Voicemail

Voicemail User Guide

Telesystem®

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1   About this Guide

Telesystem Basic Voicemail gives users approximately 60 minutes of message storage time. The system has the capability to record a greeting message up to 2 minutes long and single inbound voice messages up to 5 minutes long. Voicemail users can use the Telephone User Interface or Graphical User Interface to customize their mailbox preferences, set up notification options, manage voice messages, and create personal address books. Basic Voicemail service is included with the Telesystem Basic and Plus Hosted VoIP Phone System Packages, or as an add-on to any other phone service.

Telesystem Enhanced Voicemail Service includes all of the features of the Basic Voicemail service with twice the storage capacity (approximately 120 minutes) and includes access to the Telesystem Visual Messaging App (without Transcription) for iPhone, BlackBerry, and Android devices. Enhanced Voicemail service is included with the Telesystem Complete Hosted VoIP Phone System Package or it may also be purchased as an add-on to any other phone service.

This document describes how to use the features available to Telesystem Voicemail users through the Telephone User Interface (TUI,) and the Telesystem Voicemail Web Portal also referred to as the Graphical User Interface (GUI).

This guide presents procedures for a full-featured Telesystem Voicemail System. The images used in this guide are from a Windows 7 PC with Google Chrome Browser. User experience may vary depending on class of service as well as the computer and web browser you are using to manage the GUI.

The Telephone User Interface is herein referred to as Phone Portal and TUI.

The Telesystem Voicemail Web Portal or Graphical User Interface is herein referred to as web portal, web interface, and GUI.

Users who require information regarding the Telesystem Hosted Fax Mail service should refer to the companion guide titled **Telesystem Fax Mail User Guide** available with the support documents on our website at *http://Telesystem.us*.

The information presented in this guide is in the following order:
1. **Chapters 3-9:** Using the Voicemail Telephone User Interface (TUI).
2. **Chapter 10:** Sub-mailboxes
3. **Chapter 11:** Greeting Only Mailboxes
4. **Chapters 12-20:** Using the Voicemail Web Portal/Graphical User Interface (GUI)

2   Telesystem Voicemail System

The Telesystem Voicemail application provides the essential voicemail features that you expect, as well as enhanced options that allow you to customize your mailbox.

Telesystem Voicemail includes the following features:

Feature	Description
Address Book	Setup a personal address book that contains contacts and personal distribution lists.
Graphical User Interface (GUI)	Access and manage messages visually using the Voicemail Web GUI.
Greeting Only Mailbox	Available upon request, allows callers to only listen to a mailbox greeting but not leave a message. This option does not include GUI access.
Greetings	Create generic, busy, no answer, and extended absence greetings to play to callers.
Mailbox Full and almost Full Warnings	The system notifies you in the TUI and the GUI when your mailbox space approaches or exceeds a specific threshold.
Mailbox Preferences	Using the TUI or the GUI, you can change your personal mailbox options. Personal options control the information about you as a subscriber and some of the choices you make for interacting with the Voicemail System.
Message Age and Deletion	Any voice and/or fax mail will be saved for **30** days once the message has been opened by TUI or GUI. This ensures you have sufficient storage space. The Telesystem Voicemail Portal GUI indicates how long a message will be kept before it is deleted.
Message Envelope Information	Retrieve the sender name, time, and date of messages.
Message Playback Options	While listening to a message, you can press keys on your phone to advance or rewind the message a specific number of seconds, pause and resume playback, and increase or decrease the volume of the message playback. During or after message playback, you can re-play, save, delete, forward, and reply to the message. After you listen to the message, you can also play its envelope information.
Notifications	You can be notified that you have received a new message. Depending on your voicemail package and settings within your account, you can receive notifications by message waiting indicator (MWI) light on your phone, a distinct dial tone (stutter tone), and email message, or suspend notifications by TUI or GUI.
Private Messages	You can set the sensitivity level of a message to private. Private messages cannot be forwarded to other subscribers through the TUI.
Sub-mailboxes	Share one voicemail account and create additional mailboxes for each account user with private PINs and greetings. Up to 9 sub-mailboxes are available per account.

3 Getting Started

The first step in using your Telesystem Voicemail is to setup your mailbox as a subscriber. You must do this by using a telephone. A simple setup tutorial will be played to guide you through the process. You only hear the tutorial the first time you call into the Telesystem Voicemail System.

The setup tutorial guides you through the following tasks:
1) Change your Personal Identification Number (PIN) to initialize the mailbox. This requires changing the default PIN to a more private, secure PIN. Until you initialize your mailbox, callers can leave messages for you but you cannot listen to the messages or perform other voicemail tasks.
2) Record your name for the name announcement.
3) Record a greeting that callers hear when you do not answer your phone.

> **NOTE: If you do not want to create a name announcement and record greetings during the initialization process, you can do so at a later time either by selecting options on the TUI main menu or by accessing the Voicemail Portal GUI and uploading .wav files.**

4 Initializing Your Mailbox

The following procedure describes how to initialize your mailbox.

You will also need the following information:
- **Voicemail Access Number:** 567-661-0001
- **Mailbox Number:** Your 10-digit phone number
- **Default PIN:** Supplied to you during installation

To initialize your subscriber mailbox:
1) From a telephone keypad, dial the General Access Number (567-661-0001).
2) Enter your mailbox number and press #.
3) Enter the default PIN and press #.
4) Listen to the introductory prompt and follow the instructions to create a new PIN.
5) Once you create a PIN, your mailbox is initialized. You will not hear the tutorial the next time you access your mailbox.
6) You can continue with the setup tutorial to record a Name Announcement, select the greetings you want to play to callers, and record personal greetings.

NOTE: At any time after you initialize your mailbox, you can record your Name Announcement and greeting or change the PIN. Press the star key (*) to exit to the Main Menu if you want to setup your mailbox at another time or simply hang up.

4.1 Recording a Name Announcement during Mailbox Setup

After creating a new PIN, continue with mailbox setup.

Follow the instructions to record your Name Announcement. Speak your first and last name and then press pound (#). The system repeats the recording for your review and offers options to accept or re-record your name, or to use your mailbox number instead of a Name Announcement.

NOTE: You must record a Name Announcement in order for callers to be able to search for you by spelling your name in the Voicemail and Auto Attendant systems. When you complete this step, continue with the tutorial to select and record greetings.

4.2 Recording a Greeting during Mailbox Setup

The mailbox setup tutorial allows you to select the personal greeting that you want to play to callers when you are unable to take a call. The greeting you record during mailbox setup plays to callers until you change it.

You also have the choice between using a Generic Greeting or the Busy and No Answer Greetings.

To record greeting during mailbox setup:
1. Listen to the mailbox setup tutorial explain the different types of greetings and provide options to record each type.
2. Select the appropriate option and press **1** to hear a sample greeting, or wait for the beep to begin recording your greeting.

3. Record your greeting and when finished, press **#.** The system will repeat the recording for your review and offer options to accept or re-record a greeting, or to use the default greeting.
4. After saving your greeting, the tutorial notifies you that you have completed the steps to setup your mailbox. Follow the instructions to return to the Main Menu, or simply hang up.

5   Accessing Mailboxes by Phone

You can access your mailbox from either inside or outside of your organization. The first time you access your mailbox, a tutorial helps you record your name announcement and greeting and select a personal password.

You can access your mailbox by dialing the General Access Number (567-661-0001). This telephone number allows you to log in to your mailbox by prompting for your mailbox number and PIN. When you call from your desk, the system has your phone number, so you will only be prompted for your PIN.

When you access your mailbox, the system indicates the number of new messages in your mailbox. If your mailbox exceeds the message limit, a message plays to notify you that your mailbox is almost full or full. The system warns callers that try to leave a message that the subscriber's mailbox is full. The caller will not be able to leave you messages until you clean out your mailbox.

5.1   Accessing Your Mailbox from Your Phone

When you dial the General Access Number (567-661-0001), the system examines the calling information and determines if you are a subscriber within the system. If calling information is available and matches a valid subscriber, you are not required to enter your mailbox number; only your PIN.

1. Dial the General Access Number (567-661-0001) from the same telephone number as your mailbox number (or press your speed dial/dedicated "Message" button if your phone has one).
2. Enter your PIN and press #.

5.2   Access Your Mailbox from Any Phone

Use the following procedure to access your voicemail from any touchtone phone. If you are logging on to voicemail for the first time see the section titled "Getting Started – Setting Up Your Mailbox".

To access your mailbox by phone after it is initialized:
1. Dial the General Access Number, 567-661-0001.
2. Enter your mailbox number and press #.
3. Enter your PIN and press #.

You can also reach your mailbox by dialing your own telephone number (or direct line) from an outside phone. Wait for the greeting to begin playing and press the **star** key (*). The voicemail prompts for your PIN. If you press the **star** key (*) again, the voicemail prompts for a mailbox number and then a PIN.

5.3   Accessing Your Mailbox from Your Phone

When you dial the General Access Number, the system examines the calling information and determines if you are a subscriber within the system. If calling information is available and matches a valid subscriber, you are not required to enter your mailbox number; only the PIN.

1. Dial the General Access Number, 567-661-0001 from the same telephone number as your mailbox number (or press your speed dial if you or your administrator has established one).
2. Enter your PIN and press the **Pound** or **Hash** button (#).

6   Checking Messages by Phone

You can use the Voicemail Telephone User Interface (TUI) to listen to new and saved voice messages in your mailbox. By default, when a new message is deposited in your mailbox, a message waiting indicator will light on your phone or you may hear a distinct dial tone when you pick up the receiver.

After you have listened to a new message, the system saves it in your mailbox for a period of 30 days. If you do not want the message to be deleted, you can re-save it. The system resets the message for another 30 day period.

