



Voice Mail

User Manual

2.0



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VoiceMail

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Voicemail

The voicemail features can be accessed through one of the following:

1. Dialing the user interface by phone
2. Logging in to your CommPortal online features

Dialing into your mailbox.

To reach your mailbox by phone, dial one of the access numbers. You will be required to key in your DID phone number followed by the # sign and the user pin number followed by the # sign. Once in the mailbox follow the prompt instructions or use the **Mailbox Navigation Map** attached at the end of the manual. **410-701-1600**

Recording your Greetings. (3 – 1 - 1)

Once you have dialed into the voicemail system and have access to the main menu. Option 3 will allow you to access your greetings. You have several greetings available to you.

- 1) Personal Greeting
- 2) After Hours Greeting
- 3) Extended Absence Greeting (Vacation)

Under the GREETINGS Menu option 1 is the Person Greeting, and pressing 1 again will allow you to begin recording. So you can always use 3 1 1 from the main menu to get you into recording your personal greeting.

Option 2 from the greetings menu will allow you to record the Extended absence or Vacation greeting, while option 8 will allow you to record an after hours greeting.

Once you pressing 1 to begin any recording, to complete the recording you press # to stop. The system will replay the recording for you. You **MUST** press 1 to save the greeting.

Listening to messages.

Once you access the system it will automatically begin playing new messages for you, if you have no new message, Menu option 1 will allow you to listen to messages.

Once you have listened to a message, your options are:

- 1 Repeat
- 2 Save
- 3 Delete Message
- 22 Save Marked as New

CommPortal

CommPortal is a web site and application dedicated to your settings. You log in to the site by clicking the arrow on your computer or by going to <http://point.gtb.net>.



FLEX POINT
Virtual PBX by GTB

Phone Settings

Please log in below.

Number:

Password:

Remember me on this computer

Login

If you have forgotten your password, please contact customer support.

Login via the Web

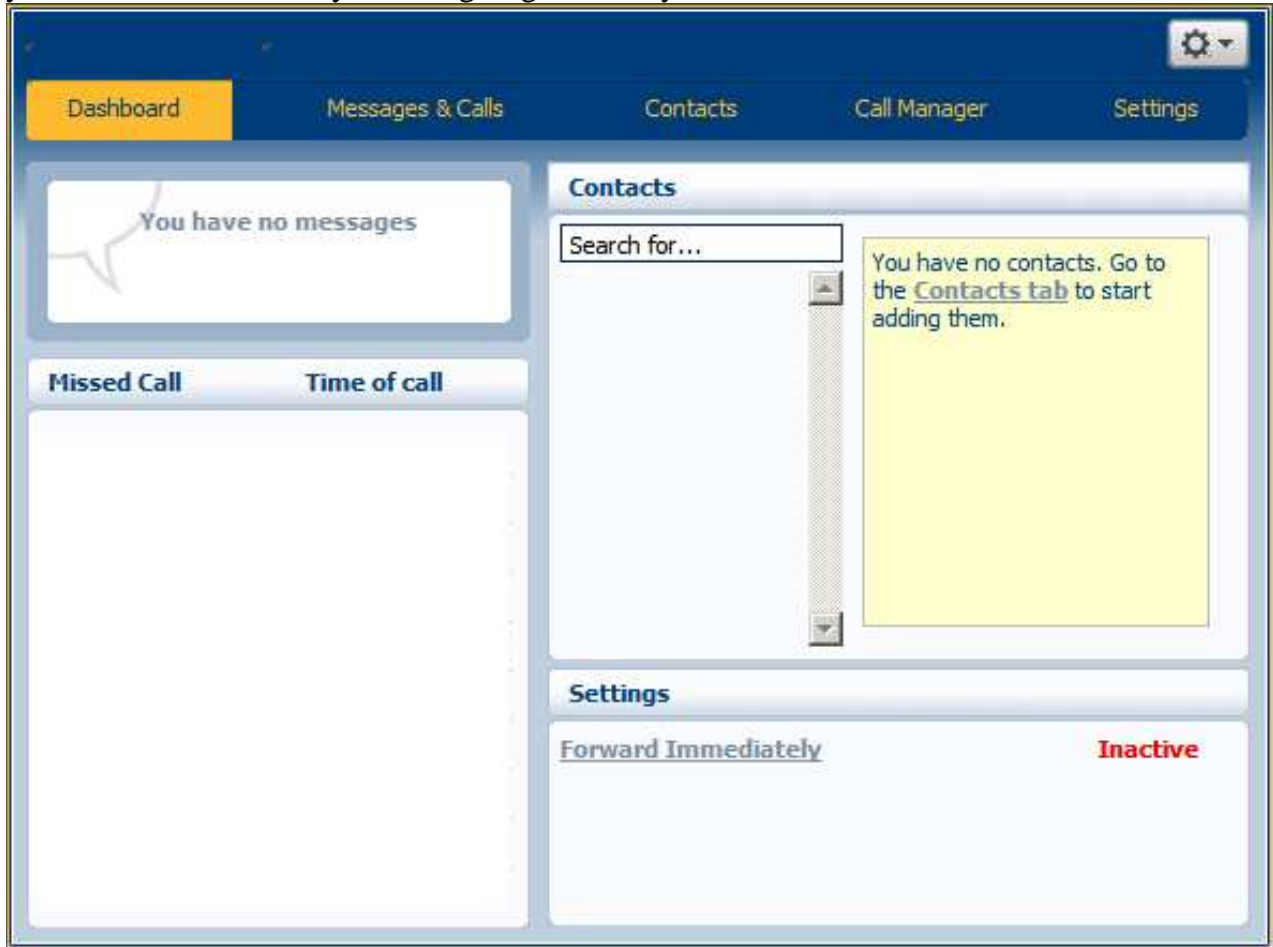
Using your DID Number and Commportal Password

