## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overview</td>
<td>1</td>
</tr>
<tr>
<td>Mailbox Limits</td>
<td>1</td>
</tr>
<tr>
<td>Logging In</td>
<td>1</td>
</tr>
<tr>
<td>Navigating the Portal</td>
<td>2</td>
</tr>
<tr>
<td>Switching Between Mailboxes</td>
<td>2</td>
</tr>
<tr>
<td>Logging Out</td>
<td>2</td>
</tr>
<tr>
<td>Updating Your Account Details</td>
<td>3</td>
</tr>
<tr>
<td>Changing Your Password</td>
<td>3</td>
</tr>
<tr>
<td>Changing Your Security Email Address</td>
<td>4</td>
</tr>
<tr>
<td>Changing Your Voicemail PIN</td>
<td>4</td>
</tr>
<tr>
<td>Using the Home Page</td>
<td>4</td>
</tr>
<tr>
<td>Configuring Call Settings</td>
<td>4</td>
</tr>
<tr>
<td>Configuring Message Settings</td>
<td>5</td>
</tr>
<tr>
<td>General Message Settings</td>
<td>6</td>
</tr>
<tr>
<td>Mailbox Access Settings</td>
<td>6</td>
</tr>
<tr>
<td>Voicemail Greeting Settings</td>
<td>6</td>
</tr>
<tr>
<td>Configuring Notification Settings</td>
<td>7</td>
</tr>
<tr>
<td>Message Waiting Indicator Notifications</td>
<td>8</td>
</tr>
<tr>
<td>Email Notifications</td>
<td>8</td>
</tr>
<tr>
<td>Text Message Notifications</td>
<td>8</td>
</tr>
<tr>
<td>Outdial Notifications</td>
<td>8</td>
</tr>
<tr>
<td>Override Notifications</td>
<td>9</td>
</tr>
<tr>
<td>Working with Messages</td>
<td>9</td>
</tr>
<tr>
<td>Working with Voicemail Messages</td>
<td>9</td>
</tr>
<tr>
<td>Creating a Voicemail Message</td>
<td>10</td>
</tr>
<tr>
<td>Listening to a Message</td>
<td>11</td>
</tr>
<tr>
<td>Replying to a Voicemail Message</td>
<td>11</td>
</tr>
<tr>
<td>Forwarding a Voicemail Message as an Email Message</td>
<td>12</td>
</tr>
<tr>
<td>Forwarding a Voicemail Message as a Voicemail Message</td>
<td>14</td>
</tr>
<tr>
<td>Working with Fax Messages</td>
<td>15</td>
</tr>
<tr>
<td>Viewing Fax Messages</td>
<td>15</td>
</tr>
<tr>
<td>Forwarding a Fax Message as an Email Message</td>
<td>15</td>
</tr>
<tr>
<td>Forwarding a Fax Message as a Fax</td>
<td>16</td>
</tr>
</tbody>
</table>
Overview
The Voicemail portal provides a web-based interface where you can view and manage the settings and messages associated with your subscriber phone number.

Mailbox Limits
There are restrictions on the total amount of content that can be stored in your mailbox. If you reach this limit, or are close to reaching this limit, you will see a warning icon displayed on this page. Clicking this warning icon will tell you how much content you have and what your limits are.

If you are close to reaching your limit, you'll need to delete some of your messages and faxes to free up space. If you reach your limit and don't delete any content, you are unable to receive further messages in your mailbox. Deleted messages are accessible on the Deleted tab of the Messages page until you permanently delete them.

In addition to voicemail and fax content, you may see that you also have “other” content.

Note: If you access your mailbox using a remote email client (such as Microsoft Outlook) over IMAP and emails are accidentally moved into your mailbox, this content also takes up space in your mailbox. This content is not accessible through The portal- you must use your remote email client to remove it.

Logging In
To log in to the portal:

2. In the **Number** field, enter your 10-digit mailbox number.
3. In the **Password** field, enter your password.
4. Click **Login**.
   
   The **Home** page displays. For more information about the **Home** page, see *Using the Home Page, page 4*.