The system plays all urgent messages first, then all non-urgent messages. The system plays messages according to the message playback order you specify. You can select your message playback preferences either from the TUI or from the Telesystem Voicemail Portal.

To check messages by phone:
1. Access your Telesystem Voicemail mailbox using one of the methods outlined in the previous chapter titled "*Accessing Mailboxes by Phone*".
2. The system plays your message inventory, stating the total number of new voicemail messages. Then, automatically plays new voicemail messages.
   > **NOTE: If the system notifies you that your mailbox is almost full or full, it is recommended that you review and delete messages from your mailbox.**
3. While the messages are playing, you can press the star key (*) to hear the Main Menu options, where you can select from the message type and new and saved messages.
4. Press **1** to listen to new messages, or Press **2** to hear saved messages.
5. Use the following keys to select the type of messages that you want to hear.

Key	Task
1	Listen to voice messages
3	Listen to fax message headers (if available).

6. While listening to your messages, use the following keys to control playback.

Key	Task
1	Replay message
2	Increase volume*
3	Delete Message
4	Rewind message a specified number of seconds or rewind to the beginning of the message*
5	Pause/resume playback*
6	Fast forward playback a specified number of seconds (if you press 6 repeatedly, the system will skip to the end of the message)*
7	Play previous message
8	Decrease volume
* These options require more than one new message to be in your mailbox to work.	

7. Use the following keys to manage the message after you listen to it.

Key	Task
1	Replay message
2	Save
3	Delete
4	Forward message (if message is not marked private)
5	Reply to message
6	Listen to message time and date
7	Play previous message
#	Skip to next message
*	Exit playback to Main Menu.

7 Sending and Responding to Messages by Phone

With Telesystem Voicemail System, you can send voice or fax messages. You can send, and forward messages to subscribers as well as to contacts. You can address a message to more than one recipient.

You cannot reply to voice messages from an unidentified caller. Also, when your mailbox exceeds its quota, you may not be able to send messages.

When you send a message by phone, you can choose to send it with urgent delivery or to mark it private. The system sends messages marked urgent before it sends other messages. You cannot forward a message marked "private" or "urgent and private".

The following sections describe how to:
- Send a voice message to another subscriber in the network
- Forward a voice message to a subscriber

7.1 Sending a Voice Message to another Subscriber

To send a voice message to another subscriber:
1. Access your Telesystem Voicemail mailbox.
2. Press **4** from the Main Menu.
3. Record your message and press **#**.
4. Press **6** to add a recipient.
5. Enter a subscriber's mailbox number and press **#**, or press ***** to add recipients by name.
6. To send the message with normal delivery, press **2**, or to send the message with urgent delivery, press **3**. If you mark the message urgent, the message moves to the front of the recipient's message queue and plays before other new messages.
7. To mark the message private, press **1**. If you mark the message private, the recipient cannot send a copy of the message to another subscriber.
8. Press **1**. The system sends the message.

7.2 Forwarding a Message to a Subscriber

You can forward a copy of a voicemail message that is deposited in your mailbox to another subscriber. Messages marked private by the sender cannot be forwarded by phone. Once you forward the message copy, the system returns you to the original message and prompts you to save or delete it.

To forward a voicemail message to a subscriber:

1. After listening to the message, press **4**.
2. Record an introduction after the beep. When finished, press **#**.
3. Listen to the menu options:

Key	Task
1	Review your introduction
4	Re-record your introduction
6	Add Recipients
*	Cancel

4. Press **6** to add a recipient.
5. Enter a mailbox number, and press **#**.
6. Press **2** to send the message copy.

8   Changing Personal Options by Phone

In this chapter, we will show you how to change your personal mailbox options using the Telesystem Voicemail TUI. Personal options control the information about you as a subscriber and some of the choices you make for interacting with the voicemail system. However, some features must be enabled by an administrator. If an option is disabled, you do not hear a prompt for that feature.

The following section describer how to:
- Record Name Announcements
- Change your Person Identification Number (PIN)
- Change Message Playback Order
- Turn Off/On Envelope Information
- Suspend and Activate Notification Settings

8.1   Recording Name Announcements

A Name Announcement plays to announce the owner of a mailbox. When you send a message and add a mailbox number as a recipient, the system plays the Name Announcement of the Mailbox owner as confirmation. The Name Announcement also plays during review of the envelope information. You can personalize the Name Announcement in your own voice or specify the system to play your mailbox number instead of your name.

To Record Your Name Announcement
1. By phone, log into your Telesystem Voicemail.
2. Press **9** from the Main Menu.
3. Press **1** from the User Options Menu.
4. Press **2** to modify Name Announcement.
5. Record your Name Announcement after the beep. When finished press **#**.

The following options are available after you record your Name Announcement.
- Press **1** to keep your recorded name.
- Press **2** to change your recorded name.
- Press **3** to play your account/mailbox number instead of your recorded name.
- To exit, press *****.

8.2   Changing Your PIN by Phone

You use a Personal Identification Number, or PIN, to access your mailbox by telephone and to access the Voicemail Portal GUI to personalize mailbox features. Your PIN protects the privacy of your messages and secures your mailbox from unauthorized access. You can change your PIN at any time.

Changing Your Mailbox PIN
1. By phone, log into your Telesystem Voicemail.
2. Press **9** from the Main Menu.
3. Press **2** from the User Options Menu.
4. Enter a new PIN and press **#**. A PIN can contain 4 to 15 digits.
5. Enter the new password again to confirm it, and press **#**.

8.3   Changing Message Playback Order

You can change the order in which messages are played back.

By default, messages are played in the following order:
1. All Urgent Messages
2. Private Urgent Messages
3. Normal Messages
4. Private Normal Messages

You can choose to play the most recent voicemails first, or the oldest delivered voicemails first. You can also change this setting in the Voicemail GUI Portal.

To change the order of message playback:
1. By phone, log into your Telesystem Voicemail.
2. Press **9** from the Main Menu.
3. Press **3** from the User Options Menu.
4. Press **1** to change the order of message playback.

8.4   Turning Off/On Envelope Information

Envelope Information identifies the sender, time, and date a message is deposited in your mailbox. You can set this information to play automatically before each message, or your can turn it off and only play this information when you request it during message playback.

To turn Envelope Information on or off:
1. By phone, log into your Telesystem Voicemail.
2. Press **9** from the Main Menu.
3. Press **3** from the User Options Menu.
4. Press **2** to turn Envelope Information on or off.

8.5 Suspended and Activating Notifications

If Notification Services are available for your account, the system can alert you when a new message arrives in your mailbox. Depending on the services that are active for your account, you can receive notification by e-mail, by a message indicator light, or special dial tone on your phone.

You can use the Telesystem Voicemail TUI to suspend and resume notification. To specify the type of notifications that you want to receive, as well as suspending and activating all notification, use the Voicemail Portal GUI.

To suspend or resume notification:
1. Log on to the Telesystem Voicemail.
2. Press **9** from the Main Menu.
3. Press **4** from the User Options Menu.
4. Press **1** to suspend and resume notifications.

9   Changing Greeting Settings

When you first setup your mailbox, you can select the type of personal greeting that you want callers to hear when you are unable to take a call. When you record a greeting, it plays to callers until you change it. Using the Telesystem Voicemail TUI, you select the greeting you want to modify. Available greetings include: **Generic Greeting**, **Extended Absence Greeting**, as well as the **Busy and No Answer Greetings**.

9.1   Generic Greetings

Use the Generic Greeting to tell callers you are not available to take a call. The system prompts you to record the Generic Greeting when you setup your mailbox. For example:

> *"I'm not at my desk. Please leave a message after the beep."*

You can also record a Generic Greeting for a Greeting Only ("Listen Only") mailbox. This greeting provides information to callers without expecting them to leave a message. For example:

> *"ABC Company's business hours are 9 a.m. to 5 p.m. Monday through Friday."*

For more information regarding Greeting Only Mailboxes please see the chapter in this guide titled **Greeting Only Mailbox**.

If the Operator Transfer service setting is available for your account, record a Generic Greeting with an option for callers to reach an operator. For example:
> *"I'm not at my desk. Please leave a message after the beep, or press 0 to reach the operator."*

NOTE: The Operator Transfer service is disabled by default to prevent fraudulent calls from being made by unauthorized users accessing this setting and configuring an undesired destination for the Operator Transfer termination point. If you wish to add this feature you must request it through Telesystem Customer Service.

If the Subscriber Defined Transfer service setting is available for your account, record a Generic Greeting that gives callers the option to leave a message or transfer to your personal transfer number, such as a mobile telephone. For example:

> *"I'm not currently available at this number. You may leave a message after the beep or press 1 to have the system contact me at a different number"*

NOTE[1]: The Subscriber Defined Transfer setting is not available for sub-mailbox users.

NOTE[2]: The Subscriber Defined Transfer setting is disabled by default to prevent fraudulent calls from being made by unauthorized users accessing this setting and configuring an undesired destination for the Subscriber Defined Transfer termination point. If you wish to add this feature you must request it through Telesystem Customer Service.

If you are using sub-mailboxes for your account, record a Generic Greeting that gives callers the option to leave a message in a sub-mailbox. For example:

"You've reached ABC Company. We are currently closed. To leave a message for Mark press 1, to leave a message for Liz press 2, to leave a message for Alex press 3."

NOTE: Remember to change your personal greeting to include new sub-mailbox users. There is no default greeting to inform callers of sub-mailbox users.

9.2   No Answer Greeting

The No Answer Greeting allows you to play a specific message when you do not answer the phone. For example:

"I'm away from my desk right now and cannot take your call. Please leave a message after the beep. When finished, you may press the pound key for more options."

