

Advanced Voicemail User Guide

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Advanced Voicemail

Get the feature!

1. Initial Configuration

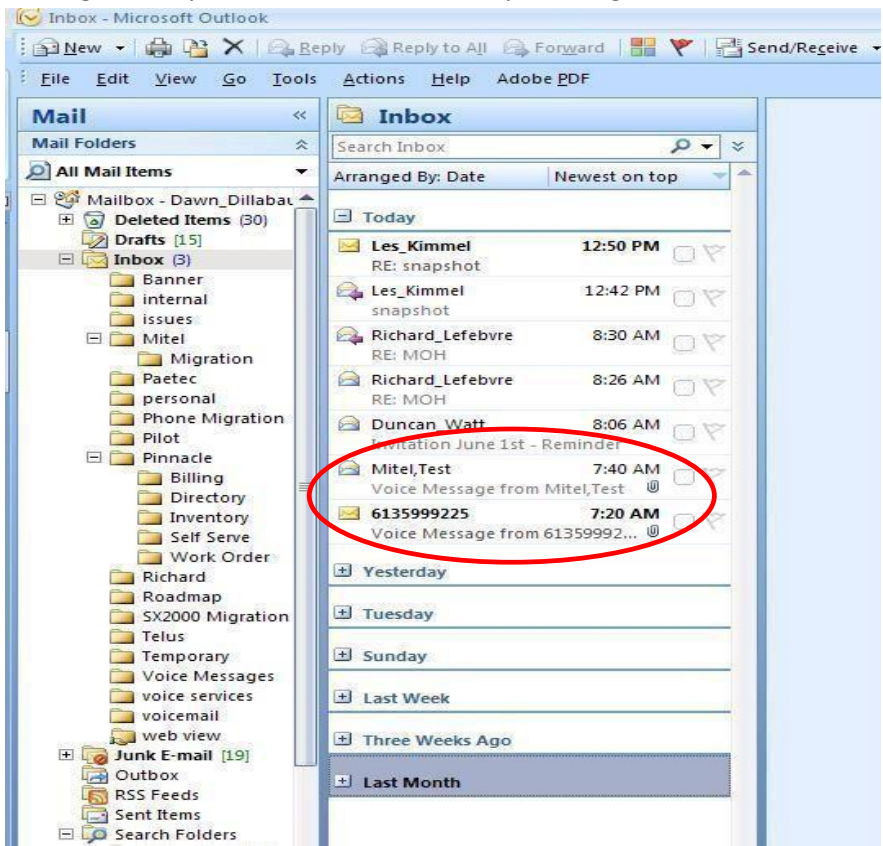
Congratulations on registering for our Advanced Voicemail feature, what follows is a guide to help you use the feature to its fullest, if you ever have any questions please do not hesitate to contact ITS Voice Services via the ITS Service Desk at extension 3700.

Initial configuration of Advanced Voicemail is performed by ITS Voice Services. It will associate your voicemail messages with your email Inbox. Essentially, the Voicemail system sends an email with a .wav attachment, this email is programmed by ITS and can be routed to any valid email address.

This first screen shot shows the Outlook email interface, as you can see it easy to identify the voicemails from the emails in your Inbox. To listen to your voicemail simply open the message and click on the attachment, your default

media player will open to play the message (you will need speakers to hear it). You may then “Delete” the message, close it to keep it, or forward it like any email to a co-worker if applicable.

Please note : Voicemail is not synchronized with your email, therefore any actions you take with voicemail messages in your Inbox will have no effect on the message waiting lamp on your phone. When you log into the voicemail system from your phone the messages will still have to be dealt with. To manage your voicemail messages in a synchronized manner from your PC, go to the section on Webview to use that interface.



2. Setting up a separate folder in your Inbox for Voicemail messages

By default, Voice Services will program the voicemails to be sent to your Inbox, but if you prefer your voicemail messages going to a separate folder follow the instructions below.

