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SIP Voicemail User Guide

SIP Voicemail 8.1.1

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Welcome

SIP Voicemail User Guide

<p>Quick Reference for Desktop Phones</p> <p>Use this list for quick access to common features and functions.</p> <ul style="list-style-type: none"> To connect from your desktop phone To connect from a remote phone Managing Your Mailbox While listening to your messages Telephone Access Flowchart	
<p>Managing Your Mailbox</p> <p>Use this list to access procedures for setting personal options and greetings.</p> <ul style="list-style-type: none"> Changing Your Personal Options Managing Your Mailbox Greetings	<p>Accessing Your Voicemail Account</p> <p>Use this list to learn about the different ways you can access your voicemail account.</p> <ul style="list-style-type: none"> Accessing Your Voicemail with a Local Desktop Telephone Accessing Your Voicemail with a Remote Telephone Accessing Your Voicemail in a Web Browser Listening to Your Voicemail First Time User Setup (Enrollment)
	<p>Using the Genesys SIP Voicemail Web Page</p> <p>Click here for information about using the web interface.</p> <ul style="list-style-type: none"> Genesys SIP Voicemail Main Web Page

Quick Reference for Desktop Phones

Print this Quick Reference sheet and post it near your phone.

To connect from your desktop phone

Press the voicemail key (if present on your phone), otherwise dial the voicemail access number, then enter your password (if required).

To connect from a remote phone

Call the voicemail access number, press 1, enter your mail box number, enter your password.

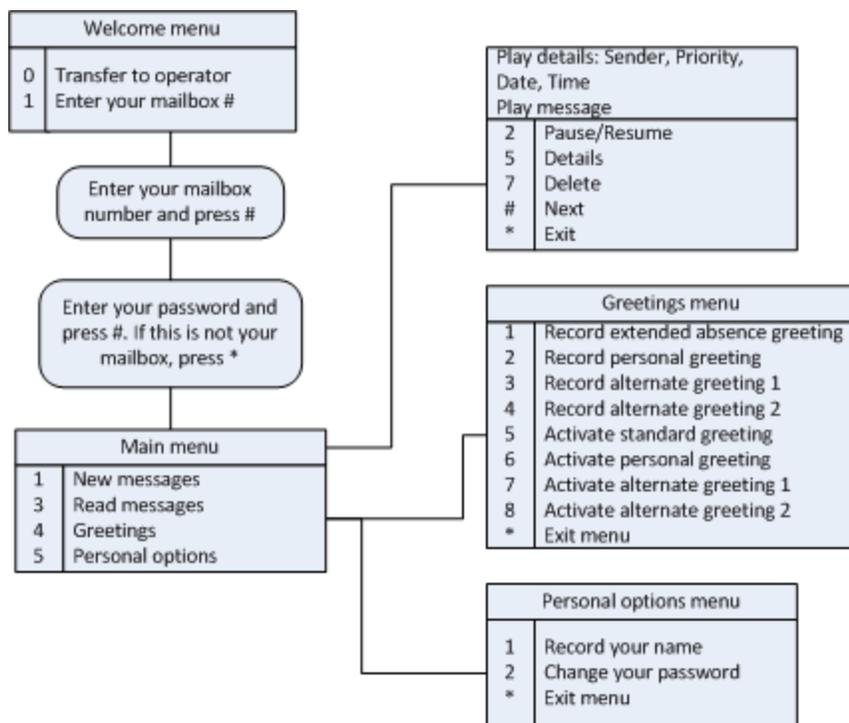
Managing Your Mailbox

- **Press 1** to hear new messages. (Playback may be automatic.)
- **Press 3** to hear saved messages.
- **Press 4** to manage your greetings. See [Managing Your Mailbox Greetings](#).
- **Press 5** to change your personal options (password). See [Changing Your Personal Options](#).

While listening to your messages, you can:

- **Press 1** to rewind 10 seconds.
- **Press 2** to pause or resume.
- **Press 3** to forward 10 seconds.
- **Press 4** to go to a voice menu, which lists all possible commands in this mode.
- **Press 5** to hear envelope information (message length in H:M:S / Caller ID of sender).
- **Press 7** to delete.
- **Press #** to go to the next message.
- **Press *** to cancel and return to main menu.

Telephone Access Flowchart



Telephone Access Flowchart

Managing Your Mailbox

The first time that you use your Genesys SIP Voicemail mailbox, you are asked to change your password. You can change it again, any time, with this procedure: [Changing Your Personal Options](#).

Your mailbox comes with a default "standard" greeting, which is generic. If you wish to have a personal greeting or an extended absence greeting, you must record them. See: [Managing Your Mailbox Greetings](#).

Procedure: Changing Your Personal Options

- Use these commands to change your password.

You do not need to wait for the full prompt; you can proceed as soon as the voice begins to speak.

Prerequisites

- You have accessed your personal mailbox. See [Accessing Your Voicemail Account](#).

Start

1. Press 5 at your mailbox, to reach the Personal Options menu.
 2. At the Personal Options menu, use these commands to change your name and password:
 - Press 2 to change your password. Follow the audio prompts.
- Press * to return to the main menu.

End

Procedure: Managing Your Mailbox Greetings

Prerequisites

- You have accessed your personal voicemail mailbox. See [Accessing Your Voicemail Account](#).

You do not need to wait for the full prompt; you can proceed as soon as the voice begins to speak.