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**Navigating the Portal**

The navigation bar at the top of the portal provides quick access to all portal areas and remains static throughout the application. These links include:

- **Home** – displays the **Home** page and provides access to call settings, message settings, and notifications (see *Using the Home Page, page 4*)
- **Messages** – accesses the messages in your inbox (see *Working with Messages, page 9*)
- **Contacts** – manage your contacts list to quickly make calls and identify incoming calls and messages (see *Managing Contacts, page 17*)

The bottom portion of the portal provides information about your account and associated devices and links to security management tasks and support. For more information, see *Updating Your Account Details, page 3*.

**Switching Between Mailboxes**

If you have multiple mailboxes for your account, you can easily access messages for a different mailbox by selecting the telephone number from the drop-down list at the top of the portal.

**Logging Out**

To log out of your voicemail, select **Logout** from the drop-down list at the top of the portal.
Updating Your Account Details

To update the name and time zone associated with your account:

1. Click **edit** next to the **Personal Details** list at the bottom of the portal. The **Edit Personal Details** dialog box displays.

   ![Edit Personal Details Dialog Box](image)

   **Edit Personal Details Dialog Box**

2. Provide a new name and select a time zone as needed and click **Save**. Your changes are saved.

Changing Your Password

Your password is required to access the online portal.

To change your password:

1. Click **Change Password** at the bottom of the portal. The **Change Password** dialog box displays.

   ![Change Password Dialog Box](image)

   **Change Password Dialog Box**

2. Provide your current password.
3. Enter and confirm a new password.
4. Click **Confirm**. Your password is updated, and a confirmation message displays.
**Changing Your Security Email Address**
The security email address is used to alert you of changes and activity related to your account.

To change your security email address:

1. Click **Change Security Email** at the bottom of the portal.
   The **Change Security Email** dialog box displays.

   ![Change Security Email Dialog Box](image)

   2. Enter the email address you want to use for security notifications and click **Confirm**.
      A confirmation email is sent to the new address, and a confirmation message displays.

**Changing Your Voicemail PIN**
Your PIN is required to access voicemail using a telephone.

To change your voicemail PIN:

1. Click **Change Voicemail PIN** at the bottom of the portal.
   The **Change Voicemail PIN** dialog box displays.

   2. Enter and confirm your new PIN and click **Confirm**.
      Your PIN is updated and a confirmation message displays.

**Using the Home Page**
The **Home** page is the first page displayed after you log in and provides links to call and message settings and notifications.

**Configuring Call Settings**
When a caller is put through to your voicemail, they are given the option of being transferred to the number that you configure in your call settings by pressing 0 instead of leaving you a message. In your outgoing message, you must prompt callers to press 0 to be transferred.

To set up a call transfer number:

1. From the **Home** page, click **Call Settings**.
   The **Call Settings** section displays.
2. Enter the phone number where calls are transferred and click **Apply**. If you don't want callers to be offered this option, leave the field blank.

**Configuring Message Settings**

Message settings include message forwarding, mailbox access, and voicemail greeting options.

To access message settings, from the **Home** page, click **Message Settings**.

The **Message Settings** section displays.
General Message Settings
General message settings allow you to forward all your received messages via email. When you enable this forwarding, you can choose to leave the messages in your inbox so you can still access them or you can choose to delete them.

To forward messages to email:

1. Under the **General** section of the page, check the **Forward messages and faxes as emails** box to forward messages and faxes to an email address.
2. Click add an email address. The **Email Address** dialog box displays.
3. Provide the email address where messages are to be forwarded and click **Add**.
4. Under the **General** section of the page, check the **Leave original in Inbox** to retain messages in the portal, or leave the box unchecked to delete them after forwarding.
5. When finished, click **Apply**.

Mailbox Access Settings
Mailbox access settings allow you to customize your experience when accessing your mailbox over the telephone.