Please note: If you're using a Smartphone, it is recommended to keep the voicemail messages going into your **Inbox** so they can be accessed on your Smartphone so please skip the next part.

Go to your **inbox** and right click on it, **choose new folder** – Give it a name. I suggest calling it 'Voicemail Messages' or 'xxxx VM' (xxxx being your extension number) or something obvious.

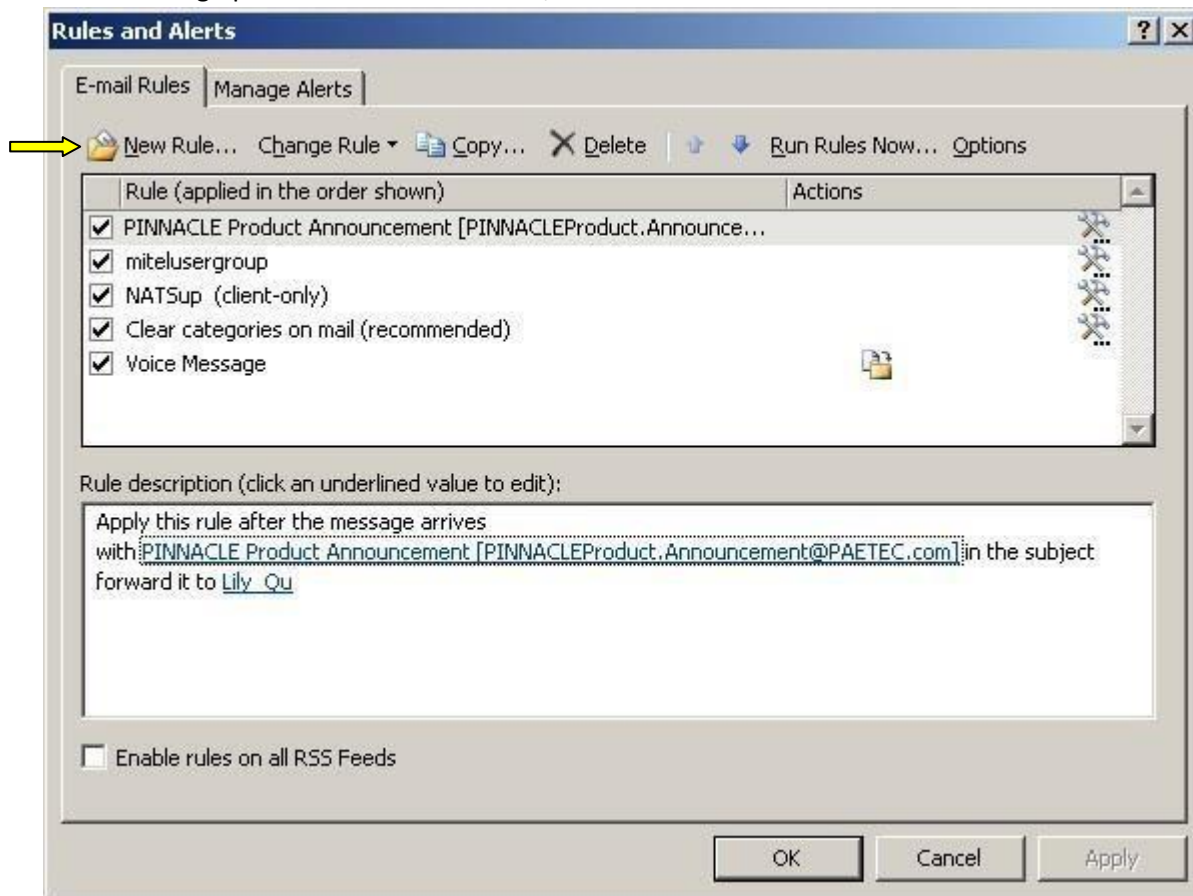
Once you've created your new folder, follow the rest of the instructions for setting up rules.

