



WEB PORTAL MANAGING VOICE MAIL ACCESS AND TOOLS  
Tutorial Five

The purpose of this module is to introduce you to Voice Mail Access, Tools and using the Web Portal in conjunction with your phone. The Voice Mail tab will not appear if you do not have voice mail. Web Portal offers access to and management of your voice mail using the following tools:

- Accessing and Managing
- Managing Distribution Groups
- Paging Notification
- Changing the Password
- Options

## MANAGING YOUR INBOX AND SAVED VOICE MAIL









Voice mail messages that have not been read, saved or deleted are stored in your Voice Mail Inbox in Web Portal. These may include new messages as well as previously listened to messages. Voice mail is not removed from the Inbox after you listen to them until they are saved or deleted. From the Web Portal you can do any of the following with voice mail messages:

- Play messages
- Forward messages
- Forward messages to email
- Return a call
- Save or delete messages
- Set up call screening
- Sort voice mail messages
- Update your Personal Directory

<Click> on the Voice Mail tab, then the Inbox tab to see these messages.

<Clicking> on the Saved tab will display all voice mail messages that you have previously saved.

Planet 1 Networks - (614) 602 4232

Type	Name	Phone Number	Time Received	Length	Functions	Select
		(614) 565 0826	Sep 8, 2008 10:46:54 AM	00:09	   	<input type="checkbox"/>
	Kelly Pack	(614) 602 4420	Sep 8, 2008 10:45:56 AM	00:16	   	<input type="checkbox"/>




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Figure 1 - Accessing the Voice Mail Inbox

## PLAYING MESSAGES

You can play voice mail messages through your phone or Personal Computer in conjunction with the Web Portal.

1. <Click> on the Voice Mail tab, and <Select> the Inbox or Saved tab
2. Find the message you want to play.
3. You can play the message two ways:
  - <Click> the  button to listen to the message on your phone
  - <Click> the Voice Mail  button to listen to the message on your PC speaker.

The Voice Mail Player will appear which allows you to control the playback of the message.

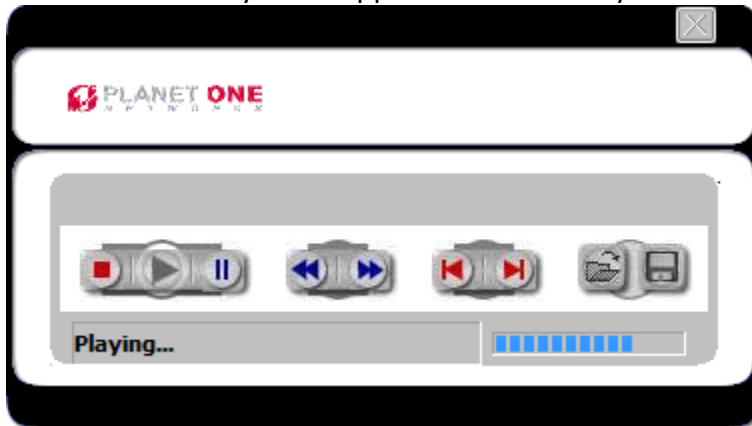



Figure 2 Web Portal Voice Mail Player

**NOTE:** If the voice mail message is saved in G.729 codec format, you will not be able to listen to it when it is forwarded to your email account. To avoid this you can save the file as a WAV file and then open it using your favorite media player.



## FORWARDING MESSAGES TO OTHER USERS

You can forward voice mail messages under control of the Web Portal by creating a list of persons with voice mail mailboxes to receive the forwarded message.

1. <Click> on the Voice Mail tab and then either the Inbox or Saved tab. Find the message you want to forward.
2. <Click> the Forward  button in the Functions column.
3. On the next page, choose who you want to forward the message to:

- <Click> the Add Extensions button to select an individual to forward the message to. To select one or more extensions, <Click> the Select checkbox and <Click> Save.
  - <Click> the Add Distribution Groups button to select a Voice Mail Distribution Group that you want to receive the message. <Click> the Select checkbox next to the desired group(s) and <Click> Save.
- 


**NOTE:** To remove a name from the list, <Click> the Select checkbox next to the entry, and <Click> Delete.

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4. <Click> Forward to send the voice mail.

