

Unified Messaging

Table of Contents

| | |
|---|----|
| Featured Overview..... | 3 |
| 1 Feature Prerequisites..... | 3 |
| 2 Using Unified Messaging..... | 3 |
| 3. Feature Setup..... | 4 |
| 3.1 Administrative Setup..... | 4 |
| 3.1.1 Go to My Site and select the appropriate Site to configure | 4 |
| 3.1.2 Go to User Features..... | 4 |
| 3.1.3 Select the Unified Messaging Tab | 4 |
| 3.1.4 Configure the Unified Messaging Preferences – Voice Messaging..... | 5 |
| 3.1.5 Configure the Unified Messaging Preferences – Fax Messaging..... | 6 |
| 3.1.6 Configure the Unified Messaging Preferences – Message Storage and Additional Settings | 7 |
| 3.1.7 Number of Rings and Greeting Upload (Optional) | 8 |
| 3.2 End User Setup..... | 9 |
| 3.2.1 Log in to My Phone | 9 |
| 3.2.2 Go to My Messages tab | 9 |
| 3.2.3 View Messages and Faxes | 9 |
| 3.2.4 Listen to Voice Messages | 10 |
| 3.2.5 Download Selected Voice or Fax Messages..... | 10 |
| 3.2.6 Delete Selected Voice or Fax Messages | 10 |
| 3.2.7 Refresh List of Messages..... | 11 |
| 3.2.8 Configure the Unified Messaging Preferences..... | 11 |
| 3.2.9 Number of Rings and Greeting Upload (Optional) | 12 |

Unified Messaging

Feature Overview

In today's business world, fixed-mobile convergence (FMC) isn't a luxury – it's a necessity. With more and more employees working out of the office, it's becoming increasingly difficult for customers and colleagues to reach these remote workers given the number of different devices and numbers (mobile, office, home) they may be using. In such a disjointed environment, there is a need for a solution that makes communications as seamless as possible – whether an employee is working from the office, on the road or at home.

The Unified Messaging feature allows users to access their voicemails and faxes via multiple options beyond direct phone access. This enables users to be on the go, not in the office but have their finger on the pulse of their business at all times. Voice messages and fax messages can be retrieved for playback/viewing or download via My Messages on the My Phone dashboard, or via email with copies sent to any email address. Voice mails are sent in .wav format, while faxes are .tiff.

Additionally, if you just want a notification that a message was received, notifications can be sent to your cell phone via text or email. This allows users to be mobile and also have real time access to their voice mails and faxes as if they were in the office.

NEW FUNCTIONALITY ACCESSIBLE VIA VOICE PORTAL ONLY

As part of the recent BroadCloud upgrades, the Extended Away greeting is now available to users in the Voice Portal. This greeting type disables the ability for a caller to leave a message. It is useful as an announcement-only greeting, including the following scenarios:

- Users who are on extended leave or vacation and do not want to fill their mailboxes
- An employee hotline for information concerning an office schedule (inclement weather)
- An instructional message option for use by an Auto Attendant

Additionally, when listening to a message, users now have the ability to play the previous message (pressing 4) or to skip to the next message (pressing 6).

1 Feature Prerequisites

Before the Unified Messaging feature can be used the following conditions must be met:

- At least one inbound number must be available to be assigned to a Premium User Station, Standard User Station, Hosted Square Key Station, or Hosted PRI User.
- If Fax Messaging is desired, an available inbound or two-way number must be available to be assigned as a Fax number to each fax user.

2 Using Unified Messaging

When at least one inbound or two-way number and station has been assigned in the My Site dashboard and the User has configured the Unified Messaging feature in the My Phone dashboard, the Unified Messaging feature is ready for use.