Also, if the Operator Transfer service setting is available, you can instruct the caller to press **0** for an operator.

NOTE: The Operator Transfer service is disabled by default to prevent fraudulent calls from being made by unauthorized users accessing this setting and configuring an undesired destination for the Operator Transfer termination point. If you wish to add this feature you must request it through Telesystem Customer Service.

9.3   Busy Greeting

The Busy Greeting is played to callers in place of a busy signal while your phone line is in use and call waiting is not available. For example

"I'm currently on another line. Please leave a message after the beep. When finished, you may press the pound key for more options."

9.4   Extended Absence Greeting

The Extended Absence Greeting allows you to record a greeting to play when you will be unavailable for an extended period of time. For example:

"I'll be out of the office until July 18th. Leave a message after the beep and I will return your call when I return or if you require immediate assistance you may contact John at 419-555-5555."

As long as it is active, the Extended Absence Greeting overrides all other greetings. A default Extended Absence Greeting plays if you turn on the Extended Absence feature but do not record a greeting.

9.5   Modify Greetings by Phone

To modify a greeting:
1. By phone, log into your Telesystem Voicemail.
2. Press **9** from the Main Menu.
3. Press **1** from the User Options Menu.
4. Press **1** to modify a greeting.

5. Select the greeting type to modify from the following menu:

Key	Task
1	Modify Generic Greeting
2	Modify Busy Greeting
3	Modify No Answer Greeting
4	Modify Extended Absence Greeting
*	Go back to the User Options Menu

6. To review the current greeting, press **1**. The system plays back the current greeting.
7. To begin recording a new greeting, wait for the beep.
8. Record your greeting and when finished speaking, press **#**. The system plays back your recording for review.
9. To keep this greeting, press **1**. To record a new greeting press **2**, to choose the default greeting press **3**, to exit press *****.

9.6 Setting the Current Greeting

You can change the greeting type to play to callers at any time from the TUI.

To set the current greeting:
1. By phone, log into your Telesystem Voicemail.
2. Press **9** from the Main Menu.
3. Press **1** from the User Options Menu.
4. Press **3** to set your current greeting. The system tells you which greetings are currently being played to callers and offers the following options:
   a. Press **1** to change to the Busy or No Answer Greeting.
   b. Press **2** to turn the Extended Absence Greeting on or off, or press ***** to exit and return to the User Options Menu.

10 Sub-Mailbox Accounts

If you create sub-mailboxes, a caller can reach your mailbox through one entry point, called The **Main Mailbox**, and access multiple users, called the **Sub-Mailbox Users**. While listening to the Generic Greeting *with special instructions for sub-mailboxes*, callers can wait for the beep and deposit a message in the main mailbox or press a key to leave a message in the sub-mailbox.

The following figure is a simple example of a main mailbox with three sub-mailboxes:

Main Mailbox: 419-555-5612
"Hello, you have reached ABC Company. To leave a message for Sales, press 1. For Billing, press 2. For Technical Support, press 3. To leave a message in the general mailbox, please wait for the tone."

Caller Presses 1 **Sub-mailbox 419-555-56121**	**Caller presses 2** **Sub-mailbox 419-555-56122**	**Caller Presses 3** **Sub-mailbox 419-555-56123**
"You have reached the sale department. Please leave a message and a sales representative will call you back soon."	"You have reached the billing department. Please leave a message and a billing representative will return your call."	"You have reached the Technical Support department, please leave a message and a representative will return your call."

Each sub-mailbox has its own PIN, separate from the other sub-mailboxes. If the **Enable Master Access to Sub-mailboxes** service setting is turned on for the account, the account owner can access any sub-mailbox using the main mailbox PIN. The sub-mailbox user can only access the sub-mailbox using the sub-mailbox PIN. The PIN must contain between 4 and 15 digits.

10.1 Creating Sub-mailboxes

The owner of the main mailbox can create and delete sub-mailboxes from the **User Options Menu**. Each sub-mailbox user inherits the same services the main mailbox has. Sub-mailbox users only have access to their own messages.

To create a sub-mailbox:
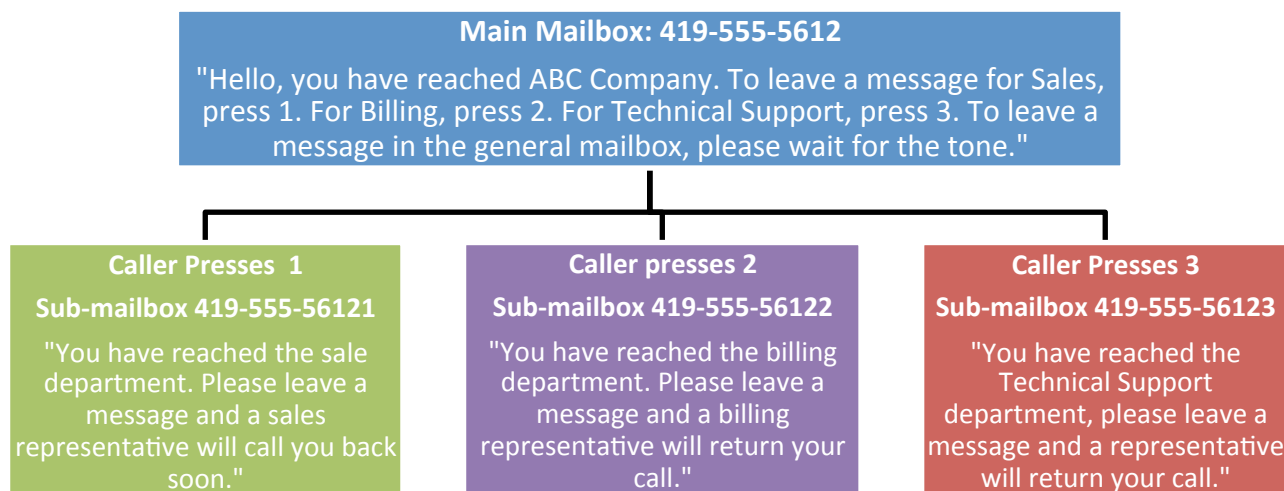1. By phone, log into your Telesystem Voicemail box.
2. Press **9** from the Main Menu.
3. Press **5** from the User Options Menu.
4. Press **1** to add a sub-mailbox. After a few seconds, the system creates the sub-mailbox and plays the new mailbox number. The sub-mailbox is assigned the next available ordinal number (1, 2, 3, and so on).
5. Press **1** to record a personal name announcement for the sub-mailbox, or press **2** to use the default Name Announcement. The temporary PIN for the new sub-mailbox is the main mailbox number followed by the sub-mailbox number. For example, if the main mailbox number ends in "5612" and the sub-mailbox number is 2, the temporary PIN is 56122.

6. Press **1** to create a new PIN or press **2** if you are done.
7. Repeat steps 4 to 6 to create additional sub-mailboxes. When you finish creating sub-mailboxes, press the **Star** key (*****).

NOTE: Remember to change your personal greeting to include new sub-mailbox users. There is no default greeting to inform callers of sub-mailbox users.

10.2 Accessing a Sub-mailbox

There are several ways to access sub-mailbox accounts using the TUI. An example of using each method is shown below.

The examples use the following values:
- Main mailbox number: **419-555-5612**
- Main mailbox PIN: **1111**
- Sub-mailbox number: **56121**
- Sub-mailbox PIN: **2222**

10.2.1 If you have the mail mailbox PIN

To access a sub-mailbox using this method, the **Enable Master Access to Sub-Mailboxes** service setting must be turned on for the account.

1. Call the subscriber access number (567-661-0001) and enter the main mailbox number (for example, 419-555-5612).
2. When the system prompts for the PIN, enter the ordinal number of the sub-mailbox (1) followed by the star button (*) and the main mailbox PIN. For example, to access sub-mailbox 1, enter 1*1111.

10.2.2 Access the Sub-mailbox through the Main Mailbox

1. Call the subscriber access number (567-661-0001) and enter the main mailbox number (for example, 419-555-5612).
2. When the system prompts for the PIN, enter the ordinal number of the sub-mailbox (1) followed by the **Star** button (*) and the sub-mailbox PIN. For example, to access sub-mailbox 1, enter 1*2222.

10.2.3 Access Your Own Sub-mailbox

1. Call the subscriber access number (567-661-0001) and enter the sub-mailbox number 419-555-56121.
2. When the system prompts for the PIN, enter the sub-mailbox PIN followed by the **Pound** key (#). For example, enter 2222#.

10.2.4 Access a Sub-mailbox as the Main Mailbox Account Owner

To access a sub-mailbox using this method, the **Enable Master Access to Sub-Mailboxes** service setting must be turned on for the account.

If sub-mailboxes exist for your mailbox, you can use the main mailbox PIN to access all sub-mailboxes.

1. Call the subscriber access number (567-661-0001) and enter the main mailbox number 419-555-5612.
2. When the system prompts for the PIN, enter the main mailbox PIN (1111) followed by the **Pound** key #.
3. Press **6** from the Main Menu.
4. Enter the Sub-mailbox number.

10.3 Deleting a Sub-Mailbox

To delete a sub-mailbox:
1. By phone, log into your Telesystem Voicemail.
2. Press **9** from the Main Menu.
3. Press **5** from the User Options Menu.
4. Press **2** to remove a sub-mailbox.
5. The system plays the sub-mailbox numbers and prompts you to press the pound key. Press **Pound** (**#**) when you hear the sub-mailbox you want to delete.
6. The system plays the number of the mailbox to remove. Press **1** to confirm.

The sub-mailbox is deleted and reminds you to change your main greeting to reflect the deleted sub-mailbox users.

