



# **Voicemail Portal User Guide**

September 2023





---

## Copyright

Under copyright laws, this publication may not be reproduced in any form in whole or in part, without the prior written consent of Allstream Business, Inc. The information contained in this publication is proprietary and confidential and is subject to change without notification. Users should contact Allstream Business, Inc. to ensure that they have the most up to date version.

Copyright © 2023, Allstream Business, Inc. All rights reserved.

# Contents

<b>Overview</b>	<b>1</b>
Mailbox Limits	1
Logging In	1
Navigating the Portal	2
Switching Between Mailboxes	2
Logging Out	2
<b>Changing Your Password</b>	<b>2</b>
<b>Changing Your Call Services PIN</b>	<b>3</b>
<b>Changing Your Voicemail PIN</b>	<b>3</b>
<b>Using the Home Page</b>	<b>3</b>
Setting Your Phone Status	4
Availability Options	4
Incoming Call Settings	4
Forwarding Options	5
Advanced Settings	5
Advanced Setting Configurations	6
Configuring Call Settings	6
Configuring Message Settings	7
General Message Settings	7
Mailbox Access Settings	8
Voicemail Greeting Settings	8
Configuring Notification Settings	8
Message Waiting Indicator Notifications	9
Email Notifications	9
Pager Notifications	10
Text Message Notifications	10
Outdial Notifications	10
Override Notifications	11
<b>Working with Messages</b>	<b>11</b>
Working with Voicemail Messages	11
Creating a Voicemail Message	12
Listening to a Message	13
Replying to a Voicemail Message	13
Forwarding a Voicemail Message as an Email Message	14

Forwarding a Voicemail Message as a Voicemail Message _____	15
Working with Fax Messages _____	15
Viewing Fax Messages _____	16
Forwarding a Fax Message as an Email Message _____	16
Forwarding a Fax Message as a Fax _____	17
Missed and Received Calls _____	17
Working with Deleted Items _____	17
Restoring Deleted Messages and Faxes _____	18
Permanently Deleting Messages or Faxes _____	18
<b>Managing Contacts _____</b>	<b>18</b>
Creating a Contact _____	19
Creating a Group _____	19
Importing Contacts _____	19
Exporting Contacts _____	20
Modifying a Contact or Group _____	21
Deleting Contacts and Groups _____	21



# 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.

**Note:** This document discusses voicemail features only. For information about the other features of the portal, refer to the *SIP Portal User Guide*.

## 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.

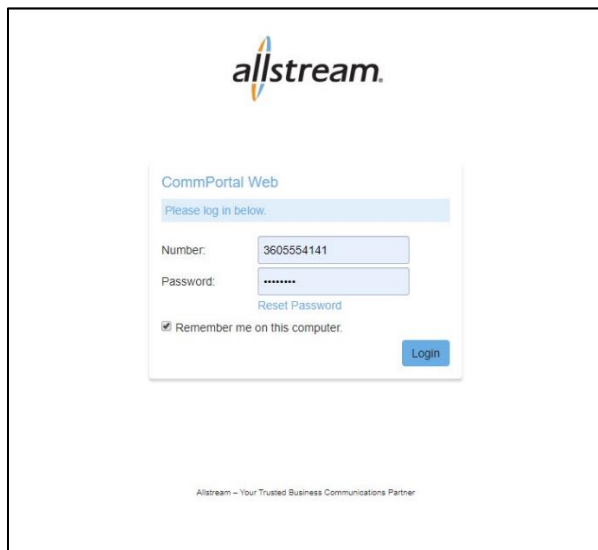
In addition to voicemail and fax content, you may see that you also have "other" content.

**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 <http://mymax-ca.allstream.com/>. The **Login** page displays.



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 3](#).

## 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 phone status, advanced settings call settings, message settings, and notifications (see [Using the Home Page, page 3](#))
- **Messages** – access the messages in your inbox (see [Working with Messages, page 11](#))
- **Contacts** – manage your contacts list to quickly make calls and identify incoming calls and messages (see [Managing Contacts, page 18](#))

The bottom portion of the portal provides information about your account and associated devices and links to security management tasks and support.

## 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

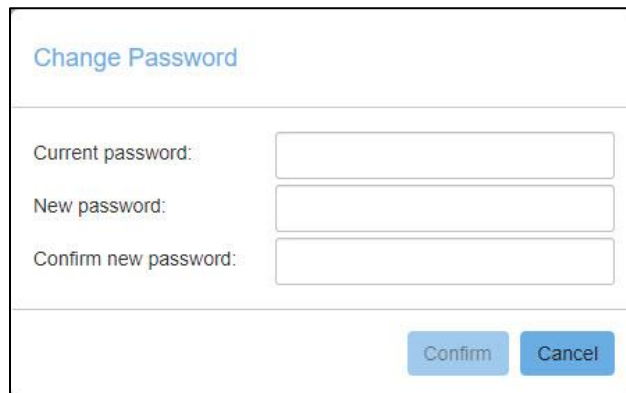
To log out of your voicemail, select **Logout** from the drop-down list at the top of the portal.

