User Guide: Messages

Contents

1.Messages

Figure 1.a

The Messages icon as seen in figure 1.a is where all your voicemails, chat messages, and account settings for voicemail options are stored.

1.1   Voicemail Tab

Clicking the Message Center icon, as seen in figure 1.a, will take you to the Messages Center Voicemail tab. At the top of the tab, you will see a new message indicator showing how many (if any) new voicemails your account has, as seen in figure 1.1.a.
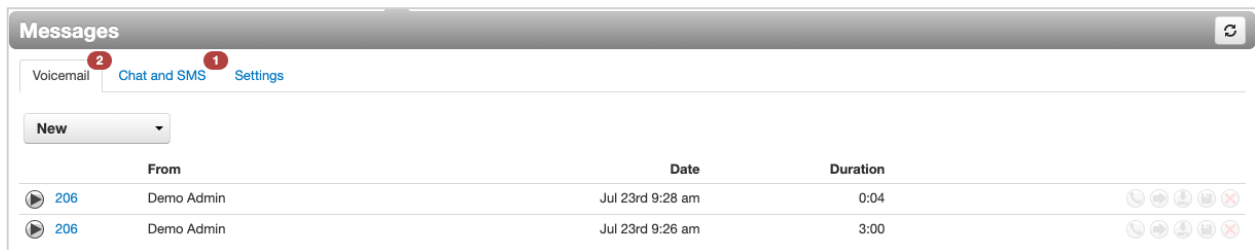
Figure 1.1.a

Underneath the tab selection you will see a drop down, as seen in figure 1.1.b, which allows you to display New Voicemails, Saved Messages, or Trashed Messages.

On the new page, you can see all your new voicemail messages displayed with the caller's phone number, the caller ID name, along with the date, time, and duration of the message, as seen in figure 1.1.c.

To the right of the message information, you will see the Voicemail Management options, as seen in figure 1.1.c.
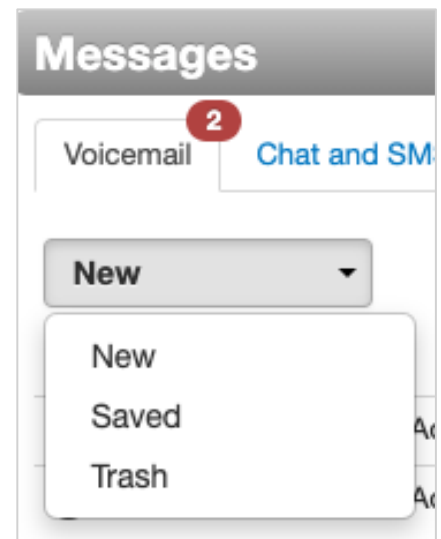
Figure 1.1.c

Figure 1.1.b

1.1.1 Call to Play

The Phone icon as seen, in figure 1.1.1.a, allows you to use the Call to Play options in which the system will call an extension and play the voicemail.

Figure 1.1.1.a

1.1.2 Forward Voicemail

The arrow pointing to the right, as seen in figure 1.1.2.a, allows you to forward the voicemail to another extension.

Figure 1.1.2.a

1.1.3 Download Voicemail

The arrow pointing down, as seen in figure 1.1.3.a, allows you to download the voicemail to your computer.

Figure 1.1.3.a

1.1.4 Save

The Disk icon, as seen in figure 1.1.4.a, allows you to save the voicemail in your account's Saved section and will appear when selecting the Saved option from the voicemail box options.

Figure 1.1.4.a

1.1.5 Delete

The red X, as seen in figure 1.1.5.a, is the delete option, clicking the icon will remove the voicemail*.

Figure 1.1.5.a

*Once a voicemail has been deleted it cannot be recovered from the phone system.

1.2   Chat and SMS Tab

On the Chat tab you can see all your chat conversations, as seen in figure 1.2.a. The message is displayed with the contact's name and the last message received or sent.

Figure 1.2.a

1.2.1 Start a New Conversation

To start a new conversation, click the New Conversation button as seen in the right-hand corner of figure 1.2.a and a new chat window will appear as seen in figure 1.2.1.a. Start typing the users name or press down to see a list of everyone in the organization you can select from.

