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ACCESSING VXVIEW

You can use the VXView Web interface (GUI) to change your mailbox settings and preferences, create address books and contact lists, and view your messages.

Note: *Greeting only accounts do not have access to VXView.*

Logging On to VXView

Your *account* is your mailbox number and your PIN is the same PIN you use to access your mailbox by telephone. Please set up your voicemail account by telephone before using VXView.

To log on to VXView:

1. Launch a Web browser and enter **<http://vxview.telepacific.com>**
2. In the **Account** and **PIN** fields, enter the mailbox number and password that you use to access your voicemail box via the telephone.



Login to VXView

Account 2132253490

PIN

Login Clear

Note: *Access your account via telephone first to record your name and greetings, then use VXView to manage your account.*

3. Click **Login**.

Checking Messages with VXView

You can use the VXView GUI to view information about voicemail and fax messages in your mailbox. You can view the number of new and saved messages of each message type, as well as the number of unread, private, and urgent messages. From VXView, you can also play back voicemail messages.

Note: In order to listen to voicemail messages through VXView, make sure that you have an audio application (such as Microsoft Windows Media Player or Apple QuickTime) to play the WAV files.

The screenshot shows the VXView mailbox interface. At the top, there are 'Folder tabs' for 'Inbox' and 'Outbox'. Below them is a 'Toolbar' with icons for 'Unread', 'Delete', 'Re-save', and 'Check'. A blue header bar contains 'View: All Unread' and navigation links 'Messages 1 - 5 of 5 | First Previous Next Last'. The main area is a table with columns: 'Select', 'Sender', 'Subject', 'Date and Time', 'Days Remaining', 'Length', and 'Open'. The table lists five messages from 'John Contact' and 'Jane Contact'. Below the table are 'Select' and 'Deselect' buttons. The bottom section is labeled 'Message Area'.

Folder tabs

Toolbar

Click the icons in the column headers to toggle the sort order.

Click links to navigate through messages in the selected folder.

Select	Sender	Subject	Date and Time	Days Remaining	Length	Open
<input type="checkbox"/>	John Contact	VOICE	01-16-2013 02:12PM PST	-	00 :13	
<input type="checkbox"/>	17025554502	You have a fax message from 17025554502	01-15-2013 10:13AM PST	28	1	
<input type="checkbox"/>	Jane Contact	You have a fax message from 14155559274	01-15-2013 10:10AM PST	28	1	
<input type="checkbox"/>	17145559034	VOICE	01-15-2013 09:54AM PST	28	00 :10	
<input type="checkbox"/>	12135559034	You have a fax message from 12135559034	01-15-2013 09:51AM PST	28	1	

Select

Deselect

Message Area

Use the Select check boxes and the Select and Deselect buttons to perform actions on messages.

Folder Tabs

Depending on the options set up for your account, the Mailbox page may contain Inbox, Outbox, Sent, and Trash folder tabs. Clicking on a tab displays messages in the selected folder. The Inbox tab appears for all subscribers that have Voicemail and/or Fax enabled. The Outbox tab appears for subscribers that have the Scheduled Delivery service enabled, as shown in the following:

Toolbar

The toolbar contains the following options:

Option	Icon	Action
Unread		Marks selected messages as unread. The page re-displays with the selected messages marked with the "unread" icon and the Sender/Recipient field in bold.
Delete		Deletes selected messages. If the selected messages are not in the Trash folder, they are moved into the Trash folder without confirmation. If the selected messages are in the Trash folder, they are permanently deleted with a confirmation dialog.
Re-save		If you select a message that is flagged to be deleted soon, you can select Re-save to prevent the message from being deleted. The system resets the number of days remaining to the current value.
Check		Refreshes the screen with messages from the server.