To configure mailbox access settings:

1. Under the **Mailbox Access** section of the page, check the box next to each feature you want to enable:
   - **Skip PIN** – When accessing voicemail from your desk phone, you do not need to enter your 10-digit mailbox number or your PIN. While this saves time, it does reduce security allowing anyone with access to your telephone access to your mailbox.
   - **Fast Login** – When accessing voicemail from your desk phone, you do not need to enter your 10-digit mailbox number, but your PIN is required.
   - **Auto-play voicemail** and **Auto-play Fax** – When enabled, your messages play automatically when you log in to your mailbox.
   - **Voicemail playback** – Select whether to hear message caller and time details, the message only, or both.
2. When finished, click **Apply**.

Voicemail Greeting Settings
Voicemail greeting settings allow you to configure the greeting played to callers who reach your voicemail. These greetings include those that you have already recorded and standard system greetings.

To configure voicemail greeting settings:

1. Under the **Voicemail Greeting** section of the page, select the greeting you want callers to hear.
   Selections include the following system greetings:
   - **System** – normal system greeting with no identifiable information
   - **System with number** – normal system greeting, including your phone number
   - **System with name** – normal system greeting, including your name
   
   You can also choose to use a greeting where you can record or upload a personal message. Greetings that already have a recording will be marked with a * beside the name in the list.
2. Other options are available under the **more options** drop-down list. Check the box next to each additional option you want to enable. To record a personal greeting for these options, click **record** next to each option.

A dialog box displays allowing you to record and listen to your greeting or upload a recorded greeting for the option. Be sure to save your recording when you are finished on the dialog box.

3. When finished, click **Apply**.

## Configuring Notification Settings

Notification settings allow you to configure message waiting, email, outdial, and override notifications used with your messaging service.

To access notification settings, from the **Home** page, click **Notifications**. The **Notifications** section of the page displays.
Message Waiting Indicator Notifications
For handsets that support message waiting indicators, you can configure the voicemail system to notify your phone whenever you receive a new message. Depending on your phone, the notification either flashes a light on your handset, displays a notification icon on the screen, and/or signals a message with a sound or vibration.

To configure a message waiting indicator:

1. From the Message Waiting Indicator section of the page, check the Send phone notification of incoming messages to the following phone numbers box.
2. Phone numbers that are already configured display in the table, allowing you to select one or more types of messages for which you want a message waiting indicator (All Faxes, Urgent Voicemail, and All Voicemail). To add a phone number, click New Entry at the top of the page, enter the phone number, and click Add. To remove a phone number from the table, click the X in the row for the number you want to remove. To clear all numbers from the list, click Clear List at the top of the page.
3. When finished, click Apply.

Email Notifications
To receive email notifications when new messages are received:

1. From the Email section of the page, check the Send email notification of incoming messages to the following addresses box.
2. Email addresses that are already configured display in the table, allowing you to select one or more types of messages for which you want to receive an email notification (All Faxes, Urgent Voicemail, and All Voicemail). To add an email address, click New Entry at the top of the page, enter the email address, and click Add. To remove an email address from the table, click the X in the row for the address you want to remove. To clear all addresses from the list, click Clear List at the top of the page.
3. When finished, click Apply.

Text Message Notifications
To receive text message notifications when new messages are received, follow the instructions for Email Notifications above using the following email address format:

Use the cell phone number as the first part of the email address. For example, to send text notifications to Verizon cell phone number 222-444-8888 enter the email address as:

2224448888@vtext.com.

An internet search for "Email-to-Text" + the provider’s name (i.e. "Email-to-Text Verizon") will help you locate the correct provider-specific format for the second part of the email address.

Outdial Notifications
The outdial notification feature allows you to configure the voicemail system to notify you differently for a period of time. For example, while you are on vacation, you might want to be notified only for urgent messages at a schedule that is different from normal.

To configure outdial notifications:

1. From the Outdial section of the page, check the Send outdial notification of incoming messages, according to the schedule box. To configure a notification schedule, click the schedule link.

The notification schedule allows you to restrict notifications so that they are only generated at particular times of day and on particular days of the week. If a schedule is not configured, notifications are sent throughout all hours of the day, every day of the week.
2. Provide the phone number where you want the notifications sent.
3. Select one or more types of messages for which you want an outdial notification (Urgent Voicemail, All Voicemail, and All Faxes).
4. Select the delay period between receiving a message and receiving a notification for the message. Delays are configurable for both normal and urgent messages.
5. Set a retry limit and delay between retry attempts until a message is marked as read. You can choose to stop retries when the notification call is answered or when you access your voicemail.
6. When finished, click Apply.

