

# UNIVERSAL MAILBOX

CONCORD UNIVERSAL MAILBOX<sup>SM</sup>

## USER'S GUIDE



CONCORD TECHNOLOGIES, INC.  
**Universal Mailbox™**

**User's Guide**

First Edition  
March, 1998

CONCORD TECHNOLOGIES, INC.  
2025 First Ave., Suite 800  
Seattle, WA 98121

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## Concord Universal Mailbox User's Guide

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  6. Term Plan Service Option. After an initial 12 (twelve) month commitment period, charges for customers under the Term Plan Service Option will continue on a month-to-month basis until either party terminates the agreement. Cancellation of service by the Customers subscribing to the Term Plan Service Option during the initial 12 (twelve) month commitment period will result in an early cancellation fee equal to the amount of the Universal Mailbox monthly service fee multiplied by the number of months remaining in the commitment period.
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    - (i) Customer's service charges are greater than Customer's monthly credit limit;
    - (ii) Customer fails to pay an account of Customer's which is past due; or
    - (iii) Customer's account is a credit card account, and the credit card number provided by Customer is declined.
  8. Suspension or termination of services for any reason does not affect the Customer's obligation to pay any amounts owed to Concord, and Customer shall pay all charges for service which has been furnished.
  9. Customer will be responsible for the content of any Customer transmission over the service and the connection of any Customer equipment to the service. Customer is prohibited from using the service or permitting it to be used in a manner that is contrary to the law, rules, or regulations of any relevant jurisdiction or regulatory authority. If any claims are made against Concord arising out of any Customer transmission over the service or the connection of any Customer equipment to the service (for example, patent infringement claims arising out of such interconnection), Customer will indemnify Concord and hold it harmless from and against any damages and expenses (including Concord's reasonable attorney's fees incurred in defending any such claim).
  10. If Customer's use of the Universal Mailbox service affects Concord's ability to provide reasonable service to other customers, Concord will notify the Customer of this situation. If the Customer does not correct this situation to Concord's satisfaction within twenty-four hours, Concord reserves the right to cancel Customer's use of the Universal Mailbox service.
  11. The Concord Universal Mailbox toll free telephone number and e-mail address assigned to customers remains the exclusive property of Concord Technologies during the subscription period and after termination of service.
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# Introduction

## About Universal Mailbox

If you've wished for one place to receive voice, fax and e-mail messages, your wish has been answered with Concord Universal Mailbox, the ultimate in convenient communications. Universal Mailbox allows your messages to be all together to help you get it together! With one 800 number and a personalized e-mail address, your associates, clients and customers can leave voice, fax and e-mail messages for you to retrieve at any time, from anywhere in the world.

Universal Mailbox allows you to have anywhere/anytime access to voice, fax and e-mail messages using the widest variety of access methods available. Your Universal Mailbox messages are available to you through:

- Telephone            Using a public phone network connection.
- WinFax PRO        Using an Internet or public phone network connection.
- World Wide Web    Using an Internet or public phone network connection.

With so many ways to get your messages, you'll never be out of touch. Here is how message retrieval works for each method.

**Telephone Retrieval** — Even if you are away from a PC, you're never out of touch with your messages. Dial your personal toll-free telephone number and security code from wherever you are, 24 hours a day. You'll get a complete listing of voice, faxes and e-mail messages received. You can listen to your voice messages and send your faxes and e-mails to print at any fax machine in the US or Canada. If you are dialing in from the handset of a fax machine, you can listen to voice messages and print faxes and e-mails on the spot. You'll get all your faxes and voicemails wherever you are and won't have to log a PC onto the Internet to get your e-mail.

**WinFax Pro Retrieval** — Launch WinFax PRO and retrieve all your messages by using your own Internet connection, or plug your PC into any standard phone jack and dial in over the public phone network. Using a LAN Internet connection, you can retrieve all your messages without requiring a modem or phone line. Using the public phone network, you can get your messages easily without needing an ISP connection. Having both methods of retrieving messages makes WinFax PRO retrieval easy and convenient.

**Web Retrieval** — Messages can also be retrieved by visiting the Concord Message Center site on the Web. Simply go to the site, enter your name and security code, and get instant access to voice, fax, and e-mail messages. This can be done from your PC, a friend's or colleague's PC, from an airport Internet kiosk, or anywhere you have access to the Internet! If you're having problems finding an ISP connection, just dial in over the public phone network and we'll connect your browser to the Concord Message Center site. Nothing could be easier!

Optional features make your Universal Mailbox even more effective.

**Paging Notification** — Have Universal Mailbox Check in With You!

With Paging Notification, you won't have to worry about missing messages.

By combining Universal Mailbox with your paging service you'll be notified

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immediately whenever you receive a new message. Or arrange to be paged only for urgent messages. Use Paging Notification with either an existing or new paging service.

**E-mail Notification** — For the Grounded Road Warrior!

Do you keep a corporate e-mail program running when you're in the office? E-mail Notification informs a secondary e-mail address when, voice fax or e-mail messages are delivered to your Universal Mailbox. When you're not on the road and are not checking messages frequently, use it to be notified at an alternate e-mail address when your Universal Mailbox has received a new message.

**International Telephone Access** — If You're Out of the U.S. You're Not Out of Touch!

When you're outside the United States, you can access Universal Mailbox by using WinFax PRO or your Web browser. In addition, if you want telephone access for message retrieval, you can be issued a supplementary 206 area code telephone number (in addition to your personal 800 number) that will keep you in touch from anywhere in the world.

*The Concord Universal Mailbox User's Guide* explains how to:

- Install the software required for WinFax Pro and Web message retrieval
- Configure your Universal Mailbox
- Retrieve and manage your voice, e-mail or fax messages from:
  - A Telephone
  - WinFax PRO
  - A Web Browser

## System Requirements for WinFax Pro or Web Retrieval

If you use telephone retrieval, you don't need a computer to retrieve your messages. However, if you plan to use WinFax PRO or a Web browser for message retrieval, the following minimum system requirements are recommended.

### Hardware

- A 486-66 PC with 16 MB RAM, (Pentium PC suggested)
- A minimum 25 MB hard drive space available. (40 MB suggested)
- Mouse
- 256-color VGA graphics display
- A sound card with speakers to play voice messages

### Software

- Windows 95 or Windows NT 4.0 (with service pack 3) operating system.
- WinFax PRO version 8.03, with TalkWorks installed to listen to voice messages in WinFax PRO. (See WinFax PRO User's Guide for TalkWorks installation).
- Messaging API (MAPI) Support. This can be obtained by installing one of the following Microsoft mail programs on your computer prior to installing

**Universal Mailbox:**

- *Microsoft Exchange* or *Windows Messaging* which is included with Windows 95 and Windows NT 4.0. See the Appendix for information on installing electronic Mail and Messaging utilities.
- *Microsoft Outlook 97* — included in Office 97

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**Note:** If you are already using another software package to access your e-mail, installing one of the above programs should not interfere with your current mail program.

**Caution:** *Microsoft Outlook Express* is a different software package from *Microsoft Outlook*. If you are using *Microsoft Outlook Express*, you will still need to install one of the programs mentioned above.

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## Internet Access

To access your voice, fax or e-mail messages with WinFax PRO or the Concord Message Center Internet web site you must have an ISP Internet connection or a dial-up connection from Concord, and Internet Explorer 3.02 or higher installed.

To view or send e-mail with the Concord web interface, you must have Microsoft Outlook Express or Microsoft Internet Mail configured as the mail program used with Internet Explorer. See Appendix for further information on Internet e-mail configuration.

## Getting Started

Before you can begin to use your Concord Universal Mailbox you must

- Install the software for WinFax Pro or Internet Access.
- Signup for a Universal Mailbox account.
- Setup your Universal Mailbox options (optional).

## Installation

This installation will load the required WinFax plug-in and Players to your PC. Before you begin the Universal Mailbox installation, you should make sure you have installed WinFax PRO and the MAPI (Messaging Application Programming Interface) support required (see Appendix A for further details).

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**Caution:** If you did not have *Microsoft Exchange*, *Microsoft Windows Messaging*, or *Microsoft Outlook* installed prior to installing WinFax, please re-install WinFax PRO to update the messaging settings accordingly. You will be required to do this before installing the Universal Mailbox software component for WinFax PRO.

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Place your Universal Mailbox installation CD-ROM into your CD-ROM Drive to begin the installation. If setup does not start automatically, click Start from your

Windows task bar, Click Run and type D:\SETUP.EXE where “D” represents your CD-ROM drive designation.

If you downloaded the installation program from the Internet, from your Windows Taskbar, click Start, Run and browse to the file you downloaded. Once you have located the file, click OK. The installation wizard will automatically begin. Follow the on screen instructions.

Once you have selected the directory to install to, the setup program will copy the required files to your PC and begin your registration process.

After the files are copied, you’ll be asked if you want to sign-up for a new account or use an existing account. If you’ll be installing the software for an existing account proceed to step #9, Use Existing Account.

If you need to register for a new account, call Concord Customer Service, 206-256-7504. As an alternative, you can follow these steps to register on-line.



1. Click Sign up for new account.
2. Complete all of the required data registration information and click Next when done.

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**Note:** Customer Service uses the Verification Name field if you ever forget your password. Use something other than the password you choose, such as your mother’s maiden name.

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3. Select the Universal Mailbox option you wish activated on your account. These are additional fee based services.

#### **Paging Notification**

Notifies your pager when new messages arrive in your Universal Mailbox.

#### **International Access**

Provides a U.S. 206 area code direct dial phone number for access to your Universal Mailbox by phone when you are outside of the U.S. and Canada. This number is also used by people who are outside of North America that want to send you a fax or voice message.

#### **E-mail Notification**

Notifies an e-mail account when new messages arrive in your Universal

Mailbox. This is useful if you will be using Universal Mailbox in conjunction with an alternate e-mail account.



Place a check by the options you want, and click Next.

