack 2. If you use an earlier version of Outlook Express, we recommend you upgrade to a more recent version.

Earlier versions may work, but will not be supported by your telephone company.

D.4.1 Creating IMAP accounts

Use the *Tools / Accounts* menu option to create your IMAP account. You will then see the following screen.

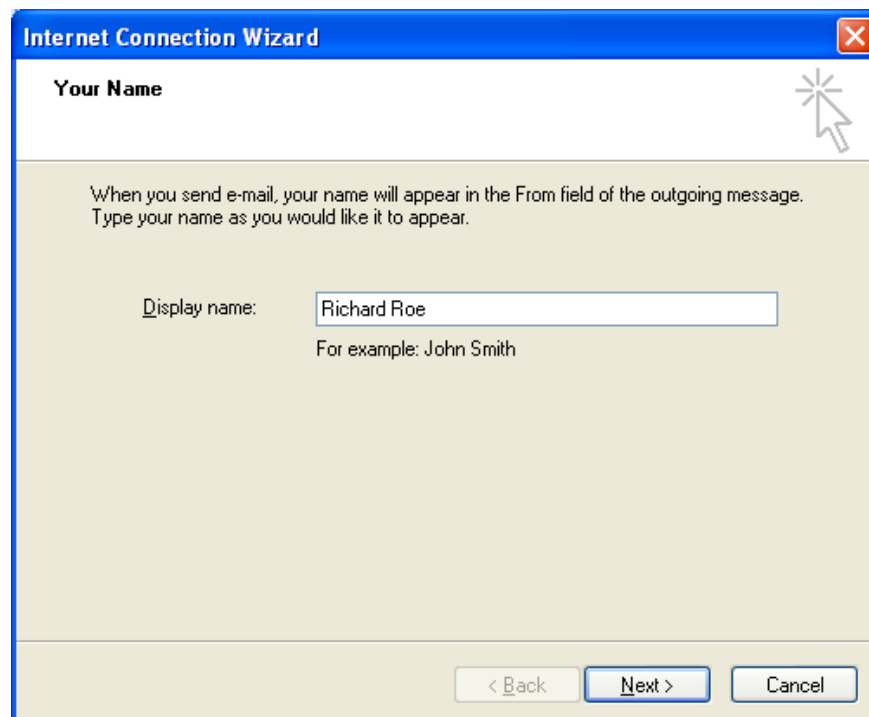
Figure 10: Creating an IMAP Account



Select the *Mail* tab, click on *Add* then *Mail* to start the wizard that will prompt you to enter the details of your IMAP account.

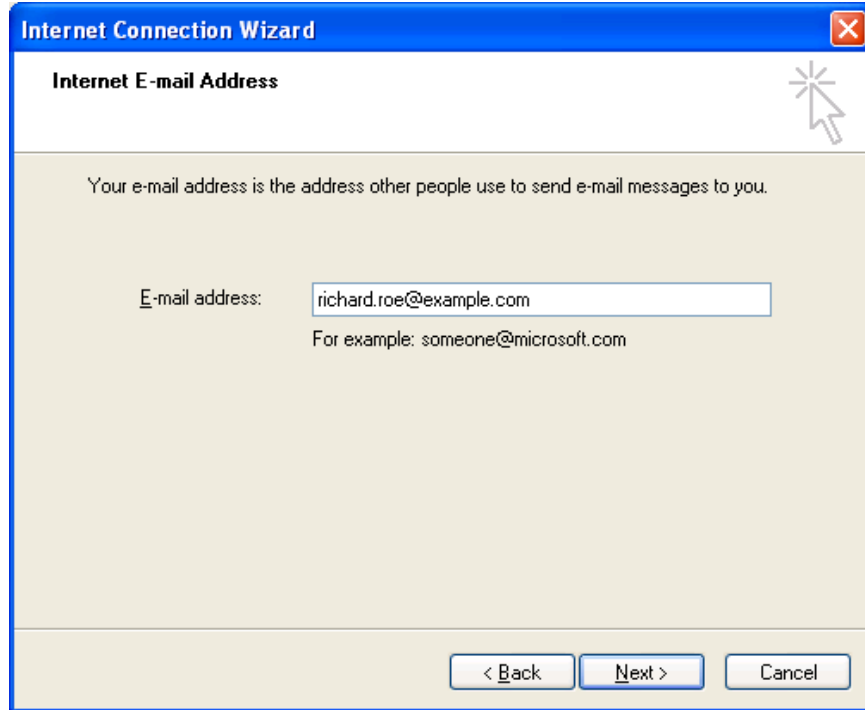
The first screen will prompt you to enter your name, then select *Next*.

