



APPENDIX **A**

Additional User Information

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This appendix provides additional information that might be useful to your users. For more user information, see the *Quick Start Guide for Visual Voicemail*.

Information to Provide to Users After Installation

When your installation of Visual Voicemail is complete, you can provide the information in the following table to your users:

Provide...	Explanation
Sign-in information.	Notify your users that the password that they require to sign in to Visual Voicemail is the same numeric password that they use with the TUI voice message service.
Instructions for using the application.	Provide users with the <i>Quick Start Guide for Visual Voicemail</i> .
Notify users that they do not need to pick up the handset before they start Visual Voicemail.	You do not need to open a line before you start Visual Voicemail. To avoid disturbing others when you listen to your messages, pick up the handset, but only do this after Visual Voicemail has opened the line, that is, when the line button is lit. For more information, see the <i>Quick Start Guide for Visual Voicemail</i> .
Internal company support for the application.	Provide your users with the names of people to contact for assistance if they encounter problems with the application.
Additional user information.	<ul style="list-style-type: none">• If the Keep me signed in option is implemented on your site, it is not available the first time that you use Visual Voicemail.• The first time that you use Visual Voicemail, the date for messages that were created before the installation of Visual Voicemail is not displayed. These dates are displayed in subsequent Visual Voicemail sessions.• You cannot forward a message that is marked as private.• If the key mappings for Visual Voicemail are the same as the key mappings for your TUI voice message service, you can inform the users that they can use the same keys to perform the same tasks in some cases.

Unloading Visual Voicemail from the Memory of Phones

When you press the **Exit** softkey in Visual Voicemail, the application remains in the memory of the phone. This enables the phone to display Visual Voicemail quickly when users press the Messages button. A Visual Voicemail icon is displayed at the top left area of the screen.

To unload from the memory of a phone, do one of the following:

- If the application is open on the phone, press the Messages button.
- If a icon is displayed at the top left area of the screen, press the Messages button to display on the phone, then press the Messages button again.

If your voicemail system includes both Visual Voicemail and the TUI voicemail service, press the Messages button to display the list of voice message services that you can use.

About Fast Forwarding and Rewinding Messages

When you fast forward or rewind a Visual Voicemail message, the amount of time that is skipped forwards or backwards depends on the length of the message. The following table lists the amounts of time for each length of message.

Length of Message	Amount of Time
Greater than 30 seconds	10 seconds
Between 15 and 30 seconds	5 seconds
Less than 15 seconds	3 seconds