**Note:** You can contact Concord Customer Service to add or change these options at any time.

4. Enter your preferred Universal Mailbox e-mail address. This will be the e-mail address you will provide to individuals to use when sending you e-mail. The online registration allows you to enter three (3) preferred e-mail name choices. Use variations of the name you wish to be identified with in your e-mail address. The domain name will be @concord.net. If you do not enter an e-mail name or if the choices you enter are already in use, your e-mail address will be set to your Universal Mailbox User ID number, for example, 800XXXXXXX@concord.net



dialog is correct. If you If

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**Note:** When deciding on your e-mail address you must start the address with an alphabetical character but the remainder of the characters may contain any combination of upper or lower case, alpha or numeric characters.

johnsmith@concord.net  
JSmith@concord.net  
SmithJ123@concord.net

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5. If you have selected the e-mail notification option, complete the e-mail address you wish to be notified when new messages arrive in your Universal Mailbox.

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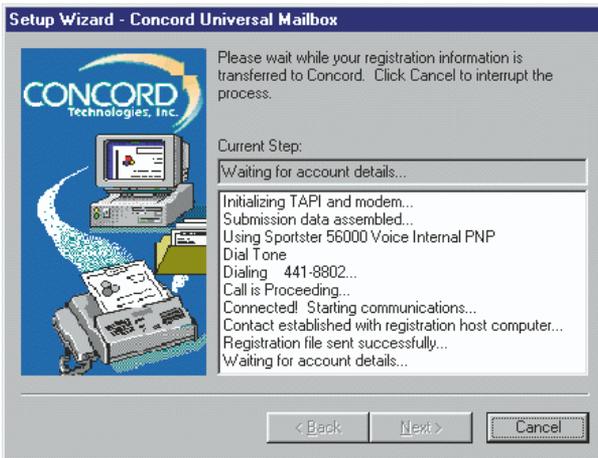
**Note:** To complete the paging setup, you will have to contact a Concord customer service representative and provide them with your pager number and type of pager.

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6. Enter the credit card information you wish to be used for this account.
7. Click Next.



8. The Registration Wizard will dial the Concord registration server directly and transmit your information.



After the registration server receives and verifies your information, you will receive your Universal Mailbox number, password, connection information, and any other required information.

*Toll free Universal Mailbox Number:* 1-800-XXX-XXXX

Provide this telephone number to individuals who will send you fax or voice messages. It is the number you dial to retrieve your messages from your Universal Mailbox options.

*User ID Number:* 800XXXXXXXX

The User ID number is based upon your toll free mailbox number without the 1 or dashes. It is used when you access the Concord Message Center or if the Concord telephone voice attendant requires you to enter your User ID number. The number is also your User ID when using the WinFax PRO or Web interface.

*Temporary Password:* You received a temporary password initially. It is required to logon to your Universal Mailbox for the first time. You then can change your password. Your password is the same for all retrieval methods used to access messages.

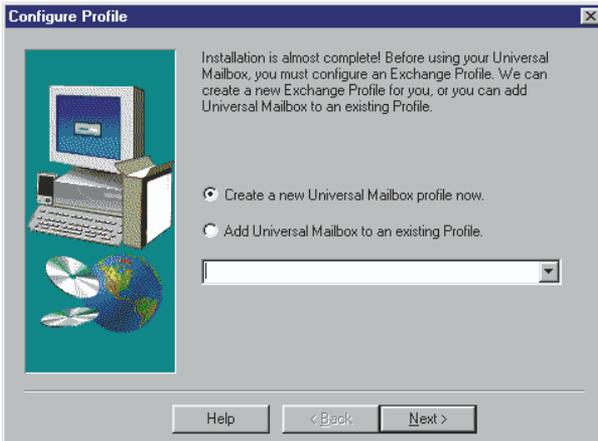
*E-mail Address:* This is the e-mail address to use for sending e-mail messages to your Universal Mailbox.



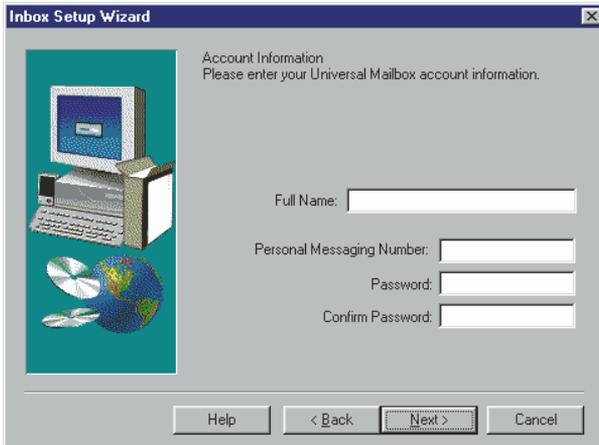
**Tip:** Write down your registration information and keep it in a safe place.

The online registration is now complete and you are ready to finish the last steps of the installation.

9. Select to 'Create a new Universal Mailbox profile' If you would prefer to add Concord Universal Mailbox to an existing user profile, select the profile from the drop-down list. Click Next when completed.

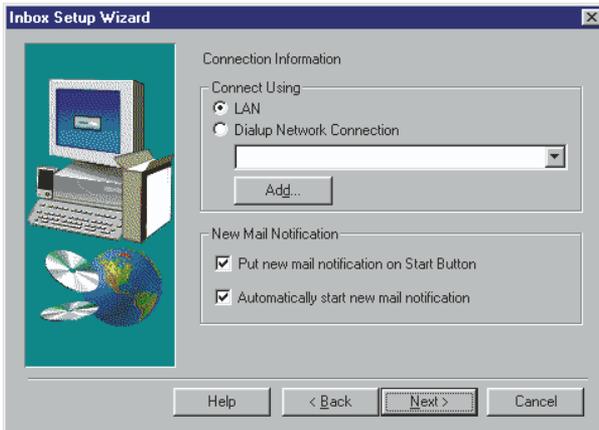


- Verify the information on the Account Information dialog is correct. If you have your information because you registered via phone or are re-registering an existing account, please enter it. Note your toll free Universal Mailbox Number is your User ID number without the dashes. Click Next when completed.



The screenshot shows the 'Inbox Setup Wizard' dialog box with the 'Account Information' tab selected. The title bar reads 'Inbox Setup Wizard'. The main area contains the text: 'Account Information. Please enter your Universal Mailbox account information.' Below this are four input fields: 'Full Name:', 'Personal Messaging Number:', 'Password:', and 'Confirm Password:'. At the bottom are four buttons: 'Help', '< Back', 'Next >', and 'Cancel'. On the left side of the dialog, there is a graphic showing a computer monitor, keyboard, mouse, and a globe.

- Select the connection type to the Internet that you are using. If you have multiple dialup connections, select the one you wish Universal Mailbox to dial from the Dialup dropdown list. Select LAN if your Internet connection is accessed through a local area network. Click Next when completed.



The screenshot shows the 'Inbox Setup Wizard' dialog box with the 'Connection Information' tab selected. The title bar reads 'Inbox Setup Wizard'. The main area contains the text: 'Connection Information'. Below this is a section titled 'Connect Using:' with two radio buttons: 'LAN' (selected) and 'Dialup Network Connection'. Below the radio buttons is a dropdown menu and an 'Add...' button. Below this is a section titled 'New Mail Notification' with two checked checkboxes: 'Put new mail notification on Start Button' and 'Automatically start new mail notification'. At the bottom are four buttons: 'Help', '< Back', 'Next >', and 'Cancel'. On the left side of the dialog, there is a graphic showing a computer monitor, keyboard, mouse, and a globe.

- Click Next, The Setup Complete screen will appear and ask you to restart Windows for your changes to take effect. Click Yes to restart Windows and Click Finish.

Congratulations, your software is installed and your account is now activated for use. You can now give your fax/voice number and e-mail address to individuals and begin

to enjoy the benefits of Concord Universal Mailbox.

If you experience any difficulties or need to register via phone you may do so by contacting Concord Technologies Customer Service. See “Contacting Customer Service” at the end of this guide.

## Configuring the Universal Mailbox

There are several options you can set for your Universal Mailbox.

- Change your Password
- Change your Voice Greeting
- Define your Default Fax Number for forwarding messages (fax and e-mail).
- Set your Paging Options (if subscribed to this service)

You may configure your Universal Mailbox options from any of the three connection methods available.

- Telephone
- WinFax PRO
- Web browser

The User's Guide will focus on using the telephone to set the options.

## Accessing the Universal Mailbox Main Menu

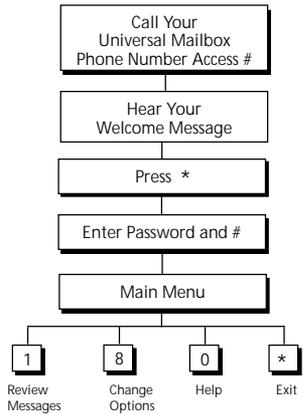
Each time you want to change your mailbox options, listen to a message, forward, save or delete a message, you must first access the Universal Mailbox main menu.

### Requirements:

To access your Universal Mailbox by telephone you must use a touch-tone telephone.

### To access your mailbox main menu:

1. Log in to your Universal Mailbox by dialing your Universal Mailbox telephone number.
2. When your greeting plays, press \* to access the main menu.
3. Enter your password, followed by the # sign.
4. You will hear an announcement of the number of messages you have in your mailbox.
5. Press 8 for Feature Options.



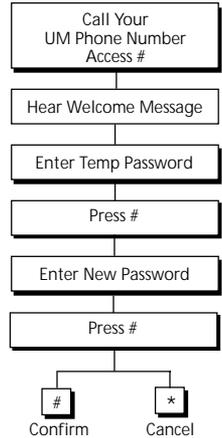
## Setting your Personal Password

When your Universal Mailbox box was created you were given a temporary password. You will need to enter this password the first time you access your mailbox.

