

Voice Mail – User Guide



This user guide outlines accessing your Voice Mail using a telephone. Additional guides outline accessing via the ManageMyVMail portal or Voice Mail to Email.

Access Your Voice Mail

From your desk phone:

1. Press the Voice Mail envelope button.
2. If prompted, enter your password and then #.

From other phones (i.e. cellphone):

1. Dial (903) 878-3001
 2. Enter your 10-digit mailbox number.
 3. Enter your password and then #.
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Record Your Greeting

1. Access your voice mailbox.
2. Press 9 for the mailbox setup menu.
3. Press 1 for greeting options.

4. Press 2 to record your greeting.
 5. Record your greeting and then press #.
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Change Your Password

1. Access your voice mailbox
2. Press 9 for the mailbox setup menu.
3. Press 2 to change your password.

4. Enter your new password and press #.
 5. When prompted to verify the password, enter it again and then press #.
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Retrieve Messages

1. Access your voice mailbox.
2. Your first new message may play immediately. If not, press 1 to listen to your messages. You will hear “*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.
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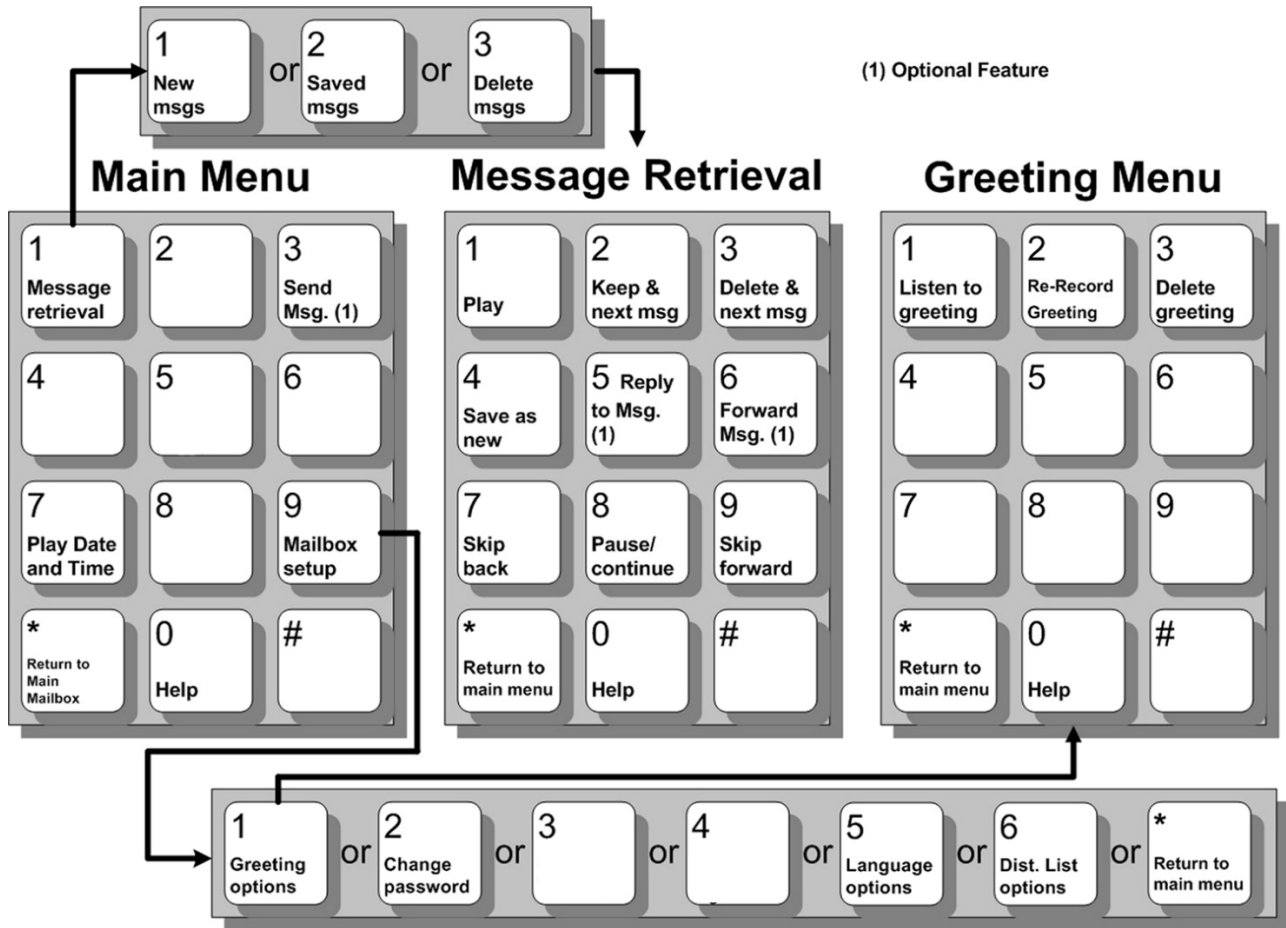
When retrieving messages, you can:

