



## How to Setup Voice Mail -Quick Reference

### **Setup Voice Mail through the Consumer site (Customers My Account)**

Select Voice Mail Enable radio button

Login into MyAccount

Click on the Voicemail

Enter Mail box name, notification email address, \*password, and confirm password

Click on the Update mail box button

\*Password should be four digits

When a customer has a voicemail feature and somebody leaves a message, the customer is going to get a Voice message and Email message, an email will be sent to the email address that the customer provide on the setup with an attached media message file.

To access the voicemail, dial \_\_\_\_\_ from your VOIP box immediately it will ask you for the password you had already setup.

### **You have entered into the Voicemail Main Menu.**

- **Press 1** for new messages
- **Press 2** to change folders
- **Press 3** for advanced options
- **Press 0** for mailbox options
- **Press \*** for help
- **Press #** to exit the system

### **Listening to New Messages**

If there are new messages, a voice prompt "Press 1 for new messages" is received. To listen to a new message(s):

#### **Press 1**

After listening to the message, voice prompts for message handling are received.

- **Press 4** to play the previous message
- **Press 5** to replay the message
- **Press 6** to play the next message
- **Press 7** to delete the message
- **Press 8** to forward the message
- **Press 9** to save the message
- **Press \*** for help
- **Press #** to exit the system

### **Message Handling**

A series of voice prompts for message handling are received after listening to a message.

Note: The voice prompts for message handling are the same regardless of the folder being accessed.



**Voice prompts received are:**

- **Press 3** for advanced options (not covered in this Guide)
- **Press 4** to play the previous message
- **Press 5** to replay the message
- **Press 6** to play the next message
- **Press 7** to delete the message
- **Press 8** to forward the message
- **Press 9** to save the message
- **Press \*** for help
- **Press #** to exit the system

**Play Previous Message**

It is sometimes necessary to replay the previous message without determining the handling of the message that was just played. After listening to a message, voice prompts for message handling are received.

**Note:** The played message, without message handling instructions, is automatically sent to the old message folder.

To play the previous message:

**Press 4**

**Replaying a Message**

It is sometimes necessary to replay a message that was just played. After listening to a message, voice prompts for message handling are received.

To replay a message:

**Press 5**

**Play Next Message**

It is sometimes necessary to go to the next message without determining the handling of the message that was just played. After listening to a message, voice prompts for message handling are received.

**Note:** The played message, without message handling instructions, is automatically sent to the old message folder.

To play the next message:

**Press 6**

**Delete a Message**

It is sometimes necessary to delete a message that was just played. After listening to a message, voice prompts for message handling are received.

To delete a message:

**Press 7**

The voice prompt "Message Deleted" is received, and the main menu voice prompt is repeated.

**Forward a Message**

It is sometimes necessary to forward a message that was just played. After listening to a message, voice prompts for message handling are received.

To forward a message:

**Press 8**

A voice prompt for the extension that the message will be forwarded to is received. After successfully entering a valid extension, a voice prompt to append the forwarded message or to forward the message without appending is received. The final message "message forwarded" is then received.



**Note:** Appending refers to adding a message before the forwarded message, to the person receiving the forwarded message.

### **Saving a Message**

It is sometimes necessary to save a message that was just played. After listening to a message, voice prompts for message handling are received.

To save a message:

**Press 9**

After pressing 9 to save the message, a series of voice prompts is received for message storage.

### **Message Storage in Folders**

Pressing 9 saves a message; the system then voice prompts for the folder that will receive the saved message.

**Note:** The folder names listed in this section are generic; the names of the folders in your system may have been changed. Individual systems may also have more or less folders than detailed here.

Save Message Voice Prompts to save messages to a specific folder:

- **Press 0** to save a message to the new message folder
- **Press 1** to save a message to the old message folder
- **Press 2** to save a message to the work message folder
- **Press 3** to save a message to the family message folder
- **Press 4** to save a message to the friend's message folder

### **Help**

The help option replays the message handling options (voice prompts) for the folder.

To replay the message handling options:

**Press \***

### **Exit New Messages**

To exit new messages:

**Press #**

The system normally voice prompts "Goodbye" and disconnects the call.

