

# Voice Mail Basics

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## Setting-up and Using Your Voice Mail

### Accessing Your Voice Mail System

From your home (subscribed) phone

1. Dial \*09
2. If prompted, enter your PIN (default is 0000) and then #

From a different phone:

1. Dial (802) 540-0975
2. Enter your 10-digit mailbox # (802-XXX-XXXX)
3. Enter your PIN and then #

### Changing Your PIN (Password)

When you elect to have Voice Mail you are assigned a PIN (default is 0000), however we recommend that you change the password immediately. Don't forget to write your new password down and store it somewhere in case you forget.

1. Access your voicemail as in Lesson 1
2. Press 9 to access the mailbox setup menu
3. Press 2 to change your password
4. Enter your new password and then press #
5. When prompted to verify the password enter it again and then press #

Enter your new password by pressing numbers on the keypad, followed by the # key. Enter the password and # sign again to confirm. A prompt will inform you if you have successfully changed your password.

### Record Your Greeting

1. Access your voicemail as in Lesson 1
2. Press 9 to access the mailbox setup menu
3. Press 1 for greeting options
4. Press 4 to record your greeting
5. Record your greeting and then press #
6. Press 2 to keep your greeting

### Retrieve Messages

1. Access your voicemail as in Lesson 1
2. Your first new message may play immediately. If not, press 1 to listen to your messages. You will hear the announcement "You have x new messages and x saved messages"
3. Press 1 to listen to new messages
4. Press 2 to listen to saved messages
4. Press 4 to record your greeting
5. Record your greeting and then press #
6. Press 2 to keep your greeting

### When retrieving messages, you can:

- Press 1 Play the message again
- Press 2 Save the message and play the next
- Press 3 Delete the message and play the next
- Press 4 Save the message as new
- Press 5 Reply to the message\*
- Press 6 Forward the message to another mailbox\*
- Press 7 Skip backward in the message
- Press 8 To pause the message
- Press 9 To skip forward in the message

\*Voice Mail package must be set to allow this capability

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# Unified Messaging

## Setting-up Unified Messaging and Phone Central



This application, which resides on your computer, will allow you to easily listen to your voicemail, save and delete messages, set and change notification settings, and change your password and your PIN.

### Launching Phone Central

This application, which resides on your computer, will allow you to easily to easily listen to your voicemail, save and delete messages, set and change notification settings, and change your password.

In Windows, launch the Phone Central Application, go to Start, All Programs, Phone Central. Your user ID will be your 10 digit phone number without spaces: User ID: 802XXXXXXX  
Password: 0000 (default)

### To listen to your voicemail

Click on the Voice Mail tab and click on the Messages link. If you have messages you will see them displayed. Below the list of messages will be an audio player which will allow you to play and re-play, save, and delete your messages.

### To set your daily notification

You can have Phone Central set to call you at a number of your choice. Click on the notifications tab, and then in the window click on the Daily Notify Tab. You must enable the feature by turning it on, then select the time you wish to be called and the number to call. If you have new messages, you will be automatically called at the set time. When you answer the call, an automated voice will let you know how many messages and then play them. Once done, choose Save.

*(PC users only)* When you sign up for unified messaging you will be sent an email that provides a link to our servers. This link will allow you to download and install the Phone Central Application. When you've connected through that link, you will be asked to click on another link which will download a file onto your computer called **setup.msi**

Once downloaded you will then launch the **setup.msi** file and install the Phone Central application.



# Unified Messaging

Setting-up Unified Messaging *continued*

## To set your email notification

You can have Phone Central set to call you at a number of your choice. Click on the notifications tab, and then in the window click on the Daily Notify Tab. You must enable the feature by turning it on, then select the time you wish to be called and the number to call. If you have new messages, you will be automatically called at the set time. When you answer the call, an automated voice will let you know how many new messages and then play them. Once done, choose Save.



## To add a customized greeting

Certainly you can record and change your greeting for your voicemail box the traditional way by accessing the user controls through the telephone, but you can also add a sound file (.wav file) through Phone Central to use as your greeting. To add, click on Add and browse for the .wav file you wish to use. Once you have selected it, the file will appear in the window. Right click on the file and select it as your default greeting.



## Changing password for Phone Central

This process is to change your password for accessing Phone Central, NOT for accessing your voicemail box via the telephone. Under the main Settings tab on the left click on the Change Password option and enter a new password. Once done, choose Save.