## 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 screenshot of a 'Change Password' dialog box. The title bar at the top says 'Change Password'. Below the title bar, there are three text input fields. The first is labeled 'Current password:', the second is labeled 'New password:', and the third is labeled 'Confirm new password:'. At the bottom right of the dialog box, there are two buttons: 'Confirm' and 'Cancel'.

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.

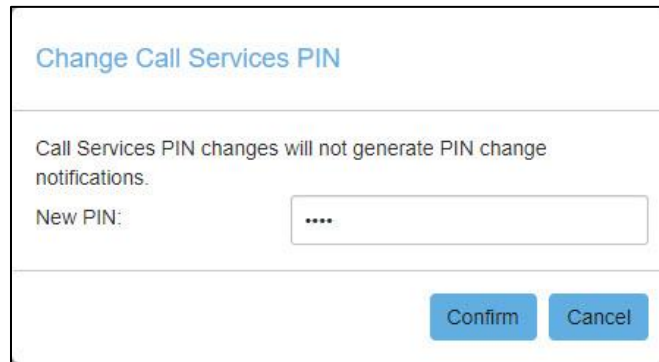


## Changing Your Call Services PIN

A call services PIN is required when making changes to services such as call forwarding.

To change your call services PIN:

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

A screenshot of a web dialog box titled "Change Call Services PIN". The dialog box has a light gray border and a white background. At the top, the title "Change Call Services PIN" is displayed in a blue font. Below the title, there is a line of text: "Call Services PIN changes will not generate PIN change notifications." followed by a period. Underneath this text, the label "New PIN:" is followed by a text input field containing four asterisks (\*\*\*\*). At the bottom right of the dialog box, there are two blue buttons: "Confirm" and "Cancel".

**Change Call Services PIN Dialog Box**

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

## Changing Your Voicemail PIN

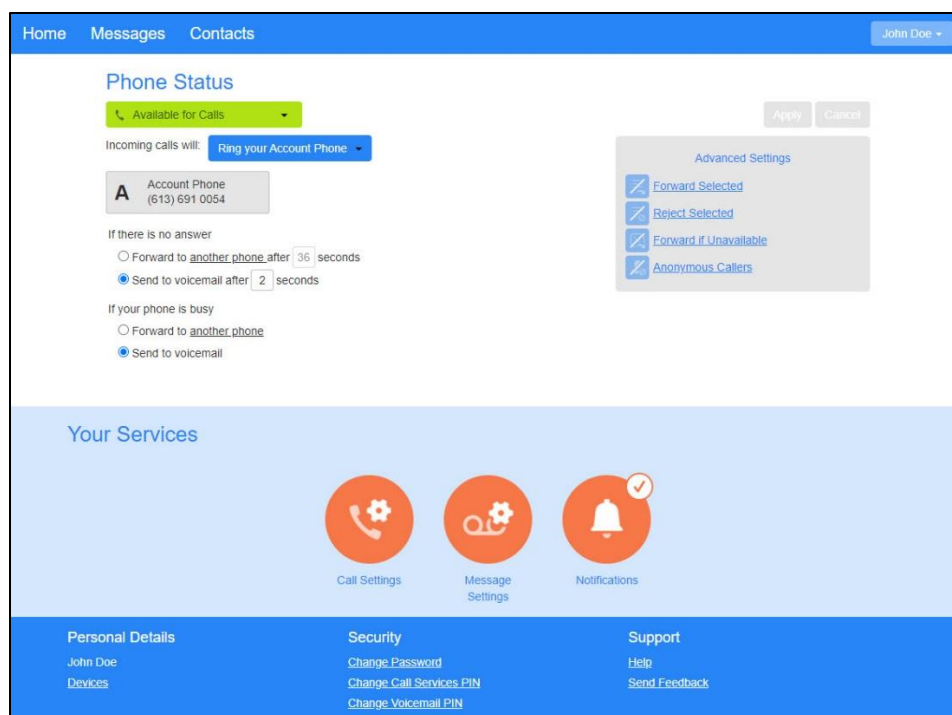
Your PIN is required to access voicemail using a telephone.

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. From here, you can set your phone status, adjust advanced settings, and access call and message settings and notifications.



Home Page

## Setting Your Phone Status

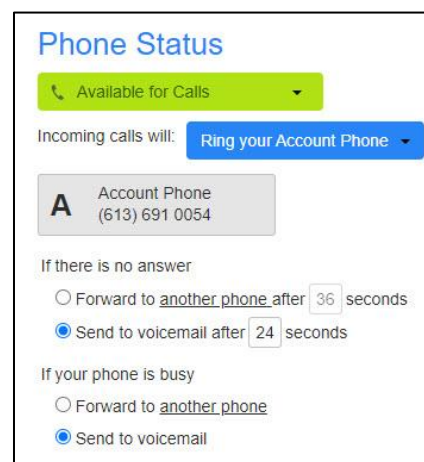
The **Phone Status** section of the **Home** page allows you to set your availability and the actions to follow when calls are made to your phone.

### Availability Options

- **Available for Calls** (default) – Calls will ring phones according to your selected **Incoming Call Settings**.
- **Do Not Disturb** – All calls are sent to voicemail without ringing your phones.

### Incoming Call Settings

- **Ring your Account Phone** – Only your account phone number rings when you receive a call.
- **Forward to another phone** – Forwarding calls to another number removes the call from the Call Manager's control and disables other call services like busy call forwarding or no answer call forwarding. If the forwarding destination is busy or unavailable, the call cannot be retrieved and will not go to your account voicemail.



