

VoiceMailTel User Interface Guide

The VoiceMail*Tel* Phone Service provides users with the ability to manage the "real time" component of everyday communications, empowering them to easily manage all incoming calls, increasing their efficiency and productivity.

> Sales: 866-686-4236 24/7 Support: 877-686-4238 Fax: 866-686-4232 Email: support@voicemailtel.com <u>www.voicemailtel.com</u> <u>http://www.facebook.com/voicemailtel</u> <u>https://twitter.com/voicemailtel</u>



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1. Accessing your online account

To be able to manage your VoiceMailTel account in real-time you will have to login to your account. Please go to <u>www.voicemailtel.com</u> and click on the <u>Sign In</u> button, located on the upper right side of the main page. Alternatively, you can go directly to <u>http://manage.voicemailtel.com/portal/login.php</u>.

1.1 Logging in to your account

To login to your VoiceMailTel account you will need the information that was sent to you when your account was activated.

Phone nun	nber		
86668642	236		• • • 9+
Extension			
200			*** 9+
Pin			
••••			*** 9+
Sign in	Forgot your pin?	Sign in by email »	

Notes:

- Please remember to leave the extension field blank when you login to your VoiceMailTel Account.

- If you are a VoiceMailTel Berry user please click on the **Sign In to VMT Berry** link.

- Please keep in mind that your VoiceMailTel Account's Pin number is confidential. Please do not share your VoiceMailTel Account user information with anyone.



- Always enter your full number in the login field (e.g.18664744536), using no dashes, spaces or any other separators.

1.2 Setting up your auto attendant

The VoiceMailTel Auto Attendant can be customized directly from your online account. All you have to do is a have a pre-recorded .wav file with your desired Auto Attendant script, and to be logged in on your VoiceMailTel Online account.

A. In the main page of your account please click on the **Auto Attendants** option. Once you are there, click on the **Upload greeting** option, and save the desired message.

Name	Details		
Call Attendant	Digit(s)	Goto	Action
dit	1	Extension 200	Edit Delete
pload greeting	2	Extension 201	Edit Delete
Listen to greeting Add new item	3	Extension 202	Edit Delete
	4	Company Directory English	Edit Delete
	*	Features	Edit
	200	Extension 200	Edit Delete
	201	Extension 201	Edit Delete
	202	Extension 202	Edit Delete
	203	Extension 203	Edit Delete
	204	Extension 204	Edit Delete

you want to add an extension to your Auto Attendant simply click on the **Add new item** option.



Auto Attendants

Add New

Name	Details		
Call Attendant	Digit(s)	Goto	Action
Edit	1	Extension 200	Edit Delete
Upload greeting	2	Extension 201	Edit Delete
Listen to greeting	3	Extension 202	Edit Delete
Add new item	4	Company Directory English	Edit Delete
V	*	Features	Edit
	200	Extension 200	Edit Delete
	201	Extension 201	Edit Delete
	202	Extension 202	Edit Delete
	203	Extension 203	Edit Delete
	204	Extension 204	Edit Delete
	If no selec	tion: Goto extension 200	

If you want to edit or delete an existing extension, just click on the **Edit** or **Delete** buttons next to the extension you want to modify and remember to save your new settings once you have finished editing them.

Auto Attendants

Add New

Name	Details		
Call Attendant	Digit(s)	Goto	Action
Edit	1	Extension 200	Edit Delete
Upload greeting	2	Extension 201	Edit Delete
Listen to greeting	3	Extension 202	Edit Delete
<u>dd new item</u>	4	Company Directory English	Edit Delete
	*	Features	Edit
	200	Extension 200	Edit Delete
	201	Extension 201	Edit Delete
	202	Extension 202	Edit Delete
	203	Extension 203	Edit Delete
	204	Extension 204	Edit Delete
	If no selec	tion: Goto extension 200	

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www.voicemailtel.com http://www.facebook.com/voicemailtel https://twitter.com/voicemailtel \mathbf{c}



D. If you want to edit the properties of your existing Auto Attendant, simply click on the **Edit** button.

lame	Details		
Call Attendant	Digit(s)	Goto	Action
Edit Uploa greeting Listen to greeting Add new item	1	Extension 200	Edit Delete
	2	Extension 201	Edit Delete
	3	Extension 202	Edit Delete
	4	Company Directory English	Edit Delete
	*	Features	Edit
	200	Extension 200	Edit Delete
	201	Extension 201	Edit Delete
	202	Extension 202	Edit Delete
	203	Extension 203	Edit Delete
	204	Extension 204	Edit Delete

E. If you want to create a new Auto Attendant, simply click on **Add New**, and start setting up your new call attendant.



