


# IP Messaging Module – 3Com Native 3COM Interface Quick Reference Guide


## Initializing Your Voice Mailbox

1. Pick up the handset and press **MSG** or .
2. Follow the voice prompts to set up your mailbox number, create a password, and record a name announcement and personal greeting. The mailbox is ready to use.

**Notes:** Availability of some options depends on how your mailbox is configured or on the telephony system being used.

New mailboxes may have enhanced voicemail security enabled. See your system administrator for password requirements.

## Accessing your Mailbox

1. Pick up the handset and press **MSG** or .
2. At the prompt, enter your password and press **#**. To access a different mailbox, press **\***.

## Main Menu

Select from the following main menu options:

- Press **1** to listen to messages.
- Press **2** to send messages.
- Press **3** for Find Me Follow Me options. See the *IP Messaging Module User Guide — 3Com Native Interface* for information on Find Me Follow Me setup options.
- Press **4** to generate a delivery report. This prompt only appears if a delivery report has been previously requested. See [“Sending Messages”](#) for more details.
- Press **6** to place a call.
- Press **70** for help on shortcut keys. See [“Shortcut Key Combinations”](#) for more details.
- Press **9** for Setup Options.
- To exit, press **\***.
- For help, press **0**.
- To access the auto attendant, press **00**.

## Retrieving and Reviewing Messages

1. Press **1** to access the Listen menu.
2. From the Listen menu:
  - Press **1** for new messages.
  - Press **2** for saved messages.
  - Press **3** for deleted messages.
  - Press **4** for future delivery messages. You can review, delete, and skip messages and also have the option of deleting all messages scheduled for future delivery.
  - Press **5** for external e-mail. Messages are then downloaded from the server.
3. From the New, Saved, or Deleted Messages menu:
  - Press **1** to review a message. Message types can be voice, e-mail, or faxes.

- Press **2** to save a message.
- Press **3** to delete a message.
- Press **4** to reply to a message.
- Press **5** for message options.
- Press **6** to forward a message.
- Press **7** to replay the last 10 seconds of a message.
- Press **8** to pause the message for 10 seconds.
- Press **9** to fast-forward 10 seconds in the message.

## Replying to Messages


1. From the New, Saved, or Deleted Messages menu, press **4** to reply to a message, and then **1** to send a message.
2. Press **#** to reply to the original sender, or enter a different destination number and then press **#**.
3. Record a reply and press **#** at the end of the recording.
4. Choose from the send options in Step 3, [“Sending Messages”](#).

## Forwarding Messages

1. From the New, Saved, or Deleted Messages menu, press **6**.
2. Enter a destination number and press **#**. Repeat as needed for additional destinations, then press **#** when finished.
3. To forward without comment, press **#**. To forward with a comment, wait for the prompt, add a comment, and then press **#**.

## Sending Messages

1. From the Main menu, press **2** to send messages.
2. Enter a destination number and press **#**. Repeat as needed for additional destinations and press **#** when finished.
3. Record a message and press **#** when finished. Choose from the following Record options:
  - Press **1** to review a message.
  - Press **2** to re-record a message.
  - Press **3** to append a message.
  - Press **7** to replay the last 10 seconds of a message.
  - Press **8** to pause a message.
  - Press **9** to fast-forward 10 seconds in the message.
  - Press **#** to send a message.
4. Choose from the following Send options:
  - Press **#** to send a message.
  - Press **1** to mark the message as urgent.
  - Press **2** to mark the message as private.
  - Press **3** for future delivery options. You can send a message within 24 hours or send it at a later date and time.
  - Press **4** to send as a system message.



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- Press **6** for delivery report options. You can specify a personal default format, accept the system default, or modify a report configuration.
- Press **7** to disable notification.

### Setup Options

From the Main menu, press **9** and choose from the following setup options:

- Press **1** for mailbox setup and greetings. See [“Mailbox Setup and Greetings”](#) for more information.
- Press **2** to turn MWI Notification ON or OFF.
- Press **3** to access a personal address book. You can add new entries, delete entries, and edit existing entries.
- Press **4** for incoming call options. You can turn callback ON or OFF.
- Press **5** for distribution list options. You can create a new list, delete a list, edit an existing list, and manage a system list.
- Press **6** for Message on Demand options. You can create a menu of options for callers to use to hear prerecorded messages
- Press **7** for delivery report configuration. You can review a current report configuration or customize a report.
- Press **8** for multiuser mailbox administration. You can create sub-mailboxes or disable active sub-mailboxes.
- Press **9** to enable the mailbox number prompt.

### Mailbox Setup and Greetings

From the Mailbox Setup and Greetings menu:

- Press **1** to change your password.
- Press **2** to record, review, rerecord, or delete a normal, busy, or extended absence greeting.
- Press **3** to manage scheduled personal greetings. You can record a new greeting, override an existing greeting, modify or review schedules, and delete greetings.
- Press **4** to record and review your name announcement.
- Press **5** to set your operator extension. Enter an extension and press # when finished.
- Press **6** to modify message review options such as the date and time a message was sent, details about the caller, attaching the original message, and enabling full autoplay.
- Press **9** to set up print options. You can change the primary fax number, turn fax cover sheets ON/OFF, change the primary voice number, configure auto delivery, and change the e-mail auto delivery number.

### Call Monitor

Call Monitor lets you listen to incoming voicemail messages as they are being recorded and also lets you interrupt messages in progress to speak directly to the caller:

- Press **91** to listen to the voicemail message in progress
- Press **92** to interrupt the message and speak directly to the caller
- Press **99** to end the Call Monitor event and return to your voicemail box.

**Note:** This feature must be enabled by your system administrator. For detailed information about Call Monitor, see the *3Com IP Messaging Module User Guide - Native Interface*.

### Shortcut Key Combinations

From the Main menu:

- Press **71** to record a personal greeting.
- Press **72** to override a personal greeting.
- Press **73** to auto-play new messages.
- Press **74** to change the default fax number.
- Press **75** to print new faxes.
- Press **79** to define a macro.
- Press **7#** to run the macro.

### Standard Key Assignments

- Press **0** for HELP.
- Press **\*** to CANCEL the current function and return to the previous menu.
- Press **#** to accept the operation and move forward.

**Note:** For detailed information about these and other features, see the *3Com IP Messaging Module User Guide - Native Interface*.

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