

# VOICE MAIL WEB ACCESS USER GUIDE

NEVER MISS  
A MESSAGE



windstream

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## General Help

The top line on all pages provides navigation between your key features and is always visible. Below that to the right are a number of fixed components:

2 Phone Number Indicator, which reminds you which phone number you are accessing:

-  Logout button, which you can use when you have finished.
-  Refresh button, which updates the page with recent phone and message activity.
-  Help Button, which brings up the online help window.

## Messages & Calls

The Messages & Calls page allows you to manage and listen to your voice mails. The functions below are accessible via the **Messages** top-level tab. When you play a voice mail, the **Voice Mail Player** will appear.

### Messages Tab

This tab lists all of the voice mails in your inbox. New messages (those you have not yet listened to) appear in **bold type**.

For each message in your inbox, you can see who the caller was, the time of the call, and the length of the message. If the call was from a telephone number that appears in your contact list, then the name of the caller will be displayed. Otherwise you will just see their telephone number. You can also see if the

caller marked the message as  Urgent or  Private.

Your inbox may also contain special **System Messages**, such as delivery failure notifications.

The following actions are available to you on this tab.

- Play a voice mail or save a local copy on your computer.
- Manage your voice mails by deleting them, or marking them as either new or heard.
- Reply to or forward a voice mail.
- Leave a Voice mail for someone.
- View contact details or add new callers to your contact list.

## Play or Save a Voice Mail

To **play a message**, click on the  or  icon to bring up the **Voice Mail Player**.

To **save a copy of the message on your computer**, right click on the  or  icon, and select *Save Target As...* or *Save Link As...*

## Manage Your Voice Mails

- To **delete one or more messages**, select the checkboxes next to the messages you wish to delete, and then press the *Delete* button at the bottom of the panel. To quickly select or deselect all messages, use the checkbox at the top of the list.
- Messages are automatically marked as listened to when you play them. To **mark one or more messages you have previously listened to as New** (so that they appear in bold again), select the messages (as above) and press *Mark As New* at the bottom of the panel.
- Similarly, **to mark messages as heard** without listening to them, select the messages and press *Mark As Heard* at the bottom of the panel.

## Reply to or Forward a Voice Mail

If you have received a voice mail from another user on the same voice mail system, you can record and send a voice mail as a response.

- You can also forward voice mails (as long as they are not marked as  private).
- If you wish to forward a voice mail to another user (or users) on the same voice mail system, you can forward the message as a voice mail.
- Otherwise, you can forward the voice mail as an e-mail to one or more e-mail addresses (the voice mail will be attached to the e-mail as a WAV file).

## Reply to a Voice Mail:

Click the  down arrow icon corresponding to the message you wish to reply to, and select either Reply or Reply to All to bring up the Voice Mail Reply overlay. Note: If you attempt to reply to a message from someone who is not a user on the same voice mail system the reply will fail.



- Record a response.
- The Voice Mail Reply overlay also allows you to optionally:
  - Flag a response as urgent or private.
  - Listen to the original message by clicking on the "original voice mail" header to access the voice mail player controls.
  - Add other recipients to the *To* field, separating them with semicolons.
- When you are done, press the *Send* button to send the message.

### Forward a Voice Mail as a Voice Mail:

Click the  icon corresponding to the message you wish to reply to, and select Forward as Voice Mail to bring up the Forward as Voice Mail overlay.

- Enter one or more recipients in the *To* field. The recipients specified must be other users on the same Voice Mail system, or the attempt to send the message will fail. If a recipient is configured in your contact list, then you can identify them by name, otherwise you must enter their telephone number directly. You can specify multiple recipients by separating them with semicolons.
- The Forward as Voice Mail overlay also allows you to optionally
  - Flag the Voice Mail as urgent or private.
  - Record an introductory message—when the recipient listens to the voice mail, they will hear your introductory message first followed by the message you are forwarding.
  - Listen to the original message by clicking on the "original voice mail" header to access the voice mail player controls.
- When you are done, press the *Send* button to send the message.

### Forward a Voice Mail as an E-mail:

Click the  icon corresponding to the message you wish to forward, and select Forward as E-mail to bring up the Forward as E-mail overlay.