Changing your Universal Mailbox password

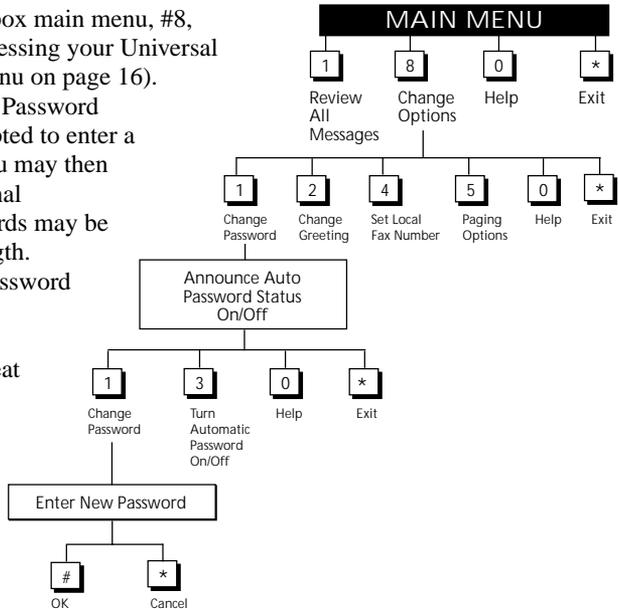
**First Time**

1. Dial your toll free Universal Mailbox Number
2. You will hear a welcoming message and a brief description of how Universal Mailbox works. Enter your temporary password, followed by the # sign.
3. Enter a new password. Passwords may be 4 to 13 digits in length.
4. Press #.
5. The voice mail attendant will repeat your password.
6. Press # to confirm your password  
*or*  
Press \* to cancel and try again.
7. You may hang up when finished or press \* to return to the previous menu for more options.



**Second and Subsequent Times**

1. Access your mailbox main menu, #8, Options. (See Accessing your Universal Mailbox Main Menu on page 16).
2. Press 1 to Change Password
3. You will be prompted to enter a new password. You may then enter a new personal password. Passwords may be 4 -13 digits in length.
4. Enter your new password and press #.
5. The voice mail attendant will repeat your password.
6. Press # to confirm your password  
*or*  
Press \* to cancel and try again.



You may hang up when finished or press \* to return to the main menu for more options.

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**Note:** Remember your password is the same for all Universal Mailbox access methods (Telephone, Web and WinFax PRO). When you change your password by phone it also becomes your password for WinFax and Internet web access.

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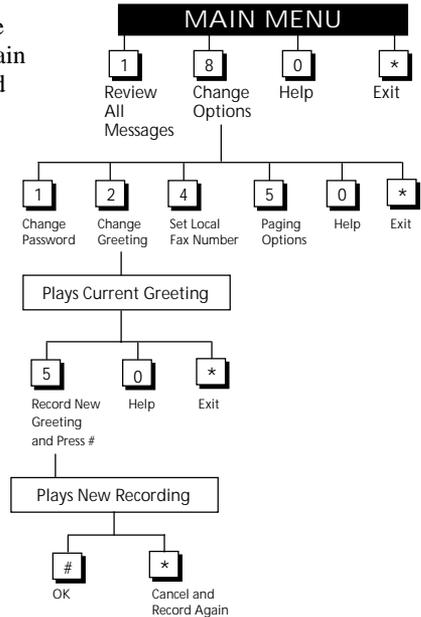
If you lose or forget your password, you cannot recover it. You must call customer service to reset your password. See “Getting Help” later in this guide.

## Recording Your Personalized Greeting

### First Time

Once you have set your password for the first time, you will be prompted to record a personalized greeting or confirm that you want to continue to use the default greeting.

1. Access your mailbox main menu. (See Accessing your Universal Mailbox Main Menu on page 16). To use the standard greeting, press #.
2. To record a personalized greeting, press 5.
3. Record your personal greeting and press #.
4. Your personal greeting will be played back. Press # to save this greeting or \* to re-record your greeting.
5. You may hang up when finished or press \* to return to the previous menu for more options.



**Tip:** Be prepared with greetings — Have the text for your greeting prepared ahead of time. Greetings sound best when they are as brief as possible. Provide helpful hints to callers. For example, you might include telling your callers that they may hang up at the end of the message to send it or they may press the \* key for more options. See more tips on recording your greeting in the “Recording a Greeting via the Concord Message Center” later in this guide.

### Second and Subsequent Times

1. Access your mailbox main menu options. (See Accessing your Universal Mailbox Main Menu on page 16).
2. Press 2 to change greeting.
3. You will hear your current greeting.
4. Press 5 to record a new greeting.
5. Your new message will be repeated.

6. Press # to confirm acceptance of this new greeting.  
*or*  
 Press \* to cancel and record a new greeting.

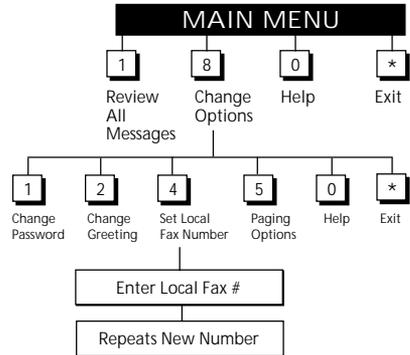
**Note:** To change your greeting via the Universal Mailbox Web Message Center, see the section on “Retrieving Your Messages from the Concord Message Center” later in this guide.

### Setting the Default Fax Number

When you check for new messages with a telephone, you have the option to forward a fax or e-mail message to a fax number for printing. Your account can be set up with a default fax number to forward to. When you wish to actually forward a message, you will have the choice to use your default local fax number or to enter another fax number.

To set a local fax number for printing of your faxes and e-mails:

1. Access your mailbox main menu, Option 5 (See Accessing your Universal Mailbox Main Menu on page16).
2. Press 4 to set or change the local fax number.
3. Enter a fax number up to 11 digits in length, then press #.  
 Enter the number as if you were dialing it, i.e.: 1-234-567-8910.
4. The voice mail attendant will repeat your local fax number.
5. Press 4 if you need to re-enter your local fax number.



**Note:** The Universal Mailbox fax server is located in the 206 area code. If you are setting your default fax number or are forwarding a fax to this area, you do not have to enter the 1 or 206 area code.

You may hang up when finished or press \* to return to the previous menu for more options.

### Changing Paging Notification Options

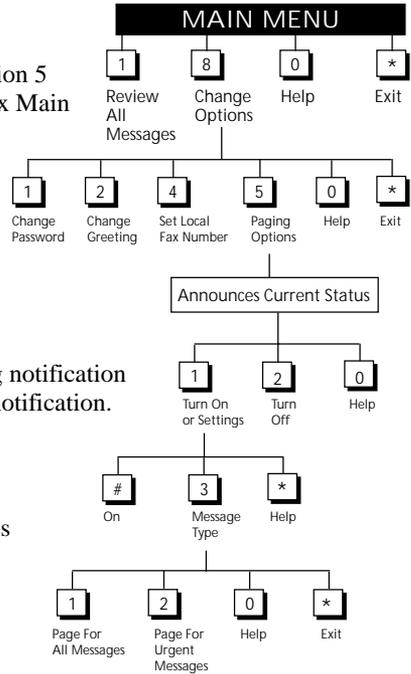
**Note:** If you have subscribed to the Concord Paging Notification Service, you must contact Concord customer service and provide them with your pager number and type. See contacting Customer Service later in this guide.

Your paging options are as follows:

- You can turn paging notification *On* or *Off*.
- You can set your mailbox to page you for the following types of messages.  
All messages  
*or*  
Urgent messages only.

To change paging options:

1. Access your mailbox main menu, Option 5 (See Accessing your Universal Mailbox Main Menu on page 16).
2. Press 5 to change paging options.
3. You will hear the current paging status.
4. Press 1 to turn paging On (or if currently on to access settings).  
*or*  
Press 2 to turn paging Off.  
If you selected 1 to turn turning paging notification on, you must select a setting for your notification.  
To Change Paging Settings press 3.  
Press 1 to be paged for all messages  
*or*  
Press 2 to be paged for urgent messages only.
5. Your paging settings will be repeated.
6. Press \* to exit paging notification options and return to the main menu.



## Installation and Configuration Complete

Congratulations, your software is installed, your account is activated and you have set your options. You can now give out your fax/voice number and e-mail address and begin to enjoy the benefits of Concord Universal Mailbox.

## Retrieving Messages

There are three different methods to retrieve messages from your Universal Mailbox.

Telephone	From any touch-tone telephone or from any fax machine with a telephone handset.
WinFax PRO	Retrieved into your WinFax PRO Inbox.
Web Browser	From any PC connected to the Internet.

As you retrieve messages, you will have the following options:

- Review a message.
- Save the message for future reference.
- Erase the message from your inbox.

- Print a fax or E-mail message as a fax on your local fax machine (telephone only).

If you are retrieving messages from a touch-tone phone or fax machine with a telephone handset you can additionally:

- Print a fax or E-mail message as a fax from the fax machine you are calling from.
- Print a fax or E-mail message as a fax to another fax machine.

## Retrieving Messages by Phone

When your Universal Mailbox was activated you received a toll free number to access messages. This number is used by your clients/customers to send you voice messages or faxes. Additionally, you use it to check for, retrieve, save and erase your messages. When you retrieve a message by phone, the voice attendant will announce the arrival information for each type of message, play voice messages, advise you the number of fax pages received and announce the senders' name for e-mail messages.

### Retrieving Your Messages

1. Access your mailbox main menu. (See Accessing your Universal Mailbox Main Menu, page 18).
2. Press 1 to Review your messages.

When a message is reviewed, the Concord voice attendant will announce the arrival information, which consist of the following:

- If the message is urgent.
- The type of message: voice, fax or e-mail.
- The message originator phone number (voice and fax)

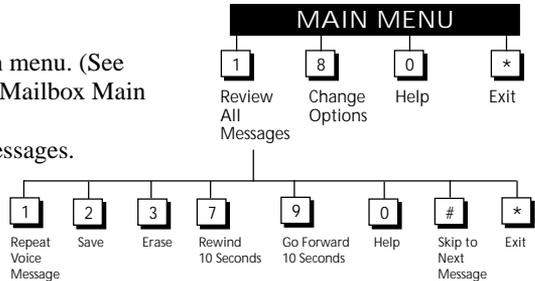
*or*

- Their name (e-mail).
- The date and time the message was sent.

3. Your first message will be played.
  - Voice Messages will play immediately.
  - E-mail and fax messages will wait for you to Repeat, Save or Erase the message.

At any time during or after your message you may:

- Press #1 to Repeat the information and message.
- Press #2 to Save the message for later review.
- Press #3 to Erase the message.
- Press # key to skip to the next message.