### **Folders**

The voice mail system provides a number of folders for storing different types of messages. Messages are stored in folders when they are saved. When saving a message, you are voice prompted to select a folder. The different folders can be accessed from the main voice mail menu by **pressing 2**. Voice prompts for the defined folders are then received.

### **Change Folder Voice Prompts**

**Note:** The folder names listed in this section are generic; the names of the folders in your system may have been changed. It is suggested that folder names be descriptive of the type of messages stored in the folder to limit search time for a particular message. Individual systems may have more or less folders than detailed here.



Voice prompts received are:

- **Press 0** to access new message folder
- **Press 1** to access old message folder
- **Press 2** to access work message folder
- **Press 3** to access family message folder
- **Press 4** to access friend's message folder
- **Press #** to return to the main voice mail menu prompts.

### **Accessed Folder Options**

There is an extra layer of options associated folder selection. These options are used to navigate between folders after the initial folder selection.

After selecting a folder from the voice prompts, a new set of prompts are issued. There is a difference in these prompts; the first prompt (**press 1**) always indicates the selected folder. All other prompts are the same regardless of the folder selected.

**The voice prompts received are:**

- **Press 1** for messages currently stored in the selected folder
- **Press 2** to change folders
- **Press 3** for advanced options
- **Press 0** for mailbox options
- **Press \*** for help
- **Press #** to exit the system

**Note:** The voice prompts for message handling within the folder are the normal message handling prompts.

### **User Mailbox Message Options**

User mailbox options provide the ability for individual users to customize their own mailbox by changing the message played.

The different mailbox options can be accessed from the main voice mail menu by **pressing 0**. Voice prompts for the mailbox options are then received.

Voice prompts received are:

- **Press 1** to record the unavailable message
- **Press 2** to record the busy message
- **Press 3** to record your name
- **Press 4** to record a temporary message
- **Press 5** to change your password
- **Press \*** to return to the main menu

### **Record Unavailable Message**

It is sometimes necessary to record a new unavailable message that is played when you cannot answer the call.

To record a new unavailable message:

**Press 1**

After **pressing 1** and recording a new unavailable message, a series of voice prompts is received for the new unavailable message.



Voice prompts received are:

**Press 1** to accept the recorded unavailable message

**Press 2** to listen to the unavailable message

**Press 3** to re-record the unavailable message

**Press \*** to return to the mailbox option menu

### **Accept Newly Recorded Message**

It is necessary to accept the newly recorded message before it is saved to the database. After recording the new message, voice prompts for handling the new message are received.

To accept the new message: **Press 1**

The voice prompt "Message saved" is received, and the mailbox option menu voice prompts are repeated.

### **Listen to Newly Recorded Message**

It is sometimes necessary to confirm the content of the newly recorded message by listening to it. After listening to the newly recorded message, voice prompts for handling unavailable messages are received.

To listen to the newly recorded message:

**Press 2**

### **Re-record Newly Recorded Message**

It is sometimes necessary to re-record a message that was just recorded. After re-recording the message, voice prompts for handling unavailable messages are received.

To re-record the newly recorded message:

**Press 3**

### **Record Busy Message**

It is sometimes necessary to record a new busy message, which is played when your phone line is in use (busy).

To record a new busy message:

**Press 2**

After pressing 2 and recording a new busy message, a series of voice prompts is received for the new busy message.

Voice prompts received are:

- **Press 1** to accept the recorded busy message
- **Press 2** to listen to the busy message
- **Press 3** to re-record the busy message
- **Press \*** to return to the mailbox option menu

### **Accept Newly Recorded Message**

It is necessary to accept the newly recorded message before it is saved to the database. After recording the new message, voice prompts for handling the new message are received.

To accept the new message:

**Press 1**

The voice prompt "Message saved" is received, and the mailbox option menu voice prompts are repeated.

### **Listen to Newly Recorded Message**

It is sometimes necessary to confirm the content of the newly recorded message by listening to it. After listening to the newly recorded message, voice prompts for handling busy messages are received.