- Enter one or more recipients in the *To* field. If the recipient is configured in your contact list, then you can identify them by name. Otherwise you must enter their complete E-mail address. You can specify multiple recipients by separating them with semicolons.
- The Forward as E-mail overlay also allows you to optionally:
  - Specify additional recipients in the *Cc* or *Bcc* fields.
  - Adjust the subject line of the E-mail message.
  - Add text to be included along with the voice mail attachment.
- When you are done, press the *Send* button to send the message.

Note: When forwarding a message as an E-mail, the *From* address specified will include your name as displayed on the settings page.

## Leave Someone a Voice Mail

This feature enables you to leave voice mails for other users of this voice mail system by recording and sending a message through the Web UI rather than phoning them. You can also record a single message in this way to be left for multiple users rather than phoning them each individually.

### Send a Voice Mail:

- Press the *New Voice Mail* button to bring up the Voice Mail Composer overlay.
- Enter one or more recipients in the *To* field. The recipients specified must be other users on the same voice mail system, or the attempt to send the message will fail. If a recipient is configured in your contact list, then you can identify them by name. Otherwise you must enter their telephone number directly. You can specify multiple recipients by separating them with semicolons.
- Optionally flag the voice mail as *Urgent* or *Private*.
- Record your message.
- Press the *Send* button to send your message.



## View Contact Details or Add New Callers to Your Contact List

- If a message has been left from a telephone number that appears in your contact list, then the name of the caller will be displayed. To view your contact list entry for the caller, click on their name.
- Otherwise you will just see the caller's telephone number. In this case, you can create a contact list entry for the caller by clicking on their number and selecting "Add to contacts."

## Message Troubleshooting

I have a  warning indicator that says **Flash is Not Installed**, and clicking on the  or  icon does not bring up the Voice Mail Player.

The Voice Mail Player uses a technology called Flash from Adobe, which you have not installed on your computer. If you click on the  warning indicator then it will give you a link to Adobe's Web site that will install Flash for you.

## Mailbox Quota

You have restrictions on the total amount of content that can be stored in your mailbox. If you reach this limit, or are close to reaching this limit, you will see a  warning icon appear on this page. Clicking on this warning icon will tell you how much content you have, and what your limits are.

If you are close to reaching your limit, then you may wish to delete some of your voice mails to free up space. If you reach your limit and don't delete any content, you will be unable to receive further messages in your mailbox.

In addition to voice mail content you may be told that you also have "other" content.

- This other content includes voice mails in your secondary group mailboxes. You may need to log in to your secondary mailboxes and delete some of the content from them to free up space.
- You may also have "other" content if you have accessed your mailbox using a remote e-mail client (such as Microsoft Outlook) over IMAP and accidentally moved, for example, e-mails into your mailbox. Such content will take up space in your mailbox, but you will be unable to access it through the Web UI you will need to use your remote e-mail client again to remove it.

## Voice Mail Player

The Voice mail Player allows you to listen to your voice mails using a similar interface to an MP3 player.

The top part of the player shows who left the voice mail, when they did so, and how long it lasts. An **!** icon appears if the caller marked the voice mail as urgent.

Below these a status message shows whether the voice mail is loading, playing or paused. The slider that follows shows progress as the recording plays, and allows you to drag to a different part of the recording.

A set of round buttons provide the actual playing interface:

 Step back to play the previous voice mail.

 Play the current voice mail.

 Pause the voice mail playing currently.

 Stop the voice mail playing currently.

 Play the next voice mail.

The remaining controls for the player concern the playback volume. You can toggle between the unmuted  and muted

 states by clicking these icons, and adjust the  slider to set a particular volume level.

Finally, there is a set of buttons:

- **Save** allows you to download and save the voice mail to your computer.
- **Delete** deletes the current voice mail.
- **Close** closes the voice mail player.

## Recording a Message

A number of controls are provided for options to record your message.

 Starts recording. This will overwrite any message you have previously recorded.

 Plays back your recorded message. This action will be unavailable if you have not yet recorded a message.

 Stops recording or playing the message.

  Microphone and slider control allows you to adjust the gain of your microphone. While recording, the  lights above the control will show how



loud the signal is from your microphone. If the gain is set correctly then several green lights should appear while you are recording. If only one or two appear, then the gain is set too low and your message will be too quiet. If red lights appear then the gain is set too high and your message will be distorted.



Speaker and slider control allow you to adjust the playback volume. You can mute or un-mute playback by



clicking the  or  icons, and adjust the slider to set a particular volume level.

