

Kofax Communication Server

TC/VoiceAccess User Manual

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The KOFAX logo is displayed in a bold, blue, sans-serif font. The letters are thick and closely spaced, with a clean, modern appearance.

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Chapter 1

Preface

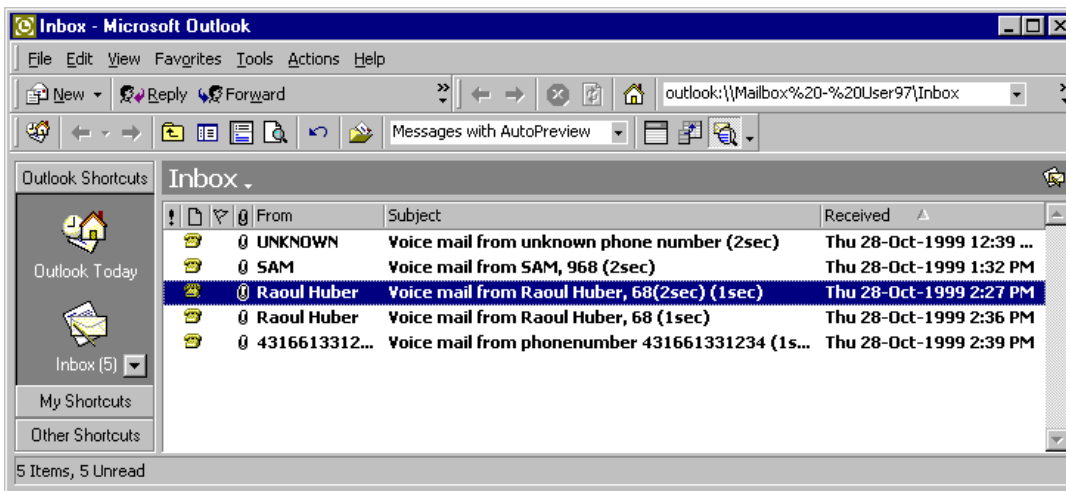
TC Voice Access is your standard voice mail system with additional benefits. Apart from accessing your voice mails over the telephone, you can also do so through your standard email program or vice versa, you can reach your inbox over the phone and have all your faxes and emails read to you by an automated voice, or have them faxed to you to the number of your choice.

You will be receiving faxes, emails and voice mails over the voice mail system. Therefore, you need to know that the difference between a voice message and a regular message is that a voice message is an audio message or a message containing an audio attachment.

Chapter 2

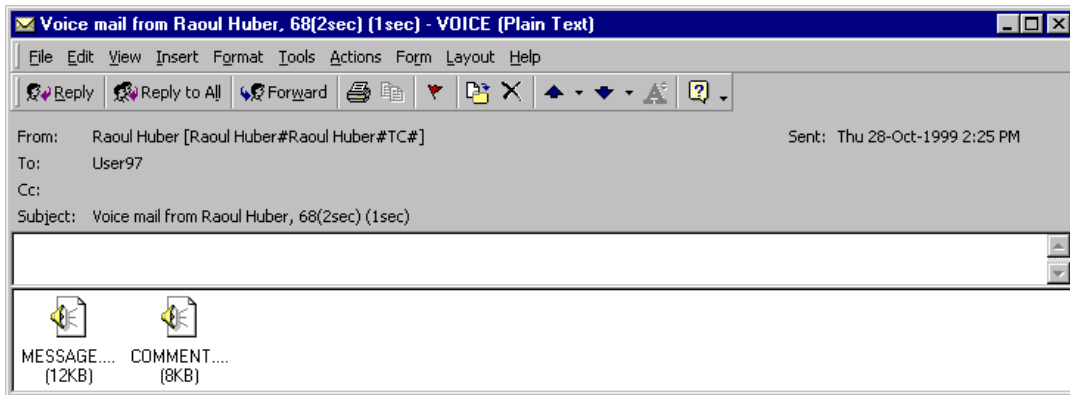
Receiving Voice Messages in Your Inbox

Voice messages arrive in your inbox like any other message type. The difference is that they include the word “voice mail” in the subject.

