



# Voicemail Portal User Guide

January 2020



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# 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.

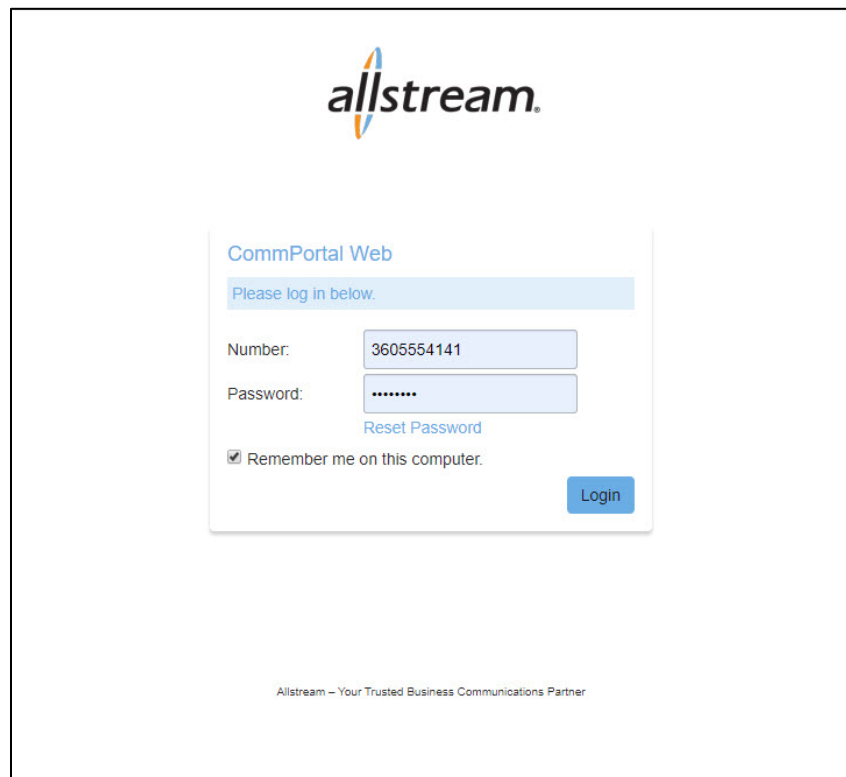
In addition to voicemail and fax content, you may see that you also have "other" content.

**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:

1. Open a web browser at visit <https://myvoice.allstream.com>.  
The **Login** page displays.

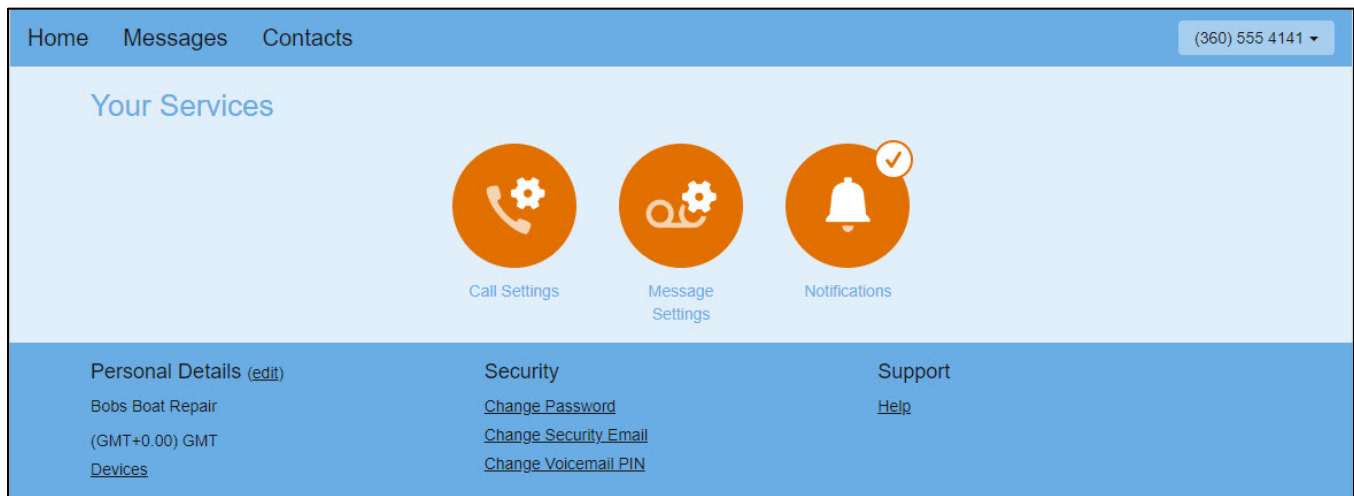


The screenshot shows the Allstream logo at the top. Below it is a login form titled "CommPortal Web" with the instruction "Please log in below." The form contains two input fields: "Number:" with the value "3605554141" and "Password:" with masked characters "\*\*\*\*\*". There is a "Reset Password" link next to the password field. A checkbox labeled "Remember me on this computer." is checked. A blue "Login" button is at the bottom right of the form. At the very bottom of the page, it says "Allstream - Your Trusted Business Communications Partner".

Login Page

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](#).