Creating Rules for a folder

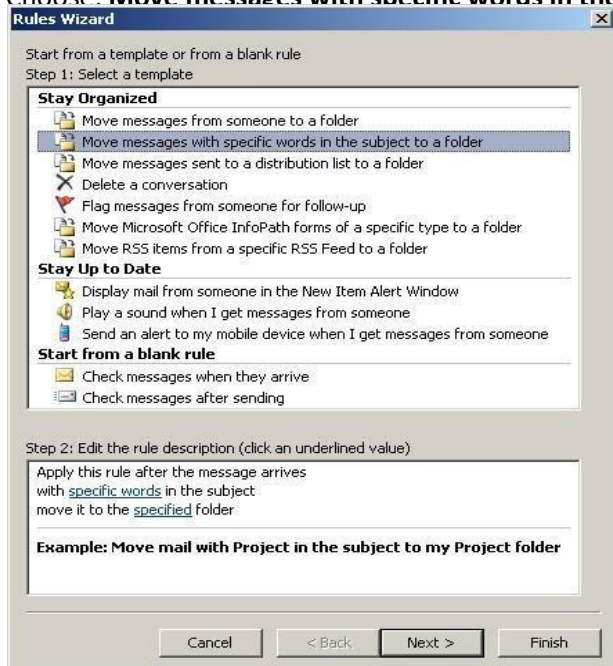
You will need to create a rule for the voicemail messages coming into your Inbox so they will automatically be sent to the newly created folder.

From the Outlook menu, select **Tools**. Under the **Tools** menu, select **Rules and Alerts**

This will bring up the Emails rules window, select **New Rule**



Choose: **Move messages with specific words in the subject to a folder (2nd choice in the list)**



Once you make the choice you will see options in the bottom window labeled: **'Step 2: Edit the rule description'**

Step 1: In the bottom window click on specific words, a pop-up window appears.

Type: **Voice Message** - then press **Add**, then click **OK**. You are now back to the main window.

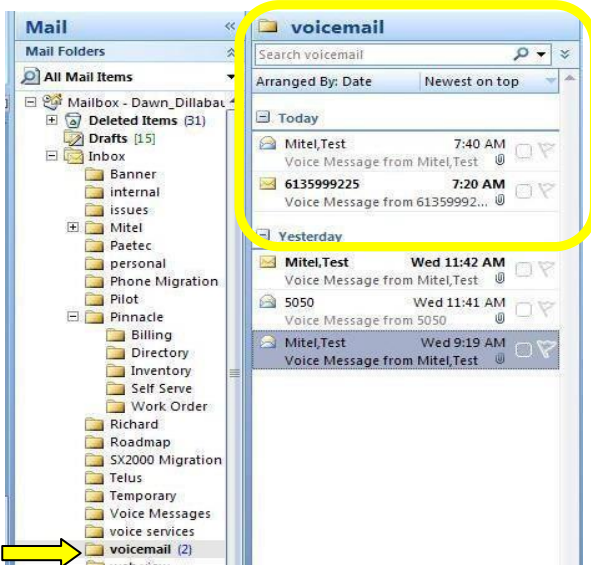
Step 2: Click on specified folder, the Rules and Alerts window will pop-up. Select the new folder you just created, then click **O.K** and then press **Finish**.



The Rules and Alerts window will pop-up, select **Apply** and then **OK**. You are done!

[**Note:** If you did not create the new folder in your Inbox for the voice messages; when the Rules and Alerts window pop's up you will be given the option to create one by choosing **New** and entering the name of the folder. **click O.K** and then **press Finish**]

You will now receive your voicemail emails in your new folder.



Web View Interface: This feature will be activated **only if the customer asks for it.**

If you plan on using the Web Interface, both passwords (phone and Web Interface) will have to be recreated.

The Web interface requires you to enter a personal password of at least 6 digits, whereas the phone password can use 4 characters. We highly recommend you use 6 of the same digits for both mailbox interfaces in order to make it simpler to manage your mailbox when logging in.

The web interface (Webview) allows you to perform multiple functions such as manage all of your messages, change your voicemail greetings and create distribution lists.