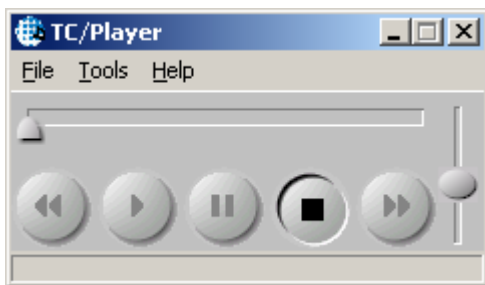


1. To listen to a voice mail, simply select the message and double click it. The message will open displaying its audio attachments.

2. Double click the attachment of the message you want to hear.



The Voice Player will appear.



3. Click **Play** to begin listening to your message.

You can configure the TC Player over the menu **Tools / Preferences** to either make your phone ring and start playing the message the minute you pick up, or to hear the message over your sound system.

Chapter 3

Accessing Voice Messages over the Phone

When you are away from the office you can access all of your messages over the phone.

A menu, spoken in the language of your choice, will guide you through every step.

To ease navigation in the menu two keys provide the same functionality at every point in the menu:

- * - HELP

Press the star key any time to get detailed context sensitive help information.











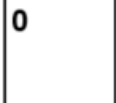

- # - STOP / END / ABORT




Press the pound key to abort the current procedure, to stop (pause) message playback, or to end numerical input procedures.

Note The custom assignment of these keys, as all well as all others, is done during installation. This manual only refers to the default assignment of keys.

Key Functions

The following chart displays an overview of the keys you use to listen to your messages and to navigate through the main menu options as a quick reference. A detailed description of all options can be found in the remainder of this document:

1 	2 	3 
4 	5 	6 
7 	8 	9 
* 	0 	# 

Navigation		Options	
Play ▶ (after stop)	2	Message 	7 *
Play current message again ▶	2	Message Help	7 0
Skip to next mail ▶▶	3	Send options	7 1
Skip to previous mail ◀◀	1	Reply	7 2
Fast forward ▶▶	6	Play header	7 3
Rewind ◀◀	4	Forward message	7 4
Stop	#	Here attachment list	7 5
Next Section	0	Compose message	7 6
Call Sender	5	Delete message	7 7
		Delete all heard messages	7 8
		Mark/Unmark message read	7 9
		Send message	
Help ?	*	Mailbox 	8 *
		Mailbox Help	8 1
		Personal Identification	8 2
		Greeting	8 4
		Change password	8 5
		Enable/Disable filtering	8 7
		Locking the MailBox	
		speech profiles 	9 *
		speech profiles Help	9 1 – 9 8
		speech profile 1 – 9	9 9
		Cycle through the speech profiles	

For all two digit menu options, instead of entering the complete command (e. g. enter **7 6** to delete a message), you can enter the first digit only, followed by the help button *.

The system will read you a list of all available commands that begin with the first digit. Now you can choose the second digit.

Note At this point, only type the second key of the command. If you type in **7 6** the system cannot recognize the command tells you that the command is invalid.

Leaving Voice Mail

If you call somebody else's extension (connected to KCS Voice Access) and your call is not answered, you will be prompted to leave a message or in case the attendant is activated, to contact the operator.

At first the system plays the welcome prompt. This can be either a personal prompt for internal or for external calls, prerecorded by the mailbox owner. If no personal prompt has been recorded, the system's default welcome prompt is played.

(See section [Greeting](#) for a detailed explanation of welcome prompts).

Note Like all other prompts you can also skip this prompt by pressing the pound key #. This will take you to the next point.

If the attendant is not activated you will hear a tone as with any regular answering machine. After you've spoken your message you can hang up or press the pound key to finish recording. If you press the pound key you will hear a prompt telling you that your message was deposited.