Auto Attendants

Name	Details		
Call Attendant	Digit(s)	Goto	Action
Edit	1	Extension 200	Edit Delete
Jpload greeting	2	Extension 201	Edit Delete
listen to greeting	3	Extension 202	Edit Delete
Add new item	4	Company Directory English	Edit Delete
	*	Features	Edit
	200	Extension 200	Edit Delete
	201	Extension 201	Edit Delete
	202	Extension 202	Edit Delete
	203	Extension 203	Edit Delete
	204	Extension 204	Edit Delete

Notes:

- If you are using multiple Auto Attendants, please note that you will not be able to record them by phone, only upload them from your online account.

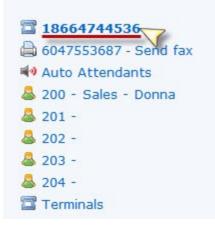
- The Features function in your Auto Attendant should always be assigned to the * sign, as it is the command that will grant you access to the system's menu every time you will attempt to connect to your system by phone.

- When recording a new Auto Attendant, either by phone or by uploading it through the online account, please allow 30 minutes for the new settings to become effective.

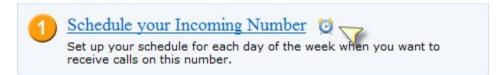
1.3 Call Distribution Settings

The VoiceMailTel portal gives you the ability to setup your number(s) to handle all incoming calls in a variety of ways. All you have to do is click on the number you want to manage, on the left hand side of your VoiceMailTel Portal.





Once you have done that, you will notice that the first option is called **Schedule your Incoming Number**, and it gives you the option to set a custom schedule for any of your incoming numbers.



If you want the number to be opened for 24 hours just leave the default settings on. However, if you want your number to allow calls to get to your company's Call Attendant only during certain hours, make sure you set it up accordingly, and make sure you save your settings by pressing the **Save settings** button.

E.g. Monday - Friday (9 AM - 5 PM)



	Open:	Close:	24 Hours	Closed		
Monday	9 💽 : 0 💌	17 💌 : 0 💌				
Tuesday	9 💽 : 0 💽	17 💌 : 0 💌				
Wednesday	9 💽 : 0 🖵	17 💌 : 0 💌				
Thursday	9 💽 : 0 💭	17 💌 : 0 💌				
Friday	9 💽 : 0 💭	17 🜉 : 0 🜉				
Saturday	нн 💽 : мм 🖵	HH 💽 : MM 💽				
Sunday	нн 💌 : мм 💌	НН 💓 : ММ 💌				
Opened 24/7						
The timetable for the incoming number '18664744536' is activated Set timetable for every day of the week						
Save settings						

After you setup the schedule for your number just look at the **Route your incoming call** option and route your number according to your needs. Please remember to click on the **Save** button every time you modify a setting.

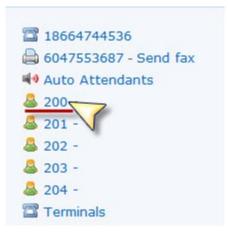


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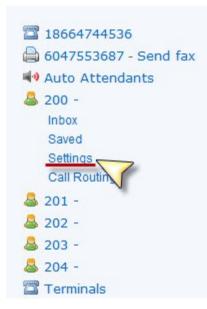


1.4 Customizing your extensions

To customize your extension you will have to select the extension you want to make changes to on the extension menu located on the left side of your VoiceMailTel portal.



You will then have to select the Settings option.