## To change PIN codes for accessing Voicemail box via telephone.

This process is to change your PIN (Personal Identification Number) for accessing your voicemail box via the telephone, NOT for accessing the Phone Central application. If you change this using Phone Central make sure you remember this next time you use your phone to access your voicemail.



Under the main Voicemail tab on the left click on the Settings option and enter a new PIN. Once done, choose Save.

Under this tab you can also choose whether or not you wish the calling number of the party to be played when retrieving messages by turning on/off the **Announce Caller** feature. Once done, choose Save.

You can also choose to automatically enter your voicemail box without using your PIN by turning on/off the **Auto Login** feature. Once done, choose Save.

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# Unified Messaging

## Receiving Your Voicemail via Email

Once you've established your Phone Central notification settings, any voicemail that is left for you at your number will automatically generate an email like this:



The email has an attachment that contains the audio message which can be played by any Windows Media Player. Opening the attachment will launch the Player and you will hear the voicemail message. (You may need to adjust the volume settings for your speakers.) From the email itself you can also send a message back to the voicemail box to save or delete the message. Deleting the email message will not delete the Voice Mail from the Voice Mail box. Conversely you can delete the Voicemail from your email voice and maintain a copy of the message with your email. Your choice.

You can also, of course, forward the voicemail onto any email address you choose.

# Unified Messaging

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## Accessing Your Voicemail from the Internet



Installing Phone Central is not necessary to use and enjoy Burlington Telecom's Unified Messaging features. Once your Unified Messaging has been provisioned you can, from any computer connected to the internet, access your voicemail, save and delete messages, set and change notification settings, and change your password.

**To utilize these features visit the Unified Messaging web portal. Log in at: [www.managemyphone.com](http://www.managemyphone.com)**

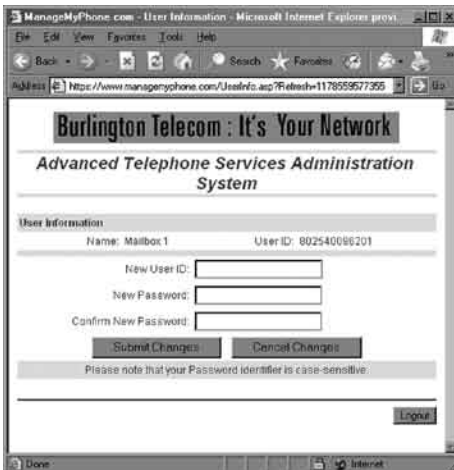
User ID: 802XXXXXXX  
Password: 0000 (default)

Once launched, you will be able to listen to your voicemail, save and delete messages, set and change notification settings, and change your password.

### To change password for accessing the webportal features

This process is to change your password for accessing the Unified Messaging web portal, NOT for accessing your voicemail box via the telephone.

Once logged in, click on the Edit box next to the User Identification box. Enter new password, confirm new password, and submit changes.



# Unified Messaging

Accessing VM from the Internet continued

### To listen to Voice Mail messages

Under Select Service click on the Voice Mail tab and if you have messages you will see them displayed.

Click on one of the messages and at the bottom of the messages will be audio controls: Play, Stop, Save, Delete.

### To change the Settings

Next to the Voicemail tab you will see a Settings tab. Click on the Settings tab and you will be able to change both some **General Options** and the **Notification options**.

#### Settings: General Options

You can change your Voice Mail PIN (Personal Identification Number) for accessing your voicemail box via the telephone. NOTE: if you change this using the web portal make sure you remember this next time you use your phone to access your voicemail. Once done, choose Save.

You can choose to automatically enter your voicemail box without using your PIN by turning on/off the Auto Login feature. Once done, choose Save.

#### Settings: Notification Options

**Your Voicemail is calling you!** You can set your Voice Mail feature to call you at a number of your choice at the time of day of your choosing. You must enable the feature by turning it on, then select the time you wish to be called and the number to call. If you have new messages, you will be automatically called at the set time. When you answer the call, an automated voice will let you know how many messages and then play them. Once done, choose Save.

**Have Voicemail sent to your email!** You can set your Voice Mail feature to so that everytime a message is left in your box an email to you is sent with the message as an attachment. You must enable the feature by turning it on, then entering the email address you wish to use. Once done, choose Save. See previous section on **Receiving Your Voicemail via Email on page 5** to learn more.