Figure 11: IMAP Account Name



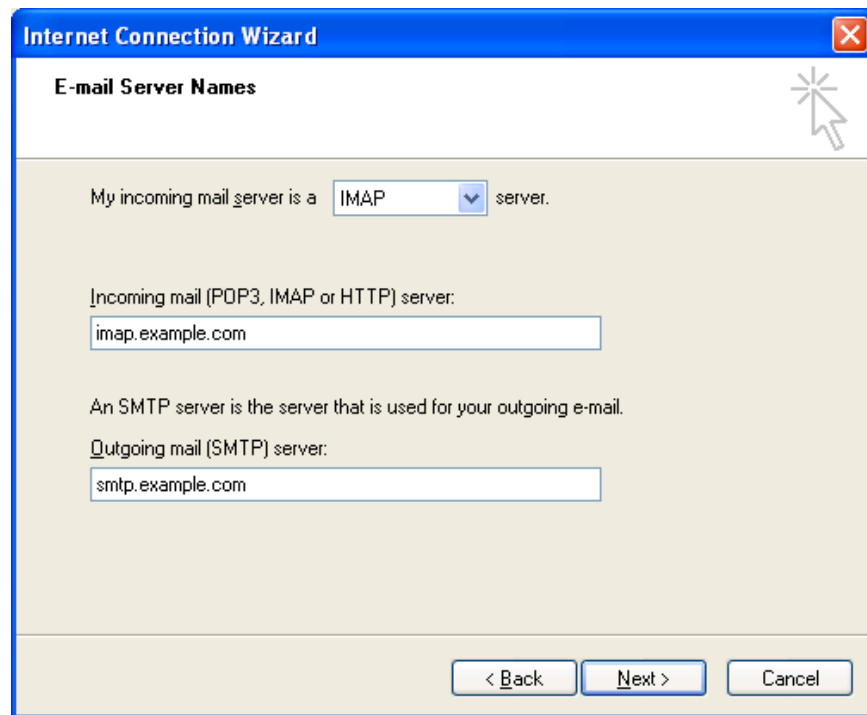
On the next screen you should enter the email address provided by your telephone company, then select *Next*.

Figure 12: IMAP Account E-mail Address



You will then see the following screen.

Figure 13: IMAP Account E-mail Server Names



Fill in these details as follows.

- Select *IMAP* from the dropdown list of server types.
- In the *Incoming mail (POP3, IMAP or HTTP)* box, enter the name of the IMAP server provided by your telephone company.
- In the *Outgoing mail (SMTP)* box, enter the name of the SMTP server provided by your telephone company.
- Select *Next*.

You will see the following screen.

Figure 14: IMAP Account Internet Mail Logon

Internet Connection Wizard

Internet Mail Logon

Type the account name and password your Internet service provider has given you.

Account name: richard.roe@example.com

Password: ●●●●

Remember password

If your Internet service provider requires you to use Secure Password Authentication (SPA) to access your mail account, select the 'Log On Using Secure Password Authentication (SPA)' check box.

Log on using Secure Password Authentication (SPA)

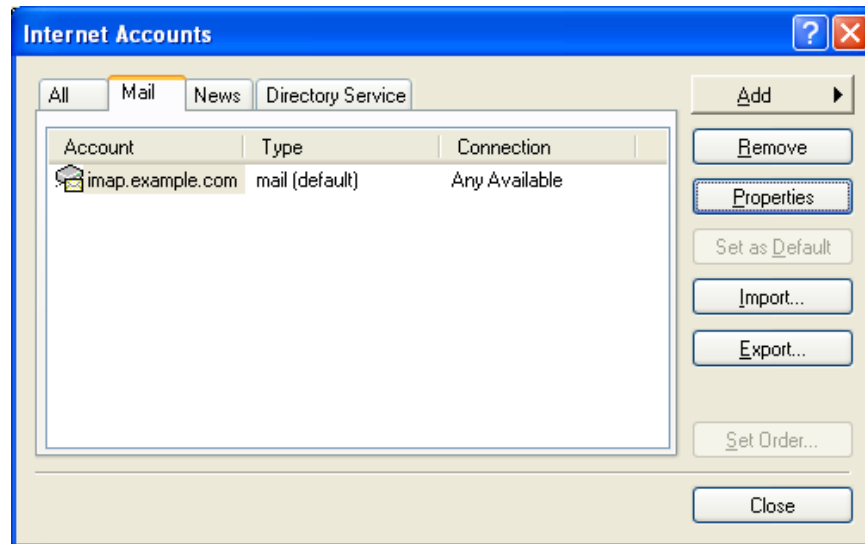
< Back Next > Cancel

- In the *Account Name* box, enter the email address again. You may notice that this box will be filled in automatically, and will be the initial part of your email address (the text before @). However, you will need to amend this and enter the whole of your email address in order for Outlook Express to work properly with MetaSphere.
- In the *Password* box, enter your account PIN number.
- If you wish, select *Remember password*. Note that selecting this option will give anyone with access to your PC account access to your voicemail.
- Select *Next*.

You are shown the information you have entered. If you are satisfied that the details are correct, select *Finish*.

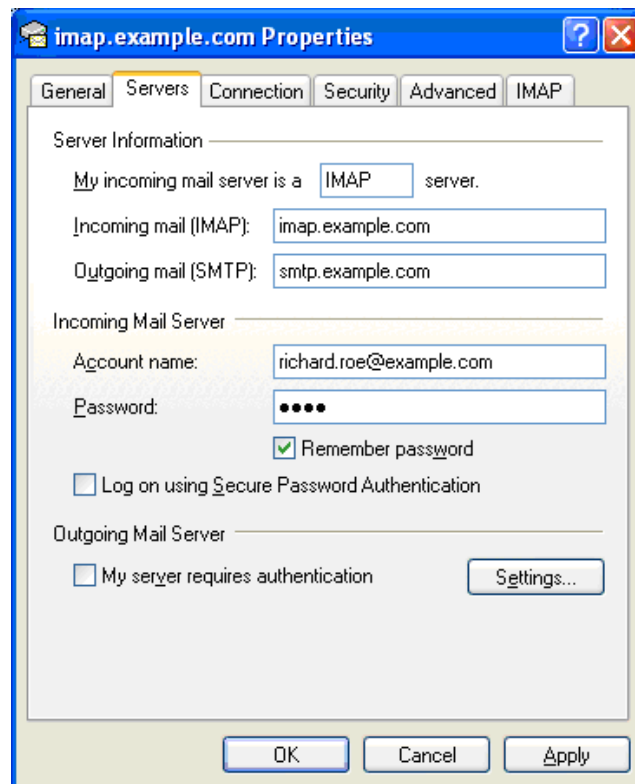
You will then be taken back to the following screen, where you now need to set the security settings for this account.