Using CommPortal

You may use your CommPortal to access your voice mailbox to change settings or listen to messages. You can forward your voicemail to emails, change your password and other settings.

The Dashboard

The Dashboard gives you a quick look at your status. Like a dashboard on your vehicle you can see immediately what's going on with your environment.



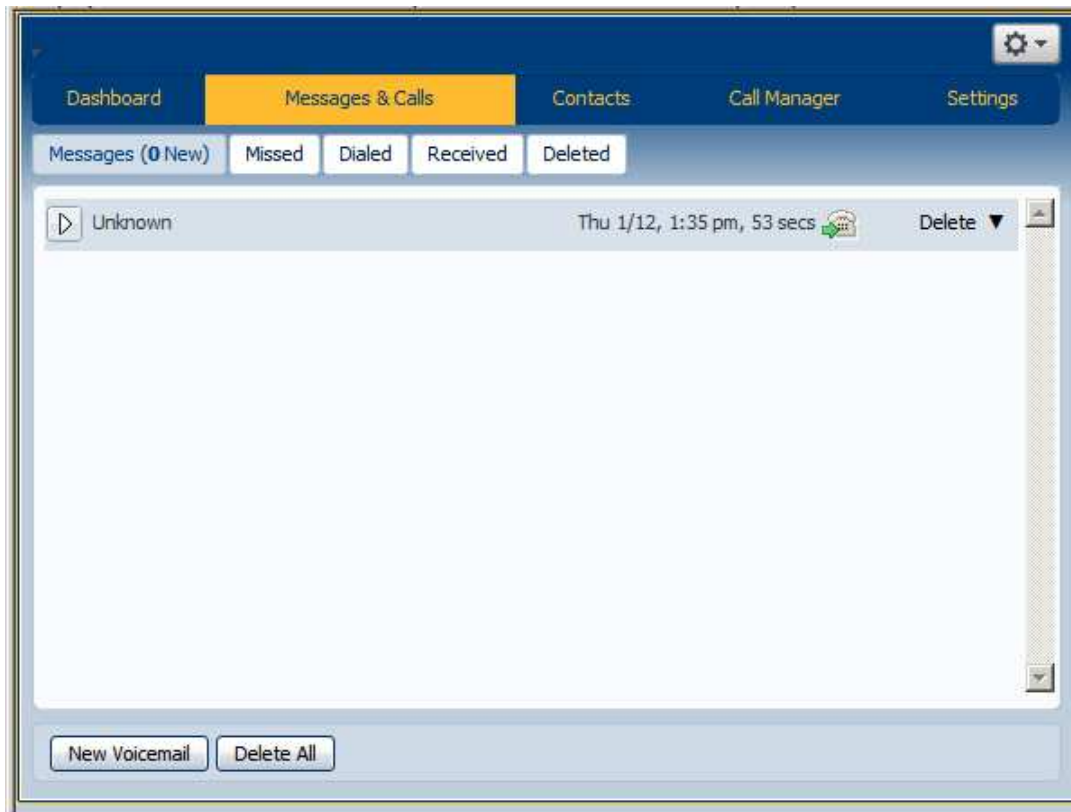
The dashboard is divided into four sections. The top Menu area, the left side showing caller ID of missed calls and the status of your voicemails. The upper right shows the contacts that you have imported into your phone (Up to 1000), and the lower right section shows the status of inbound calls and where they may be routed.