### FORWARDING MESSAGES TO EMAIL

Through the Web Portal, you can forward voice mail messages to anyone's email account. It will appear as an attachment in their email inbox.

1. <Click> on the Voice Mail tab and then either the Inbox or Saved tab. Find the message you want to forward.
2. <Click> the Forward to Email icon  in the Functions column.
3. On the next page, enter the email address where you would like to forward the voice mail.
4. <Click> Forward to send the voice mail.

### RETURNING CALLS FROM THE VOICE MAIL LIST

1. Locate the entry/message to which you want to return a call.
2. <Click> on the extension or telephone number of that entry/message in the Phone Number column.
  - Depending on your system setup, either the Voice Assistant window or the standard Call Control window appears and displays call progress messages while you hear ringing through the speaker in your phone.

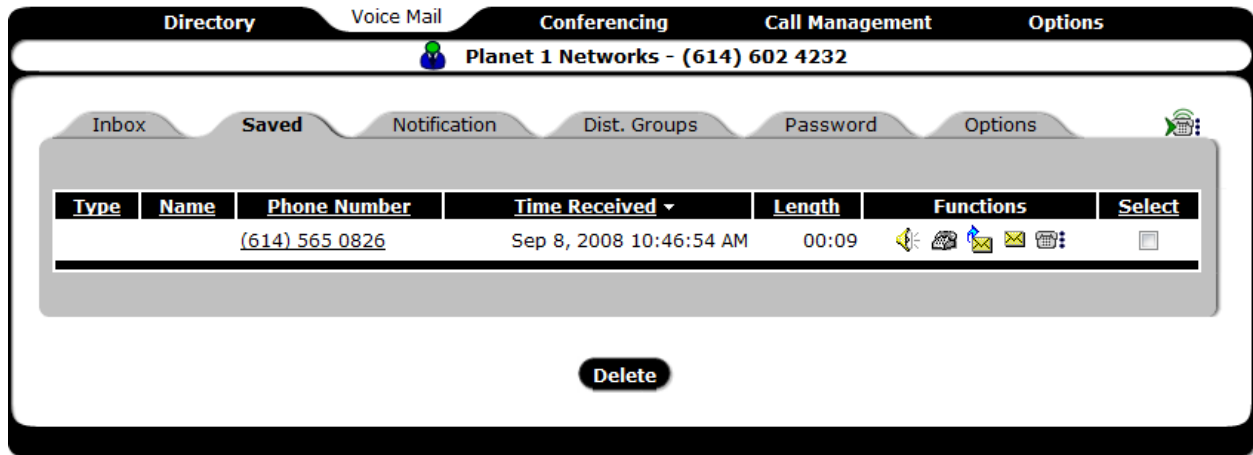
### SAVE OR DELETE VOICE MAIL

Voice mail can be saved or deleted from the Inbox and deleted from the Saved Voice Mail. Voice mail remains in the Inbox until saved or deleted and remains in Saved Voice Mail until deleted. Listening to voice mail does not cause it to be saved or deleted.

Saving voice mail (from the Inbox)

1. Find the voice mail message you want to save.
2. <Click> the Select checkbox at the end of the message so it is checked.
3. Repeat for as many messages as you want to save.
4. <Click> Move to Saved at the bottom of the message list.

The messages should be removed from the Inbox message list. If you select the Saved tab, you should see the saved messages in the message list.




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Figure 3 – Voice Mail – Saved Tab


### DELETING VOICE MAIL

1. Find the voice mail message you want to delete.
2. <Click> the Select checkbox at the end of the message so it is checked.
3. Repeat for as many messages as you want to delete.
4. <Click> Delete at the bottom of the message list.

The messages should be removed from the message list.

### CALL SCREENING FROM THE VOICE MAIL LOG

From the Inbox tab under Voice Mail, you can set up call screening actions (such as send to voice mail or forward to another number) for the numbers listed in the Voice Mail Inbox.




1. Find the entry you want to screen.
2. <Click> the Options icon  next to that entry. The Name and Phone Number fields will be automatically filled in.
3. Refer to Call Screening for a detailed description of the Time of Day Actions and Default Action.
4. <Click> Save for the call screening settings to be recorded or Cancel to exit the screen.