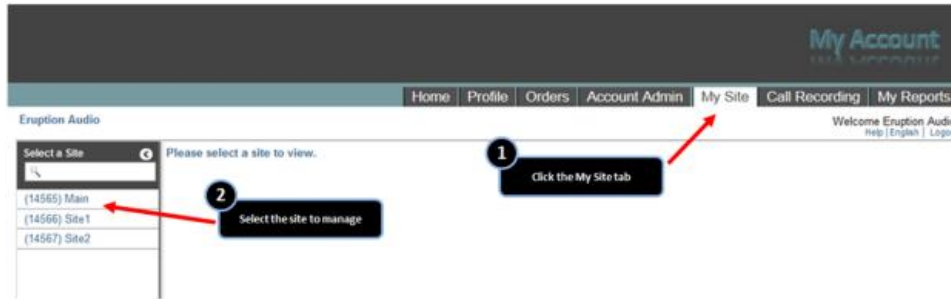
The following sections describe how to configure the Unified Messaging feature.

3 Feature Setup

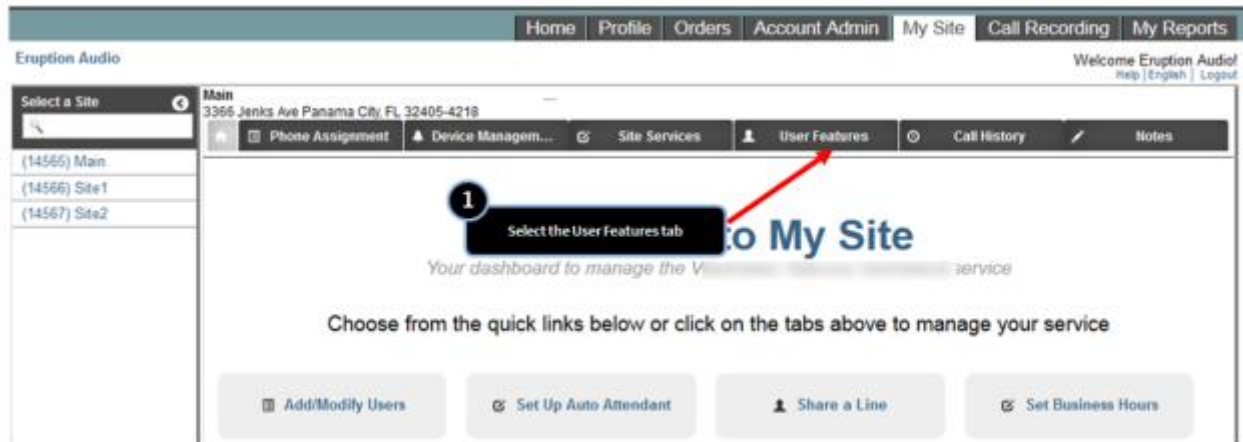
To use this service, log in to My Account, and then simply follow the steps detailed below.

3.1 Administrative Setup

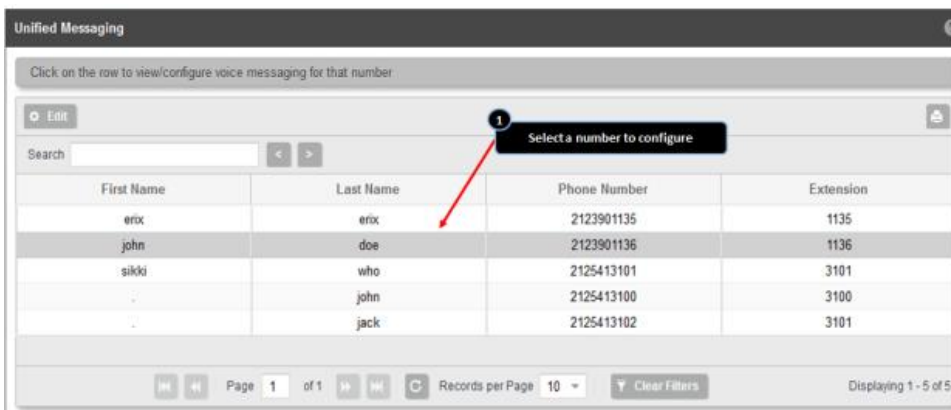
3.1.1 Go to My Site and select the appropriate Site to configure