When you first attempt to record a message, an "Adobe Flash Player Settings" overlay will appear. Ensure that the "Allow" radio button is selected, and if you do not wish to be shown these settings in future tick the "Remember" checkbox.

## Steps for Recording a Message

When you are ready to record your message, press the  button. Read your message into your microphone, and when

you have finished, press the  button.

Playback your message to check that it has recorded correctly

by pressing the  button. If there is a problem with the recording, e.g. you cannot hear it or it is very quiet, see the section on **troubleshooting** below.

If you are not happy with your message content, then record a new message by pressing the record button again. This will overwrite your previous message.

## Recording Troubleshooting

**I have recorded my message, but when I try to play it back I cannot hear anything.**

- Check that you have actually recorded something. The length of the current recording is shown as e.g. 0:01:35 (1 minute and 35 seconds). If the current recording length is 0 or much lower than expected then try recording your message again.

Check that playback is not muted and that the volume is

turned up. If playback is muted then the  icon will be displayed; press this to un-mute the speaker. Volume can be adjusted using the volume slider described above.

Try re-recording the message and, as you are recording, watch the lights above the gain control icon.

- If no lights appear, or only one or two appear, then check the following.
- Increase the gain of your microphone by

moving the gain control   to the right-hand end.

- Click the microphone icon to the left of the gain control icon to bring up the "Adobe Flash Player Settings" and make sure that the "Allow" option is selected. Click on the microphone icon at the bottom of this settings box and check that the correct microphone is selected in the dropdown, and that the record volume is turned up.
- If you are using an external microphone, check that this is plugged in correctly.

If this still doesn't solve the problem, then it may be that your microphone has been muted by the operating system (e.g. Windows). Refer to your operating system help for further information.

- If several green lights appear consistently while recording your message, then it is likely that your message has recorded correctly and the problem is occurring when playing it back. If you are using external speakers, check that these are plugged in correctly and turned on. If this does not resolve the problem, then it may be that your speaker has been muted by the operating system (e.g. Windows). Refer to your operating system help for further information.

### **I have recorded my message, but when I try to play it back it is distorted.**

This may be because your microphone gain is set too high. Reduce the gain by moving the gain control   to the left-hand end.

## Contacts

This page allows you to manage your **Contact List**.

### Contact List

The contact list allows you to store information about your telephone contacts. Adding your contacts to this list makes other features easier to use. For example:



- When you receive a call, if the caller is configured in your contact list then instead of seeing their telephone number in your call history, you will see their name.
- When configuring services, such as rejecting callers, you can select people from your contact list to reject calls from instead of needing to enter their phone numbers explicitly.

Each contact list entry may contain:

- First and last names.
- Nickname.
- Job title and organization.
- Home, work, cell, fax and other telephone numbers.
- Two e-mail addresses.
- An SMS address.
- Home and work postal addresses.

When multiple telephone numbers are configured, one number can be identified as the main (or default) number. Similarly one of the e-mail addresses can be marked as the main one.

Your contact list may also contain groups, which make it easy to group together individual contacts whom you wish to refer to all at once. Groups may also be nested within other groups.

Viewing the details of a group shows which contacts and groups are members of it, and viewing the details of a contact shows which groups it is a member of.

The contact list interface consists of two columns:

- The *contacts and groups* column that lists your contacts and groups in alphabetical order
- The *details* column used for viewing the details of a single contact entry or group, for adding new contacts or groups, or for editing existing ones.

### Finding a Contact List Entry

There are multiple ways of finding an existing contact list entry.

- Alphabetically by name. Scroll through the names in the contact list column, and click on the one you want to view the details of.

- Searching by name. To search by name type the first few letters of any component of the name into the search box at the top of the contact list column. Matching proceeds as you type, and the more you type, the more constrained the list of matches is. Matching is performed against contacts' first and last names, and also against various other text fields within the contact.
- Searching by number. To search for a contact by number type the first few digits of one of their telephone numbers into the search box.

Within the details view, the matching search text will be highlighted for quick recognition.

## Adding a New Contact List Entry

To add a new contact to the list, click the *New Contact* button below the contact list column. You can fill in as many or as few of the details as you want.

Telephone numbers can be entered in any format. Normally, this should be the full 10-digit number.