Override Notifications
The override notification feature allows you to configure the voicemail system to notify you differently for a period of time. For example, while you are on vacation, you might only want to be notified of urgent messages and you might want to be notified in a different way from normal.

To configure override notifications:

1. From the Override section of the page, check the Override your outdial and pager notifications, sending the according to the schedule box. To configure a notification schedule, click the schedule link.

   The notification schedule allows you to restrict notifications so that they are only generated at particular times of day and on particular days of the week. If a schedule is not configured, notifications are sent throughout all hours of the day, every day of the week.

2. Set an expiration date for the override.
3. Provide the phone number where you want the notifications sent.
4. Select one or more types of messages for which you want an outdial notification (Urgent Voicemail, All Voicemail, and All Faxes).
5. Select the delay period between receiving a message and receiving a notification for the message. Delays are configurable for both normal and urgent messages.
6. Set a retry limit and delay between retry attempts until a message is marked as read. You can choose to stop retries when the notification call is answered or when you access your voicemail.
7. When finished, click Apply.

Working with Messages
Messages are accessible for your primary line or any secondary lines by using the telephone number drop-down list at the top of the portal. All of your lines share a single mailbox, and dialed calls are always made from the primary line, and the same information is displayed for all messages and dialed calls.

Working with Voicemail Messages
To access the message inbox, click Messages in the navigation bar at the top of the portal.
The **Messages** tab on the **Messages** page provides a list of new and previously read messages. Messages marked as urgent display an **Urgent** icon ![Urgent](image), and messages marked as private display a **Private** icon ![Private](image).

From here, you can:

- Click the **Play** icon ![Play](image) to play the voice message file (see *Listening to a Message, page 11*)
- Click the name of the message to add the sender to your contact list
- Click the **X** to move a single message or click **Delete All** to move all messages to the **Deleted** tab (see *Working with Deleted Items, page 17*)
- Select **Reply** from the **Actions** drop-down list to reply to a message (see *Replying to a Voicemail Message, page 11*)
- Select **Mark as heard** (new messages) or **Mark as new** (heard messages) from the **Actions** drop-down list to mark the message as heard or new
- Select **Forward as Email** or **Forward as Voicemail** to forward the message (see *Forwarding a Voicemail Message as an Email Message, page 12* and *Forwarding a Voicemail Message as a Voicemail Message, page 14*).

**Note:** The forwarding options are not available for messages marked as **Private** ![Private](image).

- Right-click the **Play** icon to save a link to the message on your computer
- Record and send voicemail messages to others (see *Creating a Voicemail Message*)

### Creating a Voicemail Message

You must have a microphone that is allowed access by the portal in order to record voicemail messages.

To create a voicemail message:

1. From the **Messages** tab, click **New Voicemail**.
   
   The **New Voicemail** dialog box displays.
2. In the To field, enter one or more destination phone numbers for your message or select one or more recipients from the To drop-down list.
3. Click the Record icon to begin recording your message.
4. Click Send.

Listening to a Message
To listen to a message, on the list of messages on the Messages tab, click the Play icon next to the message you want to hear.
An audio player displays.

The audio player allows you to:
- Click the Play icon to play the voice message file
- Click the Delete icon to move the message to the Deleted tab (see Working with Deleted Items, page 17)
- Click the down arrow icon to access more actions such as Reply, Mark as heard, Forward as Email, Forward as Voicemail, and Save File

Note: The Forward as Email and Forward as Voicemail options are not available for messages marked as private.

Replying to a Voicemail Message
You must have a microphone that is allowed access by the portal in order to record voicemail messages.

To reply to a voicemail message:
1. From the **Messages** tab, select **Reply** from the message’s **Actions** drop-down list. The **Reply to Voicemail** dialog box displays.

