

Each FirstClass user can be assigned multiple mailbox numbers or DNs (dialable numbers) which are set up by the Administrator and associated with their FirstClass account. Users log on to their mailboxes from an ordinary touch tone phone using a voice password which they create themselves. Using simple commands at the keypads, users can compose and listen to voice messages, and perform messaging functions such as replying to, forwarding and deleting messages. Any FirstClass conference can also have an associated DN where voice and/or fax messages can be delivered.

FCVS provides recorded prompts to guide the user. These prompts remind the user of available functions and provide instructions. The system detects delays in user input, and supplies additional information to assist the hesitant user.

Callers can compose, edit and send messages to other FirstClass VS users, or to any user on the internet who is in the users address book.

### **Messaging services**

VS can be integrated with the call-processing capabilities of the PBX to provide messaging features such as Call Answering, Voice Messaging and Express Delivery.

**Call Answering** is a service that prompts callers to leave messages when there is no answer or the users extension is busy; this service can record voice messages as well as store incoming fax messages.

**Voice Messaging** allows users to log into their FirstClass mailbox and compose messages to and receive composed messages from other VS users; also gives access to all unread text messages and can have them read to the user if text to speech add on is installed.

**Express Delivery** allows a user to directly leave a message in another user's mailbox without calling the persons phone.

### **Call handling functions**

#### **Caller revert**

Allows a caller, during a call answering session to press a key and to be transferred to the receptionist or to another extension / external number.

#### **Call sender**

Automatically initiates a telephone call to the sender of the message the user has just listened to if the message is from a VS subscriber or the phone number in the from field is valid. Using Call Sender, the recipient of a message can return a call immediately, without looking up or dialing the sender's number, by pressing a single number on the dial pad.

#### **Name addressing**

Allows a user to address a message by entering the person's name instead of the extension number.

#### **Thru-dial**

Allows a user to place a telephone call while logged into their mailbox via the telephone. This alleviates the inconvenience of logging off to place a call.

## Security features

### Logon

Allows the user to access his or her mailbox from a touch tone phone. Once logged on, the user is informed of any new, unread, unsent, and urgent voice messages in the mailbox and any new text messages.

Messages are announced in order of arrival or creation (for messages that have been created but not yet sent). The user can play any message as it is announced or skip to another message.

### Logoff

Disconnects the user from VS when there is no user activity after 30 seconds.

### Passwords

Allows users to change their own logon passwords, ensuring the privacy of each user's mailbox. If too many logon attempts are made using an incorrect password, the call is dropped.

## Mailbox commands

### Greeting

Allows a user to create customized personal greetings for internal callers, external callers, or custom callers reaching the user's mailbox through Call Answering. By using caller ID, a custom greeting can be played for any known calling phone number.

### Personal verification

Allows users to record their names. This personal verification then replaces the mailbox number in system prompts dealing with the user's mailbox.

### Play

Begins a received or composed message, spoken name or greeting.

### Auto-play

Causes messages to be automatically played in turn after logon.

### Message history

Plays the detail about a message. when it was created and sent, and when the recipients listened to the message.

### Next message

Advances to the next message in the mailbox.

### Previous message

Moves to the previous message in the mailbox.

### Go to

Moves directly to a specified message in a mailbox. This allows the user to listen to a message of particular interest.

### Help

Provides the user with context-sensitive general help information.

## **Sending messages**

### **Compose**

Allows a user to create a new message which can be addressed to one or more VS users or non-users with an address book entry.

### **Name addressing**

Allows users to address messages by name instead of by mailbox number.

### **Message classification**

Classifies a message by priority as Urgent, Standard, or Private. An urgent message is announced when a user logs on.

### **Record**

Starts recording a message. For existing messages, the record function can be used repeatedly to rerecord the message already recorded prior to sending it.

### **Send**

Sends the outgoing message to addressees and delivers it immediately.

### **Unsend**

Allows a user to unsend a voice message at any time.

## **Receiving messages**

### **Play envelope**

Plays back the name or mailbox number of the sender and any other summary information about the message (for example, a message classified as Urgent or Private). This message information is called the envelope.

### **Delete**

Deletes a message from the user's mailbox.

### **Forward**

Forwards an existing message to one or more people.

### **Reply**

Enables the user to reply automatically to the sender of a message if the sender is known. Using this feature a user can reply directly to the sender of a voice message without entering the sender's mailbox number or internet address.

### **Reply all**

Enables the user to reply automatically to the sender and all other recipients of a message without entering the mailbox numbers or internet addresses.

### **Restore (Undelete)**

Retrieves a message deleted during the current session.

## Messaging services

FCVS offers the following messaging services:

### Call Answering

This service is integrated with the call-forwarding features of the switching equipment (Call Forwarding on Busy or No-Answer). This feature allows a user's mailbox to function much like an answering machine or a fax machine. Callers are able to leave messages and or faxes for users who are away from their desks or on the phone. A greeting (recorded in the user's voice) is played and the caller is prompted to leave a message after the tone. When new messages have been received, the user will be notified by two methods depending on how the system has been configured:

the unread flag will be displayed beside the Mailbox icon on the users desktop .

the message waiting indicator (MWI) on the telephone set will light up

The user can retrieve and listen to these new messages from any of the supported clients: FirstClass, touch tone telephone, POP3 client, IMAP4 client, HTTP (web browser).

### Voice Messaging

The Voice Messaging service allows users to compose and receive composed messages from other VS users. Receiving a voice message is different from receiving a regular call answering message. A voice message is first recorded or composed and is then sent to one person or a number of people. When a voice message is sent, the recipient's phone does not ring. Instead the message is deposited directly in the user's mailbox.

### Express Delivery

Express Delivery allows a user to leave a message in another user's mailbox without having to (a) log on to VS to compose and send the message or (b) call the person directly (that is, ring the person's phone). A special Express Delivery number is defined by the administrator. To use Express Messaging a user dials the Express Delivery number and enters the mailbox number or the name of the person for whom he or she wants to leave a message. The user is then prompted to leave a message. Callers can also be transferred to Express Delivery to leave messages in mailboxes.

### Text to Speech

Text to speech allows text based messages to be read to the authorized user who has logged in with a telephone set.

### Inbound Fax

Faxes can be received in DCX / PCX format.