Message Area

The message area displays one page of messages for the selected (Inbox, Outbox, Sent, Trash) folder. Message information is provided in the following columns:

Option	Description
Select	Use the Select column and the Select All and Deselect All buttons to perform actions on messages.
Priority	Messages in the column marked with "!" are high priority.
Status	 Message has not been read  Message has been read.  Private message has not been read.  Private message has been read.
Sender/To	<p>Displays the associated phone number.</p> <p>If the current folder is the Sent Items folder, the column title is Recipient and the information is the recipient's email address. If the message has not been read, the Sender and Recipient fields are bold.</p> <p>If the current folder is the Outbox folder, the column title is To.</p>
Subject	<p>Provides information about the message. Values include:</p> <p>"VOICE"</p> <p>"Undelivered Message" to recipient: This occurs if you send an outdial message to a recipient who does not answer and does not have a forwarding email address.</p> <p>"You have a new fax message from <sender>"</p>
Date & Time	Date/time email, voicemail, or fax was sent, received or scheduled.
Days Remaining	Number of days before the system deletes the message. When the number of days remaining is less than or equal to 5, the message appears in red to show that it will be deleted soon.
Length	Playback duration of voicemail (min:sec) or # of pages for a fax
Open	<p>Play voice mail and view fax messages by clicking the Play  or Show Fax  icons in this column.</p> <p><i>Voicemail messages.</i> When you click  :</p> <ul style="list-style-type: none"> - The selected voice mail messages are marked "read." - The web page redirects to the associated WAV file URL. The browser launches the audio file player. Only the first WAV attachment associated with a message plays. <p><i>Fax messages.</i> When you click  :</p> <p>The selected fax messages are marked "read."</p> <p>The web page redirects to the image file URL and displays the fax as a TIFF (even if you designate PDF as your email delivery option).</p> <p>If a fax message has been forwarded, any audio files attached to the forwarded message are merged into one file for playback.</p>

Almost Full and Full Warnings

Your administrator may set up the VXView system to set a point at which to notify you if your mailbox is full or almost full. If your mailbox reaches a warning threshold, the Mailbox page displays a message that your mailbox is almost full. You can still send and receive messages if your mailbox is almost full, but TelePacific recommends that you delete old messages to free up space and avoid reaching the maximum storage limit.

Once your mailbox reaches the maximum storage limit, the Mailbox page displays a message that your mailbox is full. Callers will not be able to leave you messages if your mailbox is full.

Mailbox

Inbox **Outbox**

Unread **Delete** **Re-save** **Check**

View : All **Unread** Messages 1 - 5 of 5 | [First](#) [Previous](#) [Next](#) [Last](#)

Your mailbox is almost full

Select		Sender	Subject	Date and Time	Days Remaining	Length	Open
<input type="checkbox"/>		John Contact	VOICE	01-16-2013 02:12PM PST	-	00 :13	
<input type="checkbox"/>		17025554502	You have a fax message from 17025554502	01-15-2013 10:13AM PST	28	1	
<input type="checkbox"/>		Jane Contact	You have a fax message from 14155559274	01-15-2013 10:10AM PST	28	1	
<input type="checkbox"/>		17145559034	VOICE	01-15-2013 09:54AM PST	28	00 :10	
<input type="checkbox"/>		12135559034	You have a fax message from 12135559034	01-15-2013 09:51AM PST	28	1	

MANAGING ADDRESS BOOKS WITH VXVIEW

If the Personal Address Book service is available for your account, you can address a message in VXView to contacts in a personal address book. The address book can store names, email addresses, phone numbers and an VXView voicemail number for a contact. You create and manage an address book using the VXView GUI. Once you set up an address book, you can send and forward messages to address book contacts.

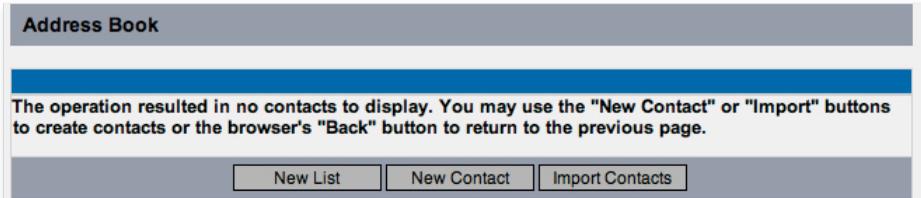
In order to send a voice message to a distribution list, make sure a recording of the contact name or distribution list name already exists. If a contact name or distribution list name is not recorded a generic “unrecorded name” prompt will be played. You can import an existing contact name or distribution list name prompt into an address book. The imported prompt must be a WAV file in the audio format CCITT u-law (8 bit, 8 kHz, Mono).