[Note: If accessing Webview externally, you first need to VPN into the Carleton network.]

Access to Webview

Click on the link <https://134.117.0.200/portal> [Once opened, **add a bookmark** to your favorites for future use.] You will now be presented with a login screen shown below, Login ID will be your **last name + the initial of your first name with no spaces** and the initial password will be 4000, it will then prompt you to enter a new personal password of at least 6 characters. **Put a check** in the box **'Remember Me'**.

Login ID:

Password:

Remember Me

Preferred Language: ▼

Login

Important: [Are you using a pop-up blocker?](#)

If your session expired and you previously logged-in from this computer using the Remember Me option, click [here](#) to return to your voice mailbox.

If you put a check in the 'remember me' box then next time you only have to **click on 'here'** and it will log you back in. [no need for the mailbox and password each time]

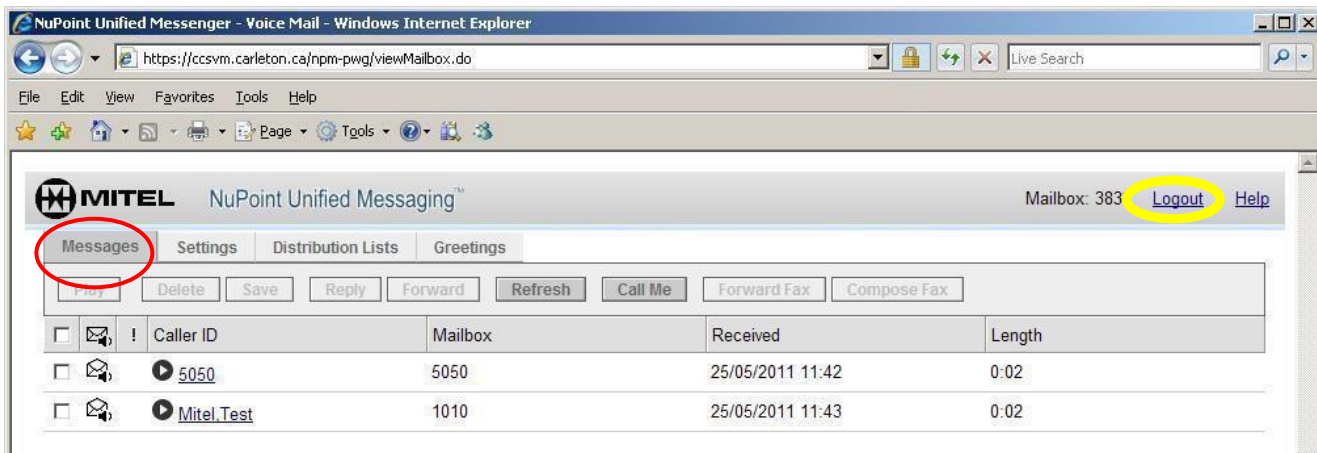
You are now logged into your mailbox directly on our voicemail system.

Note: Any actions taken within Webview [such as deleting a message] are permanent and won't be available when you call into voicemail through your phone. Since you are directly in the voicemail system, the message waiting light is synchronized with your phone therefore the message waiting lamp will be extinguished once you listen to all the new messages.

Messages Tab

The next screen shot shows the "**Messages**" tab which is presented to you after login, it is used for managing your voicemail messages. Simply click on the text underlined in caller ID column to play the message or check the box beside it and select the "Play" button from the menu above it. A pop-up will be displayed and you will choose