![Reply to Voicemail Dialog Box]

2. The **To** field is pre-populated with the phone number of the message sender to which you are replying. Additional recipients may be added to the **To** field or selected from the **To** drop-down list.
3. Mark the message as **Urgent** or **Private** as needed.
4. Click the **Record** icon to begin recording your message.
5. Click **Send**.

**Forwarding a Voicemail Message as an Email Message**

Messages may be forwarded as long as they are not marked as private (🔒). If you wish to forward a voicemail to another user that supports voicemail replies, you can forward the message as a voicemail. Otherwise, you can forward the voicemail as an email to one or more email addresses, and the voicemail is attached to the email as a WAV file.

To forward a voicemail as an email message:

1. From the **Messages** tab select **Forward as Email** from the **Actions** drop-down list. OR
   After listening to a message using the audio player, select **Forward as Email** from the down arrow drop-down list.
   The **Voicemail Forwarding** dialog box displays.
Voicemail Forwarding Dialog Box

1. In the **To**, **Cc**, and **Bcc** fields, enter one or more destination email address for your message or select one or more recipients from the drop-down lists as necessary.
2. Provide the body of your email message in the text field.
3. Click **Send**.
Forwarding a Voicemail Message as a Voicemail Message
Messages may be forwarded as long as they are not marked as private ( ).

To forward a voicemail as a voicemail message:

1. From the Messages tab select Forward as Voicemail from the Actions drop-down list.
   OR
   After listening to a message using the audio player, select Forward as Voicemail from the down arrow drop-down list.
   The Forward as Voicemail dialog box displays.

2. In the To field, enter one or more destination phone numbers for your message or select one or more recipients from the drop-down lists as necessary.

3. Click the Record icon to begin recording your message.

4. Click Send.
Working with Fax Messages

The Faxes tab on the Messages page provides a list of new and previously read fax messages. Faxes marked as urgent display an Urgent icon ‼, and faxes marked as private display a Private icon 🔐.

From here, you can:

- Click the Read icon 📝 to view and/or download the fax message (see Viewing Fax Message, page 15)
- Click the name of the fax to add the sender to your contact list
- Click the X to move a single fax or click Delete All to move all faxes to the Deleted tab (Working with Deleted Items, page 17)
- Select Mark as read (new faxes) or Mark as new (viewed faxes) from the Actions drop-down list to mark the fax as heard or new
- Select Forward as Email or Forward as Fax to forward the fax (see Forwarding a Fax Message as an Email Message and Forwarding a Fax Message as a Fax, page 16)

Note: The forwarding options are not available for messages marked as private 🔐.

Viewing Fax Messages

To view a fax message, on the Faxes tab, click the Read icon 📝 next to the fax you want to view. The fax displays on a new browser tab as a PDF file. The PDF may be downloaded directly from your browser.

Forwarding a Fax Message as an Email Message

Fax messages may be forwarded as long as they are not marked as private 🔐.

To forward a fax as an email message:

2. From the Faxes tab select Forward as Email from the Actions drop-down list. The Fax Forwarding dialog box displays.
Fax Forwarding Dialog Box

4. In the **To**, **Cc**, and **Bcc** fields, enter one or more destination email address for your message or select one or more recipients from the drop-down lists as necessary.
5. Provide the body of your email message in the text field.
6. Click **Send**.

**Forwarding a Fax Message as a Fax**
Fax messages may be forwarded as long as they are not marked as private (📸).

To forward a voicemail as a voicemail message:

1. From the **Faxes** tab select **Forward as Fax** from the **Actions** drop-down list. The **Fax Forwarding as Fax** dialog box displays.

2. In the **To** field, enter one or more destination email addresses for your message or select one or more recipients from the drop-down lists as necessary.
3. Click **Send**.
Working with Deleted Items
Deleting messages or faxes actually moves the messages from the inbox to the Deleted tab. The messages in the Deleted tab may then be moved back to the inbox (Undelete) or permanently removed from the system (Delete).

Once messages or faxes have been deleted using one of the above methods, they are displayed in a list on the Deleted tab of the Messages page.

Restoring Deleted Messages and Faxes
To move messages or faxes from the Deleted tab back to the inbox, select Restore from the Actions drop-down list. The message display on the Messages or Faxes tab.