A quick view of this page show the user has 3 previously listened to Voicemails, 3 contacts, no missed calls.

Messages and Calls

This menu options has 5 sub-tabs underneath. The messages tab shows the voicemail messages available in your inbox.

To listen to your messages online, your computer must have speakers attached. Simply click on the play button next to the Caller ID name or Number of the person who has left the message and the message will be heard. If the Caller ID shows only the name, you may move your mouse over the name and the incoming phone number will be displayed. To add this number to your contact list, click on the phone number and you will be giving a link to add this to your contacts. On the right side of the message you will see the word Delete and a drop down arrow displayed which allows you to remove the message.



In addition, clicking on the arrow attached will be provided the following options:

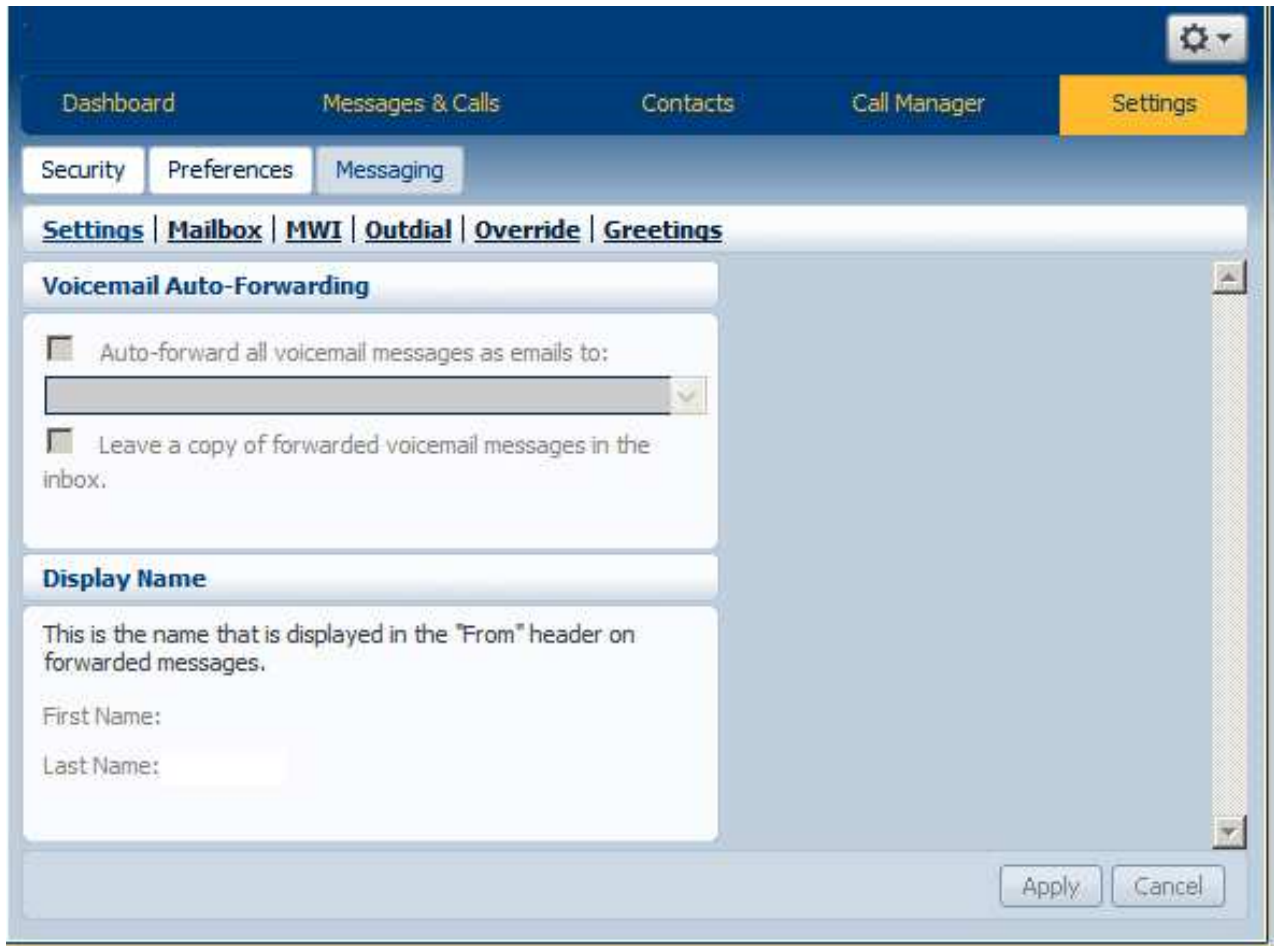
1. **Reply to a system user** (your computer must be equipped with a microphone to record your response).
2. **Mark as heard.**
3. **Forward as email.** The message will be forwarded as a wave file to any email address.
4. **Forward as voicemail.** The voicemail message will be forwarded to another user's voice mailbox on the system.