3.1.2 Go to User Features



3.1.3 Select the Unified Messaging Tab



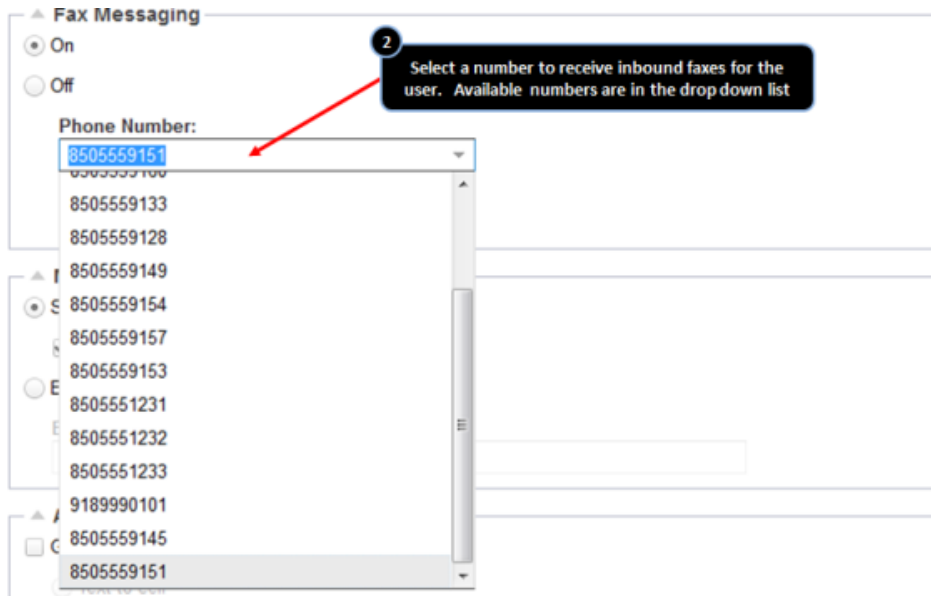
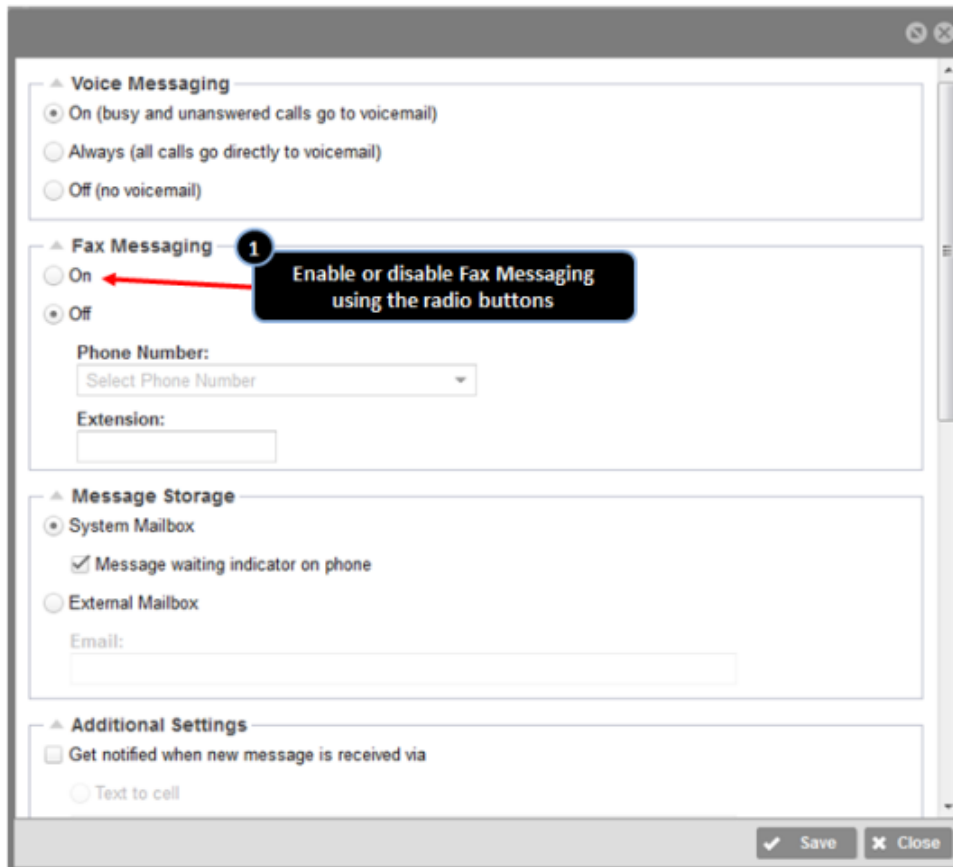
3.1.4 Configure the Unified Messaging Preferences – Voice Messaging