Once you have finished entering the details for the new contact, click the *Save* button to submit your changes. If you wish to discard the new entry, click *Cancel*.

**Hint:** When you receive a call from someone who is not already recognized as a contact, the various lists of calls display a  symbol alongside the call. Using this will bring you straight to this *New Contact* display, where you can easily fill in any additional information about the contact, then press *Save* to save them to your contact list.

## Editing a Contact List Entry

To edit an existing contact, first find the contact you wish to edit (see above) and select it to make it appear in the details column.

Now click the *Edit* button below the details column. Make the necessary updates, and then click either the *Save* or *Cancel* buttons to commit or discard your changes.

When editing a contact, you can also change which groups it is a member of.

## Adding a Group Entry

To add a new group to the contact list, click the *New Group* button below the contact list column. There are entry fields for the Group Name and a numerical ID you can use to refer to the group over the telephone. You can also



select individual contacts and groups to be added as group members by ticking the checkbox along side their names in the right-most column. This column also holds a search box that which can be used to quickly locate the names you want if you already have a long contact list.

Once you have finished entering the details for the new group and selecting its members, click the *Save* button to submit your changes. If you wish to discard the new group, click *Cancel*.

### Editing a Group Entry

To edit an existing group, first find the group you wish to edit (see above) and select it to make it appear in the details column.

Now click the *Edit* button below the details column. Make the necessary updates, and then click either the *Save* or *Cancel* buttons to commit or discard your changes.

### Deleting a Contact List Entry

To delete an existing contact list entry, find the entry you wish to delete (see above) and select it to make it appear in the details column, then click the *Delete* button below the details column.

### Contact List Import

This feature allows you to import contacts from another application, such as Microsoft Outlook or Outlook Express. This provides a very quick way of populating your contact list if you already have contacts defined in another application. If you maintain multiple contact lists then this feature can also be used to periodically update your contact list with the changes you have made to contacts in other applications.

To import contacts, you must first generate a CSV file containing them. This file is typically generated by exporting your contacts from another application. For example, the following steps describe how you would export your contacts from Microsoft Outlook. Note: The steps may vary slightly depending upon the version of Outlook you are using.

- Select *File > Import and Export* from the main menu.
- Choose "Export to a file" and press the *Next* button.
- Choose "Comma Separated Values (Windows)" and press the *Next* button.
- Select your *Contacts* folder and press the *Next* button.
- Choose a location to save the CSV file to and press the *Next* button. Remember where you have saved the file as you will need this again shortly.
- Press the *Finish* button.

Once you have created a CSV file containing your contacts, you can import them by pressing the *Import* button on the Contact List tab. This will bring up the Import Contacts overlay.

- First press the *Browse* button, and locate the CSV file containing the contacts that you wish to import.
- Select what you would like to happen if a contact you are importing "matches" a contact already defined in your contact list. See the section below on **matching contacts**.
- Press *Import* to start the import operation. If you are importing a large number of contacts, then this may take a little while to complete.
- Once the process has completed, you will be shown counts of the number of new contacts added, existing contacts updated, and, if appropriate, counts of how many existing entries were deleted and how many imported contacts were ignored (see **matching contacts**). At this stage you can also press the *Details* button to check what updates have been made to your contact list.
- Having checked the counts and details, if you are happy then press the *Confirm* button to commit the changes. If you're not happy, press the *Cancel* button. The import operation will be abandoned, and no changes will be made to your contact list.

## Matching Contacts

Generally, an imported contact is considered to "match" an existing contact if they have the same name. The only exception to this is if you have previously exported your contacts using **Native Format**.

- If there is a match, the two versions do not contain any conflicting information, the import operation will simply add any additional details from the imported version of the contact to the existing version.
- If there is a match and the two entries conflict with one another, e.g. you have an existing entry for John Smith with his address as "101 Mountview Drive" and you are importing an entry for John Smith which has his address as "17 Pelican St," then what happens depends upon the action you choose in the Import Contacts overlay.



- **Overwrite the Contact.** The imported version will overwrite the version already in your contact list. You should select this option if you are confident that the list of contacts you are importing will always contain the most up-to-date information.
- **Duplicate the Contact.** The imported version will be added as a new contact list entry, so, in the previous example you will end up with two entries for John Smith. You can then go through and manually choose whether to keep one or both entries once the import process has completed.
- **Ignore Imported Entry.** The entry will not be imported, and the version currently in your contact list will be left unchanged. You should select this option if you are confident that your existing contact list will always contain the most up-to-date information.