If you delete a sub-mailbox, the system does not re-number the other sub-mailboxes. For example, if Tom has sub-mailbox 1, Jim has sub-mailbox 2, and Mary has sub-mailbox 3. If you delete sub-mailbox 2, Tom still has sub-mailbox 1 and Mary still has sub-mailbox 3. If no other changes are made, the next new sub-mailbox created would be sub-mailbox 2 because it is the next available ordinal number (then sub-mailbox 4 would come after that).

11 Greeting Only Mailbox

If requested, you can be assigned a Greeting Only Mailbox. With a Greeting Only (or "Listen Only") Mailbox, you can setup a mailbox that allows callers to listen to a greeting you record without allowing the caller to leave a voicemail message. For example, you can record your company's hours of operation, a list of services your company provides, directions to your location, or details on special offers and promotions.

NOTE: The Greeting Only Mailbox can only be accessed through the Telephone User Interface. There is no web portal/GUI access for this type of mailbox.

11.1 Initializing a Greeting Only Mailbox

You initialize the greeting only mailbox as you do other mailboxes.

To initialize a greeting only mailbox:
1. From a telephone keypad, dial the access number: 567-661-0001.
2. Enter the greeting only mailbox number and press **Pound** (#).
3. Enter the default PIN and press **Pound** (#).
4. Listen to the introductory prompt and follow the instructions to create a new PIN. Once you create a PIN, the mailbox is initialized.
5. The system prompts you to record your personal greeting. Wait for the beep and record the greeting callers will hear when they access the mailbox. When you finish recording, press **Pound** (#).
6. The system will repeat the recording for your review and offer options to accept, re-record the greeting, or to press the **Star** key (*) to exit.
7. After saving your greeting, the tutorial notifies you that you have completed the steps to setup the mailbox and plays options for changing the greeting or the PIN for the account.

11.2 Access a Greeting Only Mailbox

To hear the information recorded for the greeting only mailbox:
1. Call in to the Greeting Only Mailbox.
2. When prompted, enter the PIN for the account.

The system plays the recorded greeting. You cannot leave a message in this mailbox, and you cannot access the mailbox using the Voicemail Portal GUI.

11.3 Changing Greeting Only Mailbox PIN

You use a Personal Identification Number, or PIN, to access your mailbox by telephone to personalize mailbox features. Your PIN protects the privacy of your messages and secures your mailbox from unauthorized access. You can change your PIN at any time.

Changing Greeting Only Mailbox PIN
1. By phone, log into your Telesystem Voicemail.
2. Enter the PIN.
3. Press **2** to modify the PIN.

4. Enter a new PIN and press #.

11.4 Recording a Greeting Only Mailbox Greeting

The greeting for a Greeting Only Mailbox can be recorded when you initialize the mailbox. You can change the greeting at any time.

To record the greeting for a greeting only mailbox:
1. Access the greeting only mailbox through the TUI.
2. Press **1** to modify your greeting.
3. Press **1** to review the current greeting. The system plays the current greeting.
4. Wait for the beep and record a new greeting and press **#**.
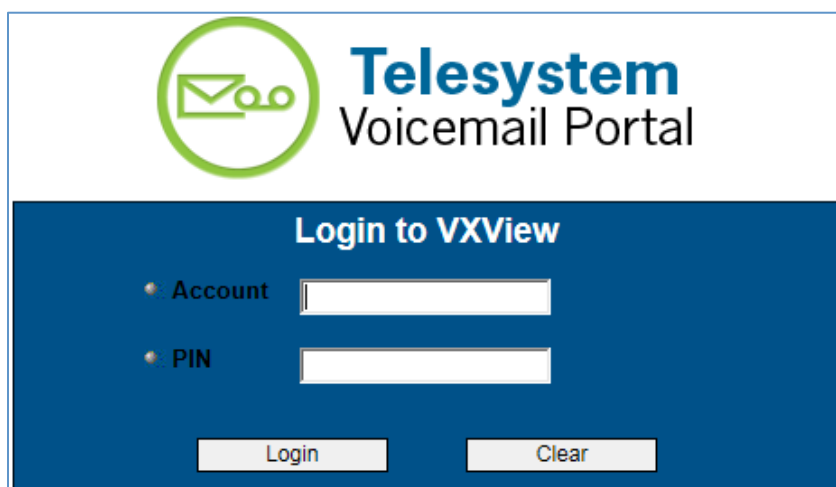5. Press **1** to keep the greeting.

12 Accessing the Telesystem Voicemail Web Portal

You can use the Telesystem Voicemail Web Portal Graphical User Interface (GUI) to change your mailbox settings and preferences, create address books and contact lists, and manage your messages.

NOTE: Greeting only accounts do not have access to the Telesystem Voicemail Web Portal.

12.1 Logging On to the Telesystem Voicemail Web Portal

Before you login to the portal you will need your Account Number and the PIN. Your Account is your mailbox number (10-digit telephone number or 11-digit sub-mailbox number) and your PIN is the same PIN you use to access your mailbox through the Telephone User Interface (TUI).

**To log on to the Telesystem Voicemail Web Portal**

1. Start a Web browser and enter the following address/URL:
   https://msgcollab.epiphanyic.com/VXView/VXView.do
2. In the **Account** and **PIN** fields, enter the mailbox number and password that you use to access the Telesystem Voicemail System.

NOTE1: The first time you access this account from either the telephone or the Web Interface, use the default PIN of 1111.

NOTE2: If you log in to the web portal before you setup your voicemail box through the TUI by phone, the system will not play the initialization prompts that guide you through changing your PIN, recording a Name Announcement, and recording a Generic Greeting. You will have to make those changes through the Main Menu or by uploading a compatible .wav file through the GUI.

3. Click **Login**. The Mailbox page similar to the following opens:
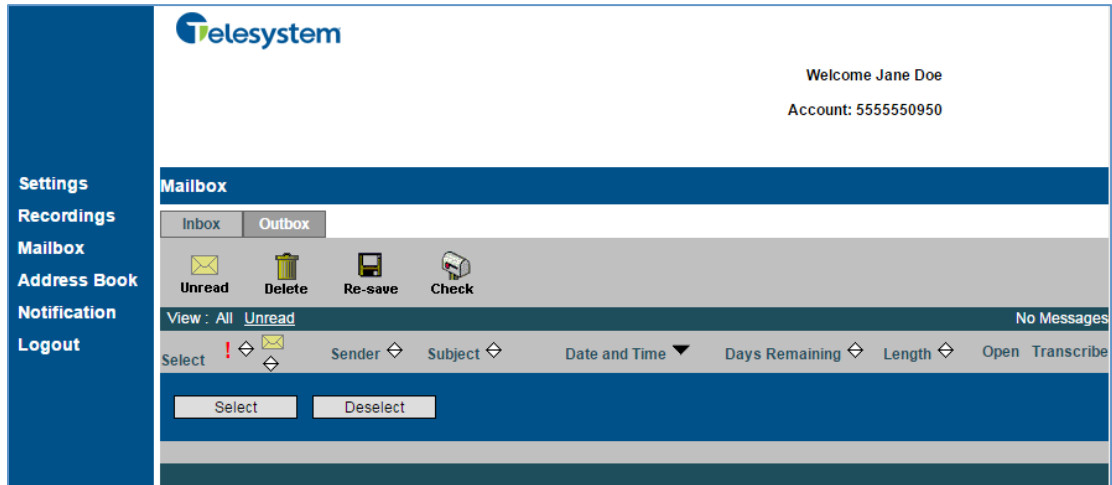
13 Web Portal Mailbox

You can use the Voicemail Portal GUI to view information about voicemail messages in your **Mailbox**. You can view the number of new and saved messages of each message type, as well as the number of unread, private, and urgent messages. From the Voicemail Portal, you can also playback voicemail messages.

NOTE: In order to listen to voicemail messages through the Voicemail Portal, make sure that you have an audio application (such as Windows Media Player or Apple QuickTime) to play the .wav files.

13.1 Checking Messages with the Voicemail Portal

1. Log on to the Voicemail Portal GUI.
2. The **Mailbox** page is the default page that opens when you login to the Voicemail Portal GUI. If you are already logged in and select a different page, select **Mailbox** on the Voicemail Portal navigation bar to navigate back to the **Mailbox** page.
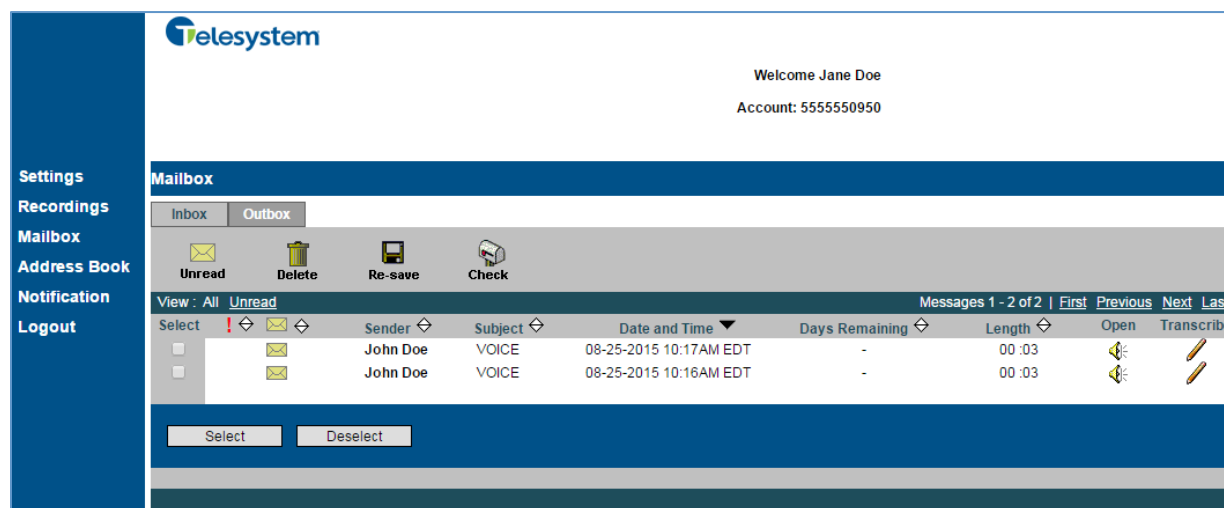
13.2 Mailbox Folder Tabs

The Mailbox contains Inbox and Outbox tabs. Clicking on a tab displays messages in the selected folder.