## Find Me/Follow Me Feature

The **Find Me/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 this 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 **Find Me/Follow Me** feature, contact an Allstream sales representative at 800-444-8822.

The following incoming call setting options are available when the **Find Me, Follow Me** feature is enabled:

- **Ring your phones in order** – Calls will ring any of your numbers in a specified order. When selected, this service redirects incoming calls to one or more alternate destinations after a specified period of ring time as defined in a table. You may configure multiple destinations to ring in turn, simultaneously, or a combination of the two. More ringing columns are added as the order grows, to a maximum of 6 columns. Each phone number may have ringing periods at one or more columns.

To modify a ringing period, hover your cursor over a period and use the ringing length handle to make adjustments, or click on a period and make adjustments using the popup dialog box. The **Allow remote call forwarding** option on the popup is disabled by default. When enabled, this option allows call forwarding services from the number you've chosen to ring. For example, if you allow remote call forwarding and one of your phone numbers is set to forward incoming calls, the call will no longer follow ring any of the other phones in the table.

- **Ring your phones together** – Ring any of your numbers simultaneously when you receive a call.

## Forwarding Options

- **Forward if no answer** – Define where your call is forwarded if you don't answer. By default, calls are forwarded to voicemail.

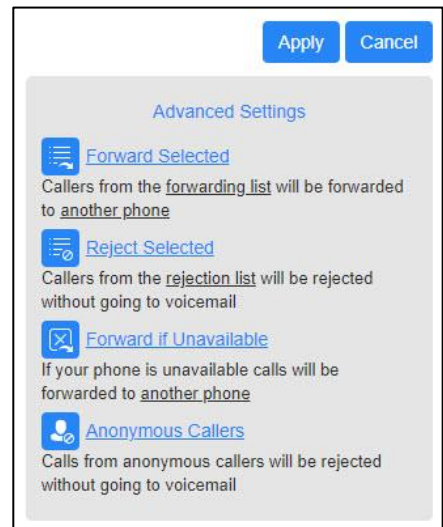
**Note:** If you are using the ringing order option, the call is forwarded according to this setting once all of the ringing periods have completed.

- **Forward if busy** – Define where your call is forwarded to if you your phone is busy. By default, calls are forwarded to voicemail. If you have multiple phones registered on this line, they must all be busy for this forwarding action to happen.

## Advanced Settings

The **Advanced Settings** section of the **Home** page allows you to enable and configure the following options:

- **Forward Selected** – Forward callers that are defined on the **Selective Call Forwarding Screening** list. Calls are not forwarded if **Do Not Disturb** is active or the caller also appears on the **Selective Call Rejection Screening** list. To manage the **Selective Call Forwarding Screening** list or the forwarding call number, click the links in the option description. For more information, see [Advanced Setting Configurations, page 6](#).
- **Reject Selected** – Reject callers without going to voicemail if they appear on the **Selective Call Rejection Screening** list. To manage the **Selective Call Rejection Screening** list, click the **rejection list** link in the option description. For more information, see [Advanced Setting Configurations, page 6](#).
- **Forward if Unavailable** – Forward calls if your phone is unavailable. By default, calls will be forwarded to voicemail. To manage the forwarding call number, click the **another phone** link in the option description. For more information, see [Advanced Setting Configurations, page 6](#).
- **Anonymous Callers** – Reject callers who withhold their number without them going to voicemail.



## Advanced Setting Configurations

### Forwarding Numbers

A forwarding number is required for multiple application settings. When the **Forward Selected** option is enabled, click the **another phone** link in the option description to choose from a list of your commonly used forwarding numbers or specify a temporary number to use.

### Forwarding and Rejection Caller Lists

A list of affected callers is required for multiple application settings such as automatic call forward or rejection. To manage your caller lists, click the **forwarding list** or **rejection list** links in the **Forward Selected** or **Reject Selected** option descriptions.

You can add numbers to your lists by entering them manually, by selecting contacts or, if you are in a Business Group, by selecting extensions. Contacts with multiple numbers have a **+** icon next to their name which allows you to display and add all or a subset of their numbers.

**Note:** If the same number is on both the **Reject Selected** and **Forward Selected** lists, the call will be rejected.

## Configuring Call Settings

To access call settings:


