



Spectrum Business Voice

Voicemail and Fax Messaging

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VOICEMAIL - FIRST TIME SETUP

The first time you access your voicemail box you will be asked to set up your mailbox, and record your name and a greeting to be played to callers.

RETRIEVING VOICE MESSAGES

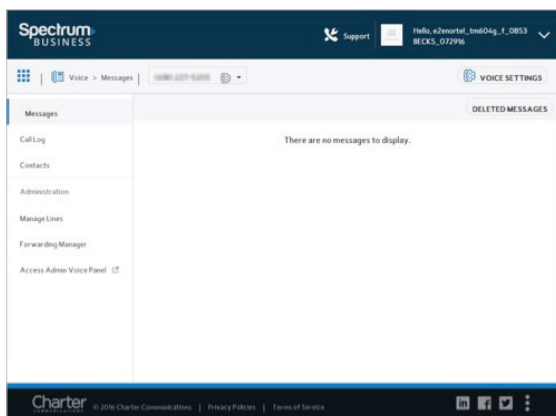
RETRIEVING VOICE MESSAGES FROM YOUR DESK PHONE

- Press the Messages button or dial *99.
- Enter your voicemail password.
- If you have new messages, the messages will be identified.
- After hearing any new messages, you will be presented with the Voicemail Main Menu.

RETRIEVING VOICE MESSAGES FROM A REMOTE LOCATION

- Dial your phone number.
- When prompted, enter your 10-digit number.
- When prompted, enter your voicemail password + #.
- If you have new messages, the messages will be identified.
- After hearing any new messages, you will be presented with the Voicemail Main Menu.

RETRIEVING VOICE MESSAGES FROM THE SPECTRUMBUSINESS.NET PORTAL



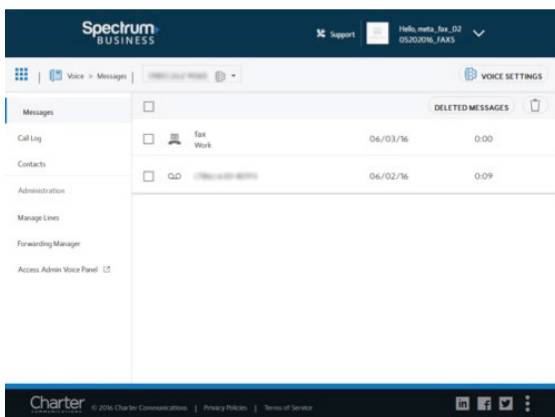
- Log into the SpectrumBusiness.net portal.
- Click on the Voice Tile under Spectrum Services.
- You will be presented with the Messages screen, which will display all of your Voice and Fax messages.

RETRIEVING FAX MESSAGES

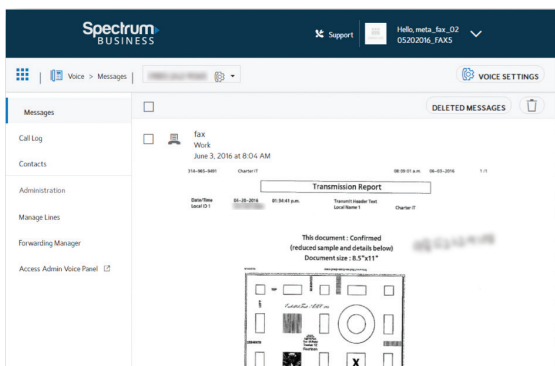
RETRIEVING MESSAGES FROM THE SPECTRUMBUSINESS.NET PORTAL

The SpectrumBusiness.net portal allows you to view and save fax messages that you have received.

- Log into the SpectrumBusiness.net portal.
- Click on the Voice Tile under Spectrum Services.
- You will be presented with the Messages screen, which will display all of your Voice and Fax messages.
- Faxes are displayed as a message and indicated with a Fax icon.



- When you click on the message, the record expands to show the first page of the fax transcript.
- As you scroll down in the message transcript, the Open PDF and Delete options display.
- By selecting Open PDF, you are presented with a new window in the browser that displays the PDF and a copy of the file is placed in Downloads.
- When selecting Delete, the message transcript is placed in the Deleted Messages file along with any other deleted voicemail messages.



MANAGING YOUR MESSAGES AND SETTINGS VIA THE VOICEMAIL SYSTEM

You can manage certain aspects of your voicemail features and settings within the Voicemail system itself. In order to perform the following tasks you must be dialed into the Voicemail system as described earlier.

FORWARDING A MESSAGE

While listening to messages, you can send a copy of the message to another recipient.

- To forward the current message, press 5.
- Enter an extension number or Distribution Group Number. Repeat this step until you've entered all the desired destinations.
- Press # when finished entering destinations.
- You will be prompted to record an introduction.
- After the tone, record your introductory message and press # when finished.
- Press # to send.
- Press 1 for delivery options.

REPLYING TO A MESSAGE—DIALING THE ORIGINATOR

- While listening to a message, you can call the person back by pressing 4 and selecting option 1.
- This capability will not work if the voicemail system was not able to identify the Caller ID information when the original voicemail was received or if your phone is configured with call restrictions that prevent you from calling the originator's number.