13.3 Mailbox Toolbar

The Toolbar on the Mailbox page contains the following options:

Icon	Option	Action
	Unread	Marks selected messages as unread. The page redisplays with the selected messages marked with the "unread" icon and the Sender/Recipient field in bold.
	Delete	Deletes selected messages permanently.
	Re-save	If you select a message that is flagged to be deleted soon, you can select Re-save to prevent the message from being deleted. The system resets the number of days remaining to 30 days.
	Check	Refreshes the screen with messages from the server.

13.4 Mailbox Message Area

The message area displays one page of messages for the selected (Inbox, Outbox) tab. Message information is provided in the following columns:

Column	Description
Select	Use the **Select** column and the Select All and Deselect All buttons to perform actions on messages.
Priority	Messages in the column marked with a Red Exclamation Point ! are high priority.
Status	Message has not been read: Message has been read: Private message has not been read: Private message has been read:
Sender/To	Name of the sender provisioned in the Voicemail Portal. If the sender is not provisioned, the field displays Unknown and the associated phone number or extension.
Subject	Indicates if the message is **VOICE** (voicemail) or **fax subject information** (Hosted Fax Mail).
Date and Time	Date and time the message was received.
Days Remaining	Number of days before the system deletes the message. This count down does not start until a message has been listened to/opened from the Voicemail GUI or the TUI. Messages are available for 30 days.
Length	Playback duration of the attached voicemail message, in *minutes:seconds* format.
Open	Allows you to play voicemail message through compatible audio playback software. This will also begin the counter for the **Days Remaining** field if you click the Open Icon for a new message.
Transcribe	This option is only available if **Transcription Service** is purchased as an add-on. Click the **Transcribe** Icon to open a new message that displays speech-to-text for the selected voicemail message. For more information on Transcription Service please contact Telesystem Customer Service.

When you click the open icon , the selected voicemail messages are marked "read". The web page redirects to the associated .wav file URL. The browser launches the audio file player. Only the first .wav attachment associated with the message plays. Return to the Mailbox page by clicking the **Mailbox** link in the navigation bar on the left.

13.5 Mailbox Almost Full and Full Warnings

If your mailbox reaches a warning threshold, the Mailbox page displays a message that your mailbox is almost full. You can still send and receive messages if your mailbox is almost full, but we recommend that you delete old messages to free up space and avoid reaching the maximum storage limit.

Once your mailbox reaches the maximum storage limit, the Mailbox page displays a message that your mailbox is full. Callers will not be able to leave you messages if your mailbox is full. The system is setup to store messages for 30 days after opened from your inbox.
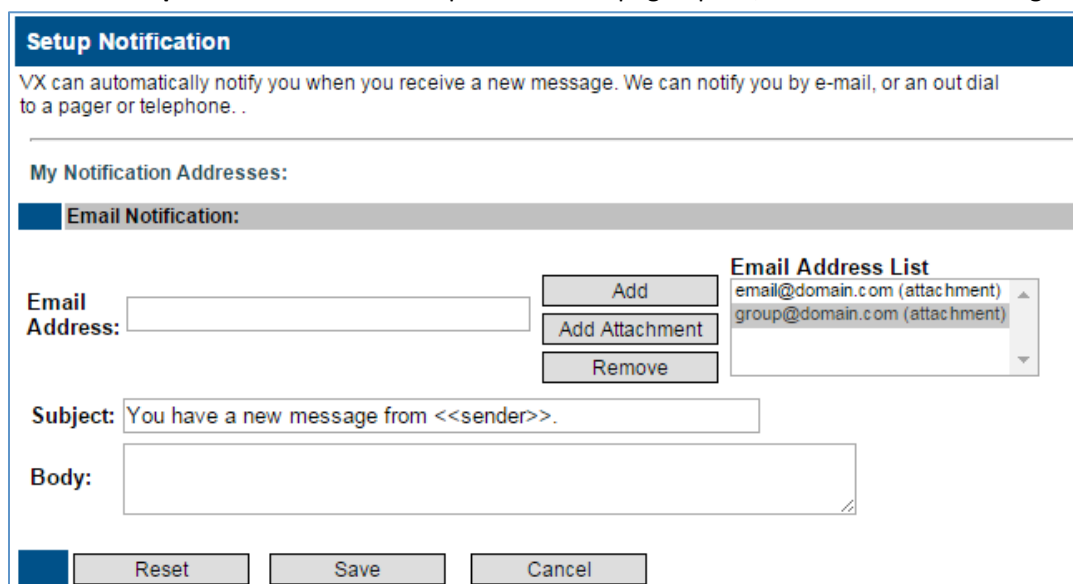
14 Web Portal Notifications

The Notification feature allows the voicemail system to inform you of new messages, based on preferences, by email.

You may also use the Voicemail Web Portal to specify where you want to receive notifications, as well as turn email and Message Waiting Indicator (MWI) notifications on and off. The activate notification services for your account determine which notification types you can setup in the GUI.

14.1 Setup Email Notifications

To setup email notifications for your account:

1. Log on to the Telesystem Voicemail Web Portal.
2. Select **Notification** in the navigation bar.
3. Select **Set Up Notification.** The Setup Notification page opens, similar to the following:

4. Enter an email address in the **Email Address** text box (example: *email@domain.com*)
5. Click one of the following buttons:
    a. **Add** – Will move the email address you entered to the Email Address List. When you receive a new voicemail message an email will be sent to that address notifying the recipient that a new message is waiting along with information about the sender (if available), time, and date of the message.
    b. **Add Attachment** – Will move the email address you entered to the Email Address List followed by "*(attachment)*". When you receive a new voicemail message an email will be sent to that address with the same information as the **Add** feature. In addition to that, it will also have an attached .**wav** file of the voicemail message that was left which you can listen to from your email.
       NOTE: If a voice message is marked "Private", an email notification is not sent.
    c. **Remove** – This option can be used to remove email address from the **Email Address List** if you no longer wish to have email notifications sent there. Click the email address to

highlight it in the **Email Address List**, and then click the **Remove** button to remove the email address from the list.

6. Modify the **Subject** and **Body** if you wish. Each Email Notification sent will contain the same Subject and Body with specific **sender** information.

7. Click **Save** to keep any changes you have made.

NOTE[1]: **If you receive an email notification of a message and delete the email, your message will not be deleted from the system. To delete the message, you will need to log into the account via the phone or Voicemail Web Portal then delete the message(s).**

NOTE[2]: **Messages listened to through an email notification are not marked as read in the Voicemail system. If you only listen to your voicemail messages this way you must periodically login to the voicemail TUI or GUI and delete messages to avoid having your mailbox filling up which will prevent you from receiving new messages.**

14.2 Setting Notification Options

You can select the type of notifications to send, enable, or disable notifications, and pause or resume notifications at any time. You can also specify whether you want to be notified when you receive a message that is classified as "urgent" or when you receive a message from members of a distribution list.

To set notification options and suspend or resume notifications:

1. Select **Notifications** in the navigation bar.

2. Select **Activate Notification**. The Activate Notification page similar to the following opens:

3. Optionally, click **Pause All** to suspend e-mail, voicemail, and MWI notifications. If paused, click **Resume All** to resume all notifications.

4. If you have Voicemail and Hosted Fax Mail linked to the same account you may set different notification options for each service.

5. Under the **My Notification Choices** header, specify whether you want to be notified via email or Message Waiting Indicator.

   a. **Off** – You will not receive this type of notification.

   b. **If message meets my Notification Rule** – See Notification Rules in next step.

   c. **Every time I receive a message** – All configured message notifications are sent/alerted.

6. If you select the "If message meets my Notification Rule", you may configure the rule under **My Notification Rule.** Specify when you want the Voicemail System to notify you that a message has arrived. Options include:

   a. An urgent message arrives

   b. Message is from this list of people. When the message is from a member of a specified distribution list. You can select an existing distribution list name from the drop-down list, or click **New List** to create a new distribution list.

7. Click **Save**.

15 Web Portal Preferences

With the Voicemail Portal, you can modify personal options for your account.

This chapter will describe how to use the Telesystem Voicemail Web Portal to:

- Access the Preferences page to change mailbox options.
- Setup account names.
- Specify the time zone for your account.
- Change the time format for message time stamps.
- Change Call Transfer settings.
- Change directory listing status.
- Control sub-mailbox access.
- Change message playback order.
- Change date and time playback.
- Change message playback forward/rewind speed.

15.1 Accessing Preferences

To change your mailbox preferences:

1. Log on to the Telesystem Voicemail Web Portal.
2. Select **Settings** on the navigation bar. The Settings page opens.
3. Select **Preferences**.
4. Modify your settings as described in the following sections, and click the **Save** button when you have finished to keep your changes.
5. Click the Preference Settings link to return to the Settings page.