1. From the **Home** page, click **Call Settings**.  
The **Call Settings** page displays.

Call Settings Page

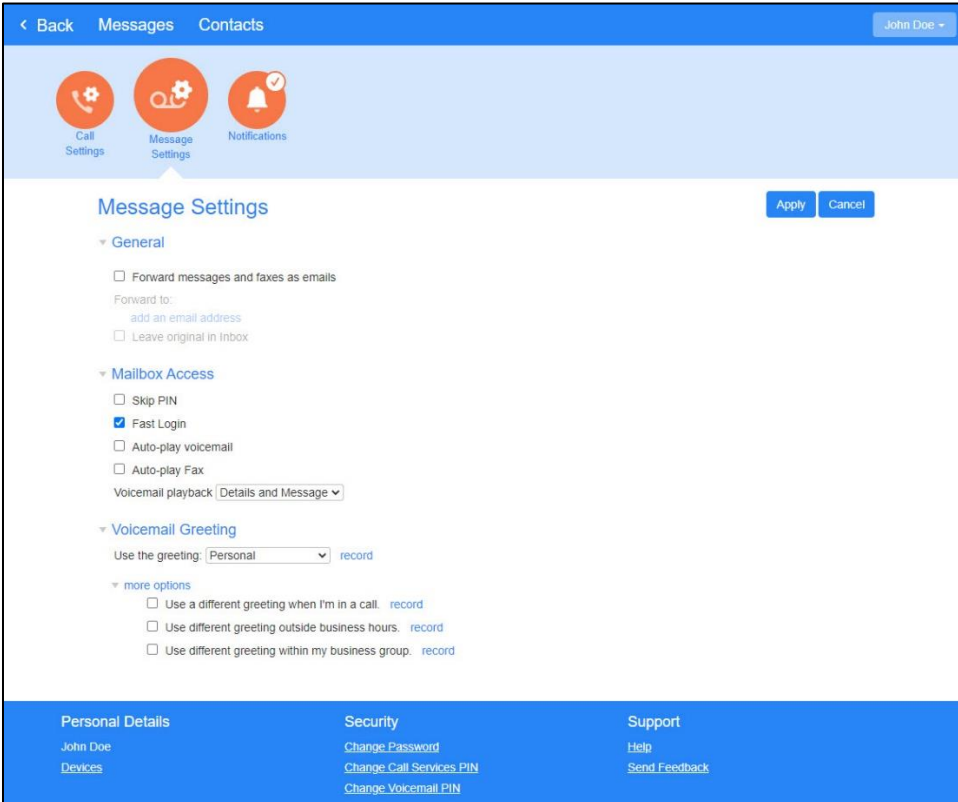
2. Check the box next to each option you want to enable and uncheck the box next to each option you want to disable.
3. Click **Apply**.

## 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**. This page is also accessible by clicking the gear icon  at the top of the **Messages** page.

The **Message Settings** section displays.



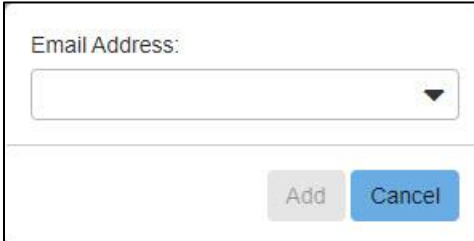
Home Page, Message Settings

### 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**.



Email Address Dialog Box

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.

**Note:** If you're sharing these settings with a main line, these settings are managed using the main line.

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** – standard system greeting with no identifiable information
  - **System with number** – standard system greeting, including your phone number
  - **System with name** – standard 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.

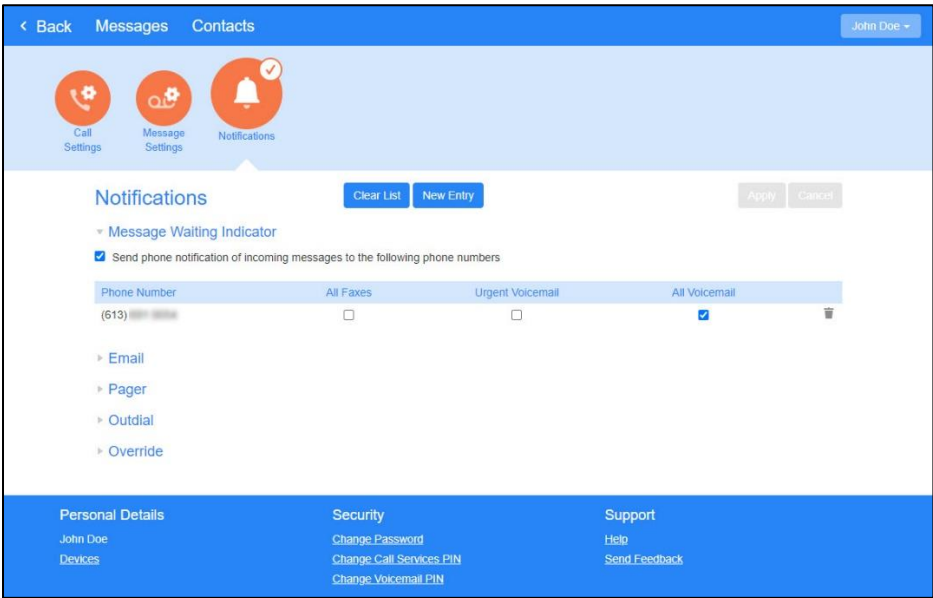
2. Other options are available under the **more options** drop-down list. Check the box next to each additional option you want to enable. To record a personal greeting for these options, click **record** next to each option.  
A dialog box displays allowing you to record and listen to your greeting 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

**Note:** If you are working with multiple lines, these settings are available to the main line only.

Notification settings allow you to configure message waiting, email, pager, 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.



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**.



## Pager Notifications

The pager 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 pager notifications:

1. From the **Pager** section of the page, check the **Notify the following pagers 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 pager provider/email, phone number, and callback number where you want the notifications sent.
3. Select one or more types of messages for which you want a pager notification: **Faxes** and/or **Voicemail**.
4. When finished, click **Apply**.