The following sections describe how to:

- [Add an address book contact](#)
- [Modify an address book contact](#)
- [Import contacts into an address book](#)
- [Export contacts from an address book](#)
- [Create a distribution list](#)
- [Import contact name or distribution list name prompts](#)

Adding a Contact to an Address Book

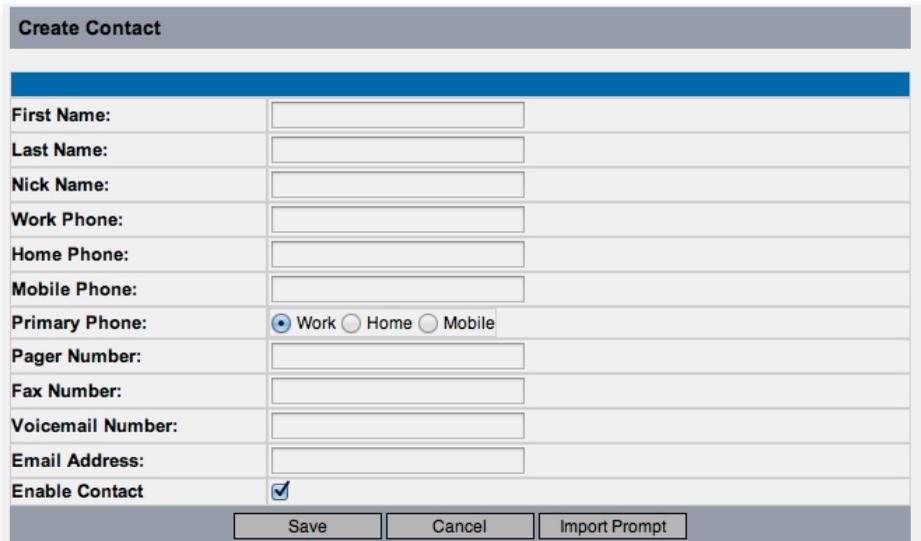
1. Log on to the VXView GUI.
2. Select **Address Book** from the navigation bar. The Address Book page opens.
If there are no contacts to display, the following message appears:



Address Book

The operation resulted in no contacts to display. You may use the "New Contact" or "Import" buttons to create contacts or the browser's "Back" button to return to the previous page.

3. Click **New Contact**. The Create Contact page opens the following:



Create Contact

First Name:

Last Name:

Nick Name:

Work Phone:

Home Phone:

Mobile Phone:

Primary Phone: Work Home Mobile

Pager Number:

Fax Number:

Voicemail Number:

Email Address:

Enable Contact

4. Fill in the personal information fields for the contact, noting the following:
 - Make sure **Voicemail Number** contains the VXView voicemail number assigned to the contact (ask your administrator for the correct value if you are unsure). Make sure **Email Address** contains an external email account. In order for a contact to receive voice messages, at least one of these fields must contain a valid value. The system checks if the value in the **Voicemail Number** field matches the voicemail number configured for a subscriber on the VXView system. If the value in the field is a valid subscriber, the system deposits the message in their VXView mailbox. If there is no value for **Voicemail Number** then the system checks the **Email Address** field assuming that the value is an external email address and sends the message to that address using SMTP.
5. Select/Deselect the **Enable Contact** check box to include/exclude the contact in dial-by-name searches. Click **Save**.

Modifying an Address Book Contact

To modify an existing contact:

1. Log on to the VXView GUI.
2. Select **Address Book** from the navigation bar.
3. Click an existing contact to display the **Modify Contact** page:

Address Book

Search for an entry where: begins with

<input type="checkbox"/>	Name (First Last Nick Name)	Phone Number	Voicemail Number	Email Address
<input type="checkbox"/>	Lee Benecke	7605559442(w)		lee@acme.com
<input type="checkbox"/>	Jane Doe	3035555948(w)		j.doe@att.net
<input type="checkbox"/>	Eli Jones	4155551057(w)		eli.jones@hightech.com
<input type="checkbox"/>	Larry Rosen	7025553067(w)		larryr@cox.net
<input type="checkbox"/>	John Smith Smitty	2135551253(w)		smitty@telepacific.com
<input type="checkbox"/>	Rebecca Tracy	9495559784(w)		rebecca@123av.com

4. Modify the fields as required.

Select the **Enable Contact** check box to include the contact in dial-by-name searches, to send messages to this contacts when it is a member of a distribution list, or to send an email message to the contact. If the check box is cleared, the system does not include this contact in any Address Book searches.