Note There is a maximum recording time that, if exceeded, will cause the system to stop the recording.

If the attendant is activated you will hear a prompt asking you to press **1** to leave a message or **0** to contact the operator. By pressing **1** you have the same situation like without attendant and simply leave you message. In the case you pressed **1**, you are connected to the operator.

Note It is possible to cancel the call to the operator by pressing any key on the phone.

Logging In to Your Mailbox

You can access your mailbox form anywhere as long as you have a DTMF phone available.

Normally you have to identify yourself with a (numerical) user-ID and a (numerical) password. The administrator can change this default behavior by setting you up for auto login.

To reach your mailbox, follow these steps:

1. Dial the company phone number (only necessary when calling from outside the office).
2. Dial the voicemail system's number. (The system will guide you through step by step from here onwards.)
3. Enter your user ID.
4. Press the pound key.
5. Enter your password.
6. Press the pound key.

If you entered the wrong user ID or password, the system will prompt you to try again. Should this second try fail, you will be prompted to contact the administrator and the line will be closed.

If login succeeded, depending on the system configuration you will hear that your request is in process or get directly to the main menu.

The Main Menu

After a successful login you are in the main menu.

The system divides messages into three categories: new incoming messages, old (already heard) messages, and finally messages you just recorded and did not send yet.

Order of Sections (message category)	Note
New messages	If Present

Order of Sections (message category)	Note
Old (already heard) messages	If Present
New recorded unsent messages	If Present
Deleted messages	If Present

At the beginning the system tells you how many new messages you have. Depending on the system configuration, you will hear: “You have 10 new messages” or you will hear: “You have 10 new voicemails 1 new fax and 15 new emails”

If you have new messages the system automatically starts playing them, beginning with the oldest, which provides the correct time sequence for related messages. This default behavior can be changed system-wide to playing the newest message first.

Next the system begins reading the old messages if there are any available.

After the old messages the unsent messages are read, and finally the deleted messages are played.

To restart at the beginning of the first section (new messages, if present) simply press the **3** key.

Note Unsent messages and deleted messages are automatically deleted from the mailbox at the end of each session. This means that you will never have unsent or deleted messages in your mailbox right after you login.

Note It can happen that the system detects an email as voice-mail or a voice-mail as email. This has no influence on the functionality.

Listening to a Message

Each message consists of the actual message content and a header, containing related information like sender, delivery date, status information and message flags.

If the message is a Voice mail, at first the content is played. This content can consist of several attachments. At the end the header is played. If the name of the mailbox owner is not recorded, the mailbox number is played. The phone number of an external call can only be provided if supported by the telephone system.

If the message is an email, then the subject is played first.

After the subject and the body, the count of not playable attachments (such as *.doc or *.zip files) and then the header is played.

While listening to your mails you can	Key(s)
Rewind 5 seconds in a voice mail or one sentence in a “text” mail.	4
Forward 5 seconds in a voice mail or one sentence in a “text” mail.	6
Restart the current message or continue message playback if it was stopped.	2
Skip to the previous message	1
Skip to the next message	3

While listening to your mails you can	Key(s)
Pause message playback	#
Skip to the next section	0
Call the sender	5
Get help	*
Choose message options	7*
Choose mailbox options	8*
Choose another speech profile	9*

Message Options

All message options can be accessed by a two-key combination initiated by **7**. From the main menu you can press **7 *** to get a list of all available message options or you can directly enter the key combination for the command you want, e.g. **7 6** to delete a message.

The selected message option always applies to the message you are currently listening to. If you press **7 6** while a message is played, this message will be deleted.

Available message options are:

Message option	Keys
Send options	7 0
Reply	7 1
Play header	7 2
Forward	7 3
Here attachment list	7 4
Compose message	7 5
Delete message	7 6
Delete all heard messages	7 7
Mark/Unmark message as read	7 8
Send message	7 9

Send Options

Key sequence **7 0**

Here you can specify the send options for the message you want to send. The send options are activated or deactivated by pressing the corresponding key.