Home Page

## 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](#))

**Note:** Customers using the **Follow Me** feature will see two tabs on the **Home** page: **Summary** and **Follow Me**. The features available on the **Summary** tab are the same as those described in [Using the Home Page, page 4](#). For information about the **Follow Me** feature, see [Using the Follow Me Feature, page 9](#).

- **Messages** – accesses the messages in your inbox (see [Working with Messages, page 10](#))
- **Contacts** – manage your contacts list to quickly make calls and identify incoming calls and messages (see [Managing Contacts, page 19](#))

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.

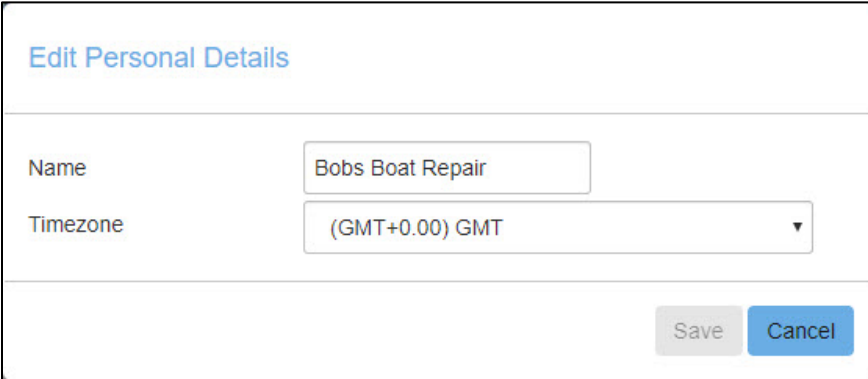
## Logging Out

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.

A dialog box titled "Edit Personal Details" in blue text. It contains two input fields: "Name" with the text "Bobs Boat Repair" and "Timezone" with a dropdown menu showing "(GMT+0.00) GMT". At the bottom right, there are two buttons: "Save" (disabled, grey) and "Cancel" (active, blue).

**Edit Personal Details Dialog Box**

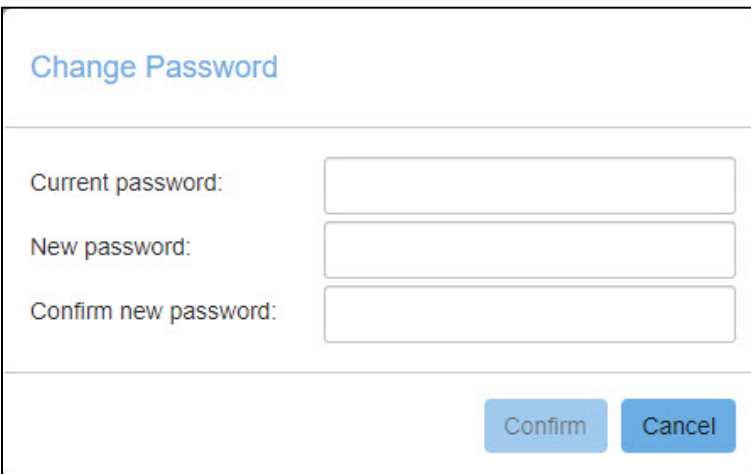
2. Provide a new name and select a time zone as needed and click **Save**.  
Your changes are saved.

## 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.

A dialog box titled "Change Password" in blue text. It contains three input fields: "Current password:", "New password:", and "Confirm new password:". At the bottom right, there are two buttons: "Confirm" (active, blue) and "Cancel" (active, blue).

**Change Password Dialog Box**

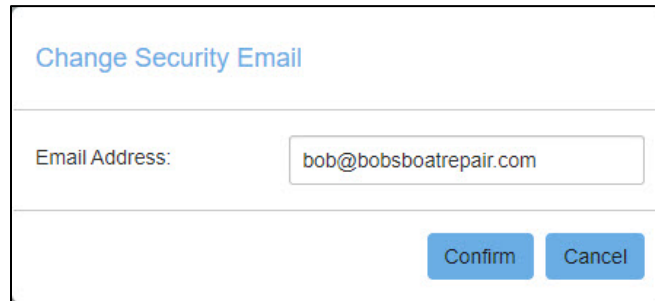
2. Provide your current password.
3. Enter and confirm a new password.
4. Click **Confirm**.  
Your password is updated, and a confirmation message displays.

## 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.

A screenshot of a web dialog box titled "Change Security Email". It features a text input field labeled "Email Address:" containing the email "bob@bobsboatrepair.com". At the bottom right, there are two blue buttons: "Confirm" and "Cancel".

**Change Security Email Dialog Box**

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.

**Note:** Customers using the **Follow Me** feature will see two tabs on the **Home** page: **Summary** and **Follow Me**. The **Summary** tab provides the same tools as described below. For information about the **Follow Me** feature, see [Using the Follow Me Feature, page 9](#).

## 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.



Home Messages Contacts (360) 555 4141

Call Settings Message Settings Notifications

Call Settings

Apply Cancel

General

Call transfer number

Personal Details (edit) Security Support

Bobs Boat Repair Change Password Help

(GMT-8:00) US/Pacific Change Security Email

Devices Change Voicemail PIN

Home Page, Call Settings

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.