Enable Contact

5. Click **Save**.

Importing Address Book Contacts

To populate your address book with multiple contacts at one time, you can import contacts from an external comma-separated values (CSV) file. For example, you can export the contacts from your email client software (such as Outlook) to a CSV file and import the file into VXView.

Make sure the CSV file contains values that map only to the fields displayed for each contact: First Name, Last Name, Nick Name, Work Phone, Home Phone, Mobile Phone, Pager Number, Fax Number, Voicemail Number and Email Address. Note that for backwards compatibility Voicemail Number will be read from column labeled "Email Address" and Email Address will be read from column labeled "Email 2 Address". If you export additional fields to the CSV file, VXView may import the wrong number of contacts and does not populate the address book fields correctly.

Note: All phone and fax numbers must consist only of digits; do not include special characters such as (,), -, or + in phone and fax numbers.

To import contacts stored in a CSV file:

1. Log on to the VXView GUI.
2. Select **Address Book** from the navigation bar.
3. Click **Import Contacts**.

Import Contacts

1. Go to address book client and export the contacts you want to add.
[Help on exporting contacts from Outlook](#)
2. Specify the file to import:
Note: If you have many contacts to import, it will take a while to complete.
 no file selected
3. Press Import Now to import the file:

4. Click **Browse** and select the CSV file to import.
5. Click **Import Now**.
6. After the import completes, a message notifies you the number of contacts that were imported.

7. Click to view the address book with the newly imported contacts.

To locate contacts, enter search criteria here.

Click a link to sort the Name column display.

To remove a contact, select a check box and click Delete.

The screenshot shows the 'Address Book' interface. At the top, there is a search bar with the text 'Search for an entry where: First Name begins with' and a 'Search' button. Below the search bar is a table with the following columns: Name (with links for First, Last, and Nick Name), Phone Number, Voicemail Number, and Email Address. The table contains two entries: 'Newbie Contact' with phone number 7605559442(w) and email newby@amalgam.com, and 'Jim Added' with phone number 3035555948(w) and email jim@telepacific.com. Below the table are several buttons: 'New List', 'New Contact', 'Import Contacts', 'Export Contacts', 'Select All', 'Deselect All', and 'Delete'. Lines connect the instructional text to the search bar, the 'Name' column header, and the 'Delete' button.

Name (First Last Nick Name)	Phone Number	Voicemail Number	Email Address
<input type="checkbox"/> Newbie Contact	7605559442(w)		newby@amalgam.com
<input type="checkbox"/> Jim Added	3035555948(w)		jim@telepacific.com

8. To include a contact in dial-by-name searches, click the contact name to display the **Modify Contact** page, and select the **Enable Contact** check box. If the check box is not selected, the system does not include the contact in the search.

Exporting Contacts

You can export your VXView address book to a comma separated values (CSV) file that can be opened using a spreadsheet application, such as Microsoft Excel. You can also import the CSV file into your email client, such as Outlook.

To export contacts:

1. Log on to VXView.
2. Select **Address Book** from the navigation bar.
3. Click **Export Contacts**.
A File Download dialog box prompts you whether to open or save the file.
4. Click **Save**.
5. Specify the location for the "MyContacts.csv" file, and click **Save**.

Creating a Distribution List

You can create a distribution list (also called a VIP list) to send messages to a group of contacts in your address book. Once you create a list, you can set up your account to receive notifications when you receive a message from someone on the selected distribution list.

To create a distribution list:

1. Log on to the VXView GUI.
2. Select **Address Book** from the navigation bar. The Address Book page displays contacts currently available for your account.
3. Click **New List**.

<input type="checkbox"/>	John Smith Smitty	2135551253(w)	smitty@telepacific.com
<input type="checkbox"/>	Rebecca Tracy	9495559784(w)	rebecca@123av.com

New List New Contact Import Contacts Export Contacts

Select All Deselect All Delete

4. In the **List Name** field, enter a descriptive name to remind you that these are the people to receive notifications from. For example, **Workgroup**.

Create Distribution List

List Name:

Lee Benecke Eli Jones John Smith Smitty Rebecca Tracy	Add >>	Jane Doe Larry Rosen
	<< Remove	

Save Cancel Import Prompt

5. Select names in the left column, and click **Add** to move the selected names to the right column.
6. When you finish adding items, click **Save**. The Address Book page opens. The name of the distribution list appears in the address book.