To listen to the newly recorded message:

**Press 2**



### **Re-record Newly Recorded Message**

It is sometimes necessary to re-record a message that was just recorded. After re-recording the message, voice prompts for handling recorded messages are received.

To re-record the newly recorded message:  
Press 3

#### **Record Name**

To personalize your mailbox, it is necessary to record your name. Typically, your name is placed in front of the busy or unavailable message when it is played.

To record your name:

**Press 3**

After **pressing 3** and recording your name, a series of voice prompts is received for the new busy message.

Voice prompts received are:

- **Press 1** to accept the recorded name
- **Press 2** to listen to the recorded name
- **Press 3** to re-record your name
- **Press \*** to return to the mailbox option menu

### **Accept Newly Recorded Name**

It is necessary to accept the newly recorded name before it is saved to the database. After recording the new name, voice prompts for handling the new name are received.

To accept the new name:

**Press 1**

The voice prompt "Message saved" is received, and the mailbox option menu voice prompts are repeated.

### **Listen to Newly Recorded Name**

It is sometimes necessary to confirm the recorded name by listening to it. After listening to the newly recorded name, voice prompts for handling the recorded name are received.

To listen to the newly recorded name:

**Press 2**

### **Re-record Newly Recorded Name**

It is sometimes necessary to re-record the name that was just recorded. After re-recording the name, voice prompts for handling the recorded name are received.

To re-record the newly recorded name:

**Press 3**

### **Record Temporary Message**

It is sometimes necessary to record a temporary message that overrides the other recorded messages. For example, an out of office message overrides your busy and unavailable messages. Once accepted, the temporary message is played in response to any call that is received.

Unlike other messages, the temporary message can be erased, which automatically reinstates all other recorded messages.

To record your temporary message:

**Press 4**



After pressing 4 and recording your temporary message, a series of voice prompts is received for the temporary message.

Voice prompts received are:

- **Press 1** to accept the recorded temporary message
- **Press 2** to listen to the recorded temporary message
- **Press 3** to re-record your temporary message

### **Accept Newly Recorded Temporary Message**

It is necessary to accept the newly recorded message before it is saved to the database. After recording the new message, voice prompts for handling the new message are received.

To accept the new message:

**Press 1**

The voice prompt "Message saved" is received, and the mailbox option menu voice prompts are repeated.

### **Listen to Newly Recorded Temporary Message**

It is sometimes necessary to confirm the content of the newly recorded message by listening to it. After listening to the newly recorded message, voice prompts for handling busy messages are received.

To listen to the newly recorded message:

**Press 2**

### **Re-record Newly Recorded Temporary Message**

It is sometimes necessary to re-record a message that was just recorded. After re-recording the message, voice prompts for handling recorded messages are received.

To re-record the newly recorded message:

**Press 3**

### **Erase a Temporary Message**

When a voice mail box has an instituted temporary message, it overrides all other recorded messages. The user has the ability to erase the temporary message, making all other recorded messages available through the voice mail system.

To erase your temporary message from the mail box options menu:

**Press 4**

After **pressing 4**, a series of voice prompts is received for the temporary message. Voice prompts received are:

- **Press 1** to record a new temporary message
- **Press 2** to erase the temporary message Note: A new temporary message can be recorded without erasing the old message.

### **Change Password**

For security purposes, it is sometimes necessary to change the password used to access your voice mailbox.

To change your password:

**Press 5**

After **pressing 5**, a series of voice prompts is received for the new password. Voice prompts received are:

- Enter your new password and Press #
- Re-enter your new password and Press #
- Press \* to return to the mailbox option menu



### **Enter New Password**

It is necessary to define the end of your new password; this is done by entering the # sign. To enter a new password: "Enter password" and **Press #** the voice prompt "Re-enter your new password and press #" is received.

### **Re-enter New Password**

It is necessary to confirm the new password before it is saved to the database. This is done by re-entering the password and # sign. To re-enter a new password:

"Enter password" and **Press #** the voice prompt "Your password has been changed" is received, and the mailbox option menu voice prompts are repeated.

**Note:** If there is a mismatch between the 2 new password entries, the voice prompt "Please re-enter your password" is received.