## Contact List Export

This feature allows you to export your contacts as a CSV text file. This is useful if you wish to import your contacts into another application, such as Microsoft Outlook or Outlook Express.

To export your contacts, press the *Export All* button on the Contact List tab. This will bring up the "export contacts" overlay.

- Select the appropriate "Export mode" from one of the following:
  - **Outlook/Outlook Express compatible.** You should select this option if you wish to subsequently import your contacts to Microsoft Outlook, Outlook Express or some other application that supports importing contacts from Outlook or Outlook Express.
  - **Windows Contacts on Vista.** You should select this option if you wish to subsequently import your contacts to Windows Contacts on Vista.
  - **Native Format.**
- Press the *Export* button.
- Once the export operation has completed, you will have the opportunity to specify where you wish to save the exported file to.

## Exporting in Native Format

Native format is generally only of use to advanced users.

In native format, each exported contact list entry also includes a unique numerical identifier. If a CSV file containing such identifiers is subsequently re-imported, then contacts in the CSV file are considered to match entries in the contact list if their numerical identifiers match. Matching is done on the basis of this identifier in preference to using the contact name.

This is valuable if, for example, you wish to export your contacts to a spreadsheet, make a set of changes and then re-import them. Even if you change a contact's name, it will still be correctly correlated with the existing contact list entry.

## Contact List Troubleshooting

**I've added an entry to my contact list, but I cannot find it by name in the contact list column.**

The contacts column only shows the names for entries that match what you have already typed into the search box. Delete a few characters to widen the search again.

**I've added someone to my contact list, but when I receive calls from them I do not see their name in my call history.**

The number as shown in the call history list does not sufficiently closely match the number configured in your contact list.

## Call Manager

Windstream does not currently subscribe to the Call Manager functionality for incoming services with settings to be configured through the Call Manager interface.

## Settings

This section consists of the following top-level tabs:

- **Security**
- **Messaging**
- **Toolbar**



## Security Settings

The security page allows you to perform the following operation.

**Change Your Password.** Enter the new password, and then confirm it by entering it again. For security, the text will be hidden as you type. Click *Change Password* to make the change.

## Messaging Settings

The Messaging Settings tab allows you to configure various aspects of your messaging service. These settings are split across a number of different sub-tabs.

- **General Settings**
- **Mailbox Settings**
- **Caller Transfer**
- **MWI (Message Waiting Indicator) Notification**
- **E-mail Notification**
- **Pager Notification**
- **Outdial Notification**
- **Greetings**

### General Settings

**Subscriber Timezone:** This setting shows the timezone associated with your account. All times and dates displayed or configured via the Web UI will be relative to the timezone that you select here.

**Auto-Forwarding:** You can select to forward all your received voice mails to the e-mail account you enter. When doing this, you have the choice of leaving the messages so you can still access them here or of deleting them.

**Subscriber Name:** This is the name that is associated with your Messaging account. It is used in the *From* address when you forward a message as an e-mail.

**Notification Schedule:** If you wish, you can configure the system to call you (Outdial Notifications) when you receive new messages.

The Notification Schedule allows you to restrict these notifications so that they are only generated at particular times of day, and on particular days of the week. For example, you might not want to be called and informed of a new message that you have received in the middle of the night.

## Mailbox Settings

These settings allow you to customize your experience when accessing your mailbox via the telephone.

- **Fast Login.** Generally, when you dial into your mailbox you are asked to enter both your phone number and PIN. If Fast Login is enabled, then when accessing your mailbox from your own telephone, your phone number is recognized automatically and you only need to enter your PIN.
- **Skip PIN.** If Skip PIN is enabled, then when accessing your mailbox from your own telephone you are not required to enter your PIN. This saves you time, but reduces security as anybody with access to your telephone can then access your mailbox.
- **Auto-Play Voice Mail/Fax.** If autoplay is enabled, then when you log into your mailbox, instead of hearing the main menu your messages will start playing immediately.
- **Use Short Prompts.** If this option is enabled, then you will hear shorter versions of prompts making it quicker to navigate through the menus. You might want to enable this once you have familiarized yourself with the menu structure.
- **Play Greeting Warning.** If this option is enabled, then each time you log in you will be reminded which of your greetings is currently active.
- **Voice Mail Playback.** When your messages are played to you, you can choose whether you wish to hear the message details (who the message is from and when it was left), the message itself, or both.
- **Play New/Saved/Deleted Messages.** These fields allow you configure whether messages should be played newest first or oldest first.