Figure 15: IMAP Account Created



Select your IMAP account by highlighting it and then click on the *Properties* tab on the right hand side of the screen. The following dialog box opens.

Figure 16: IMAP Account Security Settings



This screen will show all the information you have entered so far.

- Click *OK*. This will return you to the previous screen.

- Click *Close* to leave this screen.

You will then be prompted to download the folders from this mail server. Clicking *Yes* to download any messages already in your mailbox.

This completes the setup of Outlook Express to work with MetaSphere.

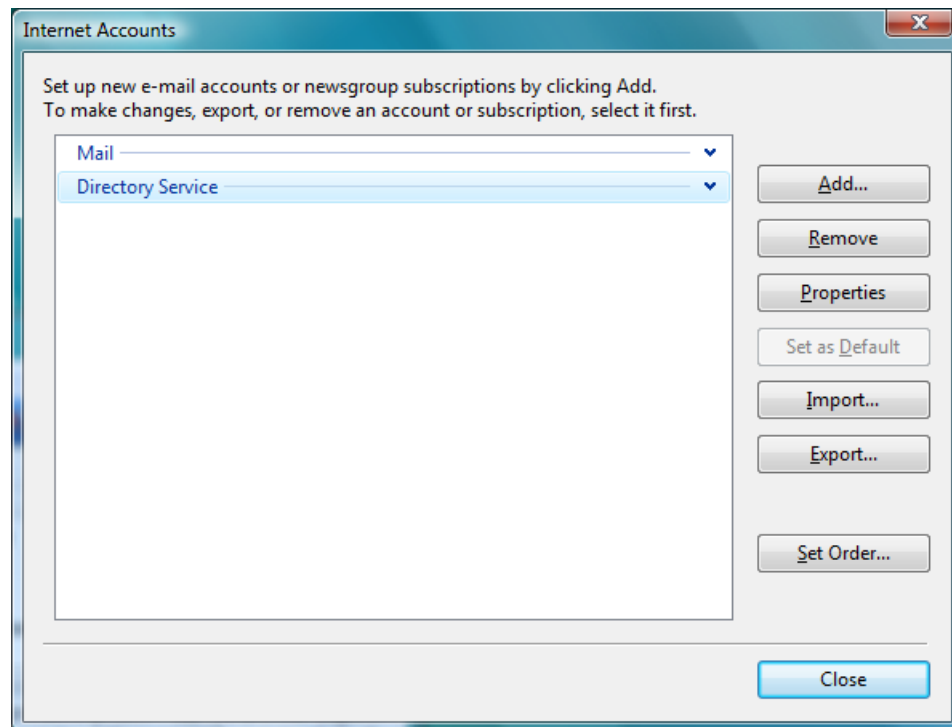
D.5 Configuring Windows Mail

You should follow the set-up instructions in this section if you are using Windows Mail as your external email client (as supplied with Windows Vista).

D.5.1 Creating IMAP accounts

Use the *Tools / Accounts* menu option to create your IMAP account. You will then see the following screen.

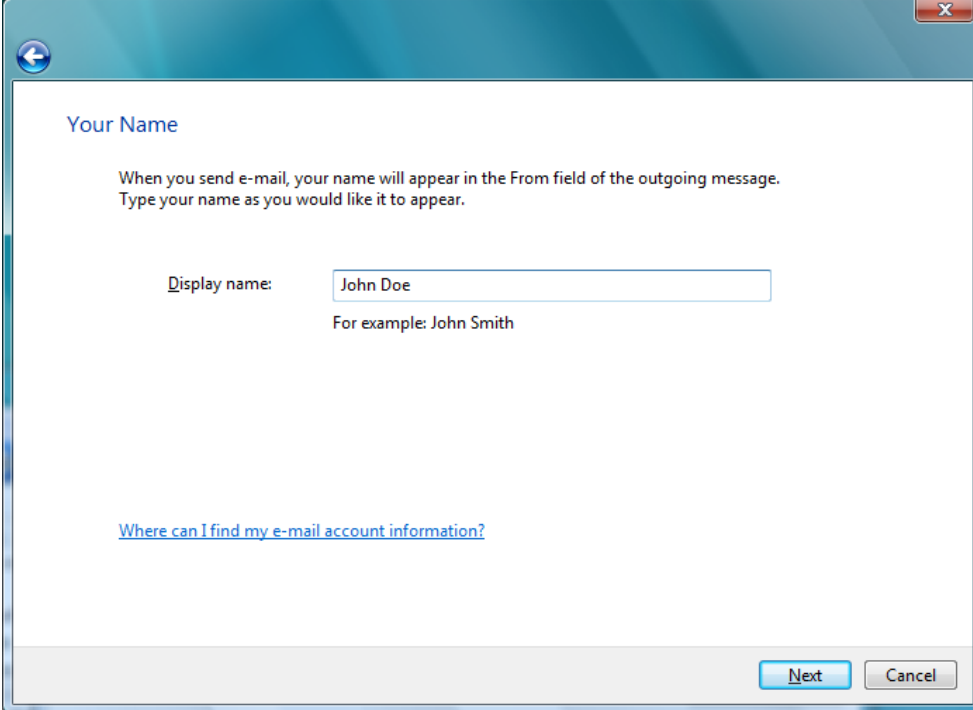
Figure 17: Creating an IMAP Account



Select *Add*. In the next dialog to appear, select *Email Account* and then *Next*. This starts the wizard that will prompt you to enter the details of your IMAP server.