## Text Message Notifications

To receive text message notifications when new messages are received, follow the instructions for [Email Notifications, page 9](#) 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.

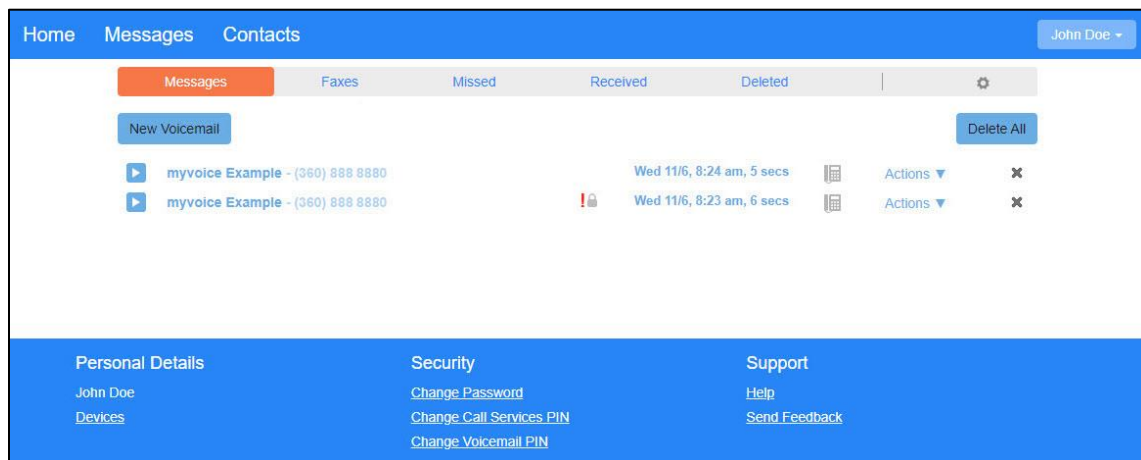
2. Set an expiration date for the override.
3. Provide the phone number where you want the notifications sent.
4. Select one or more types of messages for which you want an outdial notification (**Urgent Voicemail**, **All Voicemail**, and **All Faxes**).
5. Select the delay period between receiving 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**.

## 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 13](#))
- 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 [Missed and Received Calls](#))

The **Missed** and **Received** tabs on the **Messages** page allow you to view a list of missed or received calls. From these tabs, you can add missed or received call numbers to your contacts list, or export the list to a file.

- 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 13](#))
- 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 14](#) and

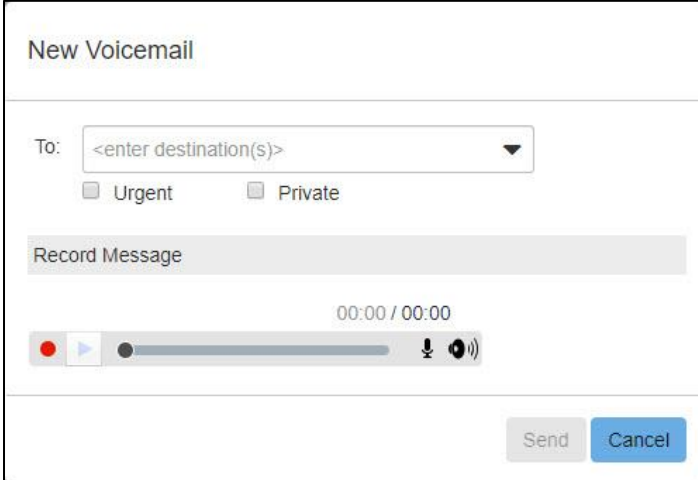
- [Forwarding a Voicemail Message as a Voicemail Message](#), [page 15](#))
- **Note:** The forwarding options are not available for messages marked as **Private** 🔒.
- Right-click the **Play** icon to save a link to the message on your computer
- Record and send voicemail messages to others (see
- [Creating 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 'New Voicemail' dialog box contains the following elements:

- Title:** New Voicemail
- To:** A dropdown menu with the placeholder text '<enter destination(s)>'.
- Options:** Two checkboxes labeled 'Urgent' and 'Private'.
- Record Message:** A section with a timer showing '00:00 / 00:00' and a recording control bar with a red 'Record' button, a play button, a progress slider, and a microphone icon.
- Buttons:** 'Send' and 'Cancel' buttons at the bottom right.

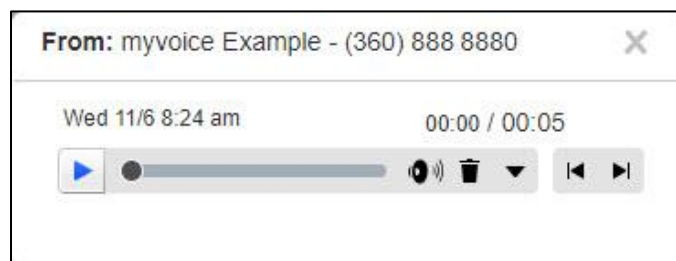
**New Voicemail Dialog Box**

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 (red circle) 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 (blue play button) 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 [Missed and Received Calls](#))

The **Missed** and **Received** tabs on the **Messages** page allow you to view a list of missed or received calls. From these tabs, you can add missed or received call numbers to your contacts list, or export the list to a file.