After making any changes to your mailbox settings, press *Save Settings* to apply them.

## Caller Transfer

- **Caller transfer number.** When a caller is put through to your voice mail, they are given the option of being transferred to the number that you configure here instead of leaving you a message. If you don't want callers to be offered this option, leave the field blank.



- Allow callers to send numeric pages. If this option is enabled, then when a caller is put through to your voice mail, they are given the option of sending a page to the pager(s) that you have configured to receive pager notifications.

After making any changes to these settings, press *Save Settings* to apply them.

### MWI Notification

You can use this panel to specify your other phones whose message waiting indications should be triggered when messages are received, and which types of messages cause the indication.

- To add another of your phones to the list, press *New Entry*. You are prompted for a phone number. This should be the number of another phone you own under the same account as this one. You cannot trigger indicators on phones on different accounts.
- To change the types of messages that trigger the notification use the checkboxes.

To delete a phone from the list, press the  icon.

To clear the entire list use the *Clear List* button.

If the  shows, these notifications are enabled. Clicking this will switch between the  enabled and  disabled states.

You must press the *Apply* button for any of your changes to take effect.

### E-mail Notification

This feature enables you to configure the voice mail system to send you an e-mail when you receive a new message. You can choose whether you want an e-mail to be sent every time you receive a message, or only when you receive a certain type of message, for example, an urgent voice mail. If you wish, you can have e-mail notifications sent to multiple different e-mail addresses.

- To add another e-mail address to the list, press *New Entry*. You are prompted for an E-mail address; as you type, matching contacts from your contacts list will appear.
- To change the types of messages that trigger the e-mail, use the checkboxes.

To delete an e-mail address from the list, press the  icon.

To clear the entire list use the *Clear List* button.

If the  shows, these notifications are enabled. Clicking this

will switch between the  enabled and  disabled states.

You must press the *Apply* button for any of your changes to take effect.

## Pager Notification

This feature enables you to configure the voice mail system to page you when you receive a new message. You can choose whether you want to be paged every time you receive a message, or only when you receive a certain type of message, for example, an urgent voice mail.

To configure a new pager to receive notifications, press the *New Entry* button. You will then need to configure information about your pager and the type of notifications you want to be generated.

You must configure whether you use a *telephone* or e-mail pager gateway. If people page you by sending an e-mail then you should select **E-mail**. Otherwise, you should select **Telephone**.

## Telephone Pager Gateway

If you have selected *telephone* as your pager gateway type then you will need to provide the following information.

- Select your pager provider from the drop-down list. Depending upon your provider you will then be required to enter your pager number and possibly your PIN.
- If your provider is not in the list, then select Custom, and configure the following.
  - Enter the telephone number that someone would call to send you a page.
  - Specify whether it is necessary when sending you a page to dial a pager number, PIN or callback number. If any of these are necessary, then tick the corresponding checkbox, and enter the number that needs to be dialed. You will typically need to configure the system to delay a small number of seconds between dialing the different numbers.
- Choose which type of new messages you want to be notified about.
- Choose whether you want to just receive a single notification when a new message arrives, or if you wish to receive repeated notifications until you have read the message.



- To receive just a single notification, configure the number of pager retry attempts to be zero.
- Otherwise, configure the maximum number of times that the notification should be retried, and how long to wait between retries.

## E-mail Pager Gateway

If you have selected e-mail as your pager gateway type you will then need to configure the following.

- Specify whether your pager is numeric or alphanumeric. Numeric means that it can only receive messages consisting of digits. Alphanumeric means that it can receive both digits and letters.
- Enter your pager e-mail address.
- Choose which type of new messages you want to be notified about.

Press *Add* to add the new pager to your notification list, and return to the main configuration screen. Note: Your new configuration will not actually be saved until you subsequently click the *Apply* button to commit your changes.

To remove a pager from your notification list, press the  icon.

If the  shows, these notifications are enabled. Clicking this will switch between the  enabled and  disabled states. You must press the *Apply* button for any of your changes to take effect.