### SORTING VOICE MAIL MESSAGES

The list can be sorted in ascending (top-down) order or descending order based on any of the columns that has an underlined title. <Click> a column heading to sort the list based on that column. The column that is currently being used for sorting is marked with an up- or down-arrow. If the arrow is pointing down, then the list is sorted in ascending order (top-down, first to last, A-Z, etc.). If the arrow is pointing up, then the list is sorted in descending order based on that column.

## UPDATING YOUR PERSONAL DIRECTORY

You can add a number from the Voice Mail Inbox to your Web Portal Personal Directory. You can also add an alternate number to an existing entry in your Personal Directory, in the event that one of your contacts called you from a different number.

1. <Click> on Voice Mail and on the Inbox tab, find the entry you want to add to your Personal Directory.
2. <Click> the Options icon  next to that entry. The Name and Phone Number fields will be automatically filled in.
3. To add the number to your Personal Directory, <Click> the desired Phone Number Type and click the Add to Personal Directory button.  
4. To update an existing entry in the directory:
  - In the Search by field, select either First Name or Last Name to search by.
  - Enter the name of the entry you want to search for and <Click> Go.
  - If multiple choices are returned, then select the entry to update by <Clicking> on the radio button next to it.
  - Select the Phone Number Type for this phone number.
  - <Click> the Update Personal Directory button to modify the directory entry.

## MANAGING VOICE MAIL DISTRIBUTION GROUPS

Voice mail distribution groups allow you to send or forward messages to multiple users using a group name. You may have up to 20 personal distribution groups. You may also see company-wide distribution lists. These lists are available for your use, but you cannot edit them. However, you can send a notification to Planet One Networks support at [support@planet1networks.com](mailto:support@planet1networks.com) and request an update or a creation of a voice mail distribution group. If you submit a request for update, please make sure to include the name of the group.

This screen allows you to:

- Add a distribution group
- Edit an existing group
- Delete a group

You can <Click> on the column heading to sort the groups by Name or Number. The column used for sorting is noted by a star next to the column heading. The order of the columns is not changed when they are sorted. ID numbers 80-99 are assigned to the groups by the T6000 system and cannot be changed. You can name the group when it is created and change it at any time using the edit feature. When you create a group for the first time, the Name field will contain the default name "New Group" and there will be no members listed for the group. Once you save the new group, it will then appear in the Voice Mail Lookup list as a valid voice mail target.

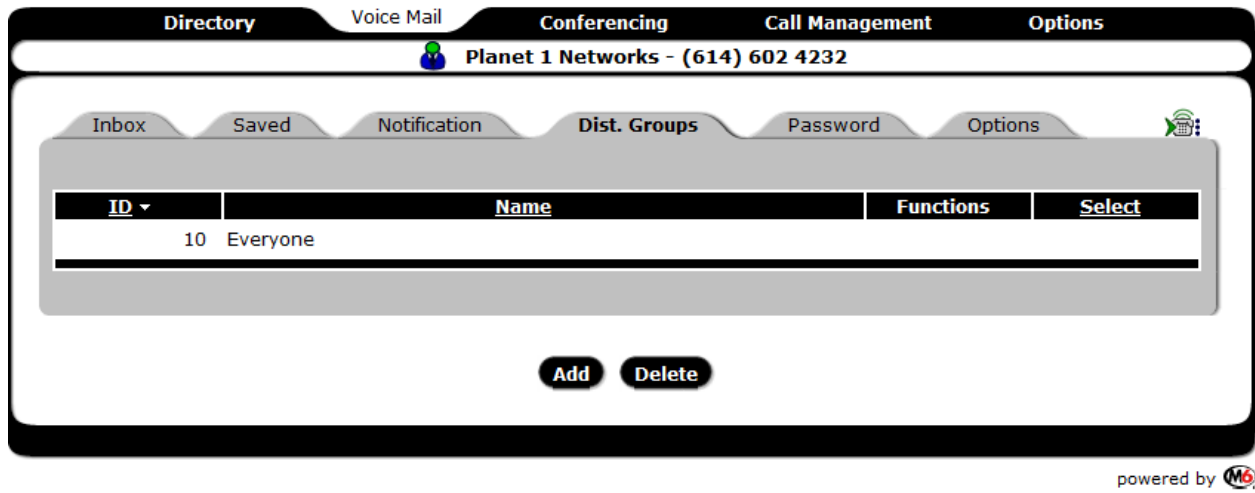


Figure 4 – Distribution Group

#### CREATE A NEW VOICE MAIL DISTRIBUTION GROUP

1. <Click> on the Voice Mail tab, then select Dist. Groups.
2. <Click> Add.
3. <Click> the Add Members button.
4. <Click> the Select checkbox next to each entry in the listing that you want to add to the Distribution Group.