Note: While you review a voice message, you have the option to:

Press #7 to rewind the message 10 seconds

*or*

Press #9 to go forward 10 seconds.

---

If you have reviewed a fax or e-mail message arrival information and now want to print it as a fax, you must forward it to either your default fax number or another fax number for printing. See the next section: Forwarding Faxes and e-mail Messages.

### Forwarding Faxes and E-mail Messages

Your Universal Mailbox receives voice, fax and e-mail messages for you. While you can hear voice messages on a telephone, you can not see an e-mail or a fax message, only hear it's arrival information. Your Concord Universal Mailbox resolves this for you. Any fax sent to your mailbox can be forwarded to your default or another fax machine. Any e-mail message is converted to a fax and forwarded to a fax machine of your choice. (See "Setting the Default Fax Number" earlier in this guide)

This feature allows you to read your e-mail or print your faxes wherever you are located. If you are temporarily located in a remote office, hotel, airplane or other location, you still have access to your messages. As long as you have a fax machine or a PC with WinFax PRO (or other compatible faxing software) installed, you can forward a fax to your location.

### Retrieving and Printing your Fax and E-mail Messages

You can forward your fax or e-mail messages to:

- Your default fax number.
- Another fax number.
- To the fax machine you are calling from.

### Retrieving and Printing Fax and E-mail Messages to Your Default Fax Number

1. Access your mailbox main menu. (See Accessing your Universal Mailbox Main Menu on page 16).
2. Press 1 to Review your messages.
3. The Concord voice attendant will announce the arrival information consisting of:
  - Faxes — The number of fax pages, the sender's phone number, date and time the message was received.
  - E-mail messages — The Concord voice attendant will play a digitized interpretation of the sender's name, the date and time the message was sent.
4. Your first message will play.  
After you review your message you may Repeat the message or Print the message.
5. Press 1 to Repeat or Print the message.
6. Press 1 to Print the message.
7. Press 2 to print to the local fax machine default phone number.
8. The Concord voice attendant will confirm the fax number.

## Retrieving and Printing Fax and E-mail Messages on the Fax Machine You're Calling From

If you're calling from a fax machine with a telephone handset, your Universal Mailbox can send your e-mail and fax messages to the machine you're calling from with the same toll free phone call.

Perform Steps 1 to 4 as outlined in the previous section "Retrieving and Printing and Your Fax and E-mail Messages," then continue as follows:

5. Press 3 to Print from the Fax Machine you are calling from.
6. The Concord voice attendant will notify you when to press the Start button on your fax machine to begin fax retrieval.

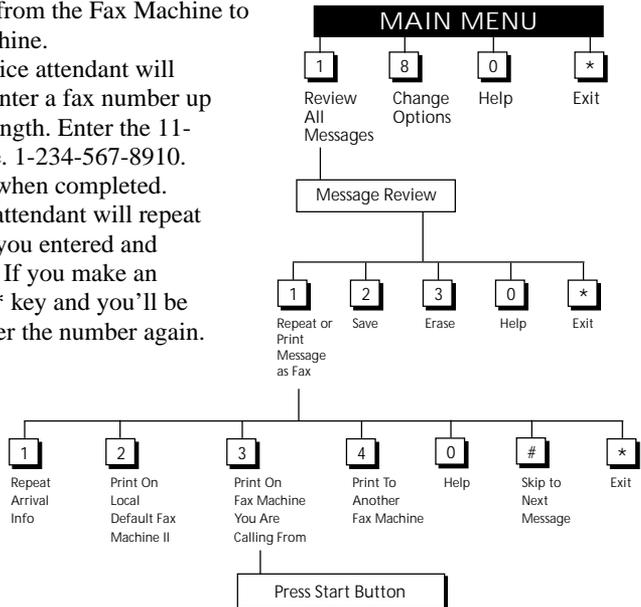
## Retrieving and Printing your Fax and E-mail Messages to another Fax Machine

Universal Mailbox allows you to forward your fax or e-mail messages to any fax machine. If you travel, or wish to forward a fax to another office, your Universal Mailbox can be instructed to send your fax and e-mail messages to a different fax number.

Perform Steps 1 to 4 as outlined in the previous section "Retrieving and Printing and Your Fax and E-mail Messages," then continue as follows:

5. Press 4 to Print from the Fax Machine to another fax machine.
6. The Concord voice attendant will instruct you to enter a fax number up to 11 digits in length. Enter the 11-digit number, i.e. 1-234-567-8910.
7. Press the # key when completed.
8. The voice mail attendant will repeat the fax number you entered and forward the fax. If you make an error, press the \* key and you'll be prompted to enter the number again.

You may hang up when finished or press \* to return to the previous menu for more options.



**Note:** The Universal Mailbox fax server is located in the 206 area code. If you are setting your default fax number or are forwarding a fax to this area, you do not have to enter the 1 or 206 area code.

**Tip:** If you are sending your faxes to another fax machine, the Concord voice attendant will remember the alternate fax number you dialed for the current session. You will not have to reenter the number unless you want to forward to a different number.

---

### Message Options:

Before, during or after you listen to or print a message, you have the option to save or erase the message.

#### Save Message — Press #2

If you want to retain the voice, fax or e-mail message for future retrieval, press 2 to save the message to your Universal Mailbox Save log after reviewing or printing.

#### Erase Message — Press #3

If you want to erase the voice, fax or e-mail message from your inbox, press 3 to permanently delete it from your Universal Mailbox. Before erasing a message you have one last chance to review the message before it is deleted. To listen to erased messages press 3. After reviewing an erased message press 2 to re-save the message or press 3 to erase the message. Once you end the current session, all erased messages are deleted and can not be retrieved.

#### Reviewing Saved Messages

To listen to your saved messages you must first review all new messages. Once you have heard new messages press 2 to listen to saved messages.

## Retrieving Messages Using WinFax PRO

WinFax PRO 8.03 allows all of your Universal Mailbox messages to be retrieved into the Universal Mailbox folder within WinFax PRO. Voice, fax and e-mail messages are downloaded through your Internet connection. You'll access Universal Mailbox through your Dialup or LAN connection you have established for connection to the Internet. Unlike the phone or Web access method, WinFax message retrieval downloads each message type directly to your PC's hard drive for review. Each subsequent connection downloads the new messages since the last time you checked for messages. Once a message has been retrieved into your Universal Mailbox log, you manipulate it as though it was sent directly to your PC. Faxes are viewed with your WinFax Fax Viewer, voice messages are listened to with the TalkWorks Audio Editor and e-mail messages are read from an e-mail reader program. Messages can be saved, deleted and moved, all from within WinFax.

### Software Requirements

The following software requirements represent accessing your Universal Mailbox with WinFax PRO.

- Windows 95 or Windows NT 4.0 (with service pack 3) operating system.
- WinFax PRO version 8.03, with TalkWorks installed to listen to voice messages in WinFax PRO. (See WinFax PRO User's Guide for TalkWorks installation).
- Concord Technologies Universal Mailbox Plug-in for WinFax PRO.
- Messaging API (MAPI) Support. This can be obtained by installing one of the following Microsoft mail programs on your computer prior to installing Universal Mailbox.
  - *Microsoft Exchange* or *Windows Messaging* which is included with Windows 95 and Windows NT 4.0. See the Appendix for information on installing electronic Mail and Messaging utilities.
  - *Microsoft Outlook 97* — included in Office 97

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**Note:** If you are already using another software package to access your e-mail, installing one of the above programs should not interfere with your current mail program.

**Caution:** *Microsoft Outlook Express* is a different software package from *Microsoft Outlook*. If you are using *Microsoft Outlook Express*, you will still need to install one of the programs mentioned above.

**Note:** If you're using *WinFax PRO* and *Universal Mailbox*, you must have installed TalkWorks (for listening to voice messages) and have version 8.03 of *WinFax PRO*.

**Note:** To verify the version number of your *WinFax PRO*, from the *WinFax PRO* main menu, click Help, About, and the current version number will be displayed. If the version is 8.02 or earlier, you must update your software. One method is to perform a LiveUpdate. See the Chapter 2 in the *Symantec WinFax PRO User's Guide* for instructions on using LiveUpdate.

---

## Setting WinFax PRO to use Microsoft Exchange

1. Start WinFax PRO.
2. From the WinFax PRO main Menu choose, Setup, MS Exchange/MS Outlook. When the properties box appears verify that "Use Microsoft Exchange in WinFax" and "Always Use This Profile" are selected.
3. Select Concord Mailbox as the profile.
4. Click OK.
5. You are prompted to restart WinFax so these changes can take effect.

---

**Note:** In order for all these changes to take effect you must close the WinFax application, the WinFax controller and whichever mail software you are currently using, MS Mail, *Microsoft Exchange* or *Microsoft Outlook*.

---

## Retrieving Universal Mailbox Messages into WinFax PRO

1. Connect to the Internet through your connection method (LAN or Dialup) or if you're not connected to the Internet you'll be prompted to choose your dialup method and enter your password. Click Yes when prompted to make a connection. Universal Mailbox will dial the default dialup connection you set during your software installation.
2. From the WinFax PRO main Menu Click Services.
3. Click on Retrieve from Mailbox.



4. You will see the online connection being made. Once this process is completed you will be asked if you want to disconnect from your online connection.

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**Note:** If you have selected to use the New Message Alert Notification option when you installed the Web players, you can receive a notification when you logon to the Internet. See the section on “New Message Alert Notification.”

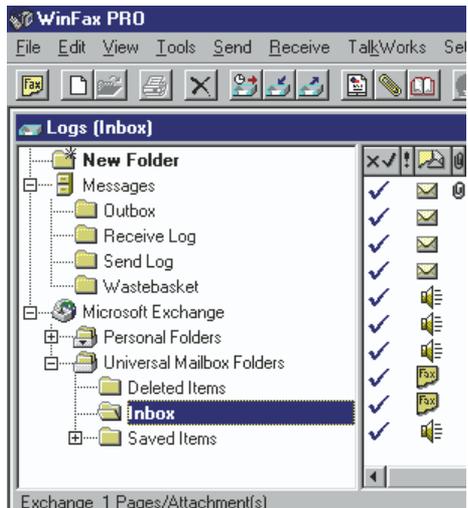
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Managing your WinFax PRO Universal Mailbox Inbox is similar to the method you use to manage your WinFax PRO Inbox. Messages will be received into your Inbox. You can review the message by viewing or listening to it, then move the messages to a Saved folder or delete the message. Deleted messages will remain in your Deleted folder until you exit WinFax PRO and the Controller.