You can also click the chat box icon next to their name in the contacts widget, as seen in figure 1.2.1.b. After clicking one of the options, a chat window will appear. Click on the Send a Message field and start typing. Press enter when you would like to send your message.
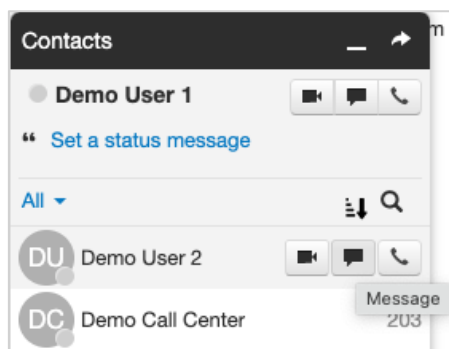

Figure 1.2.1.a

Figure 1.2.1.b

1.2.2 Replying to Message

To reply to a message, type in the chat window that displays when receiving one. You can also click the Reply icon to the right of the message in the Message Center, as seen in figure 1.2.2.a.
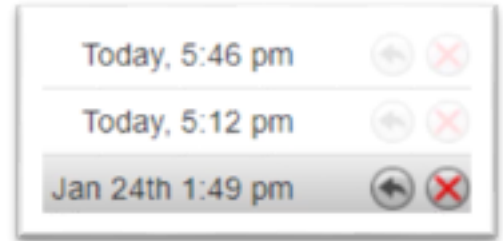

Figure 1.2.2.a

1.2.3 Delete a Message

To delete a message, click the red x that appears next to the Reply button when hovering over the message, as seen in figure 1.2.2.a.

1.3   Settings Tab

The Settings tab, as seen in figure 1.3.a is where you can make changes to how your account handles voicemail. It is represented in the company Audible Directory and in the Contacts of the organization.

1.3.1 Enable Voicemail

You can enable or disable voicemail by clicking the checkbox next to Enable Voicemail option.

1.3.2 Inbox Options

These options allow you to control your experience when calling your voicemail box to check your messages over the phone.

Figure 1.3.a

1.3.2.1   Sort Voicemail Inbox by Latest First

Clicking the box next to Sort Voicemail Inbox by Latest First will configure your voicemail to play the most recent voicemail message as the first message you hear. If this option is not enabled the voicemails will be played in the order they were received.
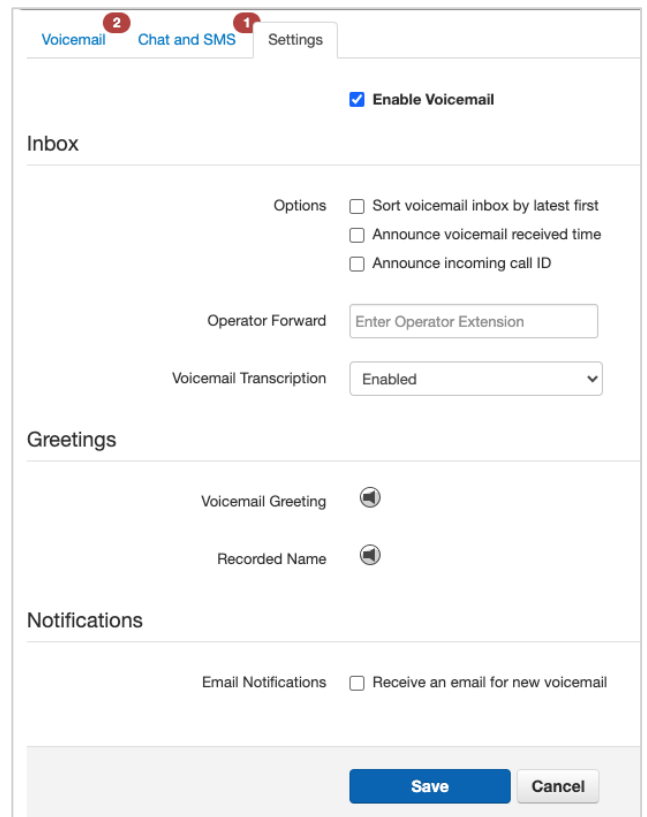
1.3.2.2 Operator Forward

Allows you to enter the extension of an operator you want your voicemails to forward to.

1.3.2.3 Voicemail Transcription

You can enable or disable voicemail transcription using the dropdown as seen in figure 1.3.a. Voicemail transcription transcribes voicemails and sends the transcription to your associated email.

1.3.2.4 Announce Voicemail Received Time

Clicking the box next to Announce Voicemail Received Time will configure your voicemail account to tell you the time the voicemail was left when checking messages.

1.3.2.5 Announce Incoming Call ID

Clicking the box next to Announce Incoming Call ID will have your voicemail read the caller ID number to you.