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**NOTE:** You can search for users by clicking on the alphabet at the top of the Voice Mail Lookup Window

5. By default, the new distribution group will be named "Dist Group NN" where NN is a sequential number. To give the group a more specific name, click Change Distribution Group Name.
6. <Click> Save.
7. <Click> the Voice Mail tab to return to the Distribution Groups main screen.

#### EDITING AN EXISTING VOICE MAIL DISTRIBUTION GROUP


You can modify the members of a distribution group and the group's name using the Web Portal. To edit a distribution group, <Click> the Voice Mail tab and Dist. Groups tab, then following the instructions below.

#### CHANGING THE NAME OF THE DISTRIBUTION GROUP


1. <Click> the Edit button  next to the entry in the group list that you want to modify.
2. <Click> the Change Distribution Group Name button.

3. Enter a new name for the distribution group, and
4. <Click> Save.
5. <Click> the Voice Mail tab again to return to the Distribution Group listing.

#### ADDING MEMBERS

1. <Click> the Edit button  next to the entry in the group list that you want to modify.
2. <Click> the Add Members button.
3. Enter a new name for the distribution group, and click Save.
4. For each extension you want to add, <Click>the Select checkbox so that it is checked.
5. <Click> Save.
6. <Click> the Voice Mail tab again to return to the Distribution Group listing.

#### DELETING MEMBERS

1. <Click> the Edit button  next to the group that you want to modify.
2. For each member you want to delete, <Click> the Select checkbox so that it is checked.
3. <Click> Save.
4. <Click> the Voice Mail tab again to return to the Distribution Group listing.

#### DELETE A DISTRIBUTION GROUP

1. <Click> on the Voice Mail tab, then select the Dist. Groups tab.
2. For each group you want to delete, <Click> the Select checkbox so that it is checked.
3. <Click> Delete.

#### CHANGING THE VOICE MAIL PASSWORD

You may wish to change the voice mail password from either:

- The default provided by your system administrator to give you initial access to the system; or
- From a password that has been compromised (someone figured it out, you had to tell someone so they could retrieve information for you, etc.)

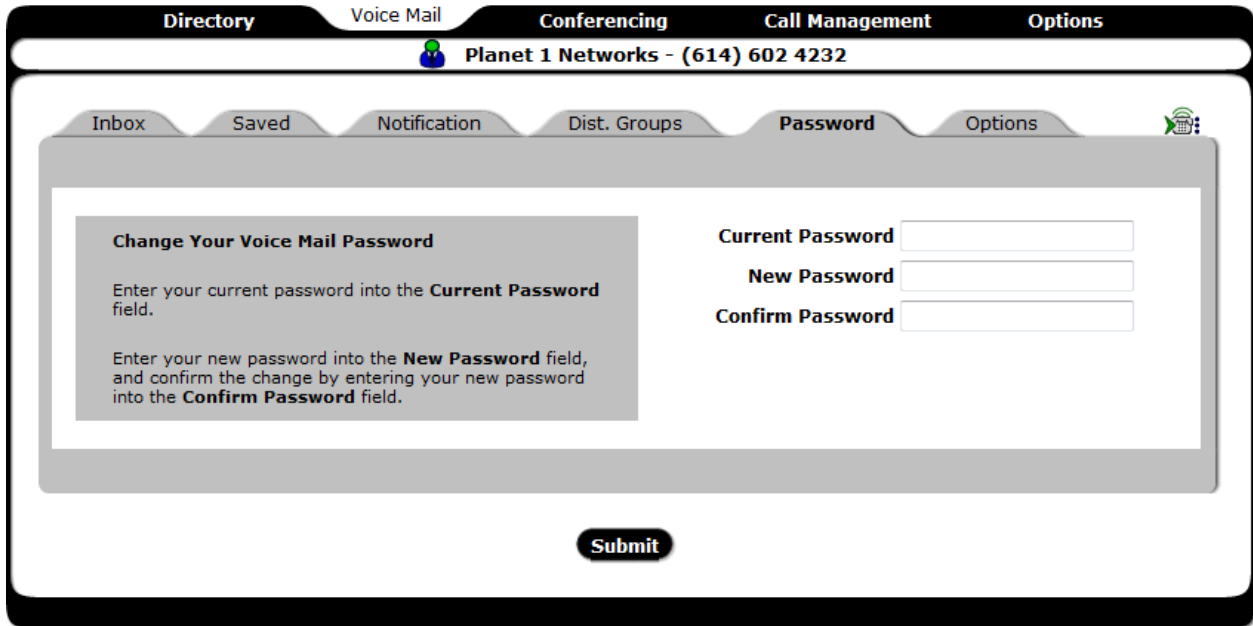
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**NOTE:** Your password format must be composed of digits (0-9) only.