Importing Contact or Distribution List Name Prompts

When you send or forward a message to a contact or distribution list name with the TUI, you use the telephone keypad to spell the contact or distribution list name. When the system finds a match, it plays the contact name prompt or distribution list name prompt. In order to hear the match, the WAV file prompt must exist for the contact name, distribution list name, or both. If a contact name or distribution list name is not recorded, a generic “unrecorded name” prompt will be played. While in the address book, you can import the prompts from the Create Contact page or Create Distribution List page.

Import Prompt

1. Specify the prompt to import:

no file selected

Note: For prompt files, the name must equal the last name of the contact or distribution list name, spaces are not allowed.

2. Press Import Now to import the prompt:

1. Click **Import Prompt** to import an existing contact name prompt file.
2. Enter the name of a G.711 WAV file to import, or click **Browse** and navigate to it.
3. Click **Import Now**.

SETTING UP NOTIFICATIONS WITH VXVIEW

The Notification feature allows the voicemail system to inform you of new messages, based on preferences, by calling a phone or pager, or by creating and sending a text message to a text pager or an email address. The VXView administrator configures the types of messages for which notifications can be sent.

If notification services are available for your account, you can use the VXView GUI to specify where you want to receive notifications, as well as turn email, out-dial, and message waiting indicator (MWI) notifications on and off. The active notification services for your account determine which notification types you can set up in the GUI.

Selecting Notification Types

To specify where you want to receive notifications:

1. Log on to the VXView GUI.
2. Select **Notification** in the navigation bar.

The screenshot shows a dark grey navigation bar on the left with the following items: Settings, Recordings, Mailbox, Address Book, Notification, and Logout. The 'Notification' item is highlighted. To the right, the 'Notification' page content is displayed on a light grey background. It includes a title 'Notification', a paragraph stating 'The options below allow you to set up your message notification features.', and two links: 'Activate Notification' with the description 'To set up when you want to be notified including your notification rule' and 'Set Up Notification' with the description 'To set up notification addresses so that you can use message notification features'.

Settings	Notification
Recordings	The options below allow you to set up your message notification features.
Mailbox	Activate Notification To set up when you want to be notified including your notification rule
Address Book	Set Up Notification To set up notification addresses so that you can use message notification features
Notification	
Logout	

3. Select **Set Up Notification**.

Setup Notification

VX can automatically notify you when you receive a new message. We can notify you by e-mail, or an out dial to a pager or telephone.

My Notification Addresses:

Email Notification:

Email Address:	<input type="text"/>	<input type="button" value="Add"/>	Email Address List rtracy@123av.com (attachment)
		<input type="button" value="Add Attachment"/>	
		<input type="button" value="Remove"/>	

Subject:

Body:

Telephone Notification:

SIP Address

4. If the Email Notification service is active for your account, the Email Notification section appears on the page. Enter the following:
- To send email notifications without an attachment, enter a valid email address in the **Email Address** field and click **Add**. The Email Address box updates.
 - To send email notifications with a voicemail or fax attachment, enter a subject and (optional) message body for the attachment, enter a valid email address in the **Email Address** field, and click **Add Attachment**. The Email Address box updates.

Note: *If a private message triggers an email notification, the message is not sent as an attachment with the notification.*

5. To remove addresses from the Email Address box, use your mouse to select one or more addresses and click **Remove**.

6. If your account includes outdial notification services, in the **Telephone Notification** field, enter the phone number or SIP address of the phone or pager where you want VXView notifications to call. Do not include special characters, such as dashes or parentheses, in the phone number.

Activate Notification

VX can automatically notify you when you receive a new message. We can notify you by e-mail, telephone, or a message waiting indicator(MWI).

Pause All Notifications :

Notification for: Voicemail or [Fax](#)

Setting Notification Options

You can select the type of notifications to send, enable and disable notifications at any time, and pause and resume notifications when you receive voice or fax messages. You can also specify whether you want to be notified when you receive a message that is classified as “urgent” or when you receive a message from a distribution list.

To set notification options and suspend or resume notifications:

1. Select **Notification** in the navigation bar.
2. Select **Activate Notification**.

Activate Notification

VX can automatically notify you when you receive a new message. We can notify you by e-mail, telephone, or a message waiting indicator(MWI).