The screenshot shows a configuration window titled "Unified Messaging Preferences" with the following sections:

- Voice Messaging:** Contains three radio button options: "On (busy and unanswered calls go to voicemail)", "Always (all calls go directly to voicemail)", and "Off (no voicemail)". A red arrow points to the "On" option, which is highlighted by a callout box containing the number "1" and the text "Select when the voicemail function should be active or deactivated".
- Fax Messaging:** Contains two radio button options: "On" and "Off", with "Off" selected. Below these are fields for "Phone Number:" (a dropdown menu with "Select Phone Number") and "Extension:" (a text input field).
- Message Storage:** Contains two radio button options: "System Mailbox" (selected) and "External Mailbox". Under "System Mailbox", there is a checked checkbox for "Message waiting indicator on phone" and an "Email:" text input field.
- Additional Settings:** Contains a checkbox for "Get notified when new message is received via" and a radio button option for "Text to cell".

At the bottom right of the dialog, there are "Save" and "Close" buttons.

3.1.5 Configure the Unified Messaging Preferences – Fax Messaging



▲ Fax Messaging

On
 Off

Phone Number:

Extension:

3 Assign an Extension for the fax number

4 Click Save to enable changes

3.1.6 Configure the Unified Messaging Preferences – Message Storage and Additional Settings

▼ Voice Messaging

▼ Fax Messaging

▲ Message Storage

System Mailbox
 Message waiting indicator on phone
 External Mailbox

Email:

1 If System Mailbox is selected then your messages can be accessed via the phone or portal. If External Mailbox is selected then all of your messages will be sent as a file in .wav (voicemail) or .tiff (fax) format to the email address entered below

▲ Additional Settings

Get notified when new message is received via

Text to cell

Email

Send a copy of all new message to another email address

Email:

Transfer on '\0\' to phone number:

2 To be notified that you have a message (fax or voicemail) via a text or email alert, check this box

Additional Settings

Get notified when new message is received via

Text to cell

AT&T Wireless

T-Mobile

Verizon Wireless

Sprint (Nexttel)

Email:

3 If notification is to be by Text, enter the cell phone number and select the wireless provider from the drop-down

Additional Settings

Get notified when new message is received via

Text to cell

Email

Send a copy of all new message to another email address

Email:

Transfer on '\0' to phone number:

4 To be notified that you have a message via a email alert, select Email and enter the email address

5 To Send a copy of your messages (both fax and voicemail) to an email address, check the box and enter your email address

6 To specify a number where callers can transfer from voicemail by dialing the '0' key, check the box and enter the number

3.1.7 Number of Rings and Greeting Upload (Optional)

Greetings

Number of rings before playing greeting:

Busy:

System

Personal Upload: Upload

No Answer:

System

Personal Upload: Upload

Save Cancel

1 Select the number of rings before the voicemail greeting is played

2 Select the type of message the caller will hear when your phone line is busy. You can select either a system generated message or upload a personal one

3 Select the type of message the caller will hear when your phone line is busy. You can select either a system generated message or upload a personal one

Note: Uploading a Voicemail Greeting requires a user defined file formatted as CCITT u-Law 8,000 kHz, 8-bit Mono .wav file.