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To change the password:

1. Enter the old password in the Current Password text box.
2. Enter the new password in the New Password text box.
3. Enter the new password in the Confirm Password text box.
4. <Click> Submit.



The screenshot shows a web browser window with a navigation bar at the top containing 'Directory', 'Voice Mail', 'Conferencing', 'Call Management', and 'Options'. Below this is a header for 'Planet 1 Networks - (614) 602 4232'. The main content area has a sub-navigation bar with 'Inbox', 'Saved', 'Notification', 'Dist. Groups', 'Password', and 'Options'. The 'Password' tab is active, displaying a form titled 'Change Your Voice Mail Password'. The form includes instructions: 'Enter your current password into the **Current Password** field.' and 'Enter your new password into the **New Password** field, and confirm the change by entering your new password into the **Confirm Password** field.' To the right of the instructions are three input fields labeled 'Current Password', 'New Password', and 'Confirm Password'. A 'Submit' button is located at the bottom center of the form area.

Figure 5 – Changing your voice mail password


### VOICE MAIL OPTIONS

Under the Voice Mail tab, you can <Click> on Options to set the following voice mail preferences:

Enable Email Forwarding -<Clicking> this button enables the automatic forwarding of new voice mail messages to an email address. In the Email Address field, <Enter> the email address where your new voice mail messages will be forwarded. You will still be able to retrieve the voice mail messages from the phone.

Directory   Voice Mail   Conferencing   Call Management   Options

Planet 1 Networks - (614) 602 4232

Inbox   Saved   Notification   Dist. Groups   Password   Options 

**Voice Mail Options**

**Enable Email Forwarding** enables the automatic forwarding of new voice mail messages to an email address

Enter the **Email Address** where the new voice mail messages will be forwarded

Enter the **Custom Operator** extension or phone number where you want the call to be forwarded if the caller presses 0 to exit out of your voice mail

Check **Listen to Newest Messages First** to hear your newest voice mail messages prior to all others

Check **Listen to Priority Messages First** to hear your voice mail messages tagged as urgent prior to all others

Check **Listen to Unheard Messages First** to hear your unsaved voice mail messages prior to all others

**Enable Email Forwarding**

**Email Address**

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**Custom Operator**

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**Listen to Newest Messages First**

**Listen to Priority Messages First**

**Listen to Unheard Messages First**

**Submit**

Figure 6 – Voice Mail – Options Tab

**Listen Newest Messages First** -When this box is checked, it allows you to hear your newest voice mail messages prior to listening to any others.

**Listen Priority Messages First** - When this box is checked, it allows you to hear your voice mail messages tagged as "urgent" before listening to any others.

**Listen Unheard Messages First** -When this box is checked, it allows you to hear your unsaved voice mail messages prior to listening to any others.

After making any changes to this screen, <Click> Submit to apply the changes to your phone system.

LIFO = Last in First Out or FIFO = First In First Out

## SETTING VOICE MAIL PAGING NOTIFICATION



The Planet One Networks Web Portal provides the ability for you to be alerted on your mobile phone, pager or that you have received a voice mail message.