The removed messages will be moved to the deleted tab and stored for 14 days. To **restore a message** simply click on the restore option. In addition you can see the following:

1. **Missed Calls**- List of calls where the caller did not leave a message.
2. **Dialed**- List of calls you originated from your phone.
3. **Received**- List of calls you answered

On the top of the screen you will see a question mark. By pressing the mark, you can obtain **additional help** at any time.

Voicemail Notification



The screenshot shows a web interface for configuring voicemail settings. At the top, there is a navigation bar with tabs for 'Dashboard', 'Messages & Calls', 'Contacts', 'Call Manager', and 'Settings'. Below this, there are sub-tabs for 'Security', 'Preferences', and 'Messaging'. The 'Settings' tab is active, and within it, there are links for 'Mailbox', 'MWI', 'Outdial', 'Override', and 'Greetings'. The main content area is titled 'Voicemail Auto-Forwarding' and contains two sections. The first section, 'Voicemail Auto-Forwarding', has a checkbox for 'Auto-forward all voicemail messages as emails to:' followed by a text input field. Below this is another checkbox for 'Leave a copy of forwarded voicemail messages in the inbox.'. The second section, 'Display Name', includes a descriptive text: 'This is the name that is displayed in the "From" header on forwarded messages.' and two input fields for 'First Name:' and 'Last Name:'. At the bottom right of the form, there are 'Apply' and 'Cancel' buttons.

You can have the message delivered to your email address. To activate this feature log in to CommPortal, Go to Settings/Messaging. Click the Auto forward all voicemail messages as email. Input your email address at the next box. If you want to leave a copy of the forwarded message in your mailbox, check the next option, otherwise the message will be deleted.

Setting Your Password and Pin Commportal Password

Log in to Commportal and go to the Settings tab. Under the Account tab in the Security section, you can choose to **CHANGE** your “Account Password”.

Your new password must be at least 8 characters and must contain at least 1 number and 1 character such as ~!@#\$\$%^&*()_+}{.

Voicemail Pin

The pin must be between 4-20 numbers. You can not use numbers in a series like 1234, nor can you use a repetitive number like 2222.