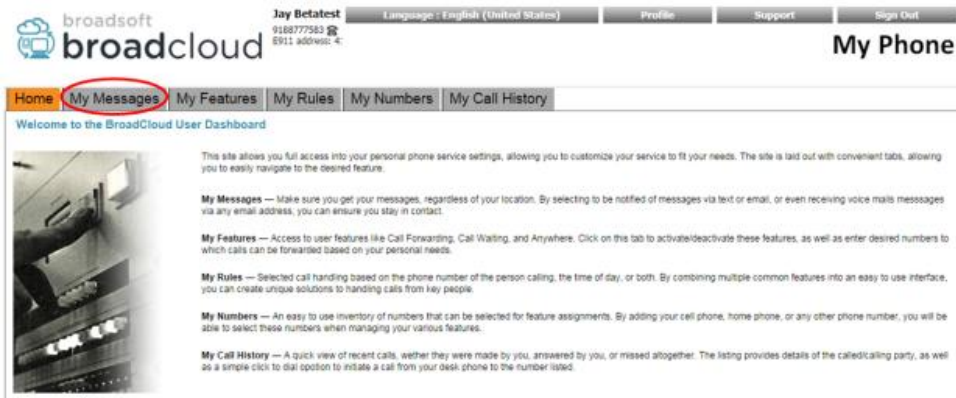
3.2 End User Setup

The Unified Messaging feature is automatically available to all Premium Users, and feature control is located in the My Phone dashboard.