After changing any of the send options the system informs you about the current settings.

Additionally the chosen send options except the default settings (“Standard”, “Without notification”) are added to the header of the message, to inform the recipient of the settings.

Following send options are available:

Send option	Key
Urgent / Standard	1
With notification / Without notification	2

With notification

Tells the system that you want to be notified when the message has been opened (heard) by the recipient. The requested delivery notification comes in form of a voice message generated by the system:

By default no notification is requested.

Note Currently this option is only available for Microsoft Exchange.

Reply

Key sequence **7 1**

Choose this option to reply to an incoming message. You will be prompted through each step.

The original message is sent with your reply.

You can choose to reply only to the originator or to make a “reply to all”.

There is no difference in the menu, if you choose “reply **1** “ or the “reply to all **2** ” and so they want be explained separate.

1. Press , **5**.
2. Record your reply after the tone.
3. Press any key to stop the recording.
4. Now you can press **7 9** to send it.

Before sending the message you can enter **2** to replay your comment, **5** to add a further comment, **6** to delete the comment or **7 0** to set send options for this new message.

After sending the message the system confirms the operation and returns to your messages.

If you press the **#** key, you abort the reply procedure, and an unsent message is generated and the system continues reading your messages. You can press the ***** key to get help about the message status.

Note You can only reply to a message from an internal connection, otherwise you will get an error message.

Play Header

Key sequence **7 2**

Use this option to play the header of the current message.

Apart from the header played at the end of the message some further information like all recipients of a message and commonly used menu options are played.

Examples of some possible headers you might hear:

Note In case of TC/VoiceAccess The term “*From Mailbox*” will be replaced through the specific service. E.g.: “*Message from fax number 43166133*”

Forward

Key sequence **7 3**

Choose this option to forward a received message to other recipients.

Forwarding is only possible to TC/VoiceAccess users.

To forward a message:

1. Enter the recipients mailbox numbers. Press the pound sign after each entered number.
2. Once you've entered all the recipients press the pound sign again.
3. Send the message with **7 9**

After each mailbox number you enter, the system confirms this by playing the recipient's name, or repeating the mailbox number if the name is not available.

If you enter a non-existing mailbox number, the system informs you and prompts you to enter the next number.

To forward to a fax, enter a fax number instead of a voicemail number.

Hear Attachment List

Key sequence **7 4**

Choose this option to hear the list of attached files or object that cannot be played. This includes for example images, excel files, movies ...

After entering the menu for the attachment list, you will hear if there are any attachments or not. If there are some a number followed by the filename of the attachment will be played.

Note Although the possibility is offered, it's currently not possible to convert the attachment and hear it.

Compose Message

Key sequence **7 5**

With this option you can compose a message and send it to other mailboxes.

1. Press **7 5**
2. Enter the list of mailboxes separating each by pressing the pound key.
3. Press the pound key again after you've entered all the mailboxes.
4. Send the message with **7 9**

Delete/Restore Message

Key sequence **7 6**

You use this key sequence to delete or restore the current message. In the sections “New”, “Old”, “Unsent” the message will be deleted, while in the section “Deleted” this key sequence restores the current message.

Delete

You use this option to delete the current message.

After deleting the message the system prompts you: *“Your message has been deleted”*.

This message now is moved to the section of deleted messages (except unsent messages, which are deleted immediately and cannot be restored).

Restore

You use this option to restore the current (deleted) message.

You will be prompted “Your message has been restored”, and the message is moved to the end of its original section (“New” or “Old”).

Note You can only restore a message during the current mailbox session. All messages in the section “Deleted” will be permanently removed from your mailbox at the end of the session.

Delete All Heard Messages

Key sequence **7 7**

You can use this feature to delete all your already heard messages.

After entering the key sequence, you will be prompted to confirm that you want to delete all of them.