Start

1. Press 4 at your mailbox, to reach the Greetings menu.

2. At the Greetings menu, use these commands to manage your greetings:

- Press 1 to record an extended absence greeting.
- Press 2 to record a personal greeting (standard greeting with recorded user name). For example, You have reached mailbox of <play_recorded_name>.
- Press 5 to activate standard greeting - from the enrollment.
- Press 6 to activate personal greeting. Not available or played unless this greeting exists.
- Press 7 to activate extended absence greeting. Not available or played unless this greeting exists.

After initiating each action, follow the audio prompts.

- Press * to exit the Greetings menu and return to main menu.

End

Accessing Your Voicemail Account

Accessing Your Voicemail with a Local Desktop Telephone

Your telephone may have a Message Waiting Indicator (MWI) in the form of a light or an LED display, which indicates that this phone's mailbox has new messages waiting.

1. Press the voicemail key, if there is one on your phone, or dial the voicemail access number. Your method of access will depend upon your specific telephone model.
2. Enter your password, if required.

Next Steps

 [Listening to Your Voicemail](#)

 [First Time User Setup \(Enrollment\)](#)

 [Managing Your Mailbox](#)

Accessing Your Voicemail with a Remote Telephone

1. Call the voicemail access number.
2. Enter your mail box number.
3. Enter your password.
4. Press # to confirm.

Next Steps

 [Listening to Your Voicemail](#)

 [First Time User Setup \(Enrollment\)](#)

 [Managing Your Mailbox](#)

Accessing Your Voicemail in a Web Browser

Prerequisites

The computer that you are using and the host server where Genesys SIP Voicemail is installed must both be on the same LAN, or both connected to the internet.

1. Open a web browser and enter the following UID in the Address field:
http://<hostname>:<port>/fs/admin
...where <hostname> is the server where Genesys SIP Voicemail is installed and <port> is 8080 (Genesys SIP Voicemail's default HTTP port).
2. Enter your mailbox number and password into the corresponding fields in the dialog box. For example:
 - Mail Box: 201
 - Password: 201

Next Steps

 [Using Web Interface](#)

Listening to Your Voicemail

Use these commands to hear and manage your voicemail.

Prerequisites

- You have accessed your personal voicemail mailbox ([desktop](#), [remote](#), or [browser](#)).
1. Access your mailbox, giving your mailbox number and password if necessary.
 2. Press 1 to start playing the first message.
 3. Use these commands while any message plays.
 - Press 1 to rewind 10 seconds.
 - Press 2 to pause or resume.
 - Press 3 to forward 10 seconds.
 - Press 4 to play a voice menu, which lists all commands for listeners.
 - Press 5 to hear envelope information about the call, for example: message length (in H:M:S) and Caller ID of sender.
 - Press 7 to delete.
 - Press # to go to the next message.
 - Press * to cancel and return to main menu.

If you listen to all or part of a message and do not delete it, the message is automatically saved.

First Time User Setup (Enrollment)

On your first login, Genesys SIP Voicemail asks you to record your name and change your password (the default matches your mailbox number).

Prerequisites

- You have accessed your personal voicemail mailbox ([desktop](#), [remote](#), or [browser](#)).
1. Respond to the voice prompts to record your name and change your password.
You can also change your password later, but not your name.
 2. Listen to your messages or hang up.

Using the SIP Voicemail Web Interface

You can reach the Web Page and access controls using the information below.

Objective	Related procedures and actions
Reaching the Web Page	<p>To reach the Genesys SIP Voicemail main web page, open a web browser to this URL:</p> <p>http://<host>:<port>/voicemail-web/browse</p> <p> See Accessing Your Voicemail in a Web Browser.</p>
Using the Web Page	<p>The Genesys SIP Voicemail main web page displays the mailbox number in the upper right corner.</p> <p>Your messages are listed in a table. Select or clear each message by clicking its check box (on the left side). The following commands appear above the table, as words or buttons:</p> <p> Genesys SIP Voicemail Web Page Commands Performance Intra-day Statistics</p> <p> Settings Dialog Box</p>

Genesys SIP Voicemail Web Page Commands Performance Intra-day Statistics

Command	Description
Logout	Exits the Genesys SIP Voicemail main web page.
Show All	Displays all your messages.
Show Unread	Displays only messages that you have not heard.
Check All	Selects all message check boxes.
Uncheck All	Clears all check boxes.
Play	Plays the selected message. A control strip appears, with these controls presented as familiar icons: Pause/Play, Stop, Full Back, Back, Forward, Full Forward, Mute, Volume. Your computer must have the proper hardware (such as a working speaker) and audio enabled.
Delete	Erases the selected message(s) with no confirmation.
Settings	Displays the Settings Dialog Box . Click on any of the three category bars to reveal its related settings.

Settings Dialog Box

Category Bar	Setting	Description
Passwordfields	OldNew Confirm	Enter old password.Enter new password (numbers only).Enter new password again.
Greetingsradio buttons	StandardPersonalAbsence	<p>* Select a radio button to enable the corresponding greeting for callers to your mailbox who go to voicemail.</p> <ul style="list-style-type: none"> • Personal and Absence are disabled if you have not recorded the corresponding greeting. • To record each greeting, see Managing Your Mailbox Greetings.
Othersmenus	Time ZoneLanguage	Select a locality in your time zone from the list.Select your preferred language from the list.