The first screen will prompt you to enter your name, then select *Next*.

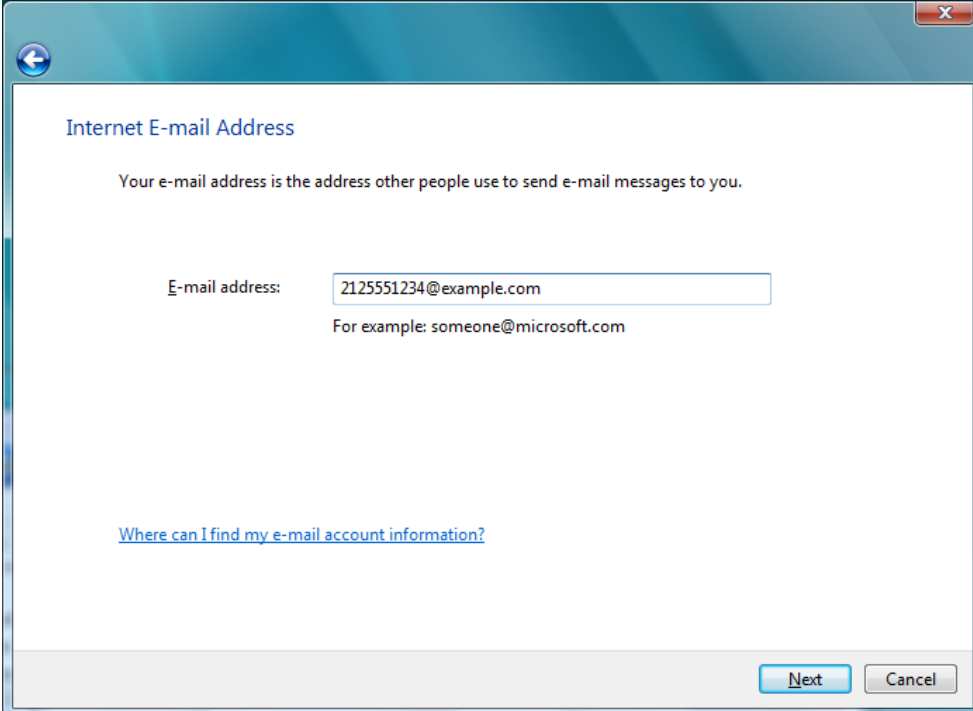
Figure 18: IMAP Account Name



The screenshot shows a dialog box titled "Your Name" with a blue header bar. Inside the dialog, there is a back arrow icon in the top left and a close button (X) in the top right. The main content area contains the following text: "Your Name", "When you send e-mail, your name will appear in the From field of the outgoing message. Type your name as you would like it to appear.", a label "Display name:" followed by a text input field containing "John Doe", and an example "For example: John Smith". Below this is a blue hyperlink: "Where can I find my e-mail account information?". At the bottom right, there are two buttons: "Next" and "Cancel".

On the next screen enter the email address provided by your telephone company, then select *Next*.

Figure 19: IMAP Account E-mail Address



The screenshot shows a dialog box titled "Internet E-mail Address" with a blue header bar. Inside the dialog, there is a back arrow icon in the top left and a close button (X) in the top right. The main content area contains the following text: "Internet E-mail Address", "Your e-mail address is the address other people use to send e-mail messages to you.", a label "E-mail address:" followed by a text input field containing "2125551234@example.com", and an example "For example: someone@microsoft.com". Below this is a blue hyperlink: "Where can I find my e-mail account information?". At the bottom right, there are two buttons: "Next" and "Cancel".

You will then see the following screen.

Figure 20: IMAP Account E-mail Server Names

Set up e-mail servers

Incoming e-mail server type:
IMAP

Incoming mail (POP3 or IMAP) server:
imap@example.com

Outgoing e-mail server (SMTP) name:
smtp@example.com

Outgoing server requires authentication

[Where can I find my e-mail server information?](#)