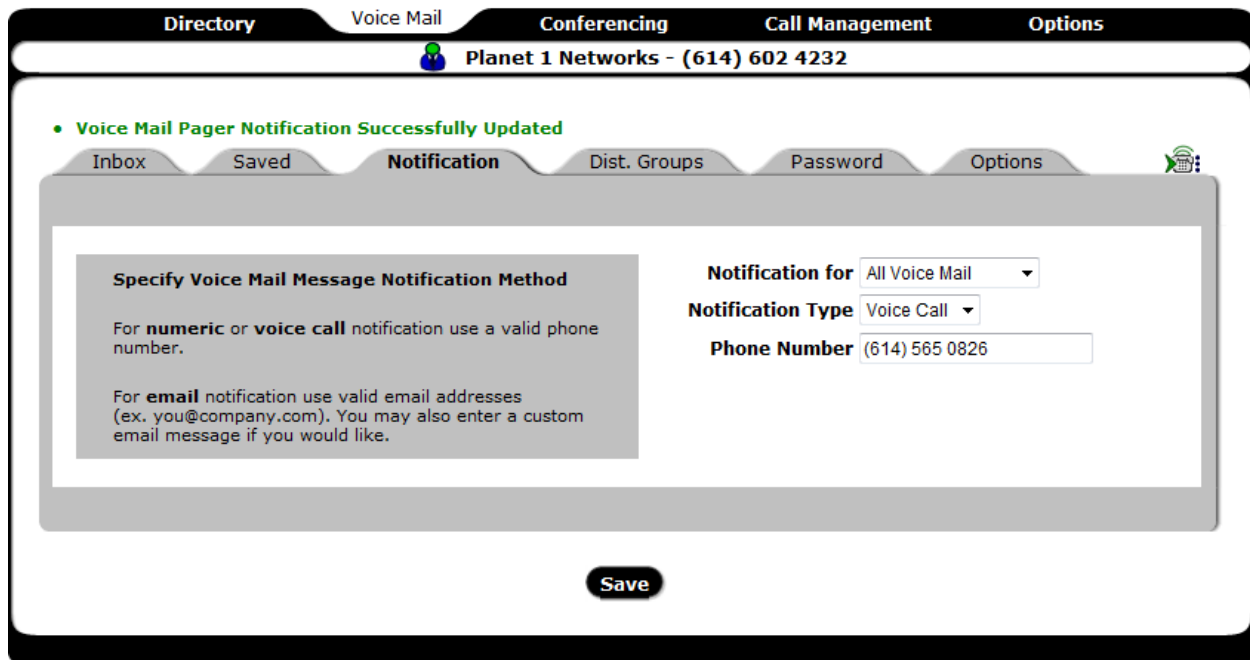
1. <Click> on the Voice Mail tab and select the Paging tab.
2. From the Notification for pull-down menu, select the type of calls you want to be notified of (Urgent Calls or All Calls). Select None to disable paging.
3. <Click> on the Pager Type pull-down list and select the type of pager (Numeric, Voice Call or E-Mail).
4. In the Pager Number field, enter the phone number for a numeric or voice pager or the e-mail address for an e-mail page in the following format:
  - For numeric or voice call paging use: 0-9, #, \*, - spaces, parenthesis, commas (ex. 1-800-555-5555, 1762, (972)354-5555)
  - For e-mail, use valid E-mail addresses (ex. mybestfriend@sprint.com.)
5. In the Pager Message field, enter text information that you want to be sent to a numeric or e-mail pager.

Remember that mobile devices support different types of alerts: Basic numeric pagers accept only keypad phone digits (1-0, \* and #).

- Some cell phones support voice streaming.
- Some cell phone models can receive text-only e-mails.
- E-mail pagers accept text-only e-mail messages.



[Logout](#)   
[Help](#) 



The screenshot shows the Planet One Networks web portal interface. At the top, there are navigation tabs: Directory, Voice Mail, Conferencing, Call Management, and Options. Below the tabs, the user's name and phone number are displayed: Planet 1 Networks - (614) 602 4232. A green notification banner reads "Voice Mail Pager Notification Successfully Updated". Below the notification, there are sub-tabs: Inbox, Saved, Notification, Dist. Groups, Password, and Options. The "Notification" sub-tab is active. The main content area contains a form titled "Specify Voice Mail Message Notification Method". The form has two columns. The left column contains instructions: "For numeric or voice call notification use a valid phone number." and "For email notification use valid email addresses (ex. you@company.com). You may also enter a custom email message if you would like." The right column contains three fields: "Notification for" with a dropdown menu set to "All Voice Mail", "Notification Type" with a dropdown menu set to "Voice Call", and "Phone Number" with a text input field containing "(614) 565 0826". At the bottom of the form is a "Save" button.