Any message that is in the Inbox and Saved folders will also be available through the telephone interface and the web interface.

You can move any message to any Universal Mailbox folder by clicking and dragging it to its new folder. Messages cannot be moved to a WinFax PRO folder. You can also move messages to Personal Folders. In Microsoft Personal Folders, you can create sub folders and organize your messages.

Once your Universal Mailbox messages are downloaded into WinFax PRO you can view or listen to them by double clicking on any message in your log, voice, fax or e-mail.



## Viewing Fax Messages

To display a fax, double-click on the fax message you wish to view in your Inbox and it will load into the WinFax PRO fax Viewer. Once you retrieve a fax message you can treat it the same as any fax received through WinFax PRO. For more information about viewing and printing faxes see Chapter 6 of the WinFax PRO User's Guide.

## Viewing E-mail Messages

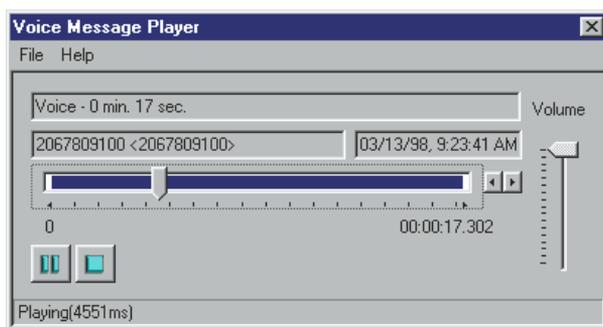
To display an e-mail, double-click on the e-mail message you wish to view in your Inbox and your Windows MS Messaging or MS Exchange e-mail viewer will display the message. You can elect to reply or forward the message.

## Listening to Voice Mail Message

To listen to a voice message double-click the voice message you wish to hear in your Inbox and the TalkWorks Audio Editor will play the message. Make sure your speakers are turned on and the volume turned up.

Voice messages can be managed just like fax

and e-mail messages, except that they cannot be printed. You can save the message as a \*.WAV file.



---

**Note:** For voice messages you must have the WinFax TalkWorks player and sound capabilities installed on your computer. For TalkWorks installation see the Symantec WinFax PRO 8.0 User's Guide.

---

## Saving/Deleting Universal Mailbox Messages in WinFax PRO

To save a message currently in your WinFax PRO Universal Mailbox Inbox for future reference, click and drag the event to the Saved Items folder.

To delete a message currently in your WinFax PRO Universal Mailbox Inbox or Saved Items folder, either highlight the event and press the delete key on your keyboard, or click and drag the event to the Deleted Items folder.

Sometimes, the faxes you receive are incomplete due to poor line conditions or other factors. This may leave a partial fax in your Inbox. If this is the case, to clear an undeliverable fax or e-mail message, note the arrival information so you may contact the sender and then erase the message.

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**Tip:** Remember your Universal Mailbox stores a limited number of messages determined by the class of service you subscribed to. The combined total of all types of messages in the inbox and saved folders is the maximum amount allowed. Your personal folders are only limited by your available hard disk space so you should create personal folders in WinFax PRO and move messages to them.

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## Changing User Options in WinFax PRO

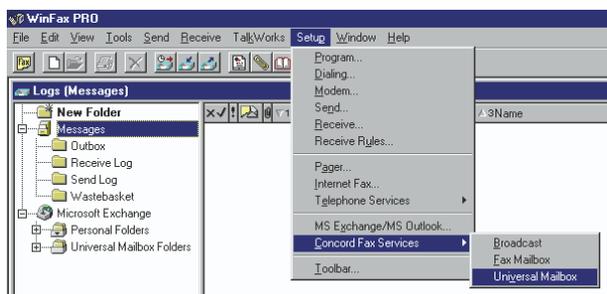
If you do not have access to a touch-tone telephone, you can change your individual user options directly from WinFax PRO. Knowing how to change your options in WinFax PRO and the other Universal Mailbox connection methods will assist you to fully use your Universal Mailbox features.

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**Important:** Changing Universal Mailbox options in WinFax, changes the options for all methods you use to access your Universal Mailbox messages.

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- Change Dialup Networking Connections.
- Change Password and automatically remember your password.
- Change the message type to Download.
- Change Paging Notification options (if subscribed to this service).
- Change and record a new Greeting.



To access and change your options:

1. Start WinFax PRO.
2. From the WinFax PRO main Menu choose, Setup, Concord Fax Services, Universal Mailbox.
3. Click Properties.
4. If you are not connected to the Internet, Universal Mailbox will prompt you to use a Connection method you established during the installation.
5. To complete the login enter your password.
6. When connected, the Universal Mailbox Properties screen will appear.

If you do not elect to go online, a Properties screen will display the ability to set the options for your dialup access (Access tab) and Account information (Account tab). You will not be able to change your password, greeting or paging options until connected.

Click on the Access Tab. The information you enter in this screen determines how you will access your Concord Mailbox service from your PC and WinFax.

### Connect Using:

The selections on this screen enable you to choose how you will access your Concord Mailbox.

Select LAN to enable you to connect via your LAN (Local Area Network) Internet connection.

### Dialup Networking Connection:

Select from the drop-down list the Networking Profiles you wish to use to connect to your Universal Mailbox. You must have a profile to choose from. If you currently do not have a Dial-Up Networking Connection configured or to create a new one, click the Add button.

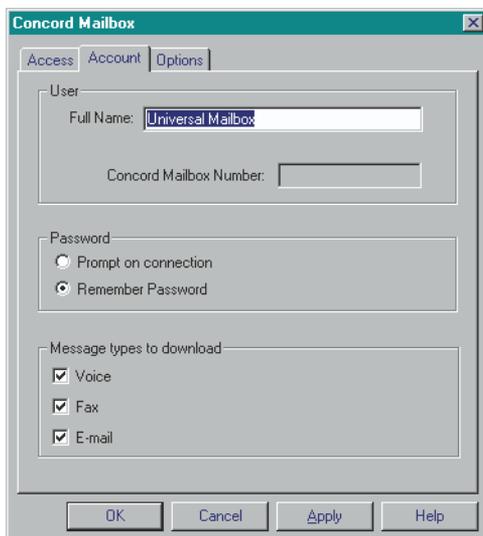
Click the Account tab.

Your User ID number appears.

**Password** — You can have WinFax PRO prompt for the Universal Mailbox password or remember the password. Select the option you wish to use.

**Prompt on connection** — Requires you to enter your password each time you connect to your Universal Mailbox or each time you check for new messages.

**Remember Password** — WinFax PRO will remember your Universal Mailbox password and will not require you to enter it each time you connect to your mailbox.



**Message types to download** —Enable you to select the types of messages that you want WinFax PRO to download automatically.

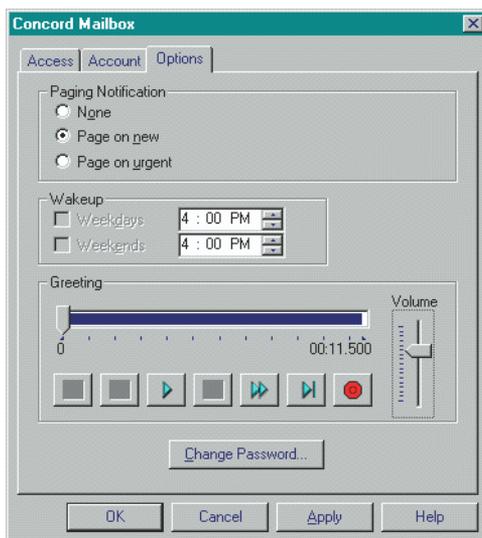
**E-mail** — The installation default checks all three message types when you install your Concord Mailbox. If there is a message type you do not wish downloaded, you must manually de-select it.

Click the Option tab.

### Change Password

Your Concord Mailbox password ensures that your mailbox and its contents are kept private. *You should change your password as soon as possible.* Your password can be any set of numbers from four (4) to thirteen (13) digits in length. You can change your password as often as you like.

1. Click on the Change Password button to access the Change Password dialog.
2. Old Password: Enter your current password, i.e., the password you are now using.
3. New Password: Enter your new password, i.e., the password you want to use.
4. Verify New Password: Enter your new password, again. The system verifies your password entries.



Remember the telephone and Web access password is common for all of your Universal Mailbox message retrieval methods, (telephone/fax, WinFax PRO, and Web retrieval). If you lose or forget your password you will have to contact Customer Service.

### Paging Notification

The Concord Message Center can automatically page you whenever a new message arrives in your mailbox. You have three paging options once you sign up for this additional service.

- Turn paging on / off.
- Page any time a new message arrives in your mailbox.
- Page only when you receive an urgent message.

Select the paging option you wish to use.

Contact Concord Customer Service to sign up for this service. You will need your pager number and the type of pager.

## Greetings

The “Greeting” is the voice message your telephone callers hear when they call your toll free mailbox number. You can change your Greeting as often as you like from a telephone, WinFax PRO, or the Internet.

### Listening To Your Current Greeting

- To listen to your current Greeting, press the Play button (>).
- The Beginning button (|<) instructs the player to skip to the beginning of the recording.
- The Backward button (<<) instructs the player to skip backward in the recording.
- The Forward button (>>) instructs the player to skip forward in the recording.
- The End button (>|) instructs the player to skip forward to the end of the recording.
- The Stop button is a solid box.
- The Record button (O) is a red octagon.

When you click on the Play button, its icon changes to a pair of vertical bars (||) and it becomes the Pause button; when you click on the Pause button its icon reverts to the right arrow (>), once again becoming the Play button.

### Recording A New Greeting

If this is your first attempt at recording for the Concord Mailbox, you should experiment a bit. You should become familiar with the system, and also, you will want to establish the recording method and setup that is best for you. For example, while keeping your voice at the same volume and pitch, try varying the distance between your mouth and the microphone; you might try speaking directly into the microphone; and you might try speaking across the microphone. Do not hold the microphone with your hand. To start with, place the microphone about four inches from your mouth and turned so that you are speaking across the microphone face, rather than directly into it. Listen to your playback after each change to your setup so that you can determine which one suits you best. When you find a satisfactory recording setup, make a note of your volume setting, microphone placement, etc.