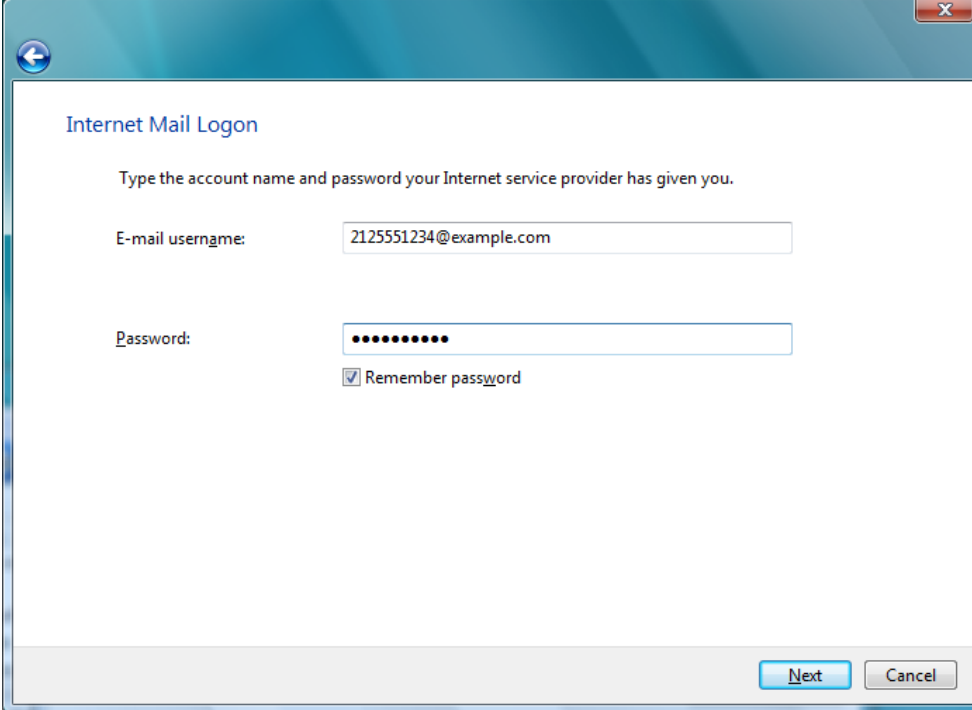
Next Cancel

Fill in these details as follows.

- Select *IMAP* from the dropdown list of server types.
- In the *Incoming mail (POP3 or IMAP) server* box, enter the name of the IMAP server provided by your telephone company.
- In the *Outgoing e-mail server (SMTP) name* box, enter the name of the SMTP server provided by your telephone company.
- Select *Next*.

You will see the following screen.

Figure 21: IMAP Account Internet Mail Logon



- In the *Account Name* box, enter the email address again. You may notice that this box will be filled in automatically, and will be the initial part of your email address (the text before @). However, you will need to amend this and enter the whole of your email address in order for Windows Mail to work properly with MetaSphere.
- In the *Password* box, enter your account PIN number.
- If you wish, select *Remember password*. Note that selecting this option will give anyone with access to your PC account access to your voicemail.
- Select *Next*.

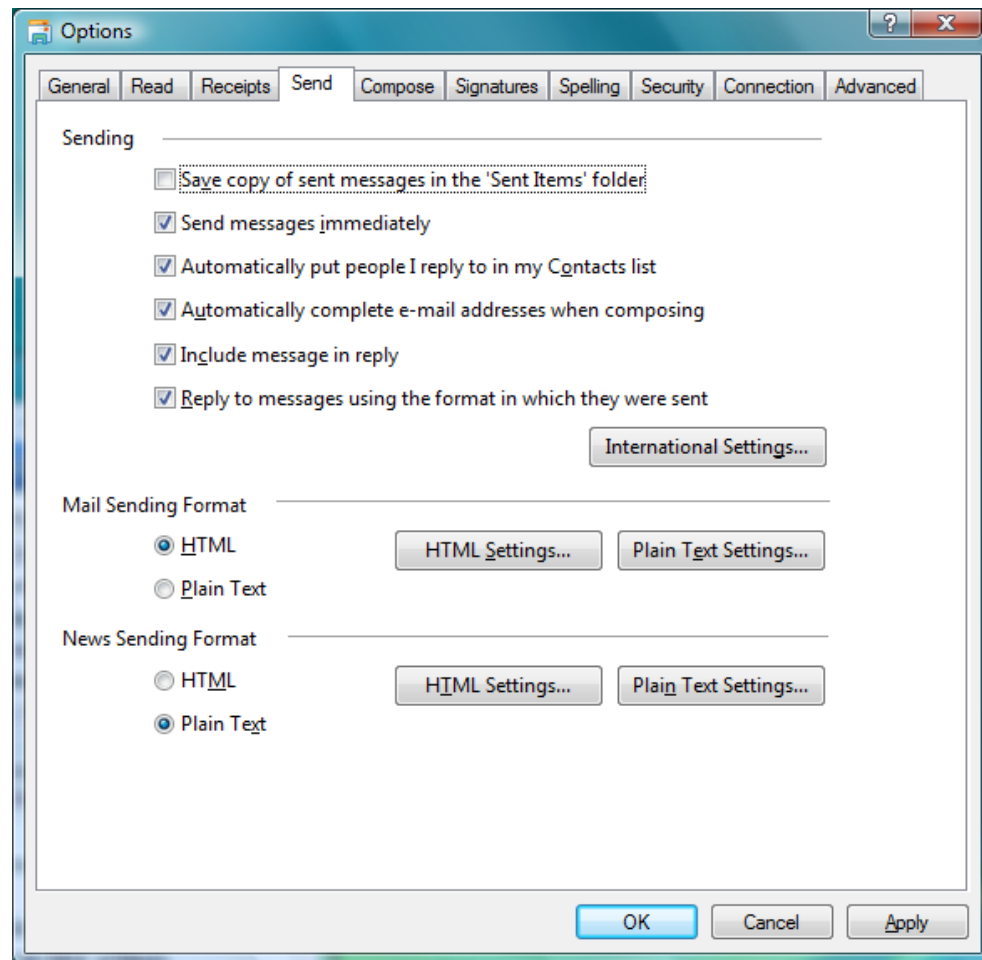
In the final screen of the wizard, leave *Do not download my email and folders at this time* unchecked, and select *Finish*.

A *Downloading Folders* window will briefly appear, then close as Windows Mail accesses your IMAP account for the first time. You will then be taken back to the screen shown in Figure 17, above. Select *Close* to exit.

This completes the setup of your account. The final step is to change a Windows Mail option to help the program work best with your MetaSphere service.

- From the *Tools* menu, select *Options*.
- Select the *Send* tab.
- You will see the following screen.

