

MiCollab AM Quick Reference Card *Avaya C3000 TUI*



* 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

Listen to messages **1**

Listen to saved messages† **5**

† Key **5** goes to Message Ordering (same as Key **1**).

PhoneManager™

Set user options **3**

Message Ordering*

Voice messages	1
Messages from outside callers	4
Messages from a specific mailbox	5
All messages	9

Listening Options

Pause	1
Forward	2
Back up five seconds	3
Delete	4
Save	5
Review	6
Skip to next message	7
Advance five seconds	9

Pause Options

Continue listening	1
Increase speed*	4
Set bookmark	5
Decrease speed*	7
Resume from bookmark	8

User Options (PhoneManager™)

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

Personal Options

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

Record Personal Greetings

Busy greeting*	1
Standard greeting	2
Out-of-office greeting*	3

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.



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 new messages	1
Listen to saved messages	5

Changing Your Mailbox Options

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

While Listening to Message

<i>If you want to...</i>	<i>Then enter...</i>
Increase playback speed*	1 4
Decrease playback speed*	1 7
Skip back five seconds	3
Delete a message	4
Save a message	5
Skip to next message	7
Skip ahead five seconds	9

Note