Once you have accessed the Settings page, you can edit the following settings for your extension:



A. The name of the extension. Just enter the name of the person or department that uses the extension, and click the **Save settings** button located on the bottom of the page.

33	General Settings	
	Name of Extension:	
	Sales - Donna	
	Pin:	
	1444	

B. The PIN number of the extension (also serves as the PIN for the extension's voice mail)

් G e	eneral Settings		
Na	ame of Extension:		
Sa	ales - Donna		
Pir	n:		
14	444		
14	n:		

C. You can replace the standard ringing tone the callers hear while your VoiceMailTel system connects your call with customizable music on hold.

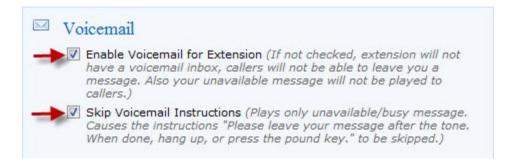


D. You can change or edit the caller ID for all forwarded calls, so that every time when you receive a call that the VoiceMailTel System has forwarded to your cell phone, you will be able to see if the caller has called you directly of if the call has been forwarded to you.



Caller ID settings for forwarded calls
Leave original Caller ID (Eg.: Tom 4165487388)
Add prefix to Caller ID (Eg.: VMT:Tom 4165487388)
Prefix: VMT Max. 3 charachters
Change Caller ID (Eg.: PBX 999999999)
CLID Name:
Max. 15 charachters
CLID Number:
Min. 10 numbers; Remove leading 1

E. The Settings menu also allows you to enable/disable the voice mail box for the extension you are editing, and it also gives you the option to disable the system`s default voice mail greeting, once you recorded a customized one.



<u>Important</u>: After changing any settings for an extension, you will have to press click on the **Save settings** button located at the bottom of the page, for the new settings to become effective.



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1.5 Extension call routing

The Call Routing menu deals with the most important part of the VoiceMailTel System: its functionality and flexibility. Most of the settings that influence the way you want your VoiceMailTel service to handle incoming calls are present in this menu.

18664744536
🖨 6047553687 - Send fax
4 Auto Attendants
🚨 200 - Sales - Donna
Inbox
Saved
Settings
Call Routing

You can set the schedule of the extension, route the call to a terminal, forward the call to another extension, forward the call to external numbers and set your voicemail notification.

If you move your mouse over the icons next to every step's title a pop-up window will show your current settings for that step. You can modify your settings by clicking on the steps' titles.



The Schedule your Extension option gives you the ability to set specific business hours, during which calls will be sent to your forwarding number or VoIP device. Outside of the set times all incoming calls for your extension will be going directly to voicemail.

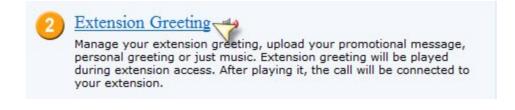


	Open:	Close:	24 Hours	Closed		
Monday Tuesday Wednesday Thursday Friday Saturday Sunday	9 • : 0 • 9 • : 0 • HH • : MM • HH • : MM •	17 • : 0 • 17 • : 0 • HH • : MM • HH • : MM •				
The timetable for extension '200 - Sales - Donna' is activated Set timetable for every day of the week.						

E.g. If you want to receive calls on your extension only Monday through Friday 9 am to 5 pm, then set your extension schedule like in the image above.

Note: Please remember to always save your newly modified extension schedule by clicking on the Save settings button.

Option 2 in the **Call Routing** menu gives you the option to set an extension greeting message. This message can play before the call is sent to your forwarding number or VoIP device, every time you receive a call on your extension.



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To set your extension's greeting message just follow these steps:

- A. Browse for the file you want to upload as your extension greeting.
- B. Click on the **Upload** button to upload your file.
- C. Make sure that the Play Extension Greeting box is checked.
- D. Save your settings.

3 Play Extension Greeting (Upl	oad greeting before using this.)
Save set	tings 4
Upload Greeting	Browse_ 1 Upload 2

*Note: Accepted audio format: *.wav ; 16 bit ; sample rate higher than 8000 hz*

If you are using VoIP devices with your VoiceMailTel Service, you have to know that the **Call Terminal** option is where you can assign any of your VoIP devices to handle calls for a specific extension.