1.4   Greetings

Under the voicemail inbox options, you will see that the Greetings section contains your Voicemail greeting and recorded name used in the company directory.

1.4.1 Voicemail Greetings

You can have more than one voicemail greeting. The drop-down box, as seen in figure 1.4.1.a, allows you to select which greeting callers will hear when reaching your voicemail. To the right of the message select option you will see three icons to choose from: Play the Voicemail Greeting, Download the Greeting, or Manage Greetings.
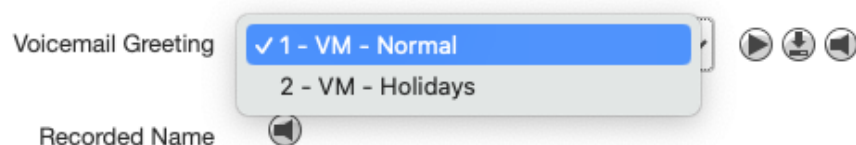

Figure 1.4.1.a

1.4.2 Manage Greetings

Clicking the Manage Greetings icon takes you to the Manage Greetings Center as seen in figure 1.4.2.a. Here you can add multiple greetings from your voicemail greetings drop-down list.

1.4.3 Adding Voicemail Greetings

To add a voicemail greeting, click Add Greeting at the bottom of the Manage Greeting portal page. You will see the options to Upload a new recording from a file on your computer or to Record a new greeting.
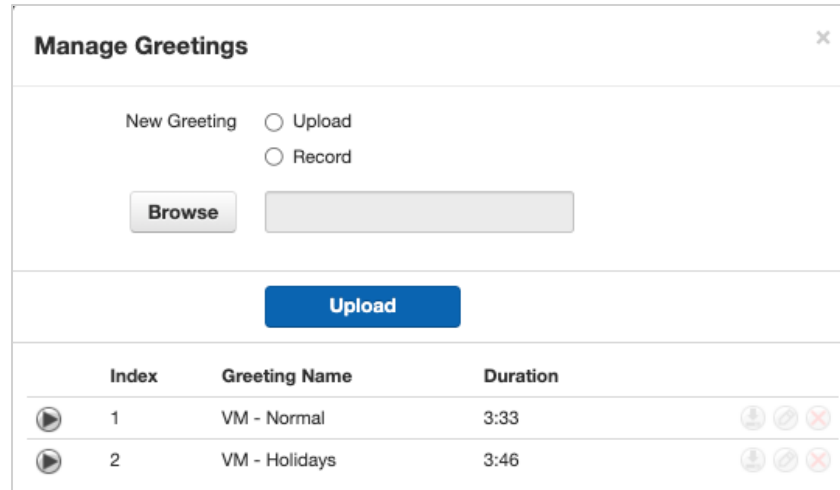

Figure 1.4.2.a

To record your greeting, enter a phone number and the system will call you so you can record your new greeting. After the greeting is created you will see the message displayed, as seen in figure 1.4.2.a.

To the right of the message, you will see options to Download or Edit the message, which will allow you to re-record the message or change the greeting. You will also see the option to delete the voicemail greeting message.

1.4.4 Recorded Name
The Recorded Name option, as seen in figure 1.4.4.a, allows you to record the name which will be played when the company directory says your name. If no recording is uploaded the system will read your name off by each letter.

