Voice Mail Web Configuration Portal Options

Greetings, Notify Me, Call Me, Find Me, and Message Waiting Indicator Reference Guide

Use these instructions to manage the Greetings, Notify Me, Call Me, Find Me, Message Waiting Indicator options or Options Summary if you are a Voice Only Subscriber OR when you don’t have access to Outlook if you are an Integrated Voice/E-mail Subscriber

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Accessing the Web Configuration Portal

Requirements

- Internet Explorer (not all features are supported in Firefox).
- If on campus you need to be connected to the OSU Network
- If working from home or off the OSU Network, you will first need to establish a VPN* session to the OSU Network.

*Instructions to set up VPN on your home/off OSU network computer are here: http://oregonstate.edu/helpdocs/vpn/
- Browse to http://voicemail.oregonstate.edu
Logon to Web Configuration Portal

- **Mailbox Number**: Enter your 5-digit Voice Mailbox Number (ie. 7XXXX)
- **Telephone Number**: Enter your 5-digit Voice Mailbox Number again
- **Password**: Enter your Voice Mailbox Password (the same one you use when logging in through your phone)

When reading this document, the format of navigation is as follows:
Main menu (found as tab in the menu at top of page) > submenu (found as link on left side of page) > option (found as body of page)

Options Summary

- The **Options Summary** is a useful way to see all of the Options and Settings you have active and to navigate quickly to them for changes.
Greetings

Go to Options > Application Preferences > Player/Recorder
- Select the playback/record method - Telephone or Local Player/Recorder
  - If you select Telephone, enter the number in the Telephone Number field, then click Apply

Go to Caller Experience > Greetings
- Select the Greeting Type to be recorded
- Select the player to control recording and playback
  - Local Player/Recorder (see above)
  - Telephone (see below)
Notify Me – Automatic Notification Rules

Select this option if you want a text message sent to a PDA\Cell Phone or a Pager when a message is received.

- Go to Notification > Notify Me
- Click the Automatic Notification Rules link
- Select Enable Automatic Notification checkbox
- Click New Rule to create a new rule.
Or click on an existing rule to modify:

- **Active Schedule** - If you want to change this you must create a schedule before applying one to an Automatic Notification. Set by default to Always. (See Schedule instructions below).
- **Message Type** – Select the message type for which you want your mailbox to notify you.
- **Message Importance** – Select Importance/Priority of the message that is required before a notification is sent. Set to Any Importance by default.
- **Call From** – Enter a full mailbox number or email address for each message sender or caller to which the Notify Me rule applies. Do not enter Distribution Lists or anyone in your personal address book. Set to **Anyone** by default.
- **Send** – Select the destination for the Notification, either **Email** or **Numeric Pager**:
  - Select **Email** to send an email to a PDA/Cell Phone or a Pager with text - Example for pager format: `xxxxx@verizon.net` (xxxxx is Pager ID)
♦ To: the destination address for your notification message, either full mailbox number or email address. Enter multiple addresses by separating each address with a semicolon.

♦ Subject: a subject line for the notification message. The default subject is “MM notification”.

♦ Message Body: Click on the Edit link to open the Message Body box. Edit the body of your notification message. The default message is “A priority priority message type message was left from caller’s phone # at time on date.” Add options to the message body by selecting items from the Options… drop-down list (Free Form Text, Caller’s name, caller’s phone#, date, time, length, priority and message type). Double click on the free form text to edit the message.

  o Select Numeric Pager

  ♦ Pager Number: The pager number to which you want the system to send your notification page.

  ♦ Pin/Message: click on the Edit link to open the Message Body box. Edit the body of your notification message. Use the Options… dropdown to select items to add to the message body: Free Form Text or Caller’s phone #.

• Click OK
• Click Apply to accept new settings

Notify me – Caller Requested Notification Rule

Select this option to receive an email notification when the caller requests that you be notified that a message has been left.

• Go to Notification > Notify Me
• Click the Caller Requested Notification Rule link
• Select Enable Caller Requested Notification Rule checkbox to enable this rule
• Select the items for this rule:
  ▪ Message Save Options: From drop down select
- **Don’t Save** (default) if you don’t want to save copies of the notification messages in your Inbox
- **Save** to save copies of the notification messages in your Inbox

**Message Body**
- Click on **Edit** to open the **Message Body** dialog and select options to add information about the voice mail to the notification.
- Click on **Options…** to select any of these options: free form text, caller’s phone #, caller’s name, date or time.

**Subject:** A subject line for the notification message, for example “Notification message.”

**DO NOT ADJUST THE TO: FIELD INFORMATION, THIS HAS BEEN SET AUTOMATICALLY**

- Click **OK**
- Click **Apply** when finished
- Callers are played your greeting then prompted:
  - “To notify (your name), press (9) now”
  - “To use (play Calling Number) press (pound #) now. Otherwise enter your phone number followed by a (pound #)”

**Note:** If you have both Automatic and Caller Requested notification enabled and a caller requests notification as well as leaving a voice mail message, you will get two text messages at your PDA/Cell phone or Pager. First when you receive the email notification and again for the voice mail.
Call Me

Select this option to have the system call you to inform you of the receipt of messages and provide the ability to login and retrieve the messages upon answering the call.