- 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

To: (360) 888 8880; ▼


☐ Urgent ☐ Private

▼ Record Message

00:00 / 00:00

► Original Voicemail

### 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.

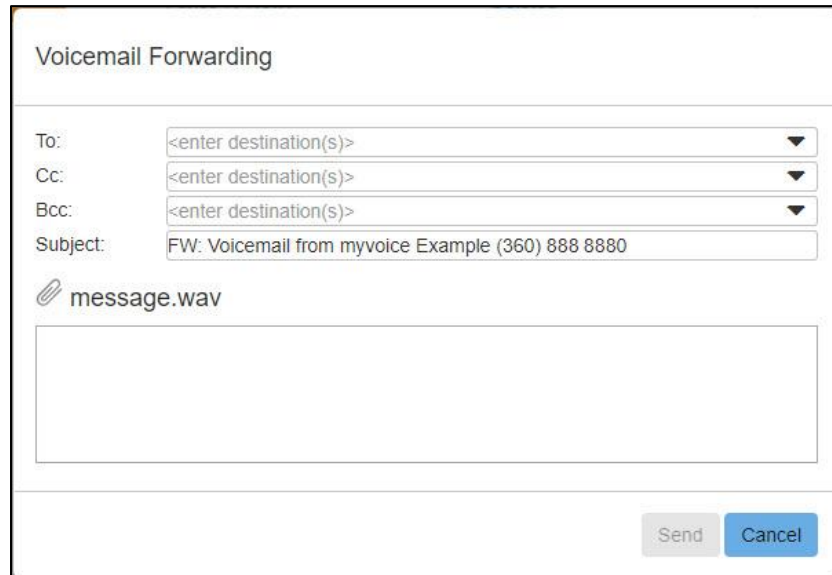
To forward a voicemail as an email message:

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 image shows a 'Voicemail Forwarding' dialog box. It has a title bar at the top. Below the title bar, there are four input fields: 'To:', 'Cc:', 'Bcc:', and 'Subject:'. Each of the first three fields has a text input area and a dropdown arrow. The 'Subject' field has a text input area. Below these fields, there is a section for attachments, showing a paperclip icon and the text 'message.wav'. Below the attachment section is a large text area for the email body. At the bottom right of the dialog box, there are two buttons: 'Send' and 'Cancel'.

**Voicemail Forwarding Dialog Box**

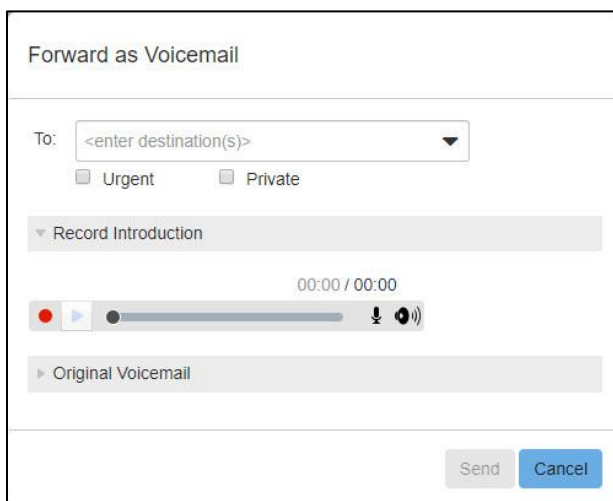
2. In the **To**, **Cc**, and **Bcc** fields, enter one or more destination email address for your message or select one or more recipients from the drop-down lists as necessary.
3. Provide the body of your email message in the text field.
4. Click **Send**.

## 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.





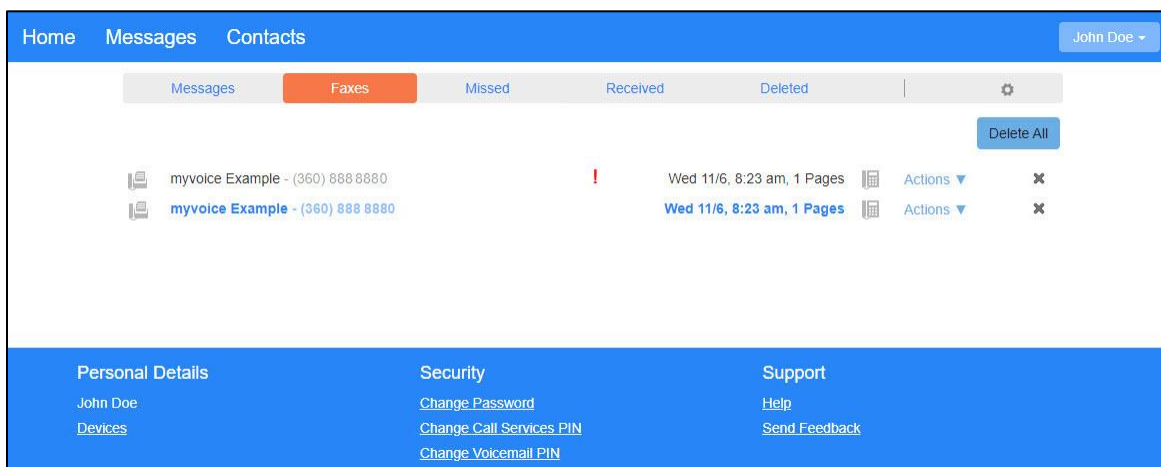
The dialog box titled "Forward as Voicemail" contains a "To:" field with a dropdown menu showing "<enter destination(s)>". Below this are checkboxes for "Urgent" and "Private". A section labeled "Record Introduction" features a timer at "00:00 / 00:00" and a red circular record button. Below the recording section is a button labeled "Original Voicemail". At the bottom right are "Send" and "Cancel" buttons.