When clicking the Manage icon, the Manage Recorded Name window appears, as seen in figure 1.4.4.b, which will allow you to upload a recording from your computer. Or record a new name by clicking Record.
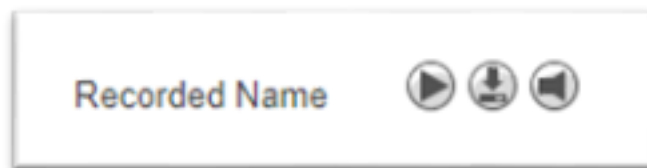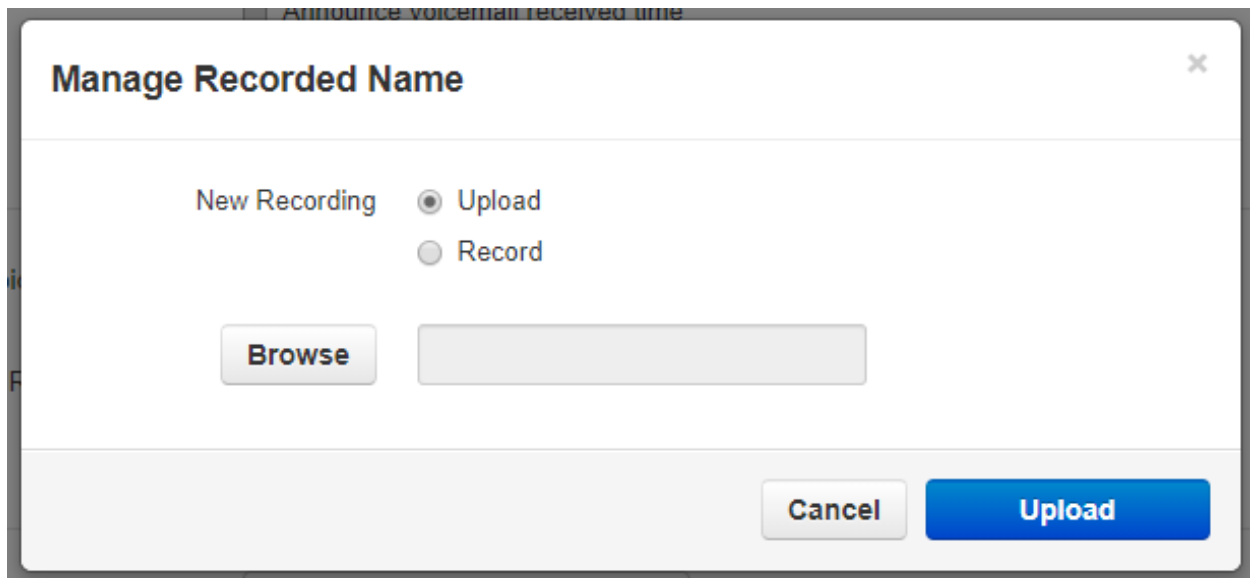

Figure 1.4.4.a

Figure 1.4.4.b

1.4.5 Notifications

Under Greetings, you will see the Notifications option, as seen in figure 1.4.5.a, which will allow you to manage your email notifications when a voicemail is left. When Receive an email for new voicemail is checked, two options appear: Email Type and After Email Notification. These two settings allow you to customize the email type you receive and tell the system what to do with the new voicemail after the email is sent.
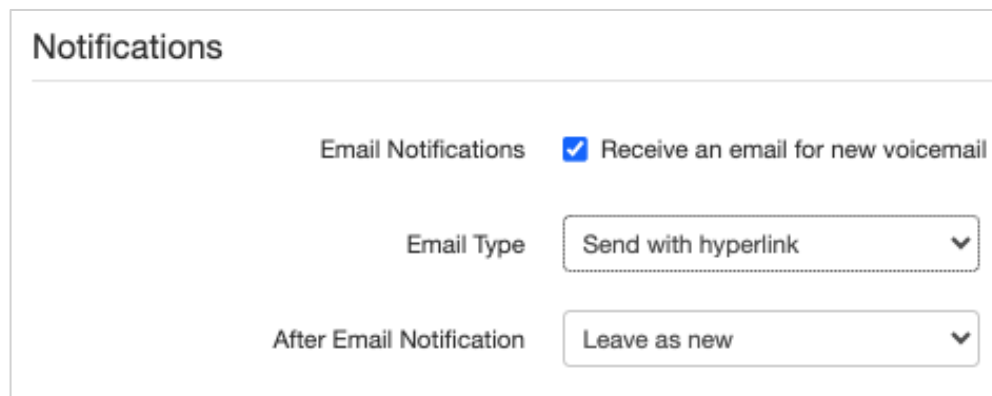

Figure 1.4.5.a

The Email Notification options let you select the email notifications format you receive.

- Unchecked – no email sent when voicemail is left.
- Email Type – Send w/ hyperlink
- Email Type – Send w/ brief hyperlink
- Email Type – Send w/ attachment
- Email Type – Send w/ brief attachment
- After Email Notification – Leave as new
- After Email Notification – Move to saved
- After Email Notification – Move to trash

For any of the changes to take effect you must click the Save button at the bottom of the page, as seen in figure 1.4.5.b. The Cancel button will disregard any changes made.
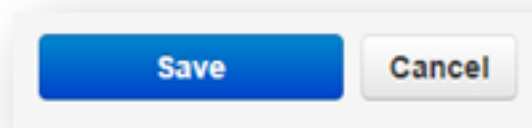
Figure 1.4.5.1.b