Pause All Notifications :

Notification for: Voicemail or [Fax](#)

My Notification Choices:

Notify me through Email

- Off
- If message meets my Notification Rule
- Every time I receive a message

Notify me through Telephone

- Off
- If message meets my Notification Rule
- Every time I receive a message

Notify me through Message Wait Indicator

- Off
- If message meets my Notification Rule
- Every time I receive a message

My Notification Rule:

Notify me when ...

- An urgent message arrives
- Message is from this list of people:

▾

The notification choices displayed on the Activate Notification page (previous page) depend on the type of notifications you specify on the Setup Notification page.

3. Optionally, click **Pause All** to suspend email, voicemail, MWI, and fax notifications.
4. Select Notification for Voicemail or Fax. By default, Voicemail is selected.
5. Under **My Notification Choices**, specify whether you want to be notified via telephone, message waiting indicator, or email:
 - Off (You will not receive this type of notification)
 - If message meets my Notification Rule
 - Every time I receive a message
6. Under **My Notification Rule**, specify when you want VXView to notify you that a message has arrived:
 - An urgent message arrives.
 - When the message is from a member of a specified distribution list. You can select an existing distribution list name from the drop-down list, or click **New List** to create a new distribution list.
7. Click **Save**.

CHANGING MAILBOX PREFERENCES WITH VXVIEW

With VXView, you can modify personal options for your account. Some options appear only if your administrator has enabled that service or feature. For example, the Manage Sub-Mailboxes option appears only if the Sub-mailboxes service is active for your account. Check with your administrator for information about the preferences that are available for your account.

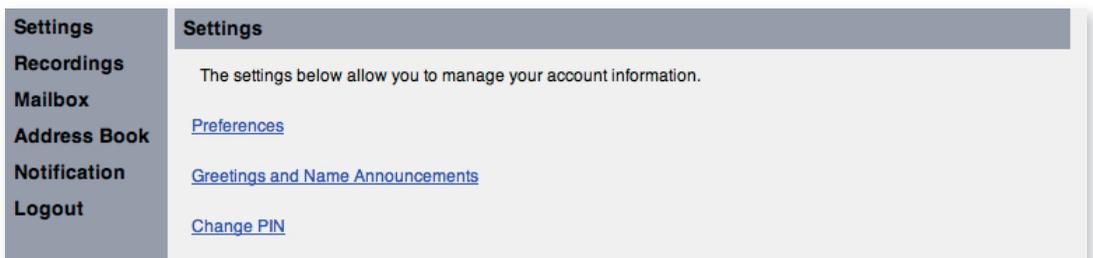
The following sections describe how to:

- [Access the Preferences page to change mailbox options](#)
- [Set up account names](#)
- [Specify the time zone for your account](#)
- [Change the time format for message time stamps](#)
- [Set up prompt languages](#)
- [Change call transfer settings](#)
- [Change directory listing status](#)
- [Control sub-mailbox access](#)
- [Change message playback order](#)
- [Change your fax delivery number](#)
- [Change date and time playback](#)
- [Change message playback forward/rewind speed](#)
- [Set Find Me Follow Me options](#)

Accessing Preferences

To change your mailbox preferences:

1. Log on to the VXView GUI.
2. Select **Settings** on the navigation bar.



3. Select Preferences.

Preference

This is where you personalize your account data information.

First Name:

Last Name:

Alternate First Name:

Alternate Last Name:

Timezone: (GMT-08:00) Pacific Standard Time (US/Pacific) ▾

24 Hour Clock:

Default Language: English (US) ▾

Language List:

Installed Languages		Available
English (US)	<input type="button" value="Add"/>	English (US)
<input type="text"/>	<input type="button" value="Remove"/>	<input type="text"/>
	<input type="button" value="Move Up"/>	
	<input type="button" value="Move Down"/>	

Subscriber Defined Transfer:

Subscriber's Transfer Number:

Default Fax Number: (e.g. 17815093404)

Message Playback Order: Oldest First ▾

VCR FF/RW duration in seconds :

Present Envelope Information:

Confirm Message Deletion:

Auto Deposit Distribution List:

FMFM Number List (use ; between numbers):

Outdial Calling Order: Simultaneous ▾

FMFM Plays Caller Name:

Prompt for Voicemail:

Enable FMFM:

4. Modify your settings as described in the following sections, and click **Save** when you have finished. The Result of Change Preference page displays a message to indicate that the settings changed.