15.2 Setting Up Your Account Names

To setup names to identify your account:

1. From the **Preferences** page, locate the **First Name** and **Last Name** fields; enter the first name and last name to associate with your account. These names are used to identify your account and to narrow searches.
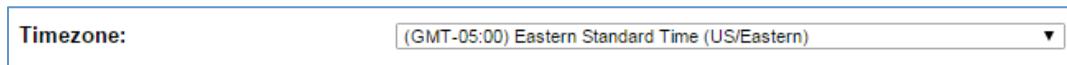

2. In the **Alternate First Name** and **Alternate Last Name** fields, enter alternate first and last names to associate with your account. Setting up an alternate name helps callers reach you successfully when using the Auto Attendant dial by name feature, such as if your name is hard to pronounce.
3. Click **Save** to keep your changes.

15.3 Specifying the Time Zone for Your Account

You can specify the time zone for your account. Message announcements played in the TUI and message displayed in the GUI reflect the specified time zone.

To specify the time zone:
1. From the **Preferences** page, in the "**Timezone**" field, select the time zone for your account from the drop-down menu.

Timezone:	(GMT-05:00) Eastern Standard Time (US/Eastern) ▼

2. Click **Save**.

15.4 Changing the Time Format for Message Time Stamps

You can select the time format for the message time stamps that you hear when you listen to messages.

To change the time format used from message time stamps:

1. From the **Preferences** page, locate the **24 Hour Clock** option.
   a. If the check box is cleared – Message times play in the 12-hour time format. For example, you hear "1:00 p.m." when listening to the time stamp for a message deposited at 1:00 p.m.
   b. If you select the checkbox, you will hear message times in the 24-hour format. For example, subscribers hear "1300" when listening to the time stamp for a message deposited at 1:00 p.m.

24 Hour Clock:	☑

2. Click **Save** to keep your changes.
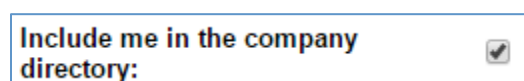
15.5 Changing Directory Listing Status

If the **Subscriber Auto-Attendant** service is available for your account, you can specify whether to be listed in the dial by name directory. When you are listed in the directory, callers who do not know your extension can reach you by finding your name in directory assistance.

Make sure to record your name announcement in order to be listed in the directory.

To change your directory listing status:
1. From the **Preferences** page, select the **Include me in the company directory** check box to include your name in the Auto-Attendant dial by name directory. Callers can access your account by entering your last name.

Include me in the company directory:	☑

2. Click **Save** to keep your changes.

15.6 Changing Message Playback Order

The Voicemail Portal plays messages according to the time that they are sent – either the newest messages first or the oldest messages first – as specified in the Voicemail Portal. The default order for all new messages, regardless of type, is oldest messages first. The default order for all saved messages, regardless of type, is newest messages first.

Urgent messages are always played before regular messages for each messages type. You can specify the order that the system plays your messages from the Voicemail Portal GUI or TUI.

To specify message playback order:

1. From the **Preferences** page, locate the **Message Playback Order** field, select **Most Recent First** or **Oldest First** from the drop-down menu.
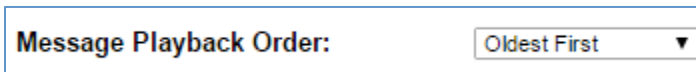
Message Playback Order:	Oldest First ▼
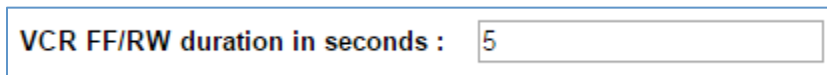
2. Click **Save** to keep your changes.

15.7 Changing Message Playback Fast Forward/Rewind Speed

While playing messages back using the TUI, you can advance or rewind a message a specified number of seconds. In the Voicemail Portal, you can specify the number seconds to skip forward or rewind the message during playback.

To change message playback Fast Forward/Rewind Speed:

1. From the **Preferences** page, in the **VCR FF/RW Duration (in seconds)** field; enter the number of seconds that message advances or rewinds during playback.

VCR FF/RW duration in seconds :	5

2. Click **Save** to keep your changes.
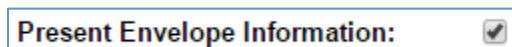
NOTE: You must have two or more messages in the voicemail box with the same classification (New Messages, Saved Messages, etc…) for this feature to work.

15.8 Changing Message Date and Time Playback

You can choose whether or not the Voicemail Portal plays Envelope Information when playing back each message. Envelope Information includes time, date, and sender information.

To specify whether the message information plays:

1. From the **Preferences** page, select the **Present Envelope Information** checkbox if you want the system to play envelope information when playing back each message. Clear the checkbox if you do not want the system to play envelope information.

Present Envelope Information:	✔

2. Click **Save** to keep your changes.

16 Managing Greetings with the Voicemail Web Portal

The Telesystem Voicemail Web Portal includes an extensive set of audio files that are used for default prompts that you and callers hear when using the TUI. With the Voicemail Portal, you can upload custom prompts to use for greetings and name announcements in the TUI.

Files that you upload must be .wav files in the audio format CCITT u-law (8 bit, 8 kHz, Mono).

16.1 Uploading Custom Greetings or Name Announcements

To upload custom greetings or name announcements:
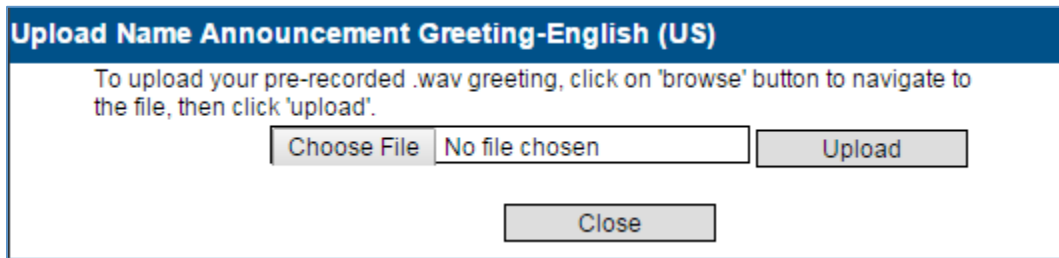
1. Log on to the Telesystem Voicemail Web Portal.
2. Select **Settings** on the navigation bar.
3. Select **Greetings and Name Announcements**. A page similar to the following opens:

4. In the **Active Greeting** box, select the radial to enable the Generic, Extended Absence, or Busy and No Answer Greeting.
5. Select the checkboxes to activate Custom Name Announcement and Greetings to the right.
6. At the bottom of the screen a list of current greetings are available. In the **Default** and **Custom** columns you may click the **Listen** icon to initiate playback of the current available greeting.

NOTE: Some browsers may require that you download the .wav file and then initiate playback through a media player application on the computer rather than initiate playback through the web browser.

7. To upload an audio file as a custom greeting or Name Announcement, click the **Upload** link corresponding to the greeting or announcement you wish to modify. A dialog box similar to the following opens:

Upload Name Announcement Greeting-English (US)

To upload your pre-recorded .wav greeting, click on 'browse' button to navigate to the file, then click 'upload'.

Choose File | No file chosen   Upload

Close

8. Click **Choose File** and locate the compatible .wav file on your local computer or network attached storage. Once you have chosen the file, click the **Upload** button to add the file to your voicemail profile.

17 Managing Sub-Mailboxes in the Voicemail Web Portal

The Telesystem Voicemail Web Portal can be used to add and delete sub-mailboxes. This chapter describes how to create and delete sub-mailboxes using the Voicemail Portal. You can also create and delete sub-mailboxes using the TUI, as described in the chapter titled "Sub-Mailbox Accounts" available in this guide.

Sub-Mailbox		
Manage sub-mailbox accounts.		
Delete	**Index**	**Name**
☐	1	Jane Doe
	Delete	New

17.1 Creating a Sub-Mailbox in the Web Portal

To create a sub-mailbox:

1. Log on to the Telesystem Voicemail Web Portal.
2. Select **Settings** on the navigation bar.
3. Click **Manage Sub-Mailboxes**.
4. Click **New** to create a sub-mailbox. The index is the ordinal number of the sub-mailbox. The Name is the First and Last name of the main mailbox entered on the **Preferences** page.
5. Repeat step **4** to create another sub-mailbox, the system automatically creates a new sub-mailbox account with the main mailbox account. The account number (dial number) for the sub-mailbox account is the main mailbox number followed by an ordinal sequence number. For example, if you create sub-mailbox 1 in the main mailbox 4195555612, the system creates sub-mailbox 4195555612**1**. The sub-mailbox account inherits the service settings from the main mailbox account. You can also log into the sub-mailbox and change its personal options.
   a. To change the name of the sub-mailbox user, you can log in to the system using the sub-mailbox account number (the main mailbox number followed by the ordinal sub-mailbox number, for example, 4195555612**1**) and modify the name on the **Preference** page.