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Once you have a terminal created, just go to the extension you want to assign it to, click on **Call Routing** then on the **Call Terminal** option, and select the terminal you want to assign to your extension.

Available Terminals:	Selected Terr	ninals:
SIP/vmt3175_1	_	*
2	>	
<	<	
Timeout:	seconds	
Ring different	on internal calls	
	SIP/vmt3175_1	SIP/vmt3175_1

Move the terminal from the **Available terminals** column to the **Selected terminals** column, set the timeout to 20 seconds, and click on the Save settings button.

Notes:

- The timeout period refers to the amount of seconds the call will ring on your terminal before the calls go to your forwarding number (if you have one activated), or to your voicemail.

- If your terminal is configured correctly it will appear in your account main page with a green status. E.g.



Extension	Quick Forward	Terminal	Extension	Number
200 - Sales - Donna		SIP/vmt3175_1		Priority 1: 4165487388

- If the settings are incorrect or if there is something blocking the device from connecting (antivirus, firewall), the status of the terminal will be red.

Extension	Quick Forward	Terminal	Extension	Number
200 - Sales - Donna		SIP/vmt3175_1		Priority 1: 4165487388

Another useful feature that you will find on the VoiceMailTel online account is the option to forward an extension to another extension on your system.



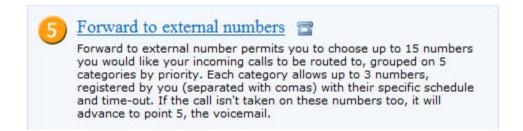
This option is extremely useful when you are out of town or simply don't want to be disturbed, but you still want your calls to be answered live by one of your employees or co-workers. After selecting this option just select the extension you want to forward your calls to from the dropdown list and save your selection.

Forward to Extension	Extension 203
[Save settings
Sales: 866-686-4236 24/7 Support: 877-686-4238 Fax: 866-686-4232 Email: support@voicemailtel.com	<u>www.voicemailtel.com</u> <u>http://www.facebook.com/voicemailtel</u> <u>https://twitter.com/voicemailtel</u>



Note: If you choose to forward your call to another extension the call routing on your extension will be terminated and the call routing rules of the extension you choose to forward your calls to will be in effect.

One of the most important options on your VoiceMailTel account is the **Forward to external numbers** option. This option allows you to setup forwarding numbers for your extension as well as the "track me/ find me" option, commonly known as "call hunting".



- To setup a single forwarding number, activate the **Priority 1** option by checking the box next to it, then enter your forwarding number in the designated space, and set your timeout (ringing time) to 20 – 25 seconds.

↓ ▼ Pr	riority 1	Number:	4165487388	Timeout:	20
24h	From:	То: 1М 💌 НН	• : MM •	Days: M 🔽 T 🖉 W 🖉 T 🖉	FVSVSV

- To setup up to 3 forwarding numbers to ring **simultaneously** for your extension, enable **Priority 1**, enter the numbers you want your calls to forward to (separated by comas), and enter the timeout period.



1	
Priority 1 Number: 4165487388,866686423	-
24h From: To: Days:	
	sV sV

 To setup a "track me/find me – hunting sequence" enable as many priorities as you need, and make sure that they all have the correct timeout and that they are pointing to the right numbers. In this case, the call will be transferred from Priority 1 to Priority 2 and so on, until the call is answered. If the last active priority does not pick up the call, the call will go to voicemail.

P	riority 1	Number:	4165487388	—	Timeout:	20 🔶
24h	From:	To:		Days:		
V		нн	• : MM •		w 🔽 т 🔽 w	F ♥ S ♥ S ♥
P	riority 2	Number:	4169813313 <	-	Timeout:	20 -
24h	From:	To:		Days:		
	НН 💌 : ММ	нн	• : MM •	м 🗹 т 🔽	₩ 🗸 т 🖉	F♥ S♥ S♥

Notes: Please remember that your forwarding settings do not become effective unless you save them by clicking the **Save settings** button.