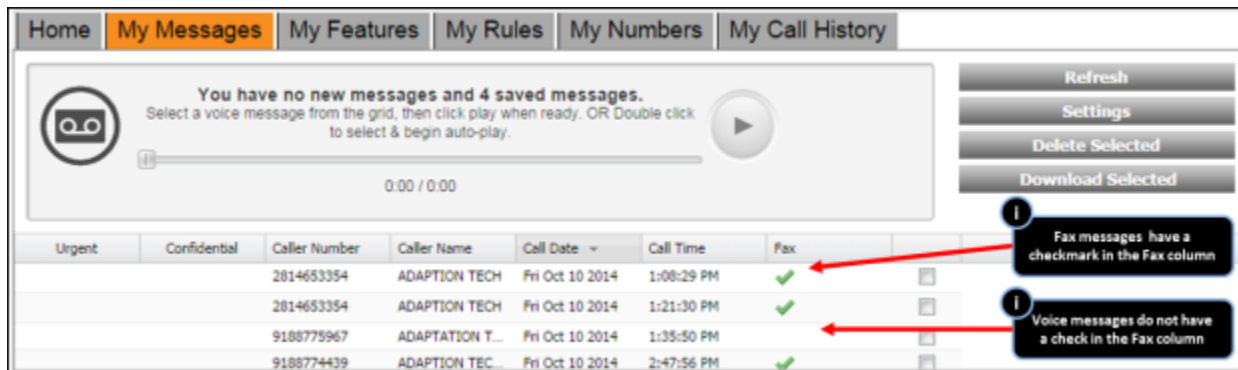
3.2.1 Log in to My Phone



3.2.2 Go to My Messages tab

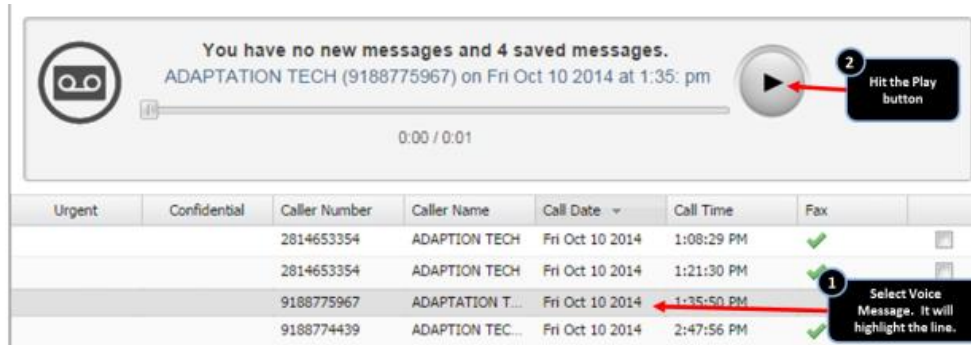


3.2.3 View Messages and Faxes

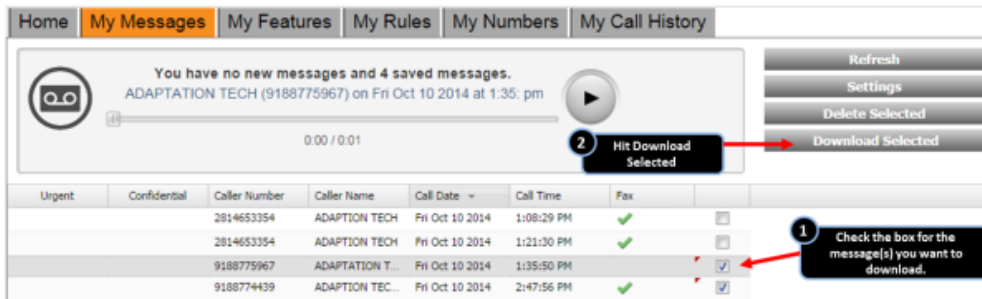


3.2.4 Listen to Voice Messages

Note: listening to a voice mail in My Phone does not reset the message waiting indicator light on that user's desk phone.



3.2.5 Download Selected Voice or Fax Messages



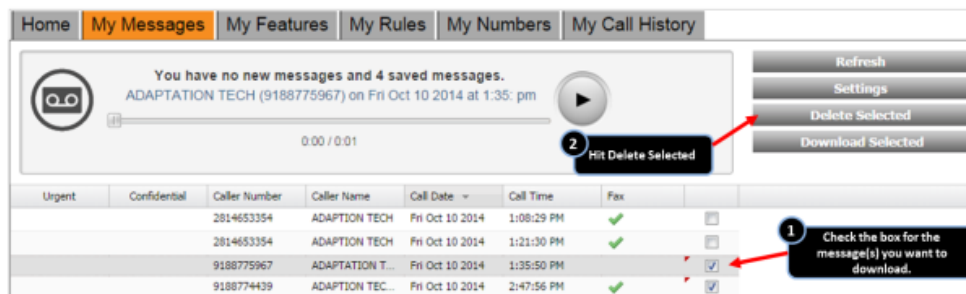
As this is a shared storage area for voice mails and faxes, Users should be aware the combined storage limit is approximately 35Mb. This equates to about 100 voice mail minutes or around 100 ten-page faxes. Users should be judicious about archiving important voice mails and faxes to their network storage areas by using the Download Selected option on the right side of the My Messages area. Once Users have successfully archived their voice mails and faxes, they should be deleted from the My Messages area to conserve space.

Other useful information regarding the BroadCloud PBX system wide voice mail limits:
(These are hard limits and cannot be changed within BroadCloud PBX.)

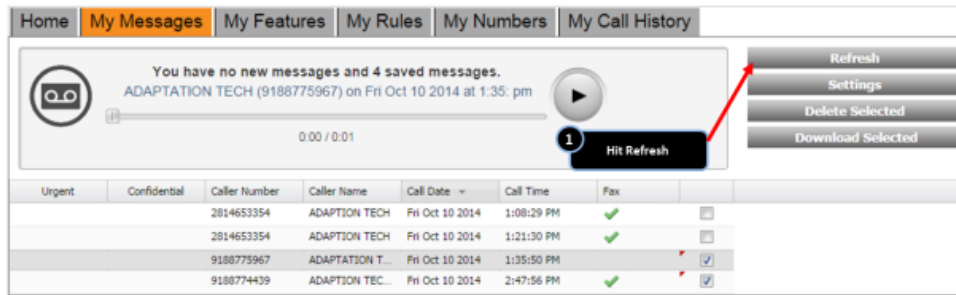
- Time that voice mails and faxes can be stored in your mailbox – Unlimited
- Longest voice mail greeting that a User can record – 4 minutes
- Longest voice mail message that can be recorded – 10 minutes

Downloading messages will follow your default computer/browser settings and either save or open the default application for .wav files (voice messages) or .tiff (fax messages).