5. Click the [preference settings](#) link to return to the Settings page.

Setting Up Your Account Names

- In the **First Name** and **Last Name** fields, enter the first name and last name to associate with your VXView account. These names are used to identify your account and to narrow searches. The first and last names also appear in the Sub-mailboxes drop-down list on the Mailbox page.
- In the **Alternate First Name** and **Alternate Last Name** fields, enter alternate first and last names to associate with your account. Setting up an alternate name helps callers reach you successfully when using the dial by name feature, such as if your name is hard to pronounce.

Specifying the Time Zone for Your Account

You can specify the time zone for your account. Message announcements played in the TUI and message displayed in the GUI reflect the specified time zone.

- In the **Timezone** field, select the time zone for your account from the drop-down menu.

Changing the Time Format for Message Time Stamps

You can select the time format for the message time stamps that you hear when you listen to messages.

- By default, the **24 Hour Clock** check box is cleared; message times play in the 12 hour time format. For example, you hear “1:00 p.m.” when listening to the time stamp for a message deposited at 1:00 p.m.
- If you select the check box, you will hear message times in the 24-hour format. For example, subscribers hear “1300” when listening to the time stamp for a message deposited at 1:00 p.m.

Setting Up Prompt Languages

If prompts for multiple languages are installed on your system, you can set up your account to select the language in which you hear VXView greetings.

- In the **Default Language** field, select the language of the recorded prompt set that plays for your account. If you change the language, the default language list changes. You cannot delete the default language from the list.
- In the **Language List** field, add, remove, or re-order the list of available languages on the system. The Installed Languages list includes the languages for which there are recorded prompts for VXView. The order of the list determines the order in which a caller selects the language.

Changing Call Transfer Settings

Call transfer options allows you to choose to have calls ring at your extension or ring another phone number or extension that you specify. For example, you may want to set your calls to ring a conference room or cell phone where you can be reached when you are not at your desk. VXView does not automatically transfer calls to the transfer number you specify. The caller must press a key on the phone keypad to initiate the transfer. Make sure your greeting gives callers the option to leave a message or press a key to transfer to the number you specify. See Chapter 8, “[Changing Greeting Settings](#)” for information on modifying greetings.

- Select the **Subscriber Defined Transfer** check box to indicate that the subscriber defined transfer option is available. This allows callers to transfer directly to the Subscriber’s Transfer Number when they reach your mailbox.
- In the **Subscriber’s Transfer Number** field, enter the phone number that a caller transfers to when they transfer to your account if the Subscriber Defined Transfer option is turned on.

Changing Directory Listing Status

If the Subscriber Auto-Attendant service is available for your account, you can specify whether to be listed in the dial by name directory. When you are listed in the directory, callers who do not know your extension can reach you by finding your name in directory assistance.

Make sure to record your name announcement in order to be listed in the directory. See Chapter 7, “[Changing Personal Options by Phone](#)” for information.

- Select the **Include me in the company directory** check box to include your name in the Auto-Attendant dial by name directory. Callers can access your account by entering your last name.

Changing Message Playback Order

VXView plays messages according to the time that they are sent — either the newest messages first or the oldest messages first — as specified in VXView. The default order for all new messages, regardless of type, is oldest messages first. The default order for all saved messages, regardless of type, is newest messages first.

Urgent messages are always played before regular messages for each message type. You can specify the order that VXView plays your messages from the VXView GUI or TUI.

- In the **Message Playback Order** field, select Most Recent First or Oldest First from the drop-down menu.

Changing Your Fax Delivery Phone Number

If the Fax service is available on your system, you can have your fax messages delivered to a fax machine when you check messages by phone. You can also change the phone number to which faxes are delivered.

Depending on how VXView is set up at your organization, you may not be able to enter certain phone numbers. To specify a fax delivery number, use digits 0 through 9. Do not use spaces, dashes, or parentheses between digits. Begin with any access code needed to make an external call (for example, 9).

- In the **Default Fax Number** field, specify the phone number where you want your faxes sent. The valid format is a string of numbers without special characters such as -,_,#.

Changing Message Playback Fast Forward/Rewind Speed

While playing messages back using the TUI, you can advance or rewind a message a specified number of seconds. In VXView, you can specify the number of seconds to skip forward or rewind the message during playback.