Permanently Deleting Messages or Faxes
To permanently remove a single message or fax from the system, on the Deleted tab, select Delete Permanently from the Actions drop-down list. To permanently remove all messages and faxes, click Permanently Delete All.
The selected items are removed from the system.

Managing Contacts
Contacts are easily managed individually or in groups using the Contact List.

To access the Contact List, click Contacts in the navigation bar at the top of the portal. The Contact List page displays.
The Contact List page allows you to create contacts and groups, import and export lists of contacts, and search, modify, and delete contacts.

Creating a Contact
To create a contact:

1. On the Contact List page, click New Contact.
   The Contact List page expands.
2. Provide the information you want to store for the new contact and click Save.
   The contact is created and now displays on the Contact List page.

Creating a Group
To create a group:

2. Provide a name for the group.
3. Provide a telephone ID for the group.
4. Check the box next to each contact you want to include in the group. Contacts must exist before they can be added to a group. To search for a member, begin entering the name of the contact in the Search for... field.
5. When finished, click Save.
   The group is created and now displays on the Contact List page.

Importing Contacts
Contacts may be stored in a CSV file and imported to the portal. Generally, an imported contact is considered to “match” an existing contact if they have the same name. The only exception to this is if you have previously exported your contacts using the native format.

In native format, each exported contact list entry also includes a unique numerical identifier. If a CSV file containing such identifiers is subsequently re-imported, then contacts in the CSV file are considered to match entries in the contact list if their numerical identifiers match; matching is done based on this identifier instead of the contact name.
This is valuable if, for example, you wish to export your contacts to a spreadsheet, make a set of changes and then re-import them - even if you change a contact's name, it is still correctly correlated with the existing contact list entry.

If there is a match, but the two versions do not contain any conflicting information then the import operation simply adds any additional details from the imported version of the contact to the existing version.

To import a list of contacts:

1. On the **Contact List** page, click **Import**.
   The **Import Contacts** dialog box displays.

   ![Import Contacts Dialog Box](image)

2. Click **Choose File** to locate your contacts file.
3. Select the action to perform when a contact exists:
   - **Overwrite the contact**
   - **Duplicate the contact**
   - **Ignore imported entry**
4. Click **Import**.
   Contacts are imported and now display on the **Contact List** page.

### Exporting Contacts

The export feature allows you to export your contacts as a CSV text file. This is useful if you wish to import your voicemail contacts into another application, for instance, Microsoft Outlook.

**Note:** Exported data does not include any information about what contact groups to which the contacts may belong.

To export a list of contacts:

1. From the **Contact List** page, click **Export All**.
   The **Export Contacts** dialog box displays.
2. Select the type of export file to create:
   - Outlook/Outlook Express compatible
   - Windows Contacts on Vista
   - Native Format (In native format, each exported contact list entry also includes a unique numerical identifier. If a CSV file containing such identifiers is subsequently re-imported, then contacts in the CSV file are considered to match entries in the contact list if their numerical identifiers match; matching is done based on this identifier instead of the contact name. This is valuable if, for example, you wish to export your contacts to a spreadsheet, make a set of changes and then re-import them - even if you change a contact's name, it is still correctly correlated with the existing contact list entry.)

3. Click Export.
   You are prompted to select a location where you want to save your exported file. Select a location and click Save.
   The export file is created and saved to the selected location.

Modifying a Contact or Group
To modify a contact or group:

1. From the list of Contacts and Groups on the Contact List page, check the box next to a contact or group to modify. To search for a specific contact or group, begin typing the contact or group name in the Search for... field. Only one contact or group may be modified at a time.
2. Click Edit.
3. Make changes as needed and click Save.
   The contact or group is updated.

Deleting Contacts and Groups
To delete contacts and groups:

1. From the list of Contacts and Groups on the Contact List page, check the box next to one or more contacts and/or groups to delete. To search for a specific contact or group, begin typing the contact or group name in the Search for... field. To select all, check the box next to the Search for... field.
2. Click Delete.
   A confirmation message displays.
3. Click Delete to confirm.