- 1 - Play message again
- 2 - Save message and play the next
- 3 - Delete message and play the next
- 4 - Save message as new
- 5 - Reply to the message*

- 6 - Forward message to another mailbox*
- 7 - Skip backward in the message
- 8 - Pause the message
- 9 - Skip forward in the message

**Voice Mail must be set to allow this capability.*

Voice Mail Keypad Diagram



Voice Mail to Email

Your Voice Mail can be set up with Voice Mail to Email capabilities. Once the feature is active, submit the email address that voice messages would be sent to. When you receive a new message, you will also receive an email with a Wav file attached.

From the email you can:

- Listen to your message
- Download the Wav file to save to your computer
- Save the message on the voicemail system
- Delete the message from the voicemail system

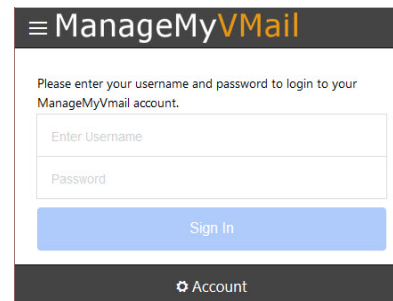
ManageMyVMail – User Guide



Access, update and make changes to your Voice Mail from anywhere using the ManageMyVMail portal.

Begin by accessing the portal at peoplescom.net/portal and click on the Voice Mail icon.

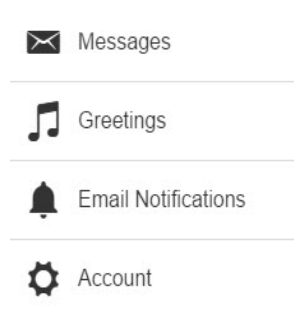
Logging In - When the login screen appears, enter your unique Username and Password to sign in to your account. If you did not receive your sign in information, please contact our office. See picture below.



PIN Number – When you sign in you will be prompted for a PIN Number. The first time you sign in use the default PIN of 0000. Click on the Menu icon circled in Red and click on Account. Select Change PIN if you would like to change your PIN.



Main Menu – Click on the Menu Icon circled in red in the image above and select one of four options that you wish to manage in your ManageMyVMail service.



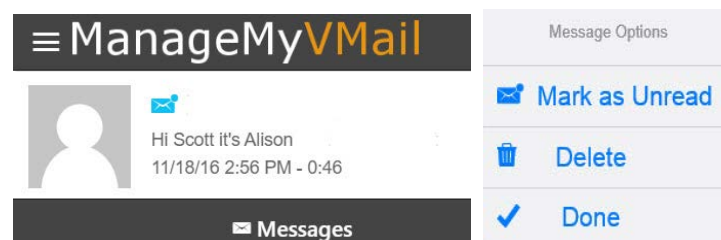
Messages - Displays new and saved messages.

Greetings - Displays greetings callers will hear and allows you to change your Active Greeting that callers will hear.

Email Notifications - Allows you to manage Vmail messages sent to your Email accounts.

Account - Change your Password, PIN or Log out.

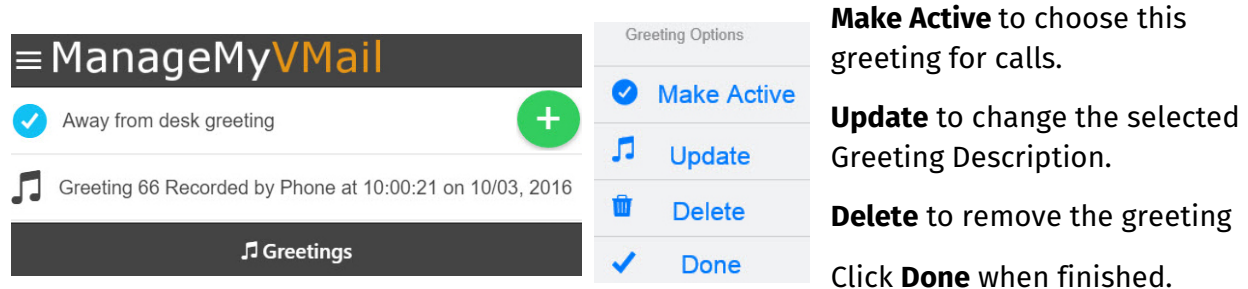
Messages: Click on Messages to display your voice messages. New Voice Mail messages will have a Blue Envelope icon. Read or marked as read messages will be marked with a black envelop icon. Click on your message to listen by clicking the Play button. Click on the Envelope icon to mark a message as Read or Unread. Click Delete to remove the message. Click Done when you have finished.



