

White Label Voice Mail User Guide



Accessing Voicemail Settings:

Most functions in this article require you to access your Voicemail Settings. There are three ways to do so, each for a different means of access.

1. **Access via one of your assigned devices.** These are devices that are assigned to your extension number. This is the most simple means of access
 - Dial ** plus **your assigned mailbox number**. Example: **1234
 - You will be prompted for password/PIN; enter PIN followed by # sign.
 - You will be prompted to **(1)** Listen to New Messages, **(2)** Review Saved Messages, **(5)** Change Settings; dial **(5)** for Voicemail Settings
2. **Access via an on-network device that is not one of your assigned devices.** These are devices that are of your company network, yet not assigned to you.
 - Dial *star code* ***97**
 - You will be prompted for a mailbox number; enter your mailbox number followed by the # sign.
 - You will be prompted for password/PIN; enter PIN followed by # sign.
 - You will be prompted to **(1)** Listen to New Messages, **(2)** Review Saved Messages, **(5)** Change Settings; dial **(5)** for Voicemail Settings
3. **Access via an outside line.** This would be any device that is not a device in your company network. For this means of access to be possible, your company phone number must be routed to a menu that has an option for *Check Voicemail*
 - Dial your company number.
 - at the menu, dial the option for *Check Voicemail*
 - You will be prompted for a mailbox number; enter your mailbox number followed by the # sign.
 - You will be prompted for password/PIN; enter PIN followed by # sign.
 - You will be prompted to **(1)** Listen to New Messages, **(2)** Review Saved Messages, **(5)** Change Settings; dial **(5)** for Voicemail Settings

Setting up your Mailbox through the phone:

Access *Voicemail Settings* as described in **Accessing Voicemail Settings** of this article. After choosing option **(5)** of *Voicemail Settings*, you will be prompted to dial **(1)** Record mailbox greeting, **(2)** Change your name, **(3)** Reset PIN, **(0)** Return to main menu.

1. Changing your Mailbox Greeting:

- Access *Voicemail Settings* as described in **Accessing Voicemail Settings** of this article.
- After choosing option **5** of *Voicemail Settings*, you will be prompted with options.
- dial **(1)** for *Change Greeting*
- You will be directed to record your new greeting.
- After recording your greeting you will be prompted to dial **(1)** *save new greeting*, **(2)** *review your new greeting*, **(3)** *re-record your new greeting*.
- Once you are happy with your recording dial **(1)** to save it.
- Your new recording will be saved and reported as such by the operator. At this point you can hang up, or carry on with operations as listed in the operator prompt.

2. Record your Name:

- Access *Voicemail Settings* as described in **Accessing Voicemail Settings** of this article.
- After choosing option **5** of *Voicemail Settings*, you will be prompted with options.
- dial **(2)** for *record Your Name*
- You will be directed to record your name.
- After recording your greeting you will be prompted to dial **(1)** *save recording*, **(2)** *review recording*, **(3)** *re-record*.
- Once you are happy with your recording dial **(1)** to save it.
- Your name will be saved and reported as such by the operator. At this point you can hang up, or carry on with operations as listed in the operator prompt.

3. Resetting your Password:

Voicemail password can be reset in two ways.

- a. Contact your account administrator to have them set the password for you.
- b. Connect to your voicemail via phone and reset the password yourself.
 - i. Access *Voicemail Settings* as described in **Accessing Voicemail Settings** of this article.
 - ii. After choosing option **(5)** of *Voicemail Settings*, you will be prompted with options
 - iii. Dial 3 for *Reset Password (PIN)*
 - iv. You will be prompted to enter new password followed by the # sign
 - v. You will be prompted to re-enter new password followed by # sign to confirm
 - vi. Your new password will be saved, and reported as such by the operator. At this point you can hang up, or carry on with other operations as listed in the operator prompt.

4. Checking your Voicemail from an Outside Phone:

For this means of access to be possible, your company phone number must be routed to a menu that has an option for *Check Voicemail*

- Dial your company number.
- At the menu, dial the option for *Check Voicemail*

- You will be prompted for a mailbox number; enter your mailbox number followed by the # sign.
- You will be prompted for password/PIN; enter PIN followed by # sign.
- You will be prompted to dial **(1)** Listen to New Messages, **(2)** Review Saved Messages, **(5)** Change Settings.
- Dial **1** to review your voicemails
- reviewing your voicemail(s) - per voicemail
 - Dial **(2)** to repeat current voicemail
 - Dial **(1)** to save current voicemail
 - Dial **(7)** to delete current voicemail
 - Dial **(0)** to return to main menu

Voicemail to Email (Feature by request)

This is a feature set by a switch that is just under your email on the simple user dashboard. It is simply set to ON or OFF.

- **ON** - With this feature ON, any voicemails received will be translated to text and emailed to the email address provided. Voicemails may or may not be deleted after this process depending on the **Delete After Notification** setting determined by your account administrator.
- **OFF** - With this feature OFF, no such translation or email will occur. You will manage your voicemail messages in the traditional way.

Delete After Notification is a setting governed by your account administrator. It is a simple ON/OFF switch that is only relevant if **Voicemail To Email** is **ON**. Contact your account administrator to have this feature set accordingly.

- **ON** - With DAN set ON, voicemails that are translated to text and emailed will then be deleted from voicemail server after emailing.
- **OFF** - With DAN set OFF, no deletion will occur. You will have to manage your voicemails manually. Voicemails will be left on the voicemail server until you delete them or until they expire.

Dashboard Voicemail

As a simple user you can access voicemail from your dashboard. You can listen, save, and delete your messages from a simple, elegant interface.

- Located on the right side of the dashboard under *--Quick Call--* is *--My Voicemail--*.
- If there are any voicemail messages in your mailbox, there will be a plaque for each under the *--My Voicemail--* header.
- If there are no messages in your mailbox, there will be nothing under the header.
- Clicking on a plaque will reveal options for that message.
 - Clicking on the little phone icon in the top-left corner of the plaque will queue *--Quick Call--* up for a call to the message source.
 - There will be buttons to **Unread**, **Save**, and **Delete** the voicemail message.
 - Unread - marks the message as unread
 - Save - will keep the message in queue
 - Delete - will remove the message and delete it from the server
 - There will also be a mini media player interface provided to listen to the message.