17.2 Deleting a Sub-Mailbox in the Web Portal

To delete a sub-mailbox:

1. Log on to the Telesystem Voicemail Web Portal.
2. Select **Settings** on the navigation bar.
3. Click **Manage Sub-Mailboxes**.
4. Select the checkbox next to the sub-mailbox to delete and then click the **Delete** button. If you delete a sub-mailbox, the system does not change the ordinal number of existing sub-mailboxes. If you create another sub-mailbox, the system creates the new sub-mailbox and reassigns it the next available ordinal number.
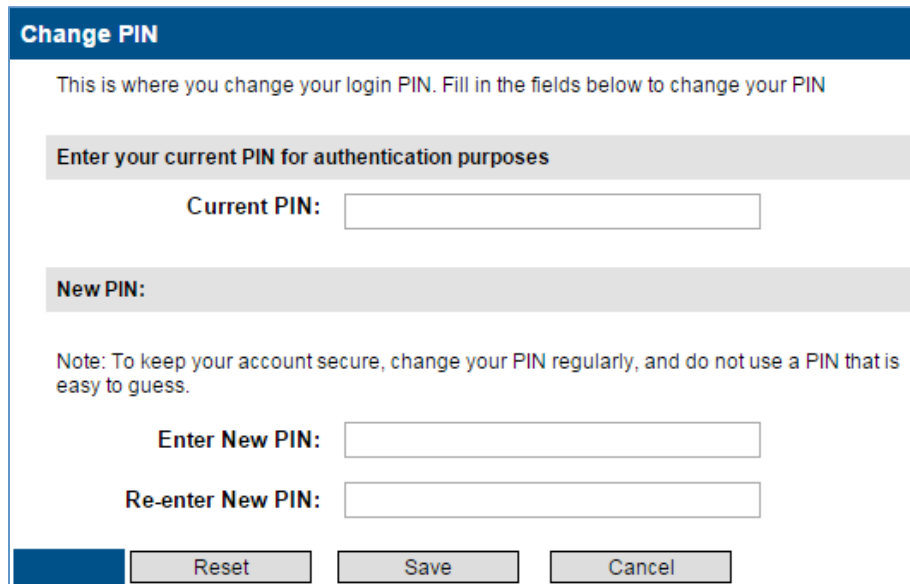
NOTE: When a sub-mailbox is deleted, all of the messages in the sub-mailbox are also deleted.

18 Changing Your PIN with the Voicemail Web Portal

You can use the Voicemail Portal to change your PIN for your subscriber account.

To change your PIN:

1. Log on to the Telesystem Voicemail Web Portal.
2. Select **Settings** on the navigation bar.
3. Select **Change PIN**. A Change PIN page similar to the following opens:

4. In the **Current PIN** field, enter the Personal Identification Number you are currently using to access the GUI and TUI.
5. In the **Enter New PIN** and **Re-enter New PIN** fields, enter the value you want to change your PIN to.
6. Click **Save**. A confirmation page opens.

19 Recordings

The Records option available in the Telesystem Voicemail Web Portal is not a supported feature. When you click on that option the following page loads:
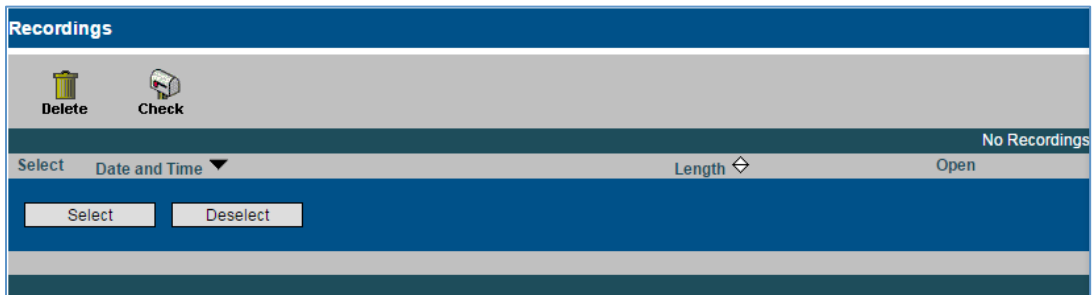
Recordings cannot be managed from the GUI.

20 Address Book

The Address Book in the Voicemail Web Portal is where you can add contacts to your voicemail profile. These contacts can also be added to a List by clicking the **New List** button. Once the lists are created they can be used in the Notification Rules.

NOTE: If callers have a private or blocked Caller ID, entering their information into the address book will not trigger the notification rule because the voicemail system will not be able to match the call record with the Address Book entry.

Address Book

Search for an entry where: First Name ⌄ begins with [   ]   [Search]

Name (First Last Nick Name)	Phone Number	Voicemail Number	Email Address
☐ John Doe	4195551212(w)		

[New List] [New Contact] [Import Contacts] [Export Contacts]

[Select All] [Deselect All] [Delete]

20.1 Create Contacts

To add a new contact, click the **New Contact** button. Provide as much information as possible for the available fields. At minimum you must enter a last name for the contact in order to save an entry. Click the **Save** button to save the entry.

Modify Contact

First Name:	[ ]
Last Name:	[ ]
Nick Name:	[ ]
Work Phone:	[ ]
Home Phone:	[ ]
Mobile Phone:	[ ]
Primary Phone:	⦿ Work ◯ Home ◯ Mobile
Pager Number:	[ ]
Fax Number:	[ ]
Voicemail Number:	[ ]
Email Address:	[ ]
Enable Contact:	☑

[Save] [Cancel] [Import Prompt]

20.1.1 Import Prompt
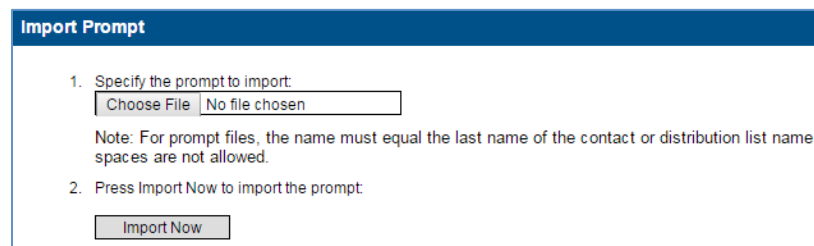
If you wish to, you can also import an audio prompt for each contact. The prompt would be the similar to the Name Announcement that contacts on the same voicemail platform have. This allows you to have an prompt attached to callers calling from a different network.

To import a prompt, click on the contact you wish to add the prompt to, or while creating a new contact, click on the **Import Prompt** button.

Click the **Choose File** button and locate the compatible .wav file for the recorded prompt.

NOTE: For prompt files, the name must equal the last name of the contact or distribution list name, spaces are not allowed.

Once you have added the file, click the **Import Now** button to import the file to your voicemail profile address book.

Import Prompt

1. Specify the prompt to import:
   Choose File   No file chosen

   Note: For prompt files, the name must equal the last name of the contact or distribution list name, spaces are not allowed.

2. Press Import Now to import the prompt:
   Import Now

20.2 Import Contacts
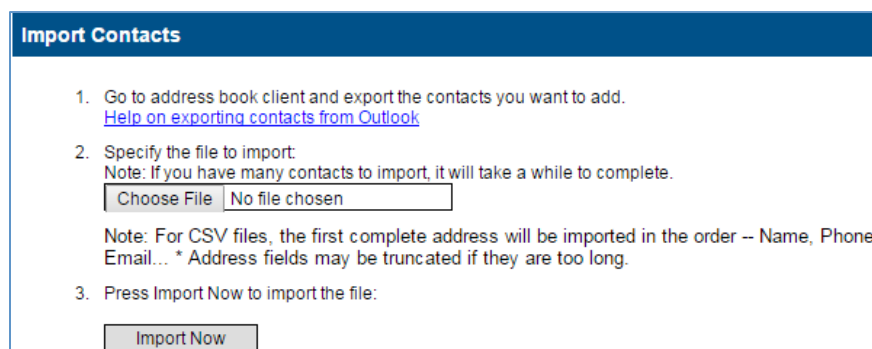
If you have a list of contacts with compatible fields in a Comma Separated Value (.csv) file, you can import the contacts into your Telesystem Voicemail Address Book.

To Import Contacts:

1. From the Address Book page, click the **Import Contacts** button.
2. The Import Contacts page opens. If you have contacts in Outlook but you are not familiar with how to export/retrieve the contacts, click the link labeled "*Help on exporting contacts from Outlook.*"
3. Click the **Choose File** button and locate the .csv file with the contacts you wish to import.

NOTE: For .csv files, the first complete address will be imported in the order: Name, Phone, Email, etc. Address fields may be truncated if they are too long.

4. Click the **Import Now** button to import the list of contacts into your address book. Any existing contacts will be merged with the list.

Import Contacts

1. Go to address book client and export the contacts you want to add.
   Help on exporting contacts from Outlook

2. Specify the file to import:
   Note: If you have many contacts to import, it will take a while to complete.
   Choose File   No file chosen

   Note: For CSV files, the first complete address will be imported in the order -- Name, Phone, Email... * Address fields may be truncated if they are too long.

3. Press Import Now to import the file:
   Import Now

20.3 Exporting Contacts

The Telesystem Voicemail System allows you to export the contacts from your voicemail's Address Book into another application such as Outlook.

To Export Contacts:

1. From the Address Book page, click the **Export Contacts** button.
2. A file system menu will open. By default the file produced will be named "MyContacts" and be a Comma Separated Values (.csv) file. Provide a local directory destination for the file and click the **Save** button.

20.4 Creating a Distribution List

Notification Rules can only be applied to lists rather than individuals. Each rule (Voicemail and Fax Mail) can only be pointed to one list, so you must add all contacts that should trigger the rule, to the list.

To Create a New List:

1. From the Address Book page, click the **New List** button.
2. In the **List Name** field, enter a name for this list.
3. Highlight the name of the contact you wish to add to the list from the box on the left and then click the **Add>>** button. The contact's name will be moved to the box on the right. Highlight

contacts in the box on the left and then click the **<<Remove** button move the contacts back to the box on the left and remove them from your distribution list.

> **NOTE: Holding the Control (Ctrl) button on the keyboard while clicking on contact's names will allow you to highlight multiple contacts at once and add them together. Pressing the SHIFT key on the keyboard and clicking on two different contacts will highlight those contacts and all contacts in-between.**

4. Continue step **3** until you have added all of the contacts you need on the list.
5. Optionally, add a prompt for the list by clicking the **Import Prompt** button or proceed to step **6**.
   a. Click the **Choose File** button and locate the prompt for the list.
   > **NOTE: For prompt files, the name must equal the name of the distribution list name, spaces are not allowed.**
   b. Press the **Import Now** button to import the prompt.
6. Click the **Save** button to keep your changes.