Voicemail settings

The final option in your **Call Routing** menu is **Voicemail**.





Through this option you can modify your voicemail-to-email delivery settings as well as listen or change the voicemail unavailable message for your extension.

To upload your unavailable message, click on the **Browse** button.

	Listen to current	
Upload Message	Browse.	Upload

Select the file you want to upload and click **Open**.

Organize 🔻 New	folde						8==		?
	^	Name		* #	Title			Contrib	uting
🝓 Homegroup		🛓 Unav	ailable- Do	onna					
🖳 Computer		-							
🚢 Local Disk (C:)									
👝 Local Disk (D:)									
👝 Local Disk (E:)									
👝 Local Disk (F:)									
👝 Local Disk (G:)	E								
🙀 Network									
*	-	•							
	File na	me: Unava	ailable- Do	nna	-	All Files			•
						Open		Cancel	
							V		

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After you have selected the recording you want to use as your voicemail's unavailable message simply click on the **Upload** button.

	Listen to curre	<u>ent</u>	
Upload Message	C:\Recordings\Unava	Browse	Upload

If your upload is successful and the file is in the accepted format (*.wav; 16 bit; sample rate higher than 8000 Hz), you will have a confirmation message notifying you that your upload has been successful.

	Listen to curr	<u>ent</u>	
Upload Message		Browse_	Upload
	File Uploade	d.	

2. Faxing

The VoiceMailTel Fax service is an easy to use and eco-friendly virtual fax solution. VoiceMailTel gives you the possibility to send and receive faxes by email or through your online account anywhere in the World. Since you don't need paper, toner or hardware, it costs much less than traditional faxing. And because it works wherever you can connect to the Internet, you can send and receive faxes anywhere your business takes you.

2.1 Sending faxes

There are 2 ways of sending faxes from your VoiceMailTel Fax number. You can send your faxes using your VoiceMailTel Online account and by using your e-mail address.



2.2 Send a fax using your VoiceMailTel Online Account

To send a fax using your VoiceMailTel Fax online account, simply login to your account, click on the Send fax option next to your fax number and follow the steps shown below:

A. In the **To Number** field enter the 10 digit number you want to send your fax to.

To Number:	4169813313 (Eq.: 6478270408)
From Number:	8666864232
Document to send:	Browse
	(Supported file formats: *.pdf; *.tif)
Notification Email:	

B. Click on the **Browse** button, and select the document you want to send

To Number:	4169813313 (Eg.: 6478270408)
From Number:	8666864232 💌
Document to ser	Supported file formats: *.pdf; *.tif)
Notification Emai	

C. In the **Notification Email** field enter the e-mail address you want to receive the fax delivery status notification message.



To Number:	4169813313 (Eg.: 6478270408)
From Number:	8666864232 💌
Document to send:	F:\Work\FAX\Important fax.pdf Browse (Supported file formats: *.pdf; *.tif)
Notification Email:	name@domain.com (Get notified about the state of the delivery)

D. Click on the **Send Fax** button to send your fax.

VoiceMailTel - I	Fax Send
To Number:	4169813313 (Eg.: 6478270408)
From Number:	8666864232 💌
Document to send:	F:\Work\FAX\Important fax.pdf Browse (Supported file formats: *.pdf; *.tif)
Notification Email:	name@domain.com (Get notified about the status of the delivery) Send fax

E. Receive your status notification



F. You will receive an e-mail notifying you of the status of your fax transmission

sendfax@voicemailtel.com Successful fax transmission	3:28 PM □ 🟹
Sales: 866-686-4236 24/7 Support: 877-686-4238 Fax: 866-686-4232 Email: support@voicemailtel.com	<u>www.voicemailtel.com</u> <u>http://www.facebook.com/voicemailtel</u> <u>https://twitter.com/voicemailtel</u>



The 1 page fax you sent through VoiceMailTel to 18666864232 was successfully transmitted at 2011-01-17 15:27:40.

The receiving machine's fax ID: 8666864232.