Figure 22: Options page



- Turn off the option *Save copy of sent messages in the 'Sent Items' folder*.
- You may leave the other options at their current settings (which may not necessarily match those shown in Figure 22).
- Select *OK*.

This completes the setup of Windows Mail to work with MetaSphere.

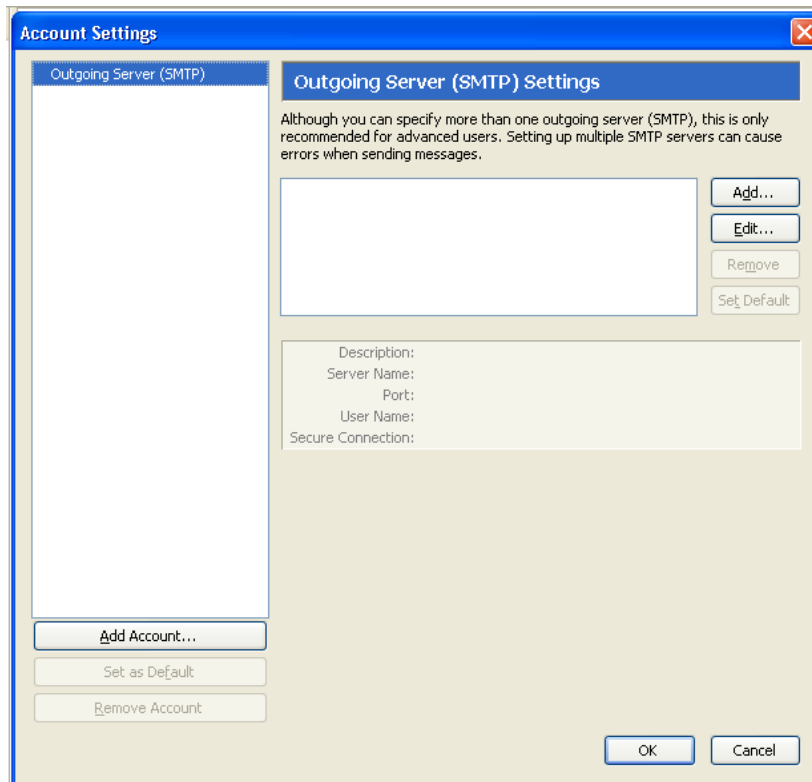
D.6 Mozilla Thunderbird

You should follow the set-up instructions in this section if you are using Mozilla Thunderbird as your external email client.

D.6.1 Creating IMAP accounts

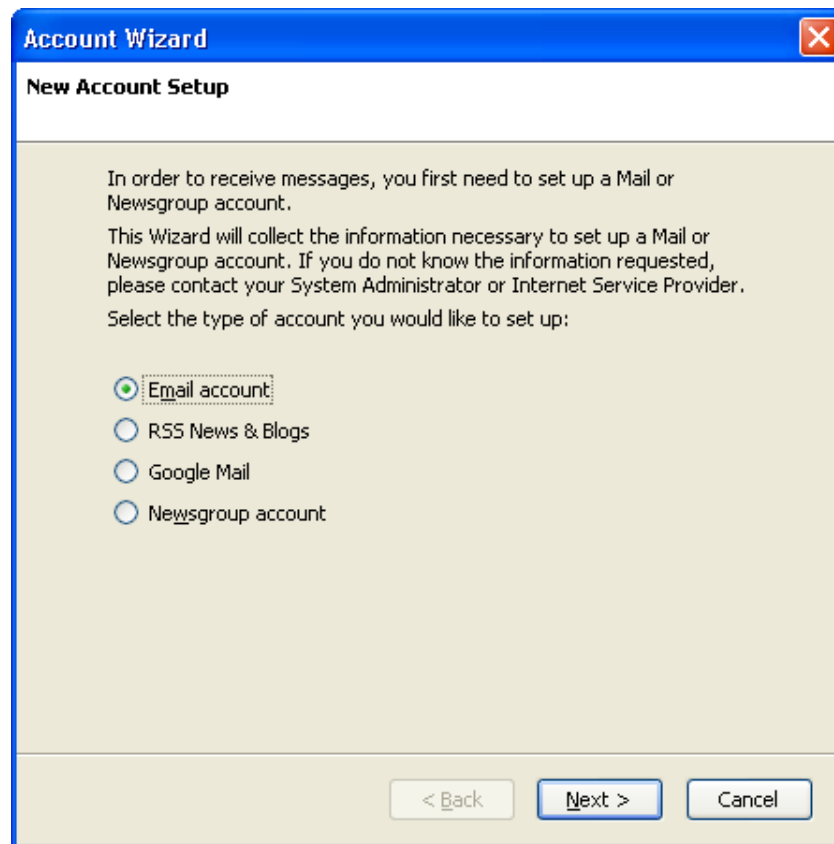
Use the drop down *Tools / Account Settings* menu option on the toolbar to set up your IMAP account. You will then see the following screen.

Figure 23: Adding a new account



- Click on *Add Account* to launch the Account Wizard.

Figure 24: Creating a new email account



- Select *Email account*.
- Press *Next* to navigate to the following screen.

Figure 25: Identifying your account

Account Wizard [Close]

Identity

Each account has an identity, which is the information that identifies you to others when they receive your messages.

Enter the name you would like to appear in the "From" field of your outgoing messages (for example, "John Smith").

Your Name:

Enter your email address. This is the address others will use to send email to you (for example, "user@example.net").

Email Address:

< Back Next > Cancel

- You can enter any name in the *Your Name* field. As indicated, this is the name that will appear in the *From* field of your outgoing messages.
- Enter the email address given to you by your telephone company in the field provided.
- Press *Next* to navigate to the following screen.