Greetings - Add multiple greetings to your Voice Mail by calling (903) 878-3001*, uploading an audio file from your computer or by recording with a built-in computer microphone. You can also change your active greeting from your greeting list. A default greeting will play until you add your first greeting.

**Follow the voice prompt instructions to record your greetings over the phone. Once you have recorded a greeting over the phone it will be displayed in your web portal account with a time stamp.*

Changing Your Greeting - Click the Greeting that you want to manage. Listen to the Greeting by clicking the Play button. Click the Note icon to manage your Greeting.



The screenshot shows the 'Manage My VMail' interface. On the left, there's a header with a hamburger menu icon and the text 'Manage My VMail'. Below it, a status bar shows 'Away from desk greeting' with a green checkmark and a green plus button. A list of greetings follows, with one entry: 'Greeting 66 Recorded by Phone at 10:00:21 on 10/03, 2016'. At the bottom of the list is a 'Greetings' button with a music note icon. On the right, a 'Greeting Options' menu is open, listing: 'Make Active' (checked), 'Update', 'Delete', and 'Done'.

Make Active to choose this greeting for calls.

Update to change the selected Greeting Description.

Delete to remove the greeting

Click **Done** when finished.

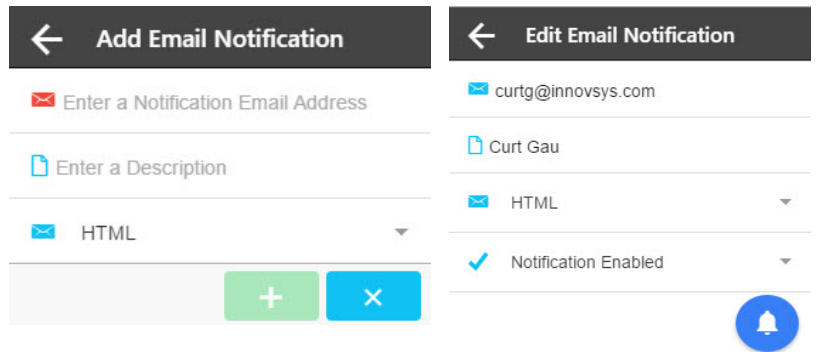
Recording a New Greeting - From Main Menu choose Greetings and click the Green+ button. If you do not want this to be your Active greeting, click the drop-down menu and select Default to keep your current greeting Active. Enter a Description for your greeting.

Click **Record** to record your greeting using your computer microphone. *If your Web Browser does not display the Record option, try a different browser.*

Choose **Upload** to retrieve a file from your computer to use as your greeting.

Once you have finished recording or adding your new greeting click on the Add button.

Email Notifications - From Main Menu choose Email Notifications and click on the Green+. Enter your Notification Email address and a description for the Email address. Click Add to add an Email address to your Voice Mail Notification. You can add multiple Email addresses to this feature. To temporarily deactivate an Email address or to Delete click on the address. To Disable click the Notification Enabled dropdown and click on Notification Disabled. To Delete an Email address, click on the Blue Bell and choose Delete. Click Update to save changes and then click Done.



The image shows two screenshots of the email notification interface. The left screenshot is titled 'Add Email Notification' and has fields for 'Enter a Notification Email Address', 'Enter a Description', and a dropdown menu set to 'HTML'. At the bottom are green '+' and blue 'x' buttons. The right screenshot is titled 'Edit Email Notification' and shows the same fields filled with 'curtg@innovsys.com', 'Curt Gau', and 'HTML'. The 'Notification Enabled' dropdown is checked. A blue bell icon is at the bottom right.

Account To change your Access Password to the Web Portal, your Voice Mail PIN or to Log Out of the service click on Account from the Main Menu.