

# OneBox Message Manager for Mobile User

## Description

This course is designed to enable Users to become familiar with the features their new OneBox system Mobile Application has to offer. It introduces and builds confidence and competence in using all the functions that the system offers enabling Users to get the best out of their new system.

## Prerequisites

An interest to gain the best from your OneBox system. Users should understand the following features on their Company's Telephone System:

- Diversion
- Diversion on No Reply
- Diversion on Busy
- Follow Me

## Training Technique

This training consists of explanations, demonstrations and practical exercises to ensure each delegate is confident and proficient in using all the functions that their new system has to offer.

## Who Should Attend

This course has been designed for all new users of the OneBox system.

## Course Content

- Features and Benefits
- Downloading the App
- Accessing Message Manager
- Visual Voice Mail Messages
- Listening to Messages
- Composing a new Message
- Replying to a Message
- Forwarding Messages
- Saving Messages
- Deleting Messages
- Changing the Greetings
- Out of Office Greeting
- Visual Call Screening
- Call Log
- Personal Address Book
- Phone Numbers
- Settings
- Changing your Security Code
- Message Settings
- Message Notification
- Availability – Settings & Schedule
- Extension Specific Processing (ESP)
- VIM
- FaxUtil (overview)
- Setting up Message Notification
- Call screening

## Duration

1 hr User Sessions or 2 ½ hr train the trainer

## Max Delegates

10