

# WebFones Voicemail Overview

The WebFones PBX offers a highly flexible, highly capable voice mail system. Among the features that it offers are:

- Notification of new messages through email. The notification message may also include an audio file containing the complete message.
- Ability to organize messages into folders.
- Mailboxes may be password protected.
- Can optionally allow callers to review and re-record messages.

## Greetings

A greeting is a short message that plays before the caller is allowed to record a message. The greeting is intended to let the caller know that you are not able to answer their call. The greeting can also be used to convey other information like when you will be available, other methods to contact you, or other options that the caller can use to receive assistance.

If the WebFones PBX thinks that you are unavailable (e.g. you don't answer the phone or your phone is not connected to the network) the caller will hear your "unavailable" greeting. The unavailable greeting can either be a generic message, like:

- The person at extension *number* is unavailable.
  - *recorded name* is unavailable.
- or the unavailable greeting can be a message that you record.

## Folders

The WebFones PBX allows you to save and organize your messages into folders. There are ten folders:

- New
- Old
- Work
- Family
- Friends
- Folder 5
- Folder 6
- Folder 7
- Folder 8
- Folder 9

When a caller leaves a message for you, WebFones will put the message into the "New" folder. If you listen to the message, but do not delete the message or save the message to a different folder, the WebFones PBX will automatically move the message to the "Old" folder.

When you first log into your mailbox, the WebFones PBX will make the "New" folder the current folder if you have any new messages. If you do not have any new messages the WebFones PBX will make the "Old" folder the current folder.

# Leaving a Message in a Mailbox

If you are not able to answer a phone call, your administrator may have configured the WebFones PBX to allow the caller to record a message that you can listen to later. The process of leaving a message looks like this:

1. Play the appropriate greeting.
2. Play some instructions.
3. Play a beep.
4. Record the message, and optionally allow the caller to review the message. While listening to the greeting or the instructions, the caller can press any of the following buttons:

“#” Skip the rest of the greeting and instructions and immediately begin recording the message.

“\*” Transfer out of the message recording application to receive immediate assistance.

After the greeting and the instructions have played the caller will hear a beep and then the system will start recording a message. To end the recording, the caller can hang up the phone or press the “#” button. If the caller hangs up the phone to end the recording, the WebFones system will put the message in your “New” folder.

If the caller pressed the “#” button to end the recording and the WebFones PBX administrator has configured the system to let the caller review the message, the caller will be presented with the following options:

- “0” Transfer to an operator.
- “1” Save the message.
- “2” Review the message.
- “3” Re-record the message.

If the caller presses “1” the message will be placed in your “New” folder. If the user presses “0” or “\*” the message will be cancelled and the user will be transferred to the operator (or to whatever is specified as immediate assistance for that extension).

# Accessing Your Mailbox

WebFones allows users the ability to access voicemail right on their phone by pressing the retrieve or mail button. When you press this button it will prompt you for your mailbox number (extension number) and a Password (PIN#). You can get this information from the WebFones administration interface.

## The First Time You Log In

The first time that you log into your mailbox, you should press 0 for the mailbox options menu. Then use the keypad to change the following options:

- Record your unavailable greeting (option #1).
- Record your name (option #3).

We recommend that you leave all other options alone. If you need to change your password (also known as a mailbox PIN) please use the website.

## Mailbox Menus

This section contains a detailed discussion of the menus used to access your mailbox.

The main menu will be the first menu that you are presented with once you have logged in.

- “1” Listen to messages in the currently selected folder.
- “2” Change folders.
- “3” Advanced options.
- “0” Mailbox options.
- “\*” Repeat the menu options.
- “#” Exit from the voice mail system.

## Advanced Options in Main Menu

The following buttons may be pressed in the “Advanced Options” menu that was accessed from the Main Menu.

- “4” Place an outgoing call.
- “5” Leave a message for another user on the system.
- “\*” Return to the main menu.

## Mailbox Options

- “1” Record your unavailable message.
- “3” Record your name.

We recommend that you ignore the other options in this menu.

## Listening to Messages

### *The Message Envelope*

The voice mail system will play back the message “envelope”. Depending on how the voice mail system has been configured, the message envelope may consist of the following items:

- Position.

- Date and time that the message was received.
- Caller ID information.
- Duration of the message.

Pressing “1” any time during the playback of the message envelope will skip to the message playback. The voice mail system will then play back the message.

### **During Message Playback**

During the playback of the message, any of the following buttons may be pressed:

- “\*” Rewind the message by 3 seconds.
- “#” Fast forward the message by 3 seconds.
- “0” Pause the message playback. Press any other button to resume playback.
- “1456789” Pressing any of these buttons will halt the playback of the message and perform the corresponding action from the post-message playback options.

### **After Message Playback**

After the message has been played back, the system will play a prompt and wait for you to press a button:

- “1” Go to the first message in the current folder.
- “2” Change folders
- “3” Advanced options.
- “4” Go to the previous message in the folder.
- “5” Replay the current message.
- “6” Go to the next message in the folder.
- “7” Delete or undelete the message.
- “8” Forward the message to another user on the system.
- “9” Save the message to a different folder.
- “0” Mailbox options.
- “\*” Replay the prompt.
- “#” Exit the voice mail system.

### **Advanced Options After Listening to a Message**

The following buttons may be pressed in the “Advanced Options” menu while you are listening to a message.

- “1” Record a message and send it directly to the mailbox of the person that sent you the current message.
- “2” Call the person that left the message back.
- “3” Play the message envelope.
- “4” Place an outgoing call.
- “5” Leave a message for another user on the system.
- “\*” Return to the main menu.

## **Changing Folders**

If you select the option to change folders the WebFones PBX will present you with the following options:

- “0” “New” messages.
- “1” “Old” messages.
- “2” “Work” messages.
- “3” “Family” messages.
- “4” “Friends” messages.
- “5” “Folder 5” messages.
- “6” “Folder 6” messages.
- “7” “Folder 7” messages.
- “8” “Folder 8” messages.
- “9” “Folder 9” messages.
- “#” Cancel the change folder operation.