**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 .



The screenshot shows the "Messages" page with the "Faxes" tab selected. The page has a blue header with "Home", "Messages", and "Contacts" tabs, and a user profile "John Doe". Below the header are tabs for "Messages", "Faxes", "Missed", "Received", and "Deleted". A "Delete All" button is in the top right. The main content area lists two fax messages from "myvoice Example - (360) 888 8880". The first message is marked as urgent with a red exclamation mark icon. Each message entry includes a fax icon, the sender name, a timestamp "Wed 11/6, 8:23 am, 1 Pages", a document icon, an "Actions" dropdown, and a delete icon. A blue footer contains links for "Personal Details", "Security", and "Support".

**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 16](#))
- 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 ([Missed and Received Calls](#))

The **Missed** and **Received** tabs on the **Messages** page allow you to view a list of missed or received calls. From these tabs, you can add missed or received call numbers to your contacts list, or export the list to a file.


- 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 17](#))

**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.

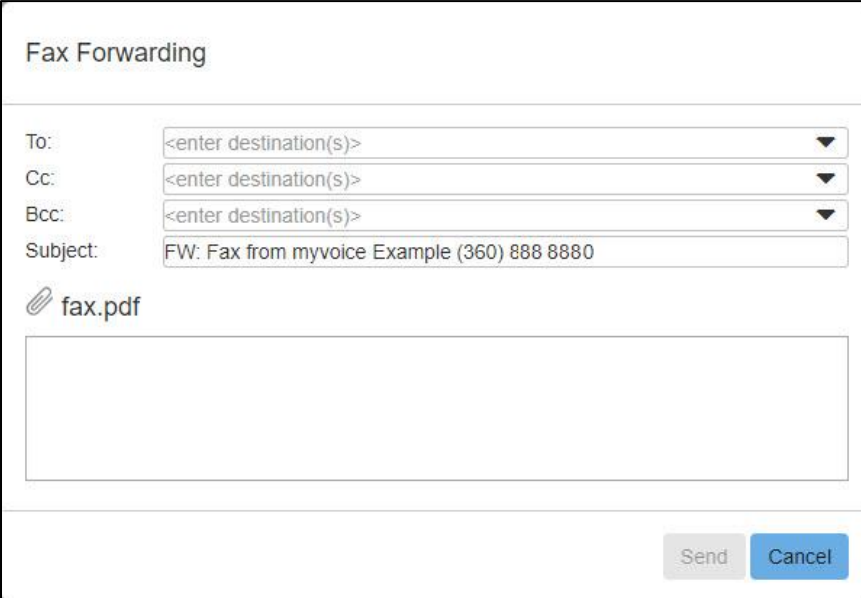
The fax displays on a new browser tab as a PDF file. The PDF may be downloaded directly from your browser.

## 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:

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



The dialog box is titled "Fax Forwarding". It contains the following fields:

- To:** A dropdown menu with the placeholder text "<enter destination(s)>".
- Cc:** A dropdown menu with the placeholder text "<enter destination(s)>".
- Bcc:** A dropdown menu with the placeholder text "<enter destination(s)>".
- Subject:** A text field containing the text "FW: Fax from myvoice Example (360) 888 8880".
- Attachments:** A section showing a paperclip icon and the text "fax.pdf". Below this is a large empty text area for the email body.
- Buttons:** At the bottom right, there are two buttons: "Send" (disabled, grey) and "Cancel" (active, blue).

**Fax Forwarding Dialog Box**

2. 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.
3. Provide the body of your email message in the text field.
4. Click **Send**.

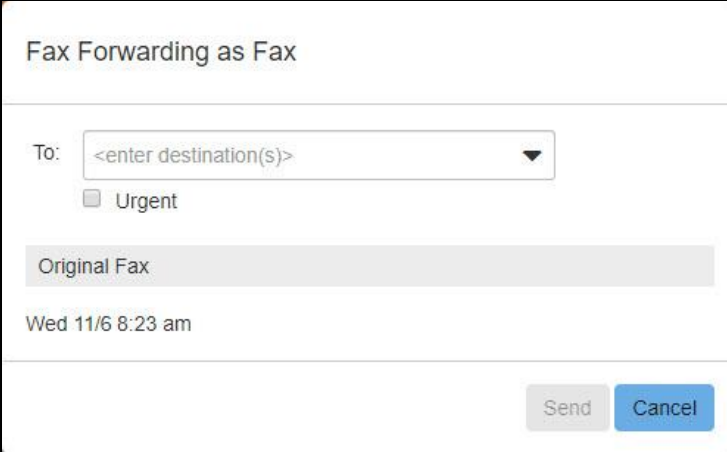


## Forwarding a Fax Message as a Fax

Fax messages may be forwarded as long as they are not marked as private (🔒).