- In the **VCR FF/RW Duration (in seconds)** field, enter the number of seconds that message advances or rewinds during playback.

Changing Message Date and Time Playback

You can choose whether or not VXView plays envelope information when playing back each message. Envelope information includes time, date, and sender information.

- Select the **Present Envelope Information** check box if you want the system to play envelope information when playing back each message. Clear the check box if you do not want the system to play envelope information.

Setting Find Me Follow Me Options

If the Find Me Follow Me service is available, you can set up VXView to try dialing you at up to four phone numbers if you do not answer calls to your main number. For example, you can have the system dial your cell phone number and then a pager if someone calls and you do not answer.

You can specify whether the system dials the specified numbers simultaneously or in the order you list them. You can also indicate whether you want VXView to play the recorded name of the caller who is trying to reach you.

If you do not answer the call, the VXView transfers the caller to your voicemail box.

- In the **FMFM Number List** field, enter a list of up to four phone numbers that you want the system to dial when you receive an incoming phone call. Separate each phone number with a semi-colon (;).
- In the **Outdial Calling Order** field, select Simultaneous or Sequential from the drop-down list. If you select Simultaneous, the system dials all of the numbers in the **FMFM Number List** field at the same time. If you select Sequential, the system dials the numbers in the order they appear in the **FMFM Number List** field.
- Select the **FMFM Plays Caller Name** check box if you want the system to prompt the caller to record their name so you can identify the caller when you answer their call. Clear the check box if you do not want to hear the caller's recorded name.
- Select the **Prompt for Voicemail** check box if you want the system to give the caller options to go to your voicemail or to locate you. Clear the check box if you want the system to automatically forward the caller through your list of numbers.
- Select the **Enable FMFM** check box to turn on the Find Me Follow Me feature. This sends the caller directly to the numbers specified in the **FMFM Number List** field instead of asking if they want to leave a voicemail message first. Clear the check box if you want the caller to press a key to initiate the Find Me Follow Me feature.

MANAGING CUSTOM GREETINGS WITH VXVIEW

VXView includes an extensive set of audio files that are used for default prompts that you and callers hear when using the TUI. With VXView, you can upload custom prompts to use for greetings and name announcements in the TUI. Files that you upload must be WAV files in the audio format CCITT u-law (8 bit, 8 kHz, Mono).

For information on the greeting types supported with VXView, and for instructions on selecting the type of greetings to play using the TUI, refer to Chapter 8, “[Changing Greeting Settings](#).”

Uploading Custom Greetings or Name Announcements

To upload custom greetings or name announcements:

1. Log on to VXView.
2. Select **Settings** on the navigation bar.
3. Select **Greetings and Name Announcements**.
4. In the **Active Greeting** box, select the radio button to enable the generic, extended absence, or busy and no answer greeting.
5. Select the check boxes to activate custom name announcements and greetings.
6. To upload an audio file for a custom greeting or name announcement, click **Upload**.
7. Click **Browse** to locate the WAV file.
8. Click **Upload**.

CHANGING YOUR PIN WITH VXVIEW

Greetings and Name Announcements

This is where you personalize your greeting and name announcement information .

Active Greeting

Generic Greeting

Extended Absence Greeting

Busy and No Answer Greetings

Use Custom Name Announcements :

Use Custom Generic Greeting :

Use Custom Extended Absence Greeting :

Use Custom Busy Greeting :

Use Custom No Answer Greeting :

Greeting	Language	Default	Custom	Custom Actions
Name Announcement	English (US)	None	None	Upload
Generic	English (US)		None	Upload
Extended Absence	English (US)		None	Upload
No Answer	English (US)		None	Upload
Busy	English (US)		None	Upload
Language Selection	English (US)		None	Upload

You can use VXView to change the PIN for your subscriber account

Note: You cannot change the PIN for a Greeting Only mailbox using VXView.

You can also change your PIN using the TUI, as described in Chapter 7, “[Changing Personal Options by Phone](#).”

To change your PIN:

Upload Name Announcement Greeting-English (US)

To upload your pre-recorded .wav greeting, click on 'browse' button to navigate to the file, then click 'upload'.

Choose File no file selected

Upload

Close

1. Log on to VXView.
2. Select **Settings** on the navigation bar.
3. Select **Change PIN**. If your PIN has expired, a message appears at the top of the page, reminding you to change your