Figure 26: Entering server information

Account Wizard

Server Information

Select the type of incoming server you are using.

POP IMAP

Enter the name of your incoming server (for example, "mail.example.net").

Incoming Server:

Enter the name of your outgoing server (SMTP) (for example, "smtp.example.net").

Outgoing Server:

< Back Next > Cancel

- Select the radio button as shown above to identify the incoming server as an IMAP server.
- In the *Incoming Server* box, enter the name of the IMAP server provided by your telephone company.
- In the *Outgoing Server* box, enter the name of the SMTP server provided by your telephone company.
- Press *Next* to navigate to the following screen.

Figure 27: Entering your user name

The screenshot shows a dialog box titled "Account Wizard" with a close button in the top right corner. The dialog is titled "User Names" and contains the following text and input fields:

Enter the incoming user name given to you by your email provider (for example, "jsmith").

Incoming User Name:

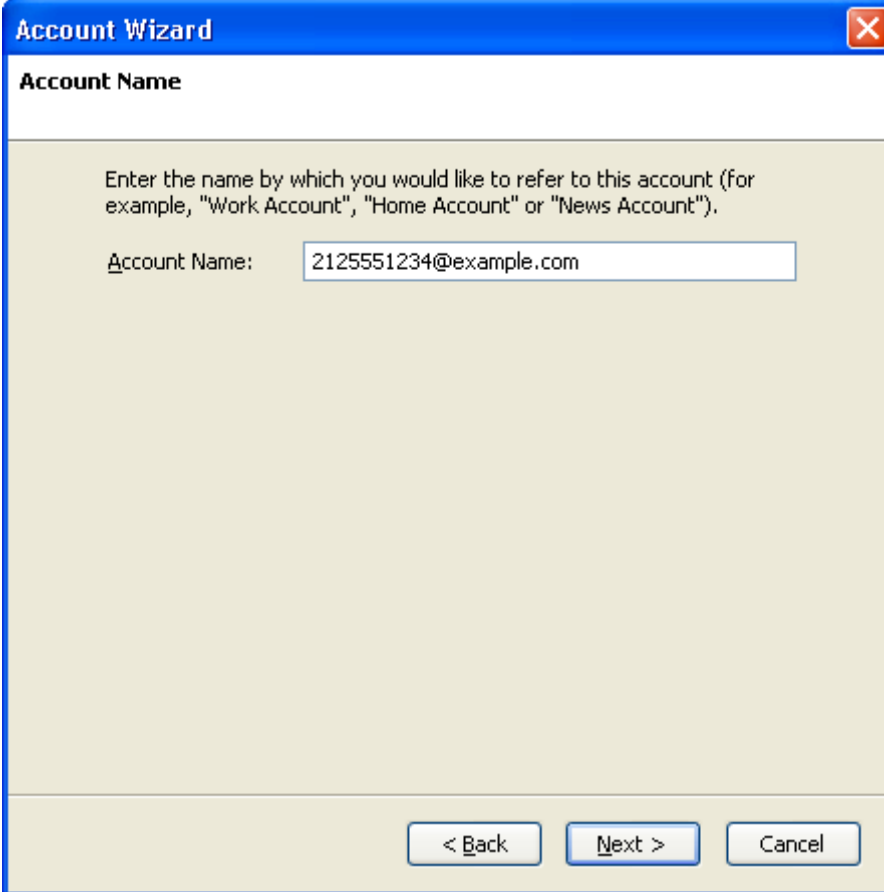
Enter the outgoing user name given to you by your email provider (this is typically the same as your incoming user name).

Outgoing User Name:

At the bottom of the dialog are three buttons: "< Back", "Next >", and "Cancel".

- You should now enter your *Incoming* and *Outgoing User Name*. You may notice that these boxes will be filled in automatically, and will be the initial part of your email address (the text before @). However, you will need to amend this and enter the whole of your email address in each box in order for Thunderbird to work properly with MetaSphere.
- Press *Next* to navigate to the following screen.

