

# MiCollab AM Quick Reference Card *Octel® Serenade®/VMX Emulation*



\*Depending on how your MiCollab AM system is set up, this command may not be available. Please consult your system administrator for additional information.

## Main Menu

### Octel® Serenade® / VMX Emulation

List all  
available  
commands **0**

Listen to next  
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Record a  
message **6**

Exit **9**

Change  
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Record your  
standard  
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Record your  
out-of-office  
greeting **4 7**

### PhoneManager™

User options **1 6**

## Listening to Message

Pause or resume **\***  
Forward message **1 3**  
Call message sender **1 4**  
User Options **1 6**  
Reply to message **1 7**

Go to  
**User  
Options**

Continued...

Change volume **1 8**  
Change message queue **1 9**  
Back up five seconds **2**  
Return to beginning of message **2 2**  
Mark message for deletion **3**

Go to  
**Message  
Queue**

Continued...

Advance five seconds **4**  
Skip to next message **5**  
Record a new message **6**  
Save message **7**  
Hear date and time of message **8**

## Recording Message

Record your message, then...

Pause **\***  
Stop, address, and send **#**

## Recording Options

Resume recording **\***  
Back up five seconds **2**  
Return to beginning of message **2 2**  
Erase recording **3**  
Stop, address, and send **#**

## Addressing Message

Enter another address **Mailbox Number**  
Delete previous address **\***  
Delete message **\*\***  
Select address from directory **0 0**  
Addressing options **#**

## Addressing Options

Request or cancel return receipt **1**  
Turn privacy on or off **4**  
Turn future delivery on or off **5**  
Turn urgent status on or off **6**  
Send **#**  
Delete previous address **\***  
Delete message **\*\***

## Message Queue

New message **1**  
Saved messages **2**  
Fax print options **8**

## Message Queue Selection

Voice message **1**  
Fax messages **2**  
Email messages **3**  
All messages **9**  
Cancel queue selection **\***

## Fax Options

Print to default fax number **1**  
Print to specific fax numbers **2**  
Return to previous menu **\***

## User Options

Personal options **1**  
Messaging options **2**  
Automated attendant options **3**  
Record your standard greeting **4**  
Record your busy greeting\* **5**  
Record your out-of-office greeting\* **6**

## Personal Options

Change Immediate message notification\* **1**  
Change daily message reminder\* **2**  
Record personal greeting **3**  
Change security code **4**  
Record your name **5**  
Record an announcement for a mailbox you sponsor **6**  
Change language\* **7**  
Change SMS notification\* **8**

## Record Personal Greetings

Busy greeting\* **1**  
Standard greeting **2**  
Out-of-office greeting\* **3**  
Availability greeting\* **4**

## Automated Attendant Options

Change call screening\* **1**  
Change call blocking\* **2**  
Change extension-specific processing\* **3**  
Change diverted call processing\* **4**

## Messaging Options

Record a name for a sponsored mailbox **2**  
Change a personal distribution list **3**  
Change message forwarding\* **4**  
Change message Envelope settings **6**

## Welcome!

Your organization's new MiCollab Advanced Messaging (MiCollab AM) messaging system is designed to provide you with the same convenient access to your voice, fax, and email messages whether you are at your desk or calling in over the telephone. When you call in, the Octel® Serenade® emulation saves you the effort of relearning most of the keystroke commands you use to send, retrieve, and manage messages.



## Before You Start

To set up your MiCollab AM mailbox, your system administrator will give you the following information.

MiCollab AM internal number: \_\_\_\_\_

MiCollab AM external number: \_\_\_\_\_

Your subscriber mailbox number: \_\_\_\_\_

Your system administrator may also give you a default security code to use when you log on to MiCollab AM for the first time.

## Gaining Access to Your Mailbox

Follow these simple steps to start using MiCollab AM.

1. Call the MiCollab AM internal or external number.
2. If necessary, press the key for triggering a subscriber log on (default = #).
3. If prompted, enter your subscriber mailbox number.
4. Enter your security code (or the default code, if your administrator has given you one).

## Performing Common Tasks

If you are looking for a quick hint on how to perform a specific task, here is the list of the shortcut commands.  
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### Getting Started...

<i>If you want to...</i>	<i>Then enter...</i>
Record and send a message	<b>6</b>
Review all new messages	<b>1 9 1</b>
Review saved messages	<b>1 9 2</b>
Review the first available new message	<b>5</b>

### Changing Your Mailbox Options

<i>If you want to...</i>	<i>Then enter...</i>
Change name	<b>1 6 1 5</b>
Change password	<b>1 6 1 4</b>
Change standard greeting	<b>4 6 or 1 6 1 3 2</b>
Change out-of-office greeting	<b>4 7 or 1 6 1 3 3</b>
Change busy greeting	<b>1 6 1 3 1</b>
Set automatic message forwarding	<b>1 6 2 4</b>
Set Immediate Message Notification	<b>1 6 1 1</b>

### After Recording & Addressing Message

<i>If you want to...</i>	<i>Then enter...</i>
Request return receipt	<b># 1</b>
Mark the message private	<b># 4</b>
Request future delivery	<b># 5</b>
Mark the message urgent	<b># 6</b>

### After Listening to Message

<i>If you want to...</i>	<i>Then enter...</i>
Forward the message	<b>1 3</b>
Reply (to an outside number)	<b>1 4</b>
Reply (to an extension)	<b>1 7</b>
Send the message to your default fax/email <sup>†</sup>	<b>1 9 8 1</b>
Send the message to fax/email <sup>†</sup>	<b>1 9 8 2</b>
Delete the message	<b>3</b>
Save the message	<b>7</b>