CHANGING YOUR VOICEMAIL PASSWORD ACCESS YOUR VOICEMAIL BOX

- From the Main Menu, press 4 to change your settings.
- Press 3 for security options.
- Press 1 to change the PIN.

MANAGE FROM SPECTRUMBUSINESS.NET PORTAL

If you have forgotten your PIN, this management feature does not require you to enter the previous PIN.

- Log into SpectrumBusiness.net.
- Click on Voice Tile.
- Select number from drop down.
- Select Voice Settings.
- Select Change Voicemail PIN from drop down.
- Enter new PIN.
- Confirm new PIN.
- Click Save when complete.

RECORDING YOUR PERSONAL GREETING

This is the greeting that callers will hear when they get your voicemail box.

ACCESS YOUR VOICEMAIL BOX

- From the Main Menu, press 3.
- To set up a personal greeting, press 1.
- To set up a system-generated greeting or to change the recording of your name, press 3.
- To change the greeting that callers hear when you're busy, press 5.
- If you don't record a personal greeting, a generic greeting will be played.

MANAGE FROM SPECTRUMBUSINESS.NET PORTAL

- Log into SpectrumBusiness.net.
- Click on Voice Tile.
- Select number from drop down.
- Select Voice Settings.
- Select Set Voicemail Greeting from drop down.
- Select greeting type from drop down.
- Some selections are pre-recorded and you may either play or record your own greeting.
- Click Save when complete.

RECORDING YOUR EXTENDED ABSENCE GREETING

You can set up an extended absence greeting for occasions when you are going to be unable to answer your phone for a long time.

ACCESS YOUR VOICEMAIL BOX

- From the Main Menu, press 3.
- To set up a personal greeting, press 2.
- To set up a system-generated greeting or to change the recording of your name, press 3.
- To change the greeting that callers hear when you're busy, press 5.
- If you don't record a personal greeting, a generic greeting will be played.

MANAGE FROM SPECTRUMBUSINESS.NET PORTAL

If you have forgotten your PIN, this management feature does not require you to enter the previous PIN.

- Log into SpectrumBusiness.net.
- Click on Voice Tile.
- Select number from drop down.
- Select Voice Settings.
- Select Change Voicemail PIN from drop down.

- Enter new PIN.
- Confirm new PIN.
- Click Save when complete.

ENABLE FAST LOGIN

Fast Login allows you to be able to bypass the entry of a telephone number when dialing the number associated with your account.

- Access your voicemail box.
- From the Main Menu, press 4 to change your settings.
- Press 3 for security options.
- Press 2 to change the Fast Login option.
- Press * to keep the currently set Fast Login option.

NAVIGATING THE VOICEMAIL SYSTEM

The Voicemail phone system allows the user to perform options for message playback, management and account setup using the digits on a telephone keypad. The following menus and options are available within the voicemail system and the following diagram provides a quick guide to each of their functions.

Main Menu

1

Review Messages

Review Messages Menu

- 1 Voicemail
- 3 Faxes

N

Listen to Message

Hear message

- 1 Repeat
- 2 Save
- 3 Erase
- 4 Reply
- 5 Send a Copy
- 2 2 Mark Saved Message as New

2

Send Message

Enter phone or GL number, then

- 1 Review Message
- 2 Mark as Urgent
- 3 Mark as Private
- 4 Re-Record Message
- 5 Report on Send
- 6 Report on Read
- 7 Add Recipient
- 9 Schedule for Future Delivery
- # Send as is

3

Work with Greetings Menu

Greeting Options Menu

- 1 Personal Greeting
- 2 Extended Absence
- 3 Sys-Gen Greetings and Name Recording
- 4 Group Mailbox Greetings
- 5 Busy Greeting
- 6 Out-of-office hours greeting
- 7 Shared Greetings
- 9 Forward all Calls to Voicemail Greeting
- * Exit Menu

4

Mailbox Settings

Mailbox Settings Menu

- 1 Group Lists
- 2 Handsfree and Time Saver Options
- 3 Security Options
- 4 Group Mailbox Settings
- 5 Notification Settings
- 6 Additional Settings
- 7 Advanced Call Features Settings
- 9 Live Message Screening Settings
- * Exit Menu

5

Reminders

Reminders Menu

- 1 Reminders Settings
- 2 Add New Reminder
- 3 Recurring Reminders Settings
- 4 One-Off Reminders Settings

6

Review Erased Messages

Select Message Type

- 1 Voicemail
- 3 Faxes

N

Erased Messages

Hear Message

- 1 Repeat
- 2 Restore
- 3 Permanently Erase
- 4 Reply
- 5 Send a Copy
- # Next Message

7

Switch Account

Enter Phone Number, then #, or * if error

9

Future Delivery Queue

0

Help

Helpful Hints

- # Next Hint
- * Return to Main Menu
- 1 Replay from Start of Menu

*

Exit

Goodbye and Exit TUI

Common Keys

- * Cancel input or move up a level
- 0 Helpful Hints
- # End input or move forward in a list
- 8 Pause / Resume

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