

## TouchTone Quick Start Guide for Voicemail & Voice Management

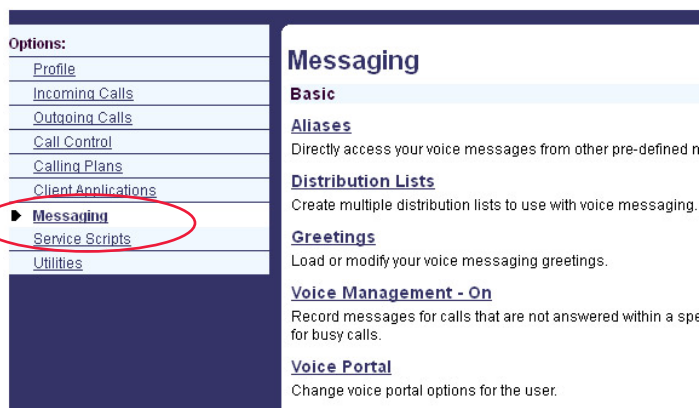
Voice Management allows you to specify how you would like to handle your messages. You can Send All Calls to Voicemail, Send Busy Calls to Voicemail, Send Unanswered Calls to Voicemail, or Send Calls while out of Primary Zone to Voicemail. You can also choose to send messages to your e-mail.

*Please note: When logging into your voicemail box for the first time, you will be prompted to change your password.*

### Accessing Voice Management

1. Log into the Business VoIP Web Portal at [businessvoip.touchtone.net](http://businessvoip.touchtone.net).
2. Under **Options** (on the left hand side), click **Messaging**.
3. Click **Voice Management**.
4. From this screen, you specify how you would like to handle your messages.

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### Initial Voicemail Login / Changing Password

1. Access your Voicemail box (see Accessing Voicemail below).
2. Enter your **Voicemail PIN** followed by # (your PIN can be found in your Account Summary).
3. **Enter a new Voicemail PIN** at the prompt.
4. **Re-enter your Voicemail PIN** at the prompt.
5. **Record** your name at the prompt.
6. Press #.

### Accessing Voicemail

#### From your Phone

1. **Lift your phone's handset.**
2. Press the **Messages** button. The messages key is the button with the "envelope" symbol.
3. Enter your VM **password** then #.
4. See Voicemail Controls for additional options.

#### From an Outside Phone

1. **Dial your phone number.**
2. Press \* when you hear your message
3. **Enter your VM password** then press # (your PIN can be found in your Account Summary).
4. See Voicemail Controls for additional options.

## **Voicemail Control Options (Voicemail Main Menu)**

Once logged into your voicemail box you have several options.

- Press 1 to access voicemail box
  - Press 1 to play messages (see Play Message Options for additional selections)
    - Press 9 to hear additional Options
  - Press 2 to record Busy Greeting (see Recording Voicemail Greetings)
  - Press 3 to record No Answer Greeting (see Recording Voicemail Greetings)
- Press 3 to record your name
- Press 5 to compose a message (see Compose Message Options for additional selections)
- Press 8 to change Voicemail passcode
- Press 9 to exit
- Press # to repeat menu

### **Play Message Options**

- Press 2 to play or repeat message; skip envelope
- Press 4 to play previous message
- Press 5 to play message envelope
- Press 6 to play next message
- Press 7 to delete message
- Press 9 to hear additional options (see Additional Options)
- Press \* to return to previous menu
- Press # to save message

### **Additional Options**

- Press 1 to reply to the message (see Reply to Message for additional options).
- Press 2 To forward message (see Forward Message for additional options).
- Press \* to return to previous menu
- Press # to repeat menu

### **Reply to Message**

- Press 1 to change current reply
- Press 2 to listen to current reply
- Press 3 to send reply
- Press 6 to set or clear urgent indicator
- Press 7 to set or clear confidential indicator
- Press \* to return to previous menu
- Press # to repeat menu

### **Forward Message**

- Press 1 to change current introduction
- Press 2 listen to current introduction
- Press 3 to send message to specific group members
- Press 4 send message to entire group
- Press 5 send message to distribution list
- Press 6 set or clear urgent indicator
- Press \* return to previous menu
- Press # repeat menu