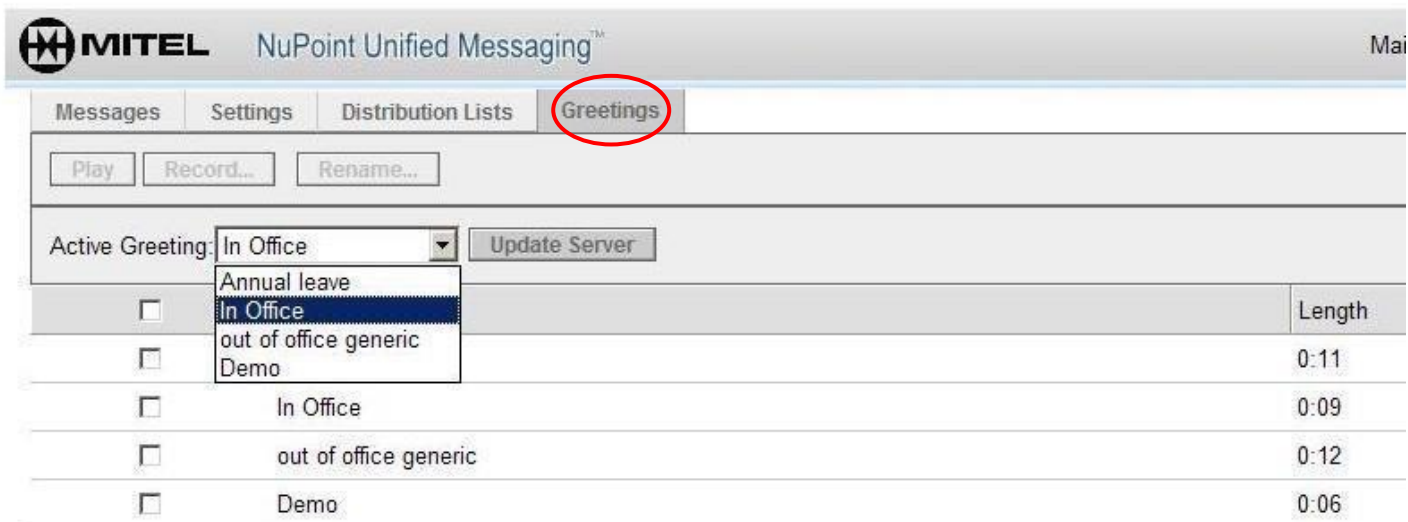
OPEN. The message will be played by your default media player. You may then “Delete” the message, “Save” it or “Forward” it as an email.



Note: Once you are done with your messages, please **logout** of the system by clicking [Logout](#) in the upper right corner.

Greetings Tab

The next screen shot shows the “**Greetings**” tab used for managing your voicemail greeting messages. You can record up to 4 different greetings and give them each a customized name, then you can switch between them at any time by using the drop down menu beside “Active Greeting” and selecting the greeting you would like to activate, the system will confirm that the greeting has been activated.



Record Greetings

Before you can record a greeting, go to the **Settings** tab and ensure your extension number is listed as the **Call me Phone Number**. This is the number the voicemail system will call when you want to update a recording of one of your greetings.

Call Me Settings

Call Me Phone Number:

1. On the Greetings tab, select the greeting that you want to record, and click the box beside the Record. If you have set your Call Me number in the Settings tab, the system will call your extension so that you can record a name over the phone.
2. Select the **Record** button and record your greeting, once done hit the **Stop** button. At this point you can **Play** the message back to check it for quality or select **Save** to keep it. Once you have saved the message, close this box. Go back to your Webview window and repeat this process if you want to record other greeting messages.

To activate a greeting use the pull down menu and select a greeting, **click 'Update Server'**. You will receive a message stating 'Greeting Activated', click **OK** and the selected greeting is now active.

To change the default name of the message, check the box next to the greeting and select the '**Rename**' button. Type in the new greeting name and select **OK**.

3. Smartphone Customers

If you are not receiving your voicemails on your Smartphone, check that you have not re-directed your voicemail messages into a dedicated folder; they must be sent to your **Inbox** in order for you to access them. Once you have a voicemail message in your Inbox, simply click on the email and then tap on the .wav file that is attached, depending on your phone o/s version the actions may vary but the wave file should open and begin playing in your default media player and play the voice message for you.

Remember that whatever you do on your Smartphone will not be synchronized with your phone set, so messages deleted from your email will still be kept in the voicemail system and can be accessed from any phone by logging into the voicemail system.