Home Messages Contacts (360) 555 4141

Call Settings Message Settings Notifications

Message Settings

Apply Cancel

General

☐ Forward messages and faxes as emails

Forward to:

[add an email address](#)

☐ Leave original in Inbox

Mailbox Access

☐ Skip PIN

☒ Fast Login

☐ Auto-play voicemail

☐ Auto-play Fax

Voicemail playback [Details and Message](#)

Voicemail Greeting

Use the greeting: [System with number](#)

more options

☐ Use a different greeting when I'm in a call. [record](#)

☐ Use different greeting outside business hours. [record](#)

Personal Details (edit) Security Support

Bobs Boat Repair Change Password Help

(GMT-8:00) US/Pacific Change Security Email

Devices Change Voicemail PIN

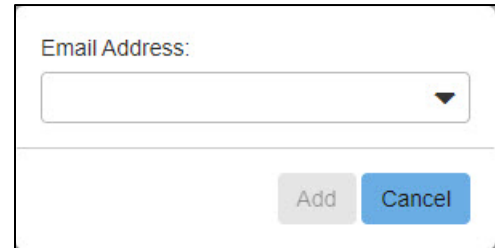
Home Page, Message Settings

## 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**.

A screenshot of the 'Email Address' dialog box. It features a text input field with a downward arrow on the right side, indicating a dropdown menu. Below the input field are two buttons: a grey 'Add' button and a blue 'Cancel' button.

Email Address Dialog Box

## 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.

- 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.
- 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.

The screenshot shows the 'Notifications' section of a web interface. At the top, there are tabs for 'Home', 'Messages', and 'Contacts', and a phone number '(360) 555 4141'. Below the tabs are three circular icons: 'Call Settings', 'Message Settings', and 'Notifications' (which is highlighted). The 'Notifications' section has a title 'Notifications' and buttons for 'Clear List', 'New Entry', 'Apply', and 'Cancel'. Under 'Message Waiting Indicator', there is a checked checkbox for 'Send phone notification of incoming messages to the following phone numbers'. Below this is a table with columns: 'Phone Number', 'All Faxes', 'Urgent Voicemail', and 'All Voicemail'. The table has two rows of data. Below the table are links for 'Email', 'Outdial', and 'Override'. At the bottom, there are three columns of links: 'Personal Details (edit)', 'Security', and 'Support'.

Phone Number	All Faxes	Urgent Voicemail	All Voicemail
(360) 555 4141	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
(360) 555 4142	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Home Page, Notifications

## 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](mailto: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.

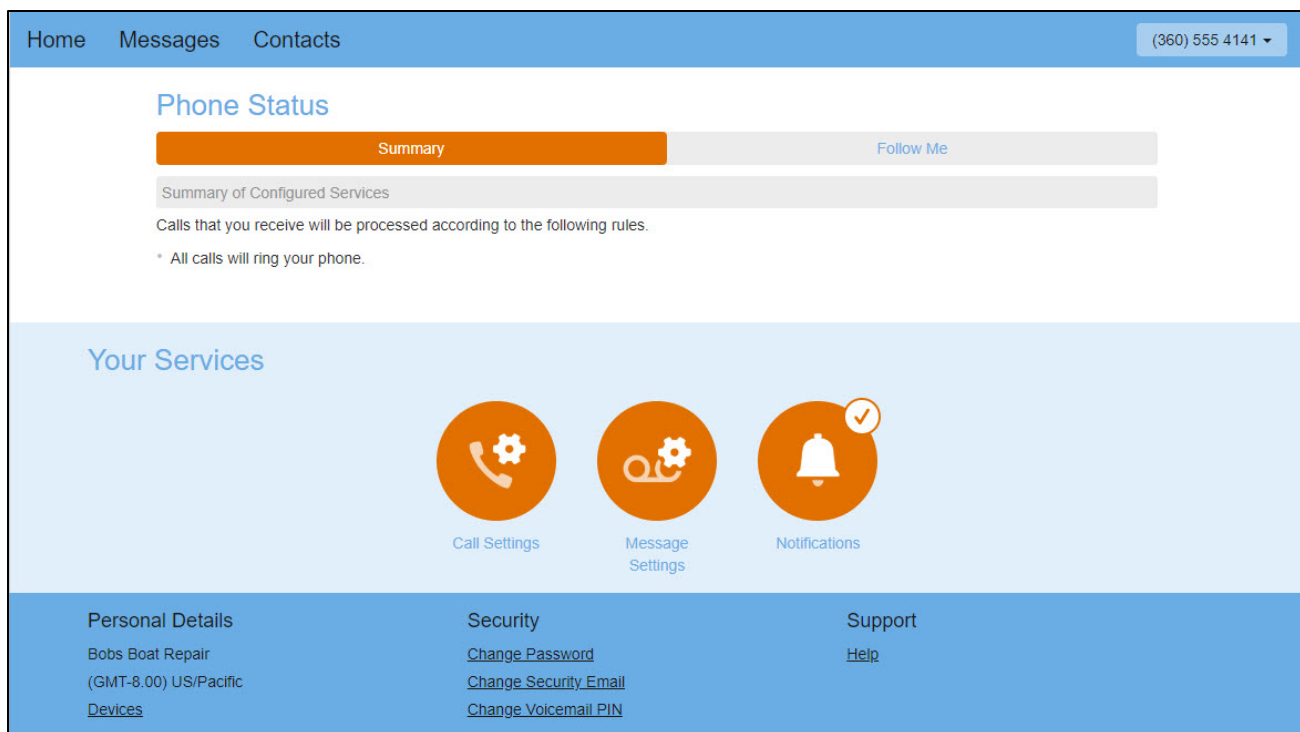
The notification schedule allows you to restrict notifications so that they are only generated at particular times of day and on particular days of the week. If a schedule is not configured, notifications are sent throughout all hours of the day, every day of the week.