Here you can choose **1** for Yes or **9** for **No**.

Note Once you have deleted them all, you can only restore one message at one time.

Note Only voicemails will be deleted.

Mark as Read/Unread

Key sequence **7 8**

With this option it is possible to mark a message as read, or mark an already read message as unread.

Note This does not work with KCS users.

Send Message

Key sequence **7 9**

Enter this option to send any kind of message (reply, forward, fax, etc.).

Additionally you can enter this option directly while listening to an unsent message. If you choose it while playing back a new message the system informs you that the operation is not possible and playback continues.

Customizing the MailBox via Telephone

If you don't feel comfortable with the TC/VoiceAccess default configuration you can define your own settings.

This section explains the menu "mailbox options". All mailbox options can be accessed by a two-key combination initiated by the **8**. From the main menu they can be activated either by pressing **8 *** to get a list of all available options or by pressing the **8** followed by the digit of the option you want (e.g. **4** to change the personal password).

The following mailbox options are currently available:

Mailbox option	Keys
Personal identification (for recording your name)	8 1
Greeting	8 2
Change password	8 4
Enable/Disable filtering	8 5
Locking the MailBox	8 7

Locking the MailBox

Key sequence **8 7**

This option is useful to prevent callers from leaving messages while you're on vacation for instance.

This key combination acts like a simple switch. The first time you press **8 7** the mailbox will be locked. The second time you press **8 7** the mailbox will be unlocked.

If you haven't recorded a personal greeting, a default prompt will be played.

Greeting

Key sequence **8 2**

You can record your personal welcome prompts with this option. The welcome prompt is the text the caller hears when calling your extension. You can have two welcome prompts, one for internal and one for external calls.

Additionally, there is a default system welcome prompt that is played if you don't record a personal prompt(s).

If you only record one prompt then that will be used for all incoming calls.

To record your personal prompt:

1. Press **5**
2. Record your greeting.
3. Press **#** to stop recording.

Now your greeting has been recorded and you can return to your messages by pressing **4** or delete your recording by pressing **6** (which means the default system prompt will be activated again)

Or you can choose **5** to record your greeting again.

In case the voice attendant is activated (every caller hears "To leave a message press **1...**") ask you administrator if the attendant is still active after you have recorded your greetings.

Change Password

Key sequence **8 4**

If you choose this option you are prompted two times to enter your new password followed by the **#**. If you typed the same number twice you are prompted to enter your old password to confirm the change. If the old password was entered correctly the system tells you that the password is changed.

The new password is valid from now on. Please don't forget it because only the system administrator can reset the password to the default value.

Personal Identification

Key sequence **8 1**

You can record your name as mailbox identification with this key combination. The name is used in the message header and in the welcome prompt if you don't record your own.

The recording procedure is similar to all other recording procedures.

Enable/Disable Filtering

Key sequence **8 5**

Use this option to turn the VoiceMail-filter on or off. If it is enabled, you will only hear your VoiceMails. In the disabled mode all messages will be played. The system lets you know if you've just activated or deactivated your mailbox.

Note You have to hang-up and login again for the changes to take effect.

Changing the Speech Profiles

If you created speech profiles in the TC/ManagementConsole you can activate them in the speech profile-menu.

From the main menu you can enter the speech profiles menu by pressing **9 ***. You will hear all the speech profiles and a list of possible commands. You can activate a speech profile by pressing the profile number.

It is also possible to activate a speech profile directly by pressing **9**, followed by the profile number if you know it.

You can move through the speech profiles by pressing **9 9** in the main menu.

Customizing the MailBox via TC/Preferences

If TC/Preferences and TC/Player are installed on your PC, you have a more comfortable and intuitive way of configuring your voice mailbox (options **8 ***).

The main advantage is that you can create more than one external and one internal greeting and you can create the speech profiles.

You can create an "Out of Office" and an "On Holiday" status for instance, and record an internal and an external greeting for these.