Thank you for using the VoiceMailTel Fax service.

Best Regards, VoiceMailTel

Note: Only one document can be sent with your outgoing fax.

2.3 Sending a fax by e-mail

To send a fax through VoiceMailTel's email-to-fax service, simply send an email message as per the following instructions. Please see the screenshot below.

<u>Important</u>: All faxes sent by e-mail need to be sent from the e-mail address you have registered on your VoiceMailTel Fax online account.

A. Send your message to sendfax@voicemailtel.com



	9 ७ 🎄 🇇 후 sage Insert Option:	Untitled - Message (HTN s Format Text	AL)		- = × ©
Paste		A A A A Address Check Book Names Names	Include	Follow Up+ Options	ABC Spelling Proofing
Send Account -	To sendfax@voicen Cc	nailtel.com;			
1					- <u>-</u>

B. In the subject field enter the 10 digit number you want your fax to be sent to.

9	🤊 (🖻 🚁 🌩) 🗧 Untitled - Message (HTML) 🛛 🗕 🗖	= X
Mes	sage Insert Options Format Text	0
Paste	Image: Second secon	
Send Account •	To sendfax@voicemailtel.com; Cc Bcc Subject: 4169813313	

C. Attach the document you want to fax in a .pdf or .tif format

Sales: 866-686-4236 24/7 Support: 877-686-4238 Fax: 866-686-4232 Email: support@voicemailtel.com



Mes	sage In	isert Options	For	mat Text				0
Paste	Calibri (Bo B I] ab2 - A	<u>u</u> := - }≡ - •	A A	Address Check Book Names		Follow Up*	ABC Spelling	
Clipboard 🖻		Basic Text	G.	Names	Include 🖻	Options 🖻	Proofing	
This message	e has not be	en sent.						
-	То	sendfax@voicema	ailtel.com;	;				
Send	Cc							
Account -	Bcc							
	Subject:	4169813313						
	Attached:	TImportant fai	k.pdf (60	KB)				

D. Click Send.



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Paste	Calibri (Bo B I I ab2 - A	<u>u</u> :≡ - 3≡ - 4	A A	Address Check Book Names		Follow Up *	ABC Spelling	
Clipboard 🖻		Basic Text	G	Names	Include 🖻	Options 🕞	Proofing	
This message	has not be	en sent.						
	То	sendfax@voicema	ailtel.com;					
Send	- Cc							
Account -	Bcc							
	Subject:	4169813313						
	Attached:	TImportant fai	.pdf (60	(B)				
								•

You will receive an e-mail notifying you of the status of your fax transmission

sendfax@voicemailtel.com Successful fax transmission to 18	3:28 PM □ 🕅
The 1 page fax you sent through Vo was successfully transmitted at 201	
The receiving machine's fax ID: 860	56864232.
Thank you for using the VoiceMail	Tel Fax service.
Best Regards, VoiceMailTel	
Sales: 866-686-4236	www.voicompiltal.com

24/7 Support: 877-686-4238 Fax: 866-686-4232 Email: support@voicemailtel.com



Notes: Email-to-fax messages are limited at 1 attachment/ e-mail.

2.4 Receiving faxes

To be able to receive faxes using your VoiceMailTel fax number all you have to do is follow these quick steps:

- A. Log in to your VoiceMailTel Account
- B. Click on your fax number

🖨 <u>8666864232</u> - Send fax	

C. Choose the **Settings** option

Receive Logs	Send Logs	Settings
1		

D. In the e-mail

field enter the e-mail address you want your faxes to be sent to

Receive Logs	Send Logs	Settings		
	Setup the ema	il address you want your faxes to be sent to		
Email: <u>name@domain.com</u> Please allow up to 15 minutes for the changes to take effect.				
	Please allow up	to 15 minutes for the changes to take effect.		
		Save settings		

E. Save your settings



Receive Logs	Send Logs	Settings				
	Setup the ema	il address y	ou want your faxes to be sent to			
	Email	: name@do	omain.com			
Please allow up to 15 minutes for the changes to take effect.						
		Sa	ve settings			
		Sat	ve settings			