## Outdial Notification

This feature enables you to configure the voice mail system to call you whenever you receive a new message. You can choose whether you want to be called every time you receive a message, or only when you receive a certain type of message, for example, an urgent voice mail.

To configure outdial notifications

- Enter the phone number you wish to be called on when a new message is received
- Select which types of messages you wish to be notified about.

You can also choose how many times you wish to be called for each new message.

- If you want to just be called once, set "Number of outdial retry attempts" to zero.
- If you want to be called repeatedly until either you answer the call or until you have actually read the new message:
  - Select either "Stop retries when you answer the call" or "Stop retries only when the message has been read."
  - Configure the maximum number of times you want the call to be re-tried.
  - Configure how long you want the system to wait between re-tries.

If you wish, you can prevent outdial notifications being generated at certain times, or on certain days, by configuring a notification schedule.

If the  shows, these notifications are enabled. Clicking this will switch between the  enabled and  disabled states. You must press the *Apply* button for any of your changes to take effect.

## Greetings

This page allows you to configure which greeting will be played to callers who get forwarded to your voice mail. You can choose to either use a standard system greeting, or to record and use a personal message of your choice.

You also have the option of just using the same greeting as your primary group mailbox.

As well as defining the default greeting that you wish callers to hear, you can also:

- Configure alternative greetings to be played outside business hours.
- Choose to play an extended absence greeting and, optionally, prevent callers from leaving messages while you are away.

This page is split into two sections. The "Configure Greeting" panel allows you to specify which greeting(s) you wish to use. The "Record Greeting" panel allows you to record personal greetings.

After making any changes in the "Configure Greeting" panel you must press *Save Settings* to apply them.



## Use Standard System Greeting

If you don't wish to record your own greeting, then in the configure greeting panel select one of the following as your default greeting:

- System. This plays the normal system greeting, with no identifying information.
- System with Number. This plays the normal system greeting, including your phone number.
- System with Name. This plays the normal system greeting, but includes your recorded name. This option will only appear if you have recorded your "spoken name" (see below).

## Record and Use a Personal Message of Your Choice

If you wish to play callers a personal message then you must first record it. Messages can be recorded either by dialing into your mailbox from your handset or using the "Record Greeting" panel on this page. Once you have recorded a message, you can then configure it as your default greeting in the "Configure Greeting" panel (with the exception of some "special" greetings—see below).

The dropdown in the "Record Greeting" panel shows you a list of the messages that you can record. Messages that have already been recorded are shown with an \* beside them in the list. To record a new message, or overwrite an existing one, select the message in the dropdown and press the *Edit Message* button to bring up the greeting recorder control. See **Message Recording**.

A number of the recordable greetings have special meanings.

- Spoken name. When recording this message, you should just record your name and no other message. This name will be used if you select the System with Name greeting. See above.
- Forward all calls. This message (if recorded) will be played if you have configured your phone to forward all of your calls directly to voice mail. In this scenario, the forward all calls greeting is played automatically. You do not need to configure it as your default greeting.
- Group. Calls received on a line associated with this primary group mailbox will first hear this group greeting, and then the default personal greeting. The group greeting is played automatically - you do not need to configure it as your default greeting.
- Extended absence.

## Configure Extended Absence Greeting

One of the personal greetings that you can record is an "Extended Absence" greeting. If you record this greeting and select it as your default greeting, then you will be given the option, "Allow callers to leave a message." If you do not select this option then callers will be prevented from leaving you messages while you are absent.

## Override Default Greeting Until Date of Your Choice

If you wish to override your default greeting until a specified date, select the alternative greeting you wish to use from the "override greeting" dropdown, and configure the time and date that you wish it to be used until. You can then specify what should happen when the expiry date is reached:

- Reset to default. The system will automatically revert to playing your default greeting
- Send a notification. You will be sent a voice mail telling you to change your greeting, but your override greeting will remain active until you turn it off.

## Use Same Greeting as Primary Mailbox

If you wish to use the same greeting as your primary group mailbox, simply select "Same as primary" as your default greeting.

## Toolbar

This tab provides a link to download the toolbar installer. Running the installer gives you a desktop toolbar, which offers the following options all from the Windows desktop:

- Access to contacts.
- Notification of new voice mails.
- Configuration of call services.





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