VoradianEdge™ PBX Phone User Manual

VOICEMAIL SYSTEM QUICK GUIDE

Accessing Voicemail Settings

Most functions described in this article will allow you to access and manage your Voicemail. There are three ways to manage your Voicemail - each for different means of access.

1. **Access from one of your assigned phone devices**. These are devices that are assigned to your extension number. This is the simple way to access your voicemail.
    - **Dial 5001** to access your mailbox options.
    - You will be prompted for password/PIN. Enter PIN followed by **#** sign.
    - You will be prompted to press **(1)** Listen to New Messages, **(2)** Review Saved Messages, **(3)** Send Messages **(4)** Set call forwarding **(5)** Change Settings **(6)** Change greetings **(7)** Recover deleted voicemail

2. **Access from an on-network phone device that is not one of your assigned devices**. These are devices that are in your company network but not assigned to you, such as a phone device from another department or from a colleagues' desk station.
    - **Dial 5000** + extension to access general mailbox options.
    - You will be prompted for password/PIN. Enter PIN followed by **#** sign.
    - You will be prompted to press **(1)** Listen to New Messages, **(2)** Review Saved Messages, **(3)** Send Messages **(4)** Set call forwarding **(5)** Change Settings **(6)** Change greetings **(7)** Recover deleted voicemail

3. **Access from an outside phone line**. This would be any phone device that is not a device in your company network, such as your mobile phone or home phone. For this type of access to be possible, your company phone number must be routed to a menu that has an option for *Check Voicemail*.
    - Dial your company number and enter your extension, unless the number is directly routed to your extension.
    - Once you reach your extension, and hear the recorded greeting, Press ***** (**star**) to login to your voicemail box.
    - You will be prompted for password/PIN. Enter PIN followed by **#** sign.
    - You will be prompted to press **(1)** Listen to New Messages, **(2)** Review Saved Messages, **(3)** Send Messages **(4)** Set call forwarding **(5)** Change Settings **(6)** Change greetings **(7)** Recover deleted voicemail

Setting up your mailbox through the phone

Access *Voicemail Settings* as described in **Accessing Voicemail Settings** of this article. You may access this function from your assigned phone device, from any other on-net phone device or from off-net (outside line) phone device.

- After choosing option **(5)** of *Voicemail Settings,* you will be prompted to press **(1)** Change your password, **(2)** Record your name, **(0)** Return to main menu.

1. Resetting your PIN / Password

Voicemail password can be reset in one of the two following ways:

1. Contact your account administrator to have them reset the password for you.
2. Connect to your voicemail from a phone and reset the password yourself.
    - Access *Voicemail Settings* as described in **Accessing Voicemail Settings** of this article.
        1. After choosing option **(5)** of *Voicemail Settings*, you will be prompted with the following options.
        2. Press **1** for *Reset Password* (PIN).
        3. You will be prompted to enter new password followed by the **#** sign.
        4. You will then be prompted to re-enter new password followed by **#** sign to confirm.
        5. Your new password will be saved and confirmed as such by the system. At this point you may hang up or continue with other options as listed in the systems prompt.

2. Record your name

- Access *Voicemail Settings* as described in **Accessing Voicemail Settings** of this article.
- After choosing option **5** of *Voicemail Settings,* you will be prompted with the following options.
- You will be directed to record your name.
- Record your name and Press # when you are finished.
- After recording your greeting, you will be prompted to Press **(1)** *use this name as an announcement in the directory*, **(2)** *not be announced*
- Your recorded name will be saved and reported as such by the system. At this point you may hang up or continue with other options as listed in the prompt.

Changing your Mailbox Greeting

- Access *Voicemail Settings* as described in **Accessing Voicemail Settings** of this article.
- After choosing option **6** of *Voicemail Settings,* you will be prompted with the following options.
- Press **(1)** for *Record Greetings – Several types of greetings are allowed to be saved.*
- Press **(2)** *to Review saved Greetings*
- Press **(3***) to Select a Greetings*
- You will be directed to record your new greeting.
- After recording your greeting, you will be prompted to Press **(1)** *save new greeting*, **(2)** r*eview your new greeting*, **(3)** *re-record your new greeting*
- Once you are happy with your recording dial **(1)** to save it.
- Your new recording will be saved and confirmed as such by the system. At this point you can hang up, or carry on with operations as listed in the systems prompt.

Checking your voice mail from an outside phone

1. This would be any device that is not a device in your company network, such as your mobile phone or home phone. For this type of access to be possible, your company phone number must be routed to a menu that has an option for *Check Voicemail*.

- Dial your company number.
- Once you reach your extension, and hear the recorded greeting, Press * to login to your voicemail box.
- You will be prompted for password/PIN. Enter PIN followed by **#** sign.
- You will be prompted to dial **(1)** Listen to New Messages, **(2)** Review Saved Messages, **(3)** Send Messages **(4)** Set call forwarding **(5)** Change Settings **(6)** Change greetings **(7)** Recover deleted voicemail

Voicemail to email

This is a feature set by a switch that is just under your email on the *simple user* dashboard. It can be set to ON or OFF. This optional feature, called *Voicemail Transcription*, can be enabled for individual users or at the domain level for all users in your organization. To enable this optional feature, check with your systems administrator.

- **ON** - Any voicemail received at your extension will be emailed to the email address or addresses provided for the voicemail box. The voicemail message will be sent as a .wav audio file attachment in the email. The email body will give the time/date and the to/from numbers. Voicemails may or may not be deleted after this process depending on the Voicemail handling settings/rules determined by your account administrator.

- **OFF** - No such translation or email transmission will occur. You will manage your voicemail messages in the traditional way.

Dashboard Voicemail

As a *simple user*, you can access voicemail from your PBX portal's dashboard (**portal.voradian.com**). You can listen, save, and delete your messages from a simple, elegant interface. You must be assigned the ***simple user* scope** to access these functionalities. If you do not have this scope, check with your systems administrator.

- Located on the right side of the dashboard under *your name* in the top right-hand corner.
- If there are any voicemail messages in your mailbox, there will be a red circle indicating the number of voice mails on the dashboard icon.
- If there are no messages in your mailbox, there will be nothing on that icon
- Clicking on a plaque will reveal options for that message.
    - Dropdown options for ***New, Saved, and Trash*** messages are available. **Unread** - marks the message as unread.
        - **New** –messages that have not been acted on yet.
        - **Save** - will keep the message in your user's profile.
        - **Trash** - will permanently remove the message and delete it from our servers. Permanently removed messages are unrecoverable.
    - Time, Date, From, and Duration of message information will appear.
    - There will also be a mini media player interface provided to listen to the message.

- Other options available in the web dashboard include:
    - **Call to listen** - dials the user's phone

- **Forward message to another person's voicemail box** - enter the destination extension number/ voicemail box to forward the message. This option is not available as a (*) star code from your company device or outside device, only in the dashboard.
- **Download & listen** – download the message into your computer or mobile device.
- **Save** – save the message for later review.