3.2.6 Delete Selected Voice or Fax Messages

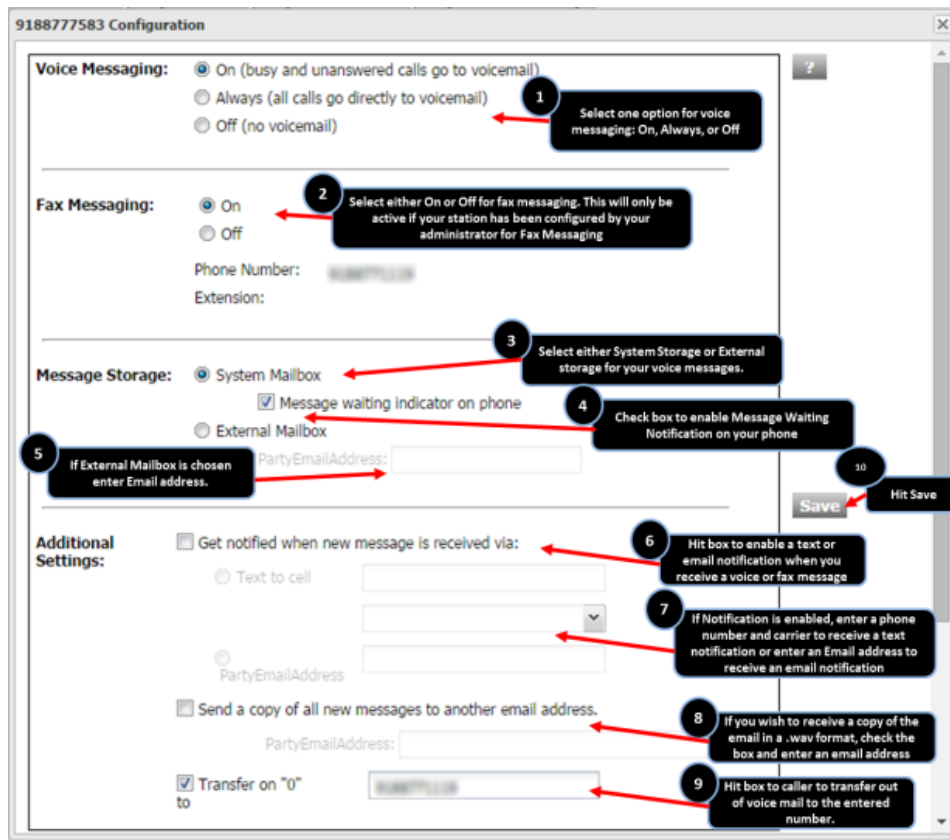


3.2.7 Refresh List of Messages



Refreshing updates the list of messages to show recent messages that have been added to your message box.

3.2.8 Configure the Unified Messaging Preferences



3.2.9 Number of Rings and Greeting Upload (Optional)

Greetings

Number of rings before playing greeting: 3

Busy: System Personal

Select a file to upload.

No Answer: System Personal

Select a file to upload.

- 1 Enter a number of rings after which callers will be sent to your voice mail
- 2 Select either the System (default) or Personal (customized) greeting your callers will hear when entering your voice mail when your line is busy. If Personal is chosen, upload a file.
- 3 Select either the System (default) or Personal (customized) greeting your callers will hear when entering your voice mail when don't answer. If Personal is chosen, upload a file.
- 4 Hit Save

Note: Uploading a Voice mail Greeting requires a user defined file formatted as CCITT u-Law 8,000 kHz, 8-bit Mono .wav file.