Kathy Jones Call Settings

Dashboard Messages & Calls Contacts Call Manager Apps Groups **Settings**

Account Calls Messages Notifications

Personal Details

Name	Kathy Jones
Department	None
Admin	Root admin

Security

Account Password	change
Call Services PIN	change
Voicemail PIN	change

Devices

Desk Phone	(410) 316 1973 set keys
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Voicemail Main Menu

<table border="1" style="width:100%; border-collapse: collapse;"> <tr><td align="center" colspan="2">1</td></tr> <tr><td align="center" colspan="2">Review Messages</td></tr> <tr><td align="center" colspan="2">Review Messages Menu</td></tr> <tr><td>1</td><td>Voicemail</td></tr> <tr><td>9</td><td>Future Delivery</td></tr> </table>	1		Review Messages		Review Messages Menu		1	Voicemail	9	Future Delivery	<table border="1" style="width:100%; border-collapse: collapse;"> <tr><td align="center" colspan="2">N</td></tr> <tr><td align="center" colspan="2">Listen to Messages</td></tr> <tr><td align="center" colspan="2">Hear Messages</td></tr> <tr><td>1</td><td>Repeat</td></tr> <tr><td>2</td><td>Save</td></tr> <tr><td>3</td><td>Erase</td></tr> <tr><td>4</td><td>Reply</td></tr> <tr><td>5</td><td>Send a Copy</td></tr> <tr><td>22</td><td>Mark Saved Messages as New</td></tr> <tr><td colspan="2">Skip Backwards 5 Sec 77</td></tr> <tr><td colspan="2">Skip Forward 5 Sec 99</td></tr> </table>	N		Listen to Messages		Hear Messages		1	Repeat	2	Save	3	Erase	4	Reply	5	Send a Copy	22	Mark Saved Messages as New	Skip Backwards 5 Sec 77		Skip Forward 5 Sec 99		<table border="1" style="width:100%; border-collapse: collapse;"> <tr><td align="center" colspan="2">2</td></tr> <tr><td align="center" colspan="2">Send Messages</td></tr> <tr><td align="center" colspan="2">Enter Phone Or GL Number then #</td></tr> <tr><td>1</td><td>Review Messages</td></tr> <tr><td>2</td><td>Mark as Urgent</td></tr> <tr><td>3</td><td>Mark as Private</td></tr> <tr><td>4</td><td>Re-Record Message</td></tr> <tr><td>5</td><td>Report On Send</td></tr> <tr><td>6</td><td>Report On Read</td></tr> <tr><td>7</td><td>Add Recipient Schedule for Future Delivery</td></tr> <tr><td>9</td><td>Send as Is</td></tr> <tr><td>#</td><td>Send as Is</td></tr> </table>	2		Send Messages		Enter Phone Or GL Number then #		1	Review Messages	2	Mark as Urgent	3	Mark as Private	4	Re-Record Message	5	Report On Send	6	Report On Read	7	Add Recipient Schedule for Future Delivery	9	Send as Is	#	Send as Is	<table border="1" style="width:100%; border-collapse: collapse;"> <tr><td align="center" colspan="2">3</td></tr> <tr><td align="center" colspan="2">Work with Greetings Menu</td></tr> <tr><td align="center" colspan="2">Greeting Options Menu</td></tr> <tr><td>1</td><td>Personal Greeting</td></tr> <tr><td>2</td><td>Extended Absence</td></tr> <tr><td>3</td><td>Sys Gen Greetings and Name Recording</td></tr> <tr><td>4</td><td>Group Mailbox Greeting</td></tr> <tr><td>5</td><td>Busy Greeting</td></tr> <tr><td>6</td><td>Out of office hours greeting</td></tr> <tr><td>7</td><td>Shared Greeting</td></tr> <tr><td>9</td><td>Forward all calls to Voicemail Greeting</td></tr> <tr><td>*</td><td>Ext Menu</td></tr> </table>	3		Work with Greetings Menu		Greeting Options Menu		1	Personal Greeting	2	Extended Absence	3	Sys Gen Greetings and Name Recording	4	Group Mailbox Greeting	5	Busy Greeting	6	Out of office hours greeting	7	Shared Greeting	9	Forward all calls to Voicemail Greeting	*	Ext Menu
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