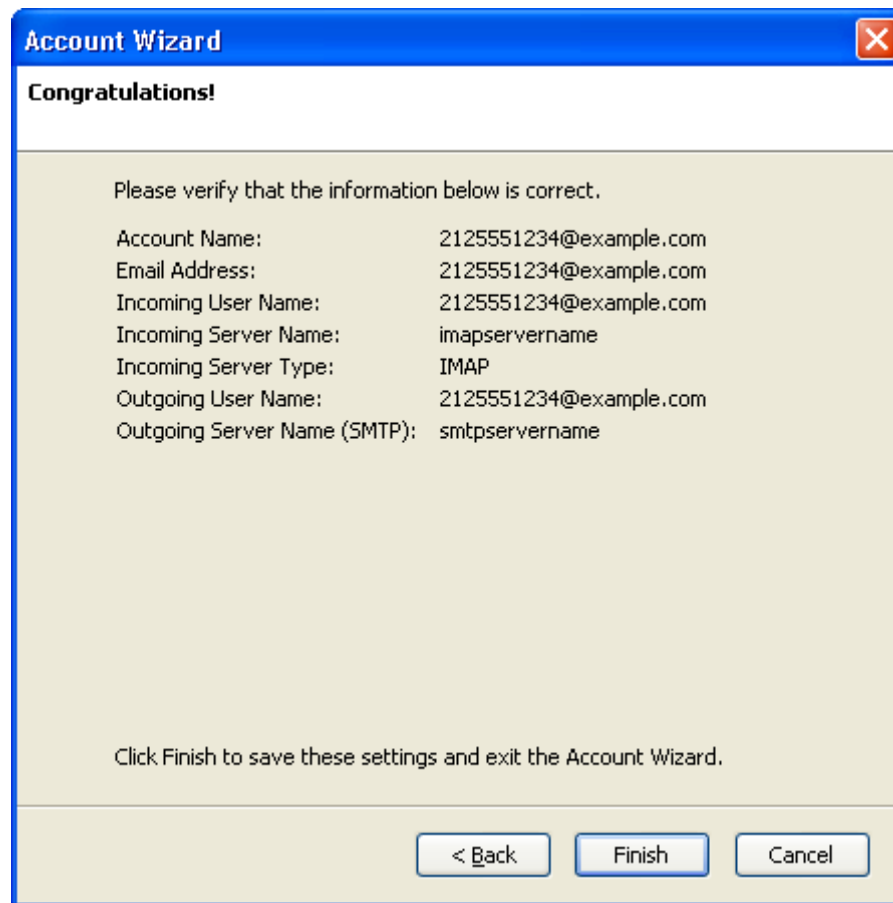
Figure 28: Entering your Account Name



The screenshot shows a dialog box titled "Account Wizard" with a close button in the top right corner. The dialog has a white header area with the title "Account Name". Below the header, there is a light beige background with the following text: "Enter the name by which you would like to refer to this account (for example, 'Work Account', 'Home Account' or 'News Account')." Below this text is a text input field with the label "Account Name:" and the value "2125551234@example.com". At the bottom of the dialog, there are three buttons: "< Back", "Next >", and "Cancel".

- You should now enter your *Account Name*. You can choose any name you wish to see displayed in Thunderbird.
- Press *Next* to navigate to the following screen.

Figure 29: Confirming your account details

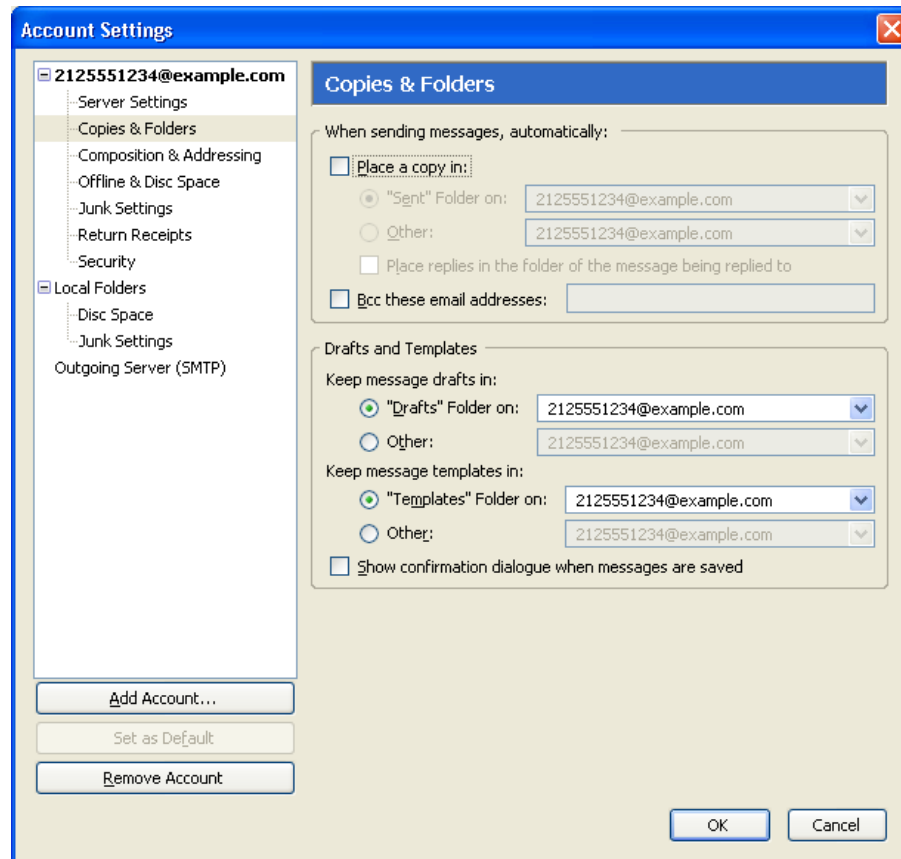


The Wizard will now show all the settings that you have just entered. You can press the *Back* button to navigate to a previous screen if you need to change any of the settings. Once you have entered the correct values for each of the fields, you can press *Finish* to save the settings and exit the Account Wizard.

This completes the setup of your account. The final step is to change a Thunderbird option to help the program work best with your MetaSphere service.

- From the *Tools, Accounts Settings* menu on the toolbar, select *Copies & Folders*.
- You will see the following screen.

Figure 30: Copies & Folders page



- Ensure that you have unchecked the *Place a copy in:* checkbox.
- You may leave the other options at their current settings (which may not necessarily match those shown in Figure 30).
- Select **OK**.

You can now go to your Inbox and begin accessing your messages.

- You will be prompted to enter your password before you can gain access to your mailbox.
- Enter the PIN that your Service Provider has given you for accessing your CommPortal account.
- You may wish to save this password so that you do not need to enter it every time you access your mail, but you must be very careful that you have entered your password correctly before doing this as it is very difficult to change this subsequently. You should also only do this if you are confident that no-one else will be able to log in to your account – for example, you should not use this option if you have a shared machine.