To record a Greeting, use the following procedure:

1. Place the microphone and set the recording Volume control to the position that you have determined as the best for you.
2. Click on the Record button (O) and record a Greeting. Remember to speak clearly but naturally. When you have finished recording, review your new Greeting.

Make certain that you are satisfied with your recording. If you are not, you can record your greeting as many times as necessary, until you are fully satisfied.

## Retrieve Messages Using a Web Browser

Using your User ID number and password you can log into the Concord Message Center web site which stores all of your messages sent to you. You can access your

messages from any PC in the world, which has a web browser and a connection to the Internet. Connecting to the Concord Message Center at <http://www.concord.net> is the first step. The message center will create your own page with an Inbox to retrieve your messages into. All messages, voice, fax and e-mail are displayed in your personal Message Center Inbox. Plus, the message center allows you to reply to e-mail, compose and send new messages, save messages, delete messages and change your Universal Mailbox options.

### Software Requirements

The following software requirements represent using the Internet to access your Universal Mailbox.

- Windows 95 or Windows NT 4.0 (with service pack 3) operating system.
- WinFax PRO version 8.03, with TalkWorks installed to listen to voice messages in WinFax PRO. (See WinFax PRO User's Guide for TalkWorks installation).
- Messaging API (MAPI) Support. This can be obtained by installing one of the following Microsoft mail programs on your computer prior to installing Universal Mailbox.
  - *Microsoft Exchange* or *Windows Messaging* which is included with Windows 95 and Windows NT 4.0. See the Appendix for information on installing electronic Mail and Messaging utilities.
  - *Microsoft Outlook 97* — included in Office 97.

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**Note:** If you are already using another software package to access your e-mail, installing one of the above programs should not interfere with your current mail program.

**Caution:** *Microsoft Outlook Express* is a different software package from *Microsoft Outlook*. If you are using *Microsoft Outlook Express*, you will still need to install one of the programs mentioned above.

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## Logging into the Concord Message Center

To log into the Universal Mailbox from the Internet

1. Connect to the Internet through your connection method (LAN or Dialup).
2. Start your Web browser. See the list of compatible browsers in the Software Requirements section at the beginning of this guide.
3. Type <http://www.concord.net> in the address/location box and press enter.
4. The Web browser loads the Concord Message Center log in page.
5. Enter your User ID number. This is the 10-digit User ID number you received without dashes, (800XXXXXXXX).
6. Enter your password in the password field and click OK.

You will now log into your Universal Mailbox Inbox and display all of your messages.

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**Tip:** It is advised that you bookmark this address in your browser for quick access in the future or make it your home page so that you always check messages when you first load your web browser.

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## Retrieving Your Messages from the Concord Message Center

The Message Center web page is divided into two sections. The left navigational window provides the option to check messages, compose e-mail, go to your Inbox, retrieve saved messages, retrieve deleted messages, access user options and logoff. The right window displays the current option selected and defaults to the Inbox when you first enter your mailbox.

NEW	Icon	Sender	Type	Time
NEW	Voice	2063740204 <2063740204>	Voice - 0 min. 11 sec.	Fri. 03/13/08 03:52 PM
NEW	Fax	2064418088 <2064418088>	Fax - 2 pages	Fri. 03/13/08 03:43 PM
NEW	Fax	2063740204 <2063740204>	Fax - 1 page	Fri. 03/13/08 03:41 PM
NEW	E-mail	dterney	sample email	Fri. 03/13/08 03:37 PM
	E-mail	Ihernandez	Marketing Meeting	Fri. 03/13/08 03:35 PM
NEW	Fax	Outside Caller	Fax - 1 page	Fri. 03/13/08 12:58 AM
NEW	Fax	Outside Caller	Fax - 1 page	Fri. 03/08/08 04:17 PM
	Fax	Outside Caller	Fax - 1 page	Fri. 03/08/08 04:00 PM

### Inbox

The Concord Message Center Inbox is where all new, current and saved messages are displayed. You can scroll down to view the entire list of messages. New messages are denoted with the word “NEW” on a yellow background under the New column. These are messages you have not yet retrieved.

There are three types of icons representing the different types of messages in your Inbox.



Voice messages



Faxes



E-mail messages

---

**Note:** A red exclamation mark denotes that the sender has marked the message Urgent.

---

You can sort your messages by any column heading order (date, time received, type,

sender) by clicking on the column header name. You save or delete any messages by clicking on the check box located to the right of the message and clicking OK. This sends the messages to the saved and deleted folders. Deleted messages cannot be retrieved once you end the current session.

**Sender**

Voice messages displays the senders phone number.

Fax messages displays the number the fax was sent from.

E-mail messages displays senders name.

**Subject**

Voice messages display the word “Voice” and the length of the message.

Fax messages displays the word “Fax” and the number of pages sent.

E-mail messages display the subject, if included by the sender.

**Received**

Displays the date and time when the message was received.

**Size**

The size of each message in Bytes.

**Save**

Checkbox that allows you to move the message to the Save Folder.

**Delete**

Checkbox that allows you to move the message to the Delete Folder.

To view all of the information you may need to scroll to left or right, up or down.

## Retrieving Voice Messages

To listen to a voice message, click on the telephone icon next to the message. This will activate the Concord Voice Message Player, make sure your speakers are turned on to hear the message. Once you listen to the message close the Voice Message Player. To save or delete the message see “Moving messages to the Save Folder or Delete Folder” later in this guide.

---

**Note:** To hear voice messages through the Concord Message Center, you must use the Concord Players. The players will automatically load each time you need them. They were installed during your initial installation. If you’re accessing voice messages from a PC that does not have the Concord Voice Players installed, you will need to download the Players utility. See “Downloading the Players Utility” later in this guide for instructions or install them from your installation CD.

---

## Retrieving E-mail Messages

**Viewing a message**

To read an e-mail message, click on the e-mail icon next to the message. This will activate the e-mail viewer and display the message. Your options may vary depending on the e-mail reader program you have installed.

**Printing a message**

To print the message on your printer select the printer icon or click on File/Print. The message will be printed to your local printer.

**Reply to a message**

To reply to a message select the reply icon in your e-mail program, enter your reply text and click on the send icon.

**To Forward a message**

To forward a message select the forward icon in your e-mail program, enter text if applicable, enter the forward to individual e-mail name (or select from your address book) and click on the send icon.

**Save or delete the e-mail message**

See “Moving Messages to the Save Folder or Delete Folder” later in this guide.

## Retrieving Faxes

**To view and print to a fax**

Click on the Fax icon next to the message. This will launch the Web Fax Viewer. To print the Fax, choose File, Print and click OK. You can save the fax to your hard drive by Choosing File, Save As. Choose the Folder you want to save this fax in and type a file name then click OK.

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**Note:** Faxes can only be saved in the following graphic formats; Bitmaps, (\*.bmp), PCX File (\*.pcx), DCX File (\*.dxc) and Tiff File (\*.tif).

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To save or delete the fax see “Moving messages to the Save Folder or Delete Folder” later in this guide.

## Moving Messages to the Save Folder or Delete Folder

1. If open, close the Concord Web Player.
2. Place a check in either the Save or Delete check box.
3. Scroll down and click OK.

The message is moved to either the Save or Delete folder. To retrieve a Saved message click on the Save icon or text and click on the icon next to the message. To delete a saved message scroll left, select the Delete check box and click OK.

To hear Deleted messages click on the Deleted icon or text and click on the telephone icon next to the message. If you scroll left you will see the option to move a deleted message back to the Save folder. Deleted messages cannot be retrieved once you end the current session.

## Sending E-mail From the Message Center

You can compose and send e-mail messages from the Message Center. Click on “Compose e-mail.” The e-mail program associated with your web browser will start and you can compose a message. Depending on your e-mail reader, your personal address list may be available for you to select a recipient. Complete your message and click the Send button. Your e-mail is sent and you return to the Message Center

main menu.

## Message Center User Options

You can change your individual user options directly from the Concord Message Centers options page. To access and change your option click on the “Options” icon located in the left navigational window.

### User Account

Displays your mailbox user account information for your mailbox. This is your 10-digit User ID, which is based on your toll-free access number.

### Change Password

Remember the telephone and Web access passwords is common for all of your

Universal Mailbox message retrieval methods, (telephone, WinFax PRO and Web browser). If you lose or forget your password you will have to contact customer service.

### Paging Notification

The Concord Message Center can automatically page you whenever a new message arrives in your mailbox. You have three paging options once you sign up for this additional feature.

- Turn paging on / off
- Page any time a new message arrives in your mailbox
- Page only when you receive an urgent message

Contact Concord customer service to sign up for this service. You will need your pager number and the type of pager.

### Change Greeting

This feature allows you to record a greeting to be played when you a caller dials into your Universal Mailbox.

---

**Note:** You need recording capabilities on your computer to use this feature.

---



## The Concord Web Fax Viewer

To view or hear your messages while connected to the web, you must have the Concord Web Players installed. They are automatically installed during your initial

software installation. These players include:

**Concord Web fax viewer**

For viewing and printing faxes while connected to the Concord Message Center.

**Concord Web Voice Player**

For listening and recording messages while connected to the Concord Message Center.

If you are away from your office or at another location, you can download the viewer directly from the Concord Message Center. You can access your messages no matter where you are. For instructions on downloading the Players, see “Downloading the Players” in the Appendix.

When you double-click on either a fax or voice message icon in your Message Center Inbox, it will activate the appropriate Web Player.

**Viewing a Fax Message**

Use the following procedure to read a fax message:

1. In the Inbox, select the message you want to read by clicking on its icon.
2. The Concord fax viewer opens and displays your selected message.

If this is a multiple page fax, you can move forward or backwards by using the Previous Page and Next Page buttons to see a thumbnail sketch of any desired page. You can click on a thumbnail to select that particular page and automatically display that page in its entirety.