**Call Me**

- Go to Notification > Call Me
- Select Enable Call Me
- Click on the Call Me Rule link
- Select the items for the rule:
  - **Active Schedule** - If you want to change this you must create a schedule before applying one to a Call Me rule. Set to Always by default. (See Schedule instructions).
  - **Message Type** – Select the message type for which you want your mailbox to call you.
  - **Message Importance** – Select the message priority for which you want your mailbox to call you. Set to Any by default.
• **Call From** – Enter a full mailbox number or email address for each message sender or caller to which the Call Me rule applies. Do not enter Distribution Lists or anyone in your personal address book. Set to **Anyone** by default.

• **Call numbers on list**: The list of numbers to be used to reach you. Set to **Work** by default. Other lists will be available if you have created additional Phone lists (see Managing Phone Lists below).

• **Call me within**: The interval the system should wait before calling you.

• **Retry every**: The frequency with which it should retry calling you

• Click **Apply** when finished

• When you are called, you will hear some system tones followed by a prompt:

  • “This is a Call Me notification for *(your name)*. If that person is able to answer this call, please press pound (#). If that person is unavailable or cannot be reached at this number, please press (1). To hear the name again, press (3). To cancel this Call Me rule, press star (*). To cancel further notifications until you receive a new message, please press (2).”

  • If you press pound (#), the system will prompt you to login to your mailbox. You may then retrieve messages in the normal fashion using the Telephone User Interface (TUI)

• Click **Schedules** if a notification schedule other than Always is needed

  • Select the Schedule to use (see Schedules instructions above to create a new schedule)

• Click **Apply** when finished

**Message Waiting Indicator (MWI)**

Select this option to manage the Message Types and associated Importance conditions under which your MWI activates

![MWI](image)

• Go to **Notification > MWI**
- Select Enable Message Waiting Indicator
- Select Enable Message Waiting Indicator Rule
- Select the Message Type(s) desired
- Select the Message Importance Level desired
- Click Apply when finished

**Find Me**
Select this option to have unanswered calls redirected to a list of telephone numbers before leaving a voice mail:

- Go to Caller Experience > Find Me
  - Select Enable Find Me
  - Click Find Me Rule link
  - **Schedule**: Set to Always by default. Click on the down arrow to select a different schedule (see Managing Schedules to create or modify a schedule)
  - **Phone List**: Set to Work by default. Click on the down arrow to select a different phone list (See Managing Phone Lists to create or modify a phone list)
  - Select the check box next to Find Me Rule to enable the rule
- Click Apply when finished
- The Caller will hear the following prompt: “We’re trying to locate (your name). If you want to leave a message for this person, press (Star *). Please speak your name at the tone so I that I may say who is calling.”
- The system waits about 20 seconds for an answer before going to the next number on the list.
- If there is more than one number on the list and a number is either unanswered, the person answering the call presses (2), or hangs up, the system provides the following prompt: “We’re still trying to locate your name. If you want to leave a message for this person press (Star*). Please hold.”
- When you are called, you will hear some system tones followed by a prompt “This is an automatic voice message system with a call for your name from calling party’s name. To accept the call, press (pound #). To decline the call, press (1). If your name is not available, Press (2). To hear the names again, press (3).”
- Pressing (#) connects you with the caller.
- Pressing (1) sends the caller to voice mail and ends the Find Me process (no more numbers will be called).
- Pressing (2) causes the next number on the list to be called, if any. Otherwise, it sends the caller to voice mail and ends the Find Me process.
- Pressing (3) causes the caller’s name to be repeated.
- Pressing (0) repeats the entire prompt process.

Managing Phone Lists

Phone Lists

- Click on Phone Lists (in Find Me or Call Me options) to modify the Work list or to create additional lists.
  - Click Work to manage the default phone list.
  - Click on New Phone List to create a new list.
    - Modify the default Name of the number as desired.
    - Change the default Number as desired.
If the number is outside the office telephone system, enter the number as you would dial it from the office with a (9) first followed by the number, e.g. 92001234444 or 912001234444. The telephone number may be entered with digits (0-9, *, #, and comma) without hyphens or spaces. A Comma may be entered after the number followed by an authorization code if the number to be called is a Toll call.

- Select **Call Once** to have the system only call you one time at the associated number no matter how many calls are simultaneously received.
- Click **New List Member** to add numbers to the list.
  - Click **Apply** when finished

### Managing Schedules

#### Schedules

- Click **Schedules** (in Find Me, Call Me or Notify Me_Automatic Notification Rules options) to create a new Schedule or modify an existing schedule.
  - Choose one of the following steps:
    - To accept the default name, click **Apply**.
    - To change the default name, enter a new name, and click **Apply**.
  - Use the schedule grid to select the schedule times.
    - To set an hour interval, click a cell that lines up with the hour and day that you want. The grid represents weekdays by rows and the time of day by columns.
- To break intervals out into smaller increments, such as 5 or 15 minutes, right-click any cell in the grid and then select the interval that you want.
- To move between the ON (black) and OFF (white) states, click a cell.
- To change the state (ON or OFF) of all cells in a row, click a row header.
- To change the state (ON or OFF) of all cells in a column, click a column header.
- Click **Apply** to accept the new settings.