

# MiCollab AM Quick Reference Card *Meridian Mail®/CallPilot® 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

### Meridian Mail® / CallPilot® Emulation

- Skip backward **1**
- Play **2**
- Skip forward **3**
- Previous message **4**
- Record **5**
- Next message **6**
- Message Commands **7**
- Mailbox commands **8**
- Call sender **9**
- Operator transfer **0**

#### Basic Commands

The Basic commands can be dialed anywhere in this menu.

Help **\***  
Cancel/Exit **#**

### Playing Message

Decrease playback speed **2 1**  
Increase playback speed **2 3**

### Message Commands

Reply **1**  
Play envelope **2**  
Forward **3**  
Reply All **4**  
Compose **5**  
Delete/restore **6**  
Print fax/email **7**  
Send **9**  
Message options **0**

### Addressing Message

Enter the mailbox number, then **#**  
To end addressing **#**  
Remove last entered number **0 #**  
Access names dialing **1 1**

### Recording Message

Record **5**  
End record **#**

### Sending Message

Review message **2**  
Send message **7 9**

### Message Options

Urgent **1**  
Normal **2**  
Private **4**  
Return receipt **5**  
Future delivery **6**

### Mailbox Commands

Log off **3**  
Go to message **6**  
Change message list **9**  
Mailbox options **0**

### Personal Options

Change Immediate msg 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**

### User Options (PhoneManager™)

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**

### Messaging Options

Record a name for a sponsored mailbox **2**  
Change a personal distribution list **3**  
Change message forwarding **4**  
Change message presentation order **5**

### Automated Attendant Options

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

## Welcome!

Your organization's new MiCollab Advanced Messaging (MiCollab AM) unified 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 Meridian Mail® / CallPilot® 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>
Listen to a message	<b>2</b>
Go to the previous message	<b>4</b>
Go to the next message	<b>6</b>
Compose a message	<b>7 5</b>
Change message lists	<b>8 9</b>

### Changing Your Mailbox Options

<i>If you want to...</i>	<i>Then enter...</i>
Change name	<b>8 0 1 5</b>
Change password	<b>8 0 1 4</b>
Change standard greeting	<b>8 0 1 3 2</b>
Change out-of-office greeting*	<b>8 0 1 3 3</b>
Change busy greeting*	<b>8 0 1 3 1</b>
Set automatic message forwarding*	<b>8 0 2 4</b>
Set message presentation order	<b>8 0 2 5</b>
Set Immediate Message Notification*	<b>8 0 1 1</b>

### After Recording & Addressing Message

<i>If you want to...</i>	<i>Then enter...</i>
Mark the message Urgent	<b>7 0 1</b>
Mark the message Private	<b>7 0 4</b>
Request return receipt	<b>7 0 5</b>
Request future delivery	<b>7 0 6</b>
Send the message	<b>7 9</b>

### While Listening to Message

<i>If you want to...</i>	<i>Then enter...</i>
Skip back 5 seconds	<b>1</b>
Skip ahead 5 seconds	<b>3</b>
Decrease playback speed	<b>2 1</b>
Increase playback speed	<b>2 3</b>
Reply to the message sender	<b>7 1</b>
Forward the message to another subscriber	<b>7 3</b>
Reply All to the message sender	<b>7 4</b>
Delete the message	<b>7 6</b>
Call the message sender	<b>9</b>