20.5 Delete Contacts or Lists

To remove a contact or list from your Address Book:

1. From the **Address Book** page, click on the check-box proceeding any contact or list you wish to remove. Use the **Select All** and **Deselect All** buttons if you want to remove or un-check all of the boxes.
2. Click the **Delete** button to delete the contact or list.
3. A pop-up notification will ask you *"Are you sure you want to delete the selected entries?"* Click **OK** to proceed or **Cancel** to keep the contact.

20.6 Search for Contacts

For users with large Address Books, you may search for contacts.

To search for a contact:

1. From the **Address Book** page, choose the action box item to choose what criteria to search by. Options include: First Name, Last Name, Nick Name, Voicemail Number, Email Address, and Distribution List.
2. Enter the criteria into the text box that follows. Partial searches are acceptable. Only 1 character is required to perform a search.

3. Click the **Search** button.
4. The page will refresh and display on the contacts or lists where the selected field begins with the characters entered into the search box.

Address Book

Search for an entry where: [First Name ▼] begins with [C]   [Search]

Name (First Last Nick Name)	Phone Number	Voicemail Number	Email Address
☐ Carli Lloyd	4195552015 ☎(h)		

[New List] [New Contact] [Import Contacts] [Export Contacts]

[Select All] [Deselect All] [Delete]

Appendix A: Account Information

To use the system you need the account information shown in the following table. Ask your administrator for the values for your account, and use the table to organize the information.

Information	Your Value
Mailbox Owner Name	
General Access Number	567-661-0001
Mailbox Number	
Default Personal Identification Number (PIN)	1111
Current PIN	
Personal Telephone Number	
Email Address	
URL to access Web application	https://msgcollab.epiphanyic.com/VXView/VXView.do

Appendix B: Telephone User Map

The telephone user map on the next page provides a guide to the top level voicemail options in the Voicemail TUI. A full screen PDF copy of this map is also available in the support documents section of our website at http://Telesystem.us

The map reflects a full-featured system. When you access your mailbox, the system plays the Main Menu options. The options that you hear may be different depending on the services available on your system. You may also hear different options if your administrator customizes the top-level menu on your system.

Voice & Fax Mail - Telephone User Map

Note: Depending on the way your system is set up, some options may not be available. You will not be prompted if the option is not available.

From inside your organization
- Call the General Access Number
- Enter your PIN followed by [#]

From outside your organization
- Call the General Access Number
- Press [#] to indicate that you are a subscriber

Standard Keys (use anytime)
Cancel/Exit [*]   Complete/Skip [#]

*Will also take you to the previous menu.

MAIN MENU

LISTEN TO MESSAGES

[1] VOICE

[3] FAX

New Messages [1]
Saved Messages [2]

During Playback Options
Increase Volume [2] *
Rewind [4] *
Pause Message [5] *
Fast Forward [6] *
Decrease Volume [8] *

*These options are only available if there are multiple new messages in the voicemail box.

After Playback Options
Replay [1]
Save message [2]
Delete message [3]
Forward message [4]
Play time/date [6]
Play previous [7] *
Skip to next [#] *
Return to main menu [*]

To forward a message, record introduction at beep and press [#]

[4] SEND MESSAGES

At beep, record message when finished press [#]

Review [1]
Re-record [4]
Add recipients [6]

- Enter mailbox number and press [#]
- Listen to address book [*]

Record/Send Options
Review Message [1]
Send Message [2]
Schedule Delivery [3]
Re-record [4]
Review List of Recipients [5]
Add more recipients [6]
Mark as urgent [7]
Mark as private [8]
Cancel [*]

[5] DIAL ADDRESS BOOK CONTACT

- Enter letters of last name
- Review address book [1]

Play List [1]
Previous match [2]
Skip to next match [3]
Match found [#]

[6] ACCESS SUB-MAILBOX

Enter sub-mailbox #

[8] BROADCAST MESSAGE

Record new message [1]
Delete existing message [2]

Record message
When finished press [#]

Review [1]
Set expiration date [2]
Save [3]
Re-record [4]

[9] USER OPTIONS

Greetings & Name Announcements [1]

Set Current Greeting [3]
Set contact and distribution list [5]
Modify Greeting [6]
Modify Name Announcement [8]

Play generic/busy/no answer greeting [1]
Turn extended answer greeting on/off [2]

Enter last name of contact or Distribution list name followed by the # key

Modify Generic Greeting [1]
Modify Extended Absence Greeting [2]
Modify Busy Greeting [3]
Modify No Answer Greeting [4]

Record name announcement after the beep, when finished press #

Modify PIN [2]

Enter PIN
Press #

Message Playback Options [3]

Most recent/oldest [1]
Turn envelope on/off [2]

Notification Options [4]

Resume/pause notification [1]

Create/Delete Sub-Mailboxes [5]

Create sub-mailbox [1]
Delete sub-mailbox [2]

Record announcement [1]
Use default [2]

Keep recorded name [1]
Change recorded name [2]
Play number instead of recorded name [3]

Appendix C: Glossary of Terms

This appendix is a glossary of terms used in the Telesystem Voicemail User Guide whereas the definitions provided are for the specific purposes of this document and not general purposes.

Term	Definition
Access Account	Type of account used by multiple individuals to access a service. For example, an access account may be a common number that multiple individuals can dial to access messages. The behavior of an access account depends on the type of service. Typically, an access account first prompts the caller for additional account and/or authentication information, such as a PIN. An access account is typically associated with a single service, such as Voicemail.
Account	Voicemail delivers all services on behalf of accounts. Some accounts represent individual subscribers and others are used for platform-wide access. For example, you can provision an account to access a voicemail system or to log in to an individual mailbox. Each account corresponds to one or more telephone numbers.
Administrator	A type of user that creates, modifies, and deletes organizations, accounts, and COS packages.
Telesystem (Root Service Provider)	The entity that hosts the Voicemail System. The Root Service Provider manages operation of the platform, controls access to the platform, configures the platform within an IP network, and defines a set of customers or organizations) that interact directly with service personnel.
Caller	A caller is anyone who dials into the Voicemail System. Typically, the term caller refers to anyone who dials into the system who is not a subscriber, or is not acting as a subscriber at the time. A person who leaves a message for a subscriber is a caller.
Codec	Coder/decoder; an algorithm that converts speech conversations to and from a stream of digital data.
CSV	Comma Separated Values. Format of a text file that contains the values in a table as a series of text lines organized so that each column value is separated by a comma from the next column's value and each row starts a new line. The bulk provisioning option requires an input provision file in CSV format.
DTMF	Dual Tone Multi Frequency. The tones generated by touch-tone telephones. Each key you press on the phone generates two tones of specific frequencies – one tone is generated from a high-frequency group of tones and the other from a low frequency group of tones.
Voicemail Portal Messaging & Collaboration Admin	Web application that allows administrators to provision accounts.
Voicemail Portal	A web-based application that subscribers use to customize mailbox preferences, setup notification options, manage voice messages, and create person address books.
G.711	An ITU standard codec that converts analog speech (audio) to a stream of digital data and back again.

Term	Definition
HTTP	Hypertext Transfer Protocol. The set of rules for transferring files (text, graphics, sound, video, and other multimedia files) on the World Wide Web. As soon as a Web user opens their browser, the user is using HTTP.
MWI	Message Waiting Indicator. A phone system device such as a light on a telephone or a distinctive dial tone that alerts a subscriber to the arrival of a new message. Telesystem Voicemail supports SIP, SMDI, and SMPP message waiting indicators.
Notification	The Voicemail System locates you at your home, office, cell phone, and/or delivers new messages when they arrive.
PIN	Personal Identification number. A passcode of 4 to 15 digits used to access an account.
Service	Each application contains a set of services. A service is an application-specific component that provides useful functionality. Available services vary depending on the applications licensed on the system.
Service Settings	Each service has settings that control it. For example, the sub-mailboxes service includes the settings **Maximum Sub-mailbox Limit** and **Enable Master Access to Sub-mailboxes**. Some settings are available for multiple services.
SIP	Session Initiation Protocol. An Internet standard used to initiate, manage, an terminate interactive sessions between one or more users on the Internet.
Subscriber	An individual who has access to a mailbox or service on the system. Subscribers are the main users of the Telesystem Voicemail System.
Subscriber Account	An account that represents an individual subscriber. For example, you associate each voicemail user with a subscriber account. A subscriber account can be given access to several services such as Voicemail and Auto-Attendant services.
T.30	ITU recommendation that specifies a fax communications protocol for Group 3 fax. This recommendation describes how to establish and terminate communications between Group 3 fax machines.
T.38	ITU recommendation that describes the features necessary to transfer fax documents in real-time between two standard Group 3 fax terminals over the Internet or other networks using IP protocols.
TON	Type of Number. Indicates the type of number sent to an SMSC server
TUI	Telephone User Interface. Describes all user interaction with the telephone, typically through interactive voice response systems.
Voicemail	A message deposited in a caller's voice and retrieved by the subscriber at their convenience from any touchtone phone or web portal.
VoiceXML	Voice Extensible Markup Language. Web-based markup language for representing audio dialogs that feature synthesized speech, digitized audio, recognition of spoken and DTMF key input, recording of spoken input, telephony, and mixed-initiative conversations.
WAV	Waveform. Windows' native file format for storing audio data. WAV sound files end with the .wav extension.

Term	Definition
XML	eXtensible Markup Language. The tag-oriented language of web services. XML is a standardized set of rules for adding structure to data using a set of markup tags.