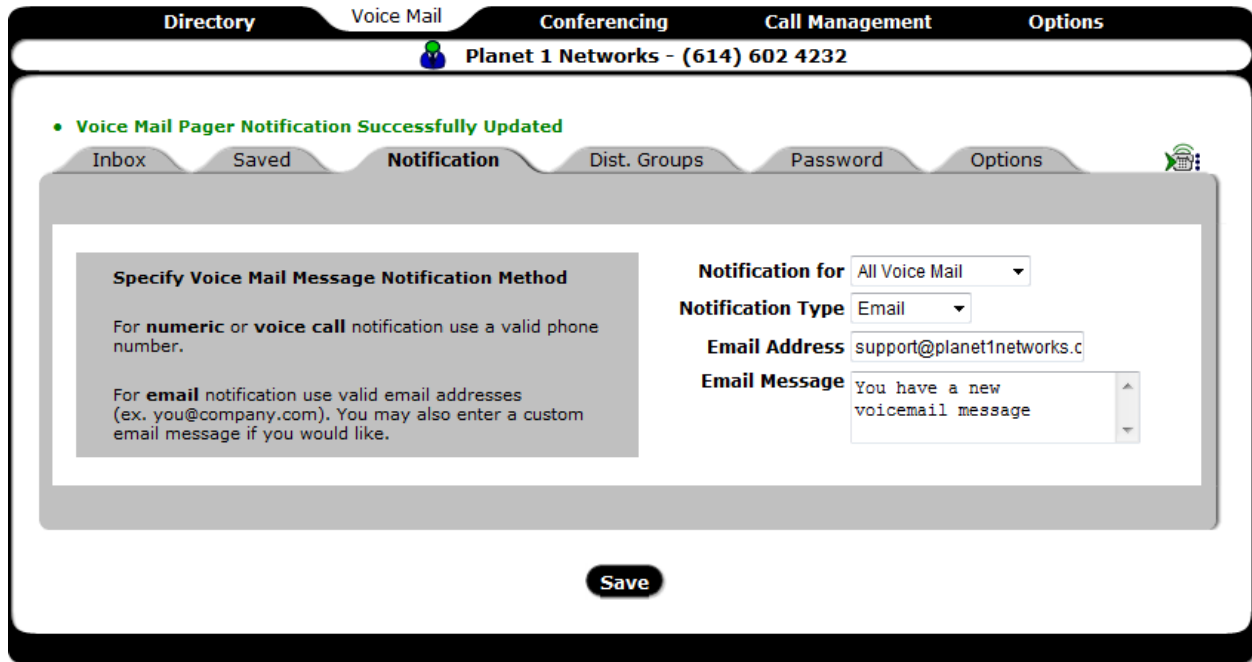
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Figure 8 – Voice Mail Paging – notify cell phone all calls



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Figure 9 – Voice Mail Paging – notify email for all calls

### WHAT YOU RECEIVE WITH PAGING NOTIFICATION

**Numeric** - You receive the information you entered in the Pager Message field when you set up the pager option. The information could be the phone number of the voice mail system or a code that means something to you.

**Voice** - The system will ring the phone that you specified in the Pager Number field when the paging notification was set up. When you answer the phone call, a voice prompt plays a welcome announcement followed by a request for your voice mail account password. Enter your password and listen to the normal voice mail menu options. If the voice message is marked as "Urgent", the first voice message you receive will be the urgent message. When someone leaves a voice mail message on your phone, the system immediately dials your pager or cellular phone. The system tries to reach you every five minutes, up to three times if you don't answer. If you take the call, but you don't enter digits at the prompt, the system acts like you never answered the call and continues trying to reach you as stated above. If you have caller ID, your "office" phone number/name is displayed as the caller.

**E-Mail** -The message you receive reads as follows:

- Subject: Voice Mail from <calling party>
- Body: the text you enter (for example, Important voice mail, check immediately.)

If you leave the body empty, you get the following:

- <calling party> called you on <date> at <time>.
- calling party = name, if known, and telephone number
- date = system date
- time = system time