**Printing a Fax Message**

1. Select the fax message you want to print by clicking on its icon in the inbox. The fax viewer opens and displays your selected message.
2. Select File, then select the Print option.
3. Make any necessary adjustments in the Print dialog box (such as the range of pages to print), click the OK button to print the fax message.

---

Tip: If you want to forward this fax to another fax machine, print to your WinFax Print Driver.

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## Using the Concord Web Voice Player/Recorder

The Web Voice Player/Recorder allows you to listen to the voice messages sent to your Universal Mailbox while online to the Message Center and create new messages from anywhere in the world. When you click on a voice message in your Inbox, the system will automatically display the Web Voice Player on the screen.

Listening to a voice message:

1. In the inbox, select a voice message you want to play by clicking on its phone icon.
2. The Web Voice Player opens and begins to play your selected message. A horizontal progress indicator shows you how much of this message remains to be played. During playback, the Play button icon switches to a pair of vertical bars (for pausing the message) and a right arrow (>) to resume playing the

message). The Stop button icon is a solid box.

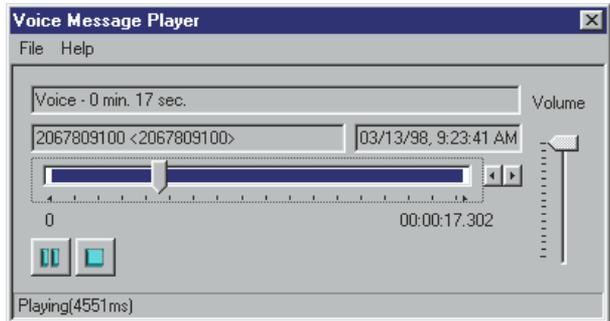
3. If the playback volume is either too loud or too soft, adjust it by clicking and holding the Volume slide bars, and then, move it up or down to increase or decrease the playback volume.

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**Note:** If the volume is still too low or high, check the volume control on your speakers and/or the volume control in your Windows 95 volume control program.

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4. You can halt playback temporarily by clicking on the play button. When you click on the Play button during playback, its icon changes to right arrow (>). The playback will stop at that point.



When you wish to resume playback, click on the play button (>).

5. You can replay a portion or all of a voice message. To replay a portion of the message, just drag the progress slider bar backward to the desired position, or you can click on the small arrows at the right end of the slider bar to adjust the point of resumption a small increment forward or backward. To replay the entire message, click on the Stop button. This automatically resets the playback position (and the progress indicator) to the beginning of the message. Then, click on the Play button.

### Recording a Greeting via the Concord Message Center

Recording a greeting can be accomplished by either a telephone or from the Internet. If this is your first attempt at recording with the Concord Universal Mailbox, you should experiment a bit. You should become familiar with the system, and also, you will want to establish the recording method and setup that is best for you. For example, while keeping your voice at the same volume and pitch, try varying the distance between your mouth and the microphone; you might try speaking directly into the microphone. Do not hold the microphone in your hand. Listen to your playback after each change to your setup so that you can determine which one sound best. When you find a satisfactory recording setup, make a note of your volume setting, microphone placement, etc.

---

**Tip:** Using a telephone to record your greeting usually provides a better quality recording.

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## Recording a Greeting

When you select “Record New Greeting,” the Web Greeting Recorder opens and waits for your command. This recorder is similar to the voice player used to listen to messages with the added ability to record greetings. When you record a greeting, you are connected directly to the Concord Message Center using the Internet. To record a new Greeting, follow this procedure:

1. Set the recording Volume control to the position that you have determined as the best.
2. Click on the Record button and record your reminder or greeting. Remember to speak clearly but naturally. When you have finished recording Click Stop.
3. Play your new greeting back so you can review it.

Click on the Play button. During playback, the Play button icon consists of a pair of vertical bars and the Stop button icon, a solid box. You can halt playback temporarily by clicking on the Stop button. When you wish to resume playback, click on the Play button. You can replay a portion or all of a voice message. To replay a portion of the message, just drag the progress slider bar backward to the desired position, or you can click on the small arrows at the right end of the slider bar to adjust the point of resumption a small increment forward or backward. To replay the entire message, click on the Stop button. This automatically resets the playback position (and the progress indicator) to the beginning of the message. Then, click on the Play button.

You’ll want to make certain that you are satisfied with your recording. If you are not, you can record a greeting as many times as necessary, until you are fully satisfied.

4. When you are satisfied with your recording, you must save it.
5. If you have recorded a greeting and you wish to put this greeting into service immediately, go to Step 6. If you have recorded this greeting as an alternate greeting for future use, go to Step 7.
6. Click on Save from the File drop-down menu. When the dialog box appears asking if you want to send your greeting to the server and exit. Click OK. Your greeting is now saved on your PC.
7. Click on Save As from the File drop-down menu. In the Save In Window, enter the name of the folder into which you wish to save this Greeting.
8. In the File Name Window, enter the name you have chosen for this greeting file.
9. In the Save As Type Window, select the file type, either WAV format or AU (Internet Sound) formats.
10. Click Save. Now, your Alternate Greeting will be saved as a voice file on your desktop or where ever you have designated. You can create a number of alternate greetings that can be used for different occasions. For example, you might have a special greeting for those times when you are out of town on business, on vacation, or working a different set of hours.

To use an already recorded Alternate Greeting

1. Select Record New Greeting. The greeting recorder opens and waits for your command.
2. From the File drop-down menu, select Open. Browse to the folder where you have stored the desired alternate greeting file. Select the desired greeting and

- then Click Open.
3. Using the greeting recorder's playback function, listen to this greeting to make sure that it is the correct one.
4. From the File drop-down menu, click Save.
5. When the dialog box appears asking you if you want to send this greeting to the server and exit, click OK. Now, your chosen alternate greeting has become your new greeting.

## Appendix

### Installing MS Exchange or Windows Messaging

*Microsoft Exchange* or *Windows Messaging* is included with Windows 95 and Windows NT 4.0. To install, Click Start, Settings, Control Panel, Add/Remove Software icon. Click on the Windows Setup Tab and place a checkmark by the Mail program you want installed and click OK. (You may need your Windows 95 or NT disks to complete the installation. See your operating system manual for further details on adding programs).

#### **Download Free Software**

The Concord Players consist of utilities that allow you to access your fax and voice messages through the Internet. Without them you would not be able to view a fax or listen to voice messages. These utilities were automatically installed when you performed your initial software installation. You would only need to follow these installation instructions if you need to reinstall the Players or if you are at a remote location where the players have not yet been installed. Installing the players and an Internet connection provides you with access to your Universal Mailbox messages from the Internet.

1. Connect to the Internet through your connection method (LAN or Dialup).
2. Go to the Concord Universal Mailbox Message Center web site, at <http://www.concord.net>
3. Click on the text "Download Free Software" on the main screen of the Concord Message Center.
4. A Save As dialog box will prompt you to save the file.
5. Download for web retrieval of voice and fax messages.
6. Choose the Folder where you want to place the file. It is recommended that you place the file in a temporary folder on your hard drive.
7. Click Save. The file is then downloaded to the location you specified on your computer.

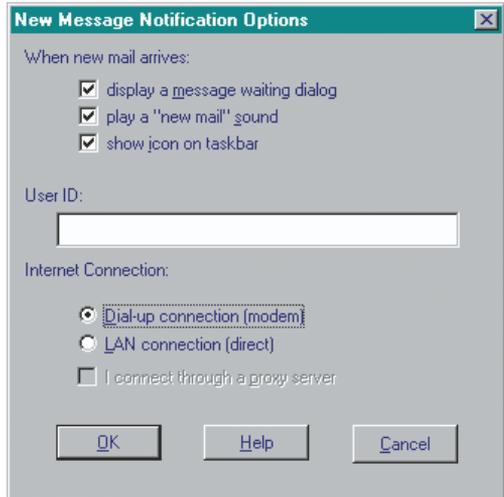
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**Tip:** If you know you are going to a remote location where the Concord Players are not installed, take your installation CD-ROM with. The players' utility is located on the CD-ROM. This will be quicker than downloading them from the Internet.

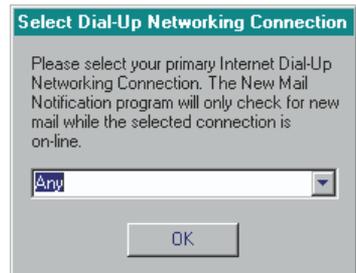
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## Installing the Concord Players

1. Once the Player file has successfully downloaded, Click on Start, Run, and select Browse. Browse to the temporary location where you placed the file and highlight the file.
2. Click OK.
3. The installation program will begin.
4. Click OK to install to the default installation folder or browse to a your location choice to install the installation files.
5. Select the components you want to install and click OK.
6. Select your new message notification options by placing a checkmark by the options you want enabled.
7. Enter your 10-digit mailbox number in the User ID field. (This is your toll free Universal mailbox number but without the dashes).
8. Select the method you use to connect to the Internet. Either LAN (permanent connection) or through a dial-up connection.
9. Click OK.



If you specified a dial-up connection you will be prompted to select the dial up connection you want to use. Selecting Any allows you to have multiple dialup connections.

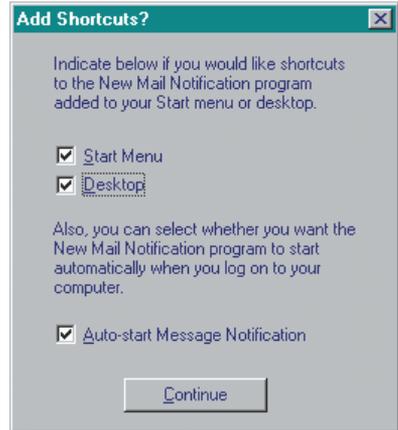


10. Select whether you want to install the New Mail Notification on your Desktop and/or your Startup Menu.

**Tip:** By selecting the notification option, the installation process will install a red flag in your Windows Task bar tray that raises and lowers while you're online, indicating you have new messages and place a Mail Notification icon on your start menu.

11. Click on Continue to install.

When the installation is complete, click OK and note that you have to reboot your computer in order for these changes to take effect. The next time you start your system you will either see the new mail icon on your Desktop or Start Menu or both.