To forward a fax message as a fax:

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

The image shows a dialog box titled "Fax Forwarding as Fax". It has a "To:" label followed by a text input field containing the placeholder "<enter destination(s)>" and a downward arrow. Below this is a checkbox labeled "Urgent". A horizontal line separates the input fields from the content area below. The content area shows "Original Fax" in a greyed-out font, followed by the date and time "Wed 11/6 8:23 am". At the bottom right, there are two buttons: "Send" (disabled, grey) and "Cancel" (active, blue).

**Fax Forwarding as Fax Dialog Box**

2. In the **To** field, enter one or more destination fax numbers for your message.
3. Click **Send**.

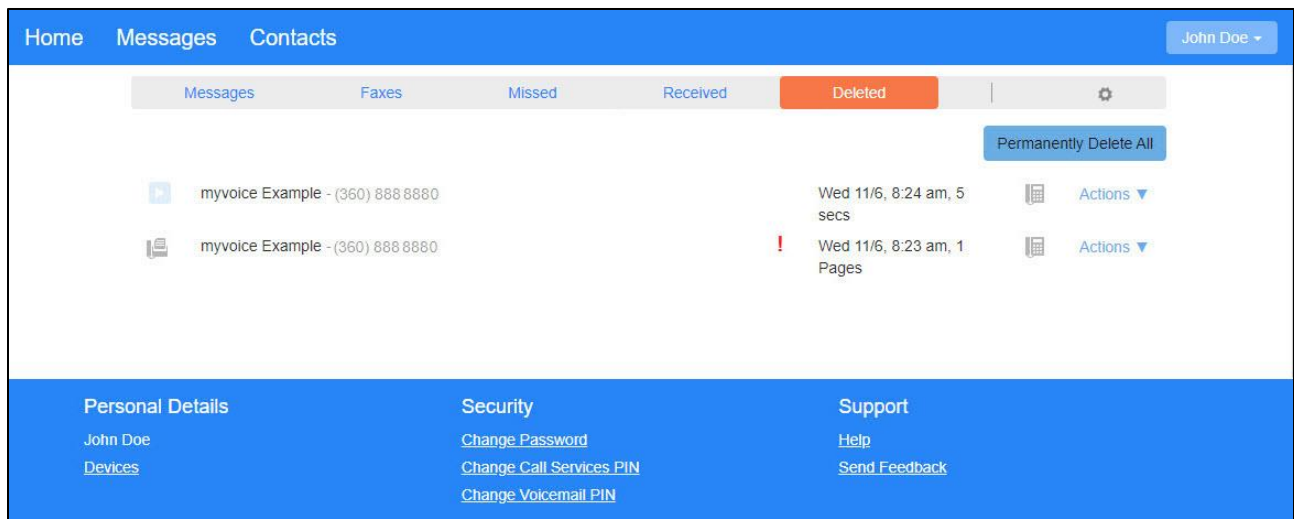
## Missed and Received Calls

The **Missed** and **Received** tabs on the **Messages** page allow you to view a list of missed or received calls. From these tabs, you can add missed or received call numbers to your contacts list, or export the list to a file.

## 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**.

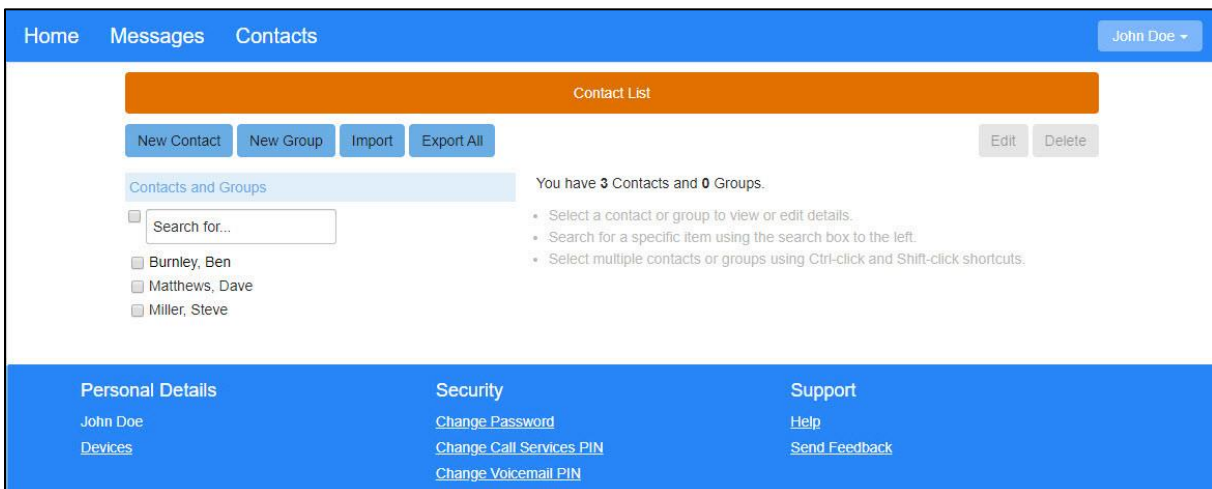
The selected items are removed from the system.

# 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.