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**.

## Using the Follow Me Feature

The **Follow Me** feature is an add-on voicemail service that allows you to forward incoming calls to one or more alternate locations, either simultaneously or sequentially. For example, using the **Follow Me** feature, calls to your office number may be configured to ring your mobile or other alternate number at the same time or after. To enable the **Follow Me** feature, contact an Allstream sales representative at 800-444-8822.

When enabled, the **Home** page of the portal provides two tabs: **Summary** and **Follow Me**.



#### Home Page, Follow Me Customers

The **Summary** tab provides access to basic voicemail features such as call settings, message settings, and notifications. For more information, see [Using the Home Page, page 4](#).

The **Follow Me** tab allows you to configure rules for forwarding calls from one number to one or more alternate destinations.

To set up the **Follow Me** feature:

1. From the **Home** page, click the **Follow Me** tab.  
The **Home** page displays your **Follow Me** settings.

Home Messages Contacts (360) 555 4141

## Phone Status

Summary Follow Me

Follow Me

Add Rule Clear List Apply Cancel

☒ Forward calls you receive to one or more alternate destinations.

Step	Destination	Ring Duration	Settings
1	(360) 555 4242	15 seconds	<input type="checkbox"/> Ask callers to record their names before attempting to contact you. Destinations should ring: <input type="radio"/> simultaneously <input checked="" type="radio"/> sequentially, in the same order as the list

## Your Services

Call Settings Message Settings Notifications

Personal Details: Bobs Boat Repair (GMT-8:00) US/Pacific [Devices](#)

Security: [Change Password](#) [Change Security Email](#) [Change Voicemail PIN](#)

Support: [Help](#)

Home Page, Follow Me Tab

- To turn the **Follow Me** feature on, check the **Forward calls you receive to one or more alternate destinations** box. To turn this feature off, uncheck the box.

**Note:** You cannot configure forwarding rules if the feature is turned off.

- To add a forwarding rule, click **Add Rule**.  
The **Add Rule** dialog box displays.

Telephone Number: 3605554242

Ring destination for 15 seconds

Days of the week Start and End Hours

☐ Sun ☒ Thu  
☒ Mon ☒ Fri  
☒ Tue ☐ Sat  
☒ Wed

Start time: 08 : 00 am

End time: 05 : 00 pm

OK Cancel

Add Rule Dialog Box

- In the **Telephone Number** field, enter the first alternate destination number for forwarded calls.

5. Enter the number of seconds the destination number should ring. This determines the length of time a call waits before going unanswered or being forwarded to an additional alternate number.
6. Check the box next to each day of the week that the rule applies.
7. Use the **Start time** and **End time** fields to specify the hours during the selected days of the week that the rule applies.
8. Click **OK**.  
The rule is added and displays the **Step** number, **Destination** number, and **Ring Duration** on the **Follow Me** tab.
9. Repeat steps 3-8 for each alternate number you want to apply to the **Follow Me** feature. Rules are added in the order of which they are created.
  - To modify a rule, click on the **Destination** number or **Ring Duration** value in the rules list.
  - To remove a rule, click the **X** next to the rule you want to remove.
  - To remove all rules, click **Clear List**.
10. You can request that callers record their names before contacting you by checking the **Ask callers to record their names before attempting to contact you** box.
11. Select a **Destinations should ring** option: **simultaneously** or **sequentially, in the same order as the list**.
12. When finished, click **Apply**.

You can quickly turn the **Follow Me** feature on and off while retaining the rules you configure by checking or unchecking the **Forward calls you receive to one or more alternate destinations** box and clicking **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.




Messages Page, Messages Tab



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

From here, you can:

- Click the **Play** icon  to play the voice message file (see [Listening to a Message, page 14](#))
- 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 19](#))
- Select **Reply** from the **Actions** drop-down list to reply to a message (see [Replying to a Voicemail Message, page 14](#))
- 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 15](#) and [Forwarding a Voicemail Message as a Voicemail Message, page 16](#))