## New Mail Notification Settings

Your Universal Mailbox will notify you when you receive a new message (Voice, fax, or e-mail) at the Message Center. If you elected to install New Mail Notification (see “Player Components and Options” # 10 in the previous section) a new mail icon and a connections status icon were installed in your system tray in the lower right hand corner of your Windows 95 Taskbar.

**Connection Status icon** — This icon will identify when you're online with the Concord Message Center. A Red X through the icon indicate your offline, no red X indicates you're online.

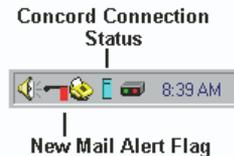
**New Mail icon** — The red flag becomes bright when you're connected to the Internet. It raises and lowers indicating a new message has arrived. You can double-click on the icon to check its status.

To access the properties dialog box, click using the right mouse button on the red flag. Although all of your information will be completed during your installation, you can change selected properties if necessary.

### Connection

#### LAN

Click on this check box if your PC is connected to a corporate Local Area Network (LAN).



## Dialup

Click on this check box if you have an Internet Service Provider and use a modem to dial your Internet connection. Then, select your dial-up networking connection from the drop-down list. The New Mail Notification program will use this connection to check for new messages.

## Server URL

URL: Into this field, enter the URL (Internet Address) of the Universal Mailbox web site for New Mail Notification. This information will be automatically entered for you.

**<http://www.concord.net/igateasp/announce.dll/Announce>**

Do not change the address unless specifically instructed to do so by your Concord customer service representative.

When you have finished your input, click on the Mail tab.

## Mail

The mail tab has your User ID 10-digit number. There is no need to change this.

## Timing

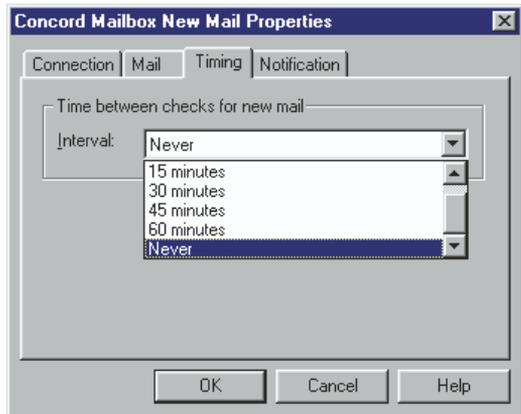
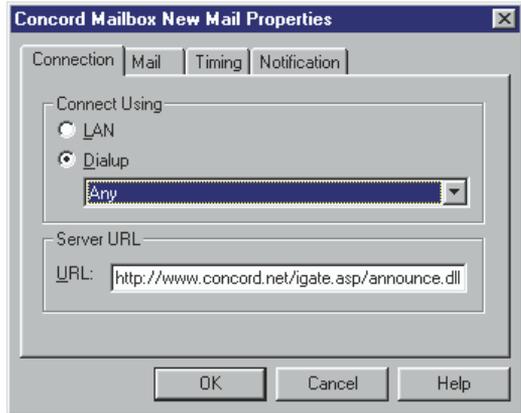
Periodically, the New Mail Notification program will check your Universal Mailbox for any new messages that have recently arrived.

Select the time interval for how often you want the New Mail Notification Time to check for your new messages. You can select intervals of every 5 minutes or 15 minute intervals up to 60 minutes, or to Never check for messages. Use Never when you want to check for messages manually.

When you have finished your input, click on the Notification Tab.

## Notification

You select how you are to be notified when new mail arrives in your mailbox. You can be notified in one, two, or all three of the ways listed below. Also, you can, if



you wish, turn all forms of notification off.

**Window 95 Task Bar Active Icon**

Click on this check box to have the “New Mail Flag Icon” blink when new mail arrives in your mailbox. You’ll find this icon located in the Windows 95 Task Bar.

**Popup Dialog**

Click on this check box to have the system present a pop-up dialog box that displays the number and type of new messages that are in your mailbox.

**Sound**

Click on this check box to have the system play a sound for new mail notification.

## Configuring your Internet E-mail Default Program

To view or send e-mail with the Concord web interface, you must have Microsoft Outlook Express or Microsoft Internet Mail configured as the default mail program.

To verify your default mail program, follow these steps:

1. From the Windows Task Bar Click Start, Settings, Control Panel.
2. Locate and double-click on the Internet icon.
3. Select the Programs tab.
4. In the messaging box, verify or select the appropriate program from the dropdown list in the Mail field. This will specify which e-mail program you want to use with your Internet Explorer.

For further details consult you Internet Explorer user documentation.

## Using Netscape Navigator

You can use Netscape Navigator to retrieve fax and voice messages from the Concord Message Center. To retrieve your Universal Mailbox e-mail, you must configure Outlook Express as the e-mail program used by Netscape. Outlook Express is available to download from the Microsoft web site.

# Additional Ways to use Universal Mailbox

## Retrieving all Your E-mail via WinFax

You can also use the WinFax plug-in to retrieve all your e-mail, not just messages in your Universal Mailbox. This feature is useful if you have two e-mail accounts or if you are in the process of changing accounts. To retrieve e-mail messages from all your accounts follow these steps:

1. From the Menu choose Receive, Retrieve Exchange e-mail.
2. Click Yes when prompted to make a connection.
3. Your next step will depend on the type of connection you are using. For example, you will probably be prompted to click Connect to dial into your connection.

4. Enter your password and click OK
5. You will see the online connection being made and then all of your messages are automatically downloaded into the Concord Mailbox Inbox folder. Once this process is completed you will be prompted to disconnect from your online connection.

For further information refer to your WinFax PRO users guide regarding using *Microsoft Exchange in WinFax PRO*.

## Troubleshooting

### **The Universal Mailbox folder does not appear in WinFax PRO logs**

Verify you have WinFax PRO version 8.03. To verify your WinFax version number perform the following steps:

- Open WinFax PRO
- From the main menu click on Help/About
- The version number 8.03 should be displayed

If you do not have version 8.03 you must perform a LiveUpdate from the Symantec server. LiveUpdate will access Symantec via the web or modem and automatically update your WinFax PRO to the most current version available. See the Chapter 2 in the Symantec WinFax PRO User's Guide for instructions on using LiveUpdate.

### ***Did you install Microsoft Mail and Messaging programs after WinFax PRO?***

If you did not have Microsoft Exchange, Windows Messaging, or MS Outlook installed prior to installing WinFax, you will need to re-install WinFax PRO to update the messaging settings accordingly. See the Symantec WinFax PRO User's Guide on uninstalling and installing WinFax PRO.

The proper order to install your software is:

- Microsoft Exchange or Microsoft Messaging
- WinFax PRO
- Concord Universal Mailbox

Verify the Concord Mailbox has been set as a profile.

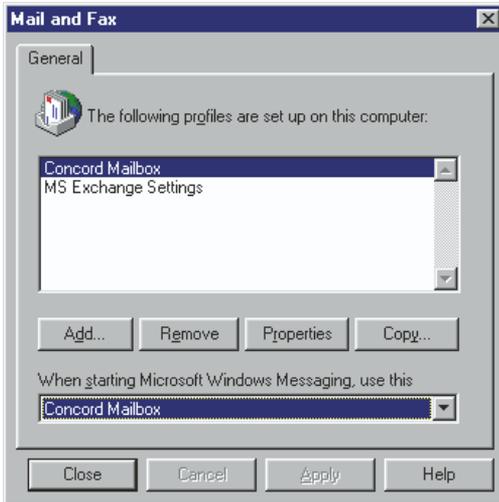
To do this perform the follow steps:

- Close WinFax PRO and the controller.
- Click on your E-mail programs In-Box.
- Click on Tools.
- Click on Services.
- Verify Universal Mailbox appears as an available service to messaging profile.

Your Windows Exchange/*Microsoft Messaging* profile is not starting with the Concord Universal Mailbox.

- Close WinFax PRO and the controller.
- Click on the Start button on the Windows Task bar.
- Click on Settings.
- Click on Control Panel.
- Click on Mail / Fax to view the Concord Mailbox properties dialog box.

- Click on Show Profiles
- Verify which profile Windows is using when it starts Windows Messaging. It should read Concord Mailbox. If not select it from the drop-down list and click apply.



### Can't hear Voice Messages in WinFax PRO

- Check that your speakers are turned on and that the volume is turned up.
- Check that the speaker volume in Windows 95 / NT is turned up.
- Check that your sound card is properly installed. Can you hear sound from other programs?
- Do you have TalkWorks installed?

## Getting Help

This section explains how you can:

- Contact Symantec Technical Support for questions regarding Symantec software.
- Contact Concord Technologies customer service for questions regarding your Universal Mailbox account status, to add or change additional services for your Universal Mailbox account, or to request technical support services.

## Contacting Symantec Technical Support

### Standard Care Support

U.S. (716) 843-1018  
 Canada (416) 441-3301

Symantec offers no charge support for the first 90 days after registration.

### Priority Care Support

U.S. & Canada (800) 431-6704 Charged on a per incident basis

### Priority Care 900 Support

U.S. & Canada (900) 646-0016 Charged on a per incident basis

### Symantec Customer Service For general questions about Symantec products

U.S. & Canada (800) 441-7234  
 U.S. & Canada (541) 334-6054

for all questions regarding Symantec software, including:

- installation
- features
- error code interpretation
- general software usage.

Normal service hours are Monday to Friday from 9:00 AM to 8:00 PM (Eastern Standard Time).

## Contacting Concord Customer Service

In the U.S. and Canada, contact customer service at:

Telephone: 1-800-792-0329 or (206) 256-7500  
 Fax: 1-800-301-0329 or (206) 256-7501

Normal service hours are Monday to Friday from 10:00 AM To 8:00 PM (Eastern Standard Time).

You may also contact customer service at our website: <http://www.concordfax.com>

You can call Concord Technologies customer service to:

- Subscribe to additional services
  - Fax Broadcast
  - Fax Mailbox
  - Internet Fax
- Inquire about billing and charges.
- Change your current account information. For example, if you want to switch your current credit card billing to another credit card, call customer service. All account changes are subject to the appropriate credit approval.
- Add or delete options.
- Receive password assistance should you forget or lose your password.