### **Compose Message Options**

- Press 7 to delete all messages
- Press \* to go to Comm Pilot Voice portal

***Press # repeat menu.***

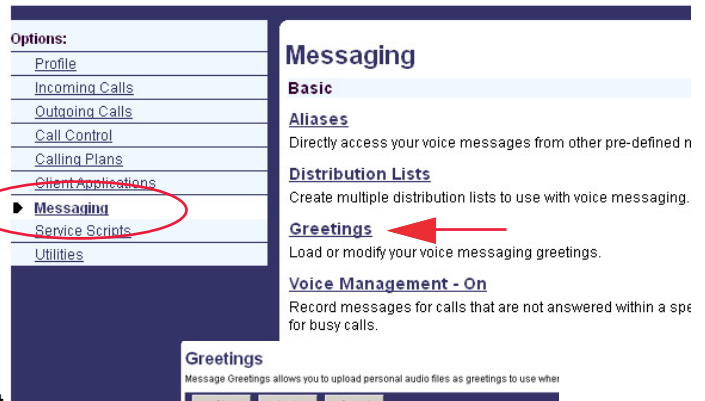
## Recording Voicemail Greetings

You can record your voicemail greetings using your phone, or upload an audio or multi-media video file via the Web Portal. You can choose to set up a Busy Greeting, No Answer Greeting, and Alternate to No Answer Greeting. It is not necessary to record a customized Busy No Answer or Alternate to No Answer greeting.

### To manage Greetings from the Web Portal,


1. Log into the Business VoIP Web Portal.
2. Under **Options** click on **Messaging**.
3. Under Messaging, choose **Greetings**.
4. From here, you can choose to set up a Busy Greeting, No Answer Greeting, and Alternate to No Answer Greeting by uploading an audio or multi-media video file.
5. Once you have **uploaded your file(s)**, click **OK** or **Apply** to save changes.

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### To manage Greetings from your phone,

Setting up voicemail using your VoIP phone can be different depending on what model you have. You may have to refer to your phone model's User Guide.

1. On most phones, to set up voicemail, press the **Messages** button (  ) and follow the voice instructions.

### Record No Answer Greeting (from your VoIP phone)

1. Access your voicemail from your phone.
2. **Press 1** for mailbox options.
3. **Press 3** to record your No Answer Greeting.
4. Follow the prompts for recording, reviewing and accepting the recording.

### Record No Answer Greeting (from an outside phone)

1. Dial your phone number.
2. Press \* when you hear your message.
3. Enter your **VM password** then press #.

### Record No Answer Greeting (from the Portal)

1. Log into the Business Web Portal.
2. Under **Options** (located on the left-hand side), click on **Messaging**.
3. Under Messaging, choose **Greetings**.
4. Under **No Answer Greeting**, click on **Browse to upload your greeting**.

## Recording Name

### Through the Web Portal

Under Voice Portal you can set a Personalized Name (upload an audio file to use as your name for Auto Attendant and Voice Messaging) and set up your voice portal auto-login.

## Voicemail to Email

To send a copy of your voicemail messages to an email address:

1. Log into the Business VoIP Web Portal.
2. Select **Messaging** from the Options, then click **Voice Management**.
3. Towards the bottom of the page, in the **“Additionally...”** section, click on the check box **“E-mail a carbon copy of the message to \_\_\_\_\_”** and enter your email address in the box.
4. Click **Apply** or **OK**.

The screenshot shows the 'Voice Management' configuration page. At the top, there are buttons for 'OK', 'Apply', and 'Cancel'. Below these, the 'Voice Messaging' section is set to 'On'. There are three checkboxes: 'Send All Calls to Voice Mail' (unchecked), 'Send Busy Calls to Voice Mail' (checked), and 'Send Unanswered Calls to Voice Mail' (checked). The 'When a message arrives...' section has three options: 'Use unified messaging' (selected), 'Use Phone Message Waiting Indicator' (checked), and 'Forward it to this e-mail address:' (unchecked). The 'Additionally...' section at the bottom has three options: 'Notify me by e-mail of the new message at this address:' (unchecked), 'E-mail a carbon copy of the message to [ckovolisky@touchtone.net]' (checked and circled in red), and 'Transfer on 9 to Phone Number:' (unchecked). A red arrow points to the 'Additionally...' section header.

To send your voicemail to an email address without storing a copy on your IP Phone:

1. Log in to the Business VoIP Web Portal.
2. Select **Messaging** from the Options, then click **Voice Management**.
3. Towards the middle of the page, in the **“When a message arrives...”** section, click the radio button **“Forward it to this e-mail address:”** and enter your email address in the box.
4. Click **Apply** or **OK**.