**Note:** The forwarding options are not available for messages marked as **Private** .

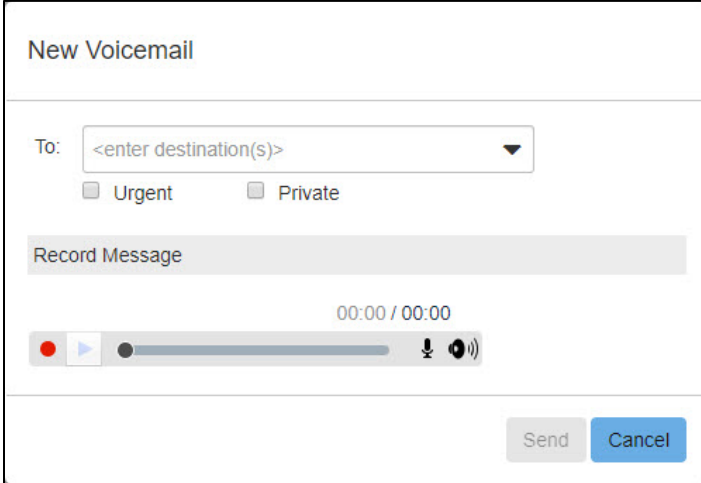
- Right-click the **Play** icon to save a link to the message on your computer
- Record and send voicemail messages to others (see [Creating a Voicemail Message](#))

## 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.

The image shows a 'New Voicemail' dialog box. At the top, it says 'New Voicemail'. Below that is a 'To:' field with a dropdown menu showing '<enter destination(s)>'. Underneath the 'To:' field are two checkboxes: 'Urgent' and 'Private'. Below these is a 'Record Message' button. Underneath the button is a timer showing '00:00 / 00:00'. Below the timer is a recording control bar with a red circle (Record), a play button, a slider, a microphone icon, and a speaker icon. At the bottom right are 'Send' and 'Cancel' buttons.

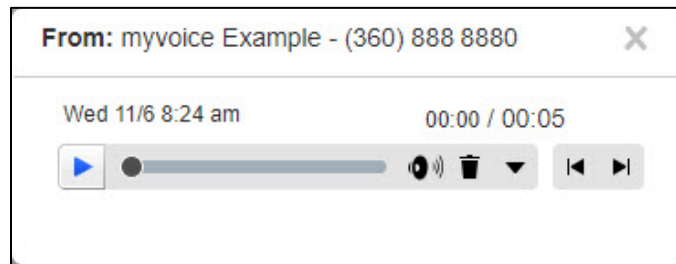
**New Voicemail Dialog Box**

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.



Audio Player

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 19](#))
- Click the down arrow icon  to access more actions such as **Reply**, **Mark as heard**, **Forward as Email**, **Forward as Voicemail**, and **Save File**

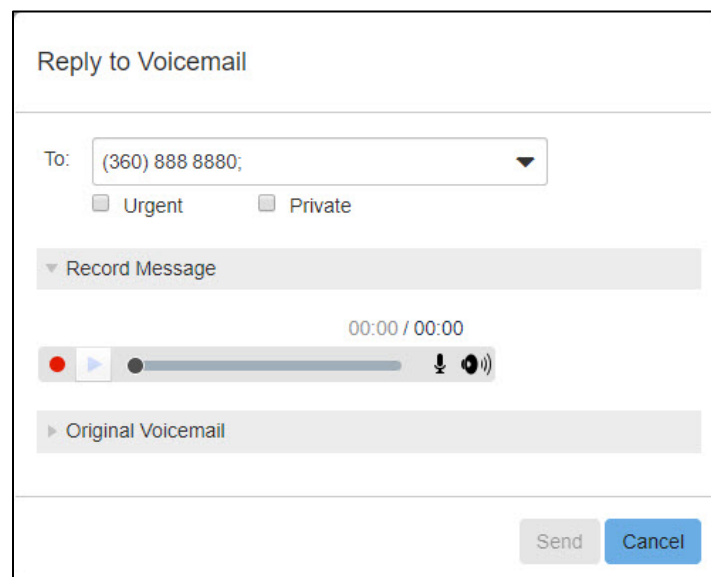
**Note:** The **Forward as Email** and **Forward as Voicemail** options are not available for messages marked as private .

## 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

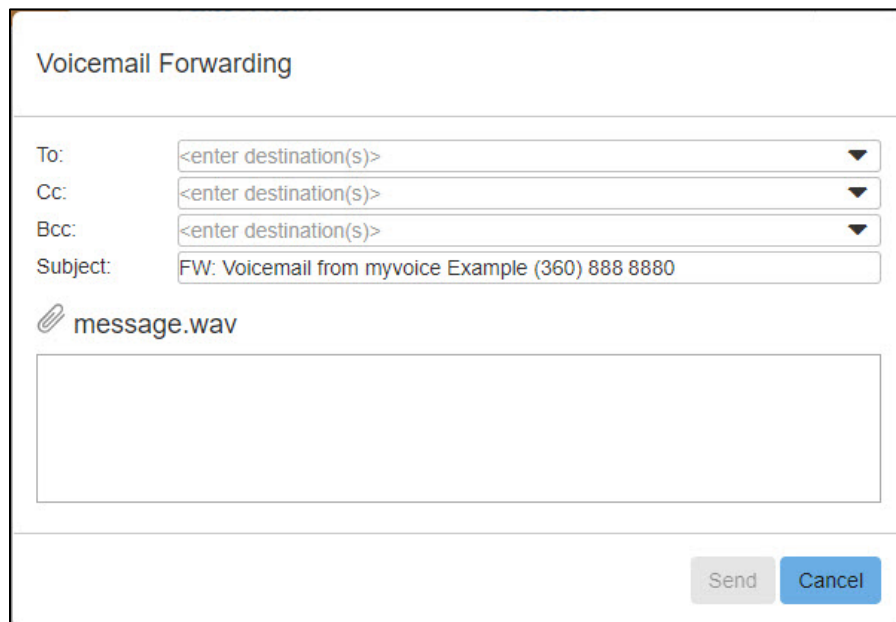
2. The **To** field is pre-populated with the phone number of the message sender to which you are replying. Additional recipients may be added to the **To** field or selected from the **To** drop-down list.
3. Mark the message as **Urgent** or **Private** as needed.
4. Click the **Record** icon  to begin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



The dialog box is titled "Voicemail Forwarding". It contains four input fields: "To:", "Cc:", "Bcc:", and "Subject:". Each of the first three fields has a dropdown arrow and the placeholder text "<enter destination(s)>". The "Subject:" field is pre-filled with "FW: Voicemail from myvoice Example (360) 888 8880". Below these fields is a section for attachments, showing a paperclip icon and the text "message.wav". At the bottom right of the dialog box are two buttons: "Send" (disabled) and "Cancel" (active).

**Voicemail Forwarding Dialog Box**

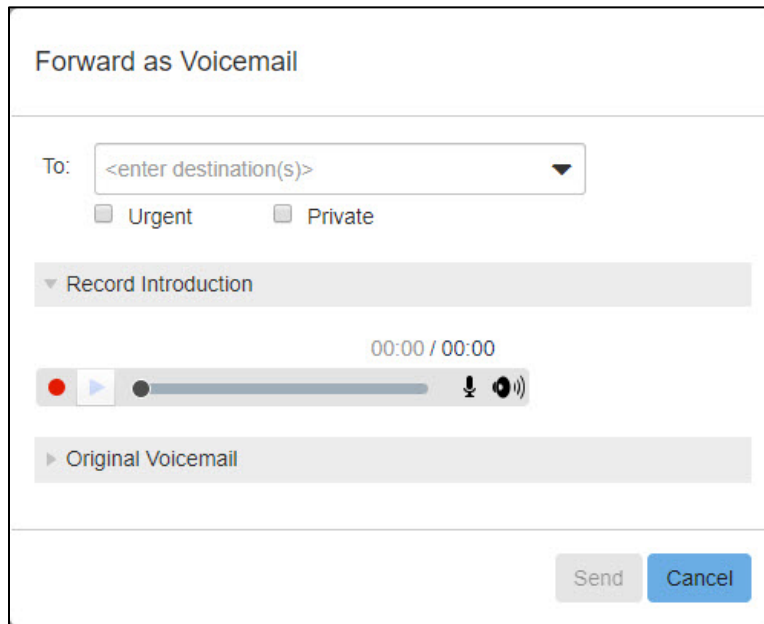
1. In the **To**, **Cc**, and **Bcc** fields, enter one or more destination email address for your message or select one or more recipients from the drop-down lists as necessary.
2. Provide the body of your email message in the text field.
3. Click **Send**.

## 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.

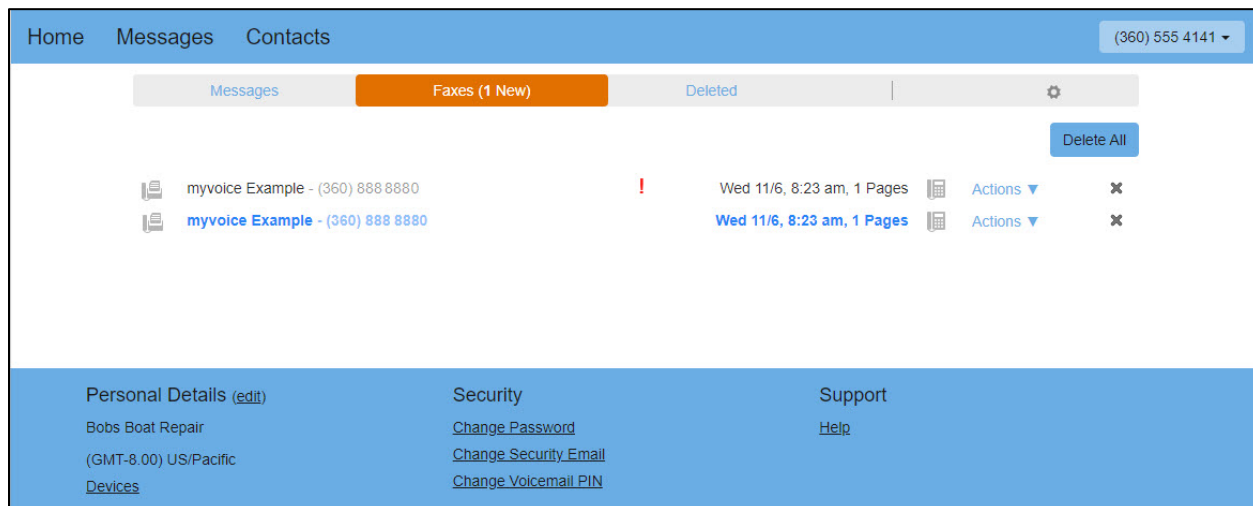


**Voicemail Forwarding Dialog Box**

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 .



Messages Page, Faxes Tab

From here, you can:

- Click the **Read** icon  to view and/or download the fax message (see [Viewing Fax Message, page 17](#))
- 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 19](#))
- 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 18](#))


**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.

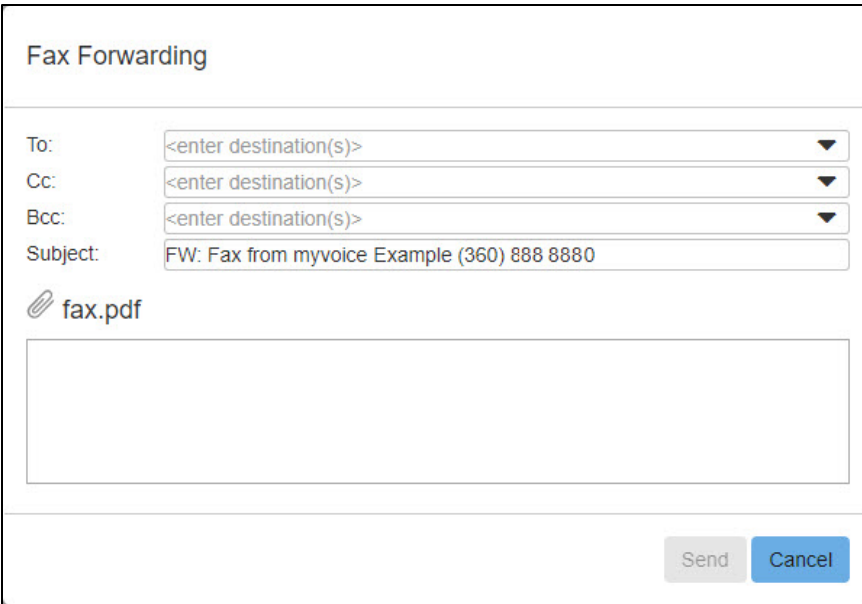
The fax displays on a new browser tab as a PDF file. The PDF may be downloaded directly from your browser.

### 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**

To:

Cc:

Bcc:

Subject:

 fax.pdf

**Fax Forwarding Dialog Box**

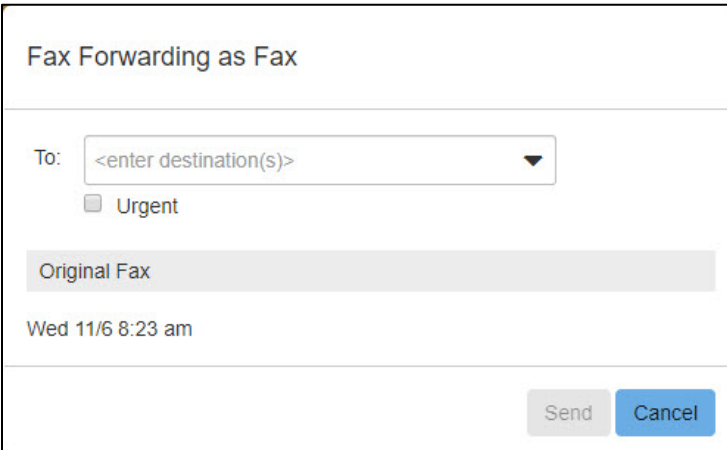
4. In the **To**, **Cc**, and **Bcc** fields, enter one or more destination email address for your message or select one or more recipients from the drop-down lists as necessary.
5. Provide the body of your email message in the text field.
6. Click **Send**.

## 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.



**Fax Forwarding as Fax**

To:

☐ Urgent

Original Fax

Wed 11/6 8:23 am

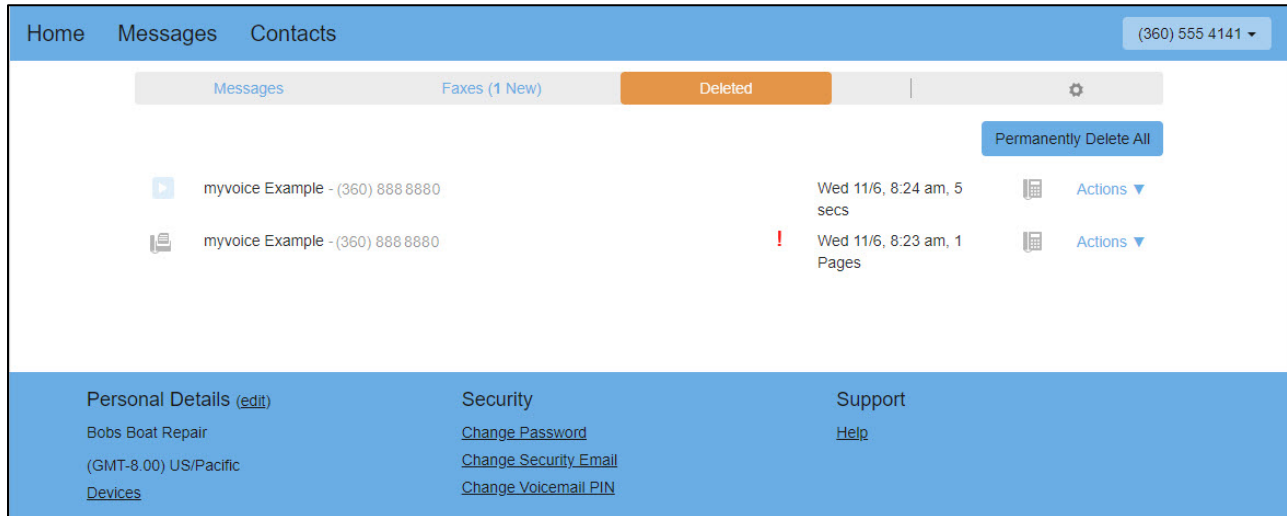
**Fax Forwarding as Fax Dialog Box**

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.



Messages Page, Deleted Tab

## 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

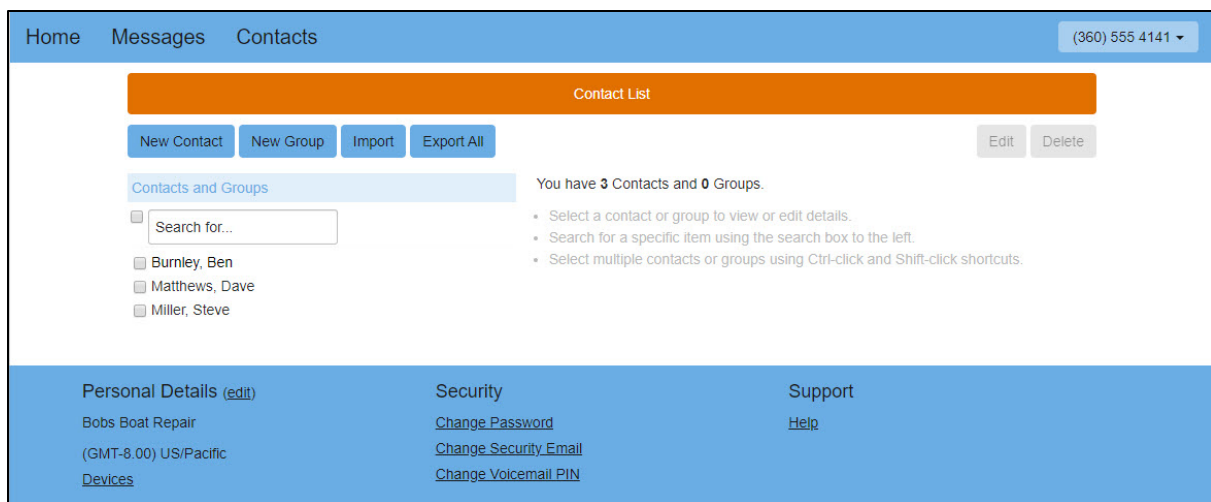
To permanently remove a single message or fax from the system, on the **Deleted** tab, select **Delete Permanently** from the **Actions** drop-down list. To permanently remove all messages and faxes, click **Permanently Delete All**.

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.



### Contact List Page

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:

1. On the **Contact List** page, click **New 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.

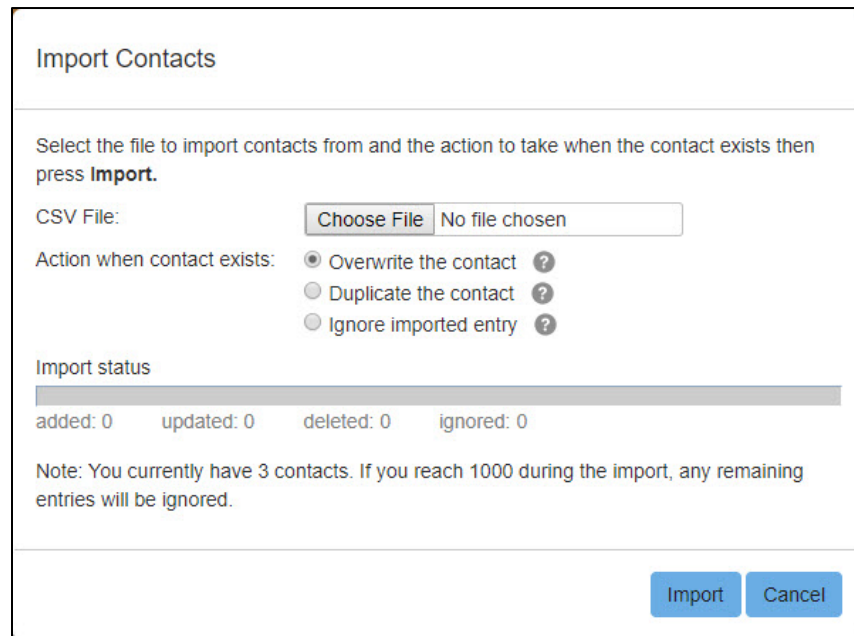


This is valuable if, for example, you wish to export your contacts to a spreadsheet, make a set of changes and then re-import them - even if you change a contact's name, it is still correctly correlated with the existing contact list entry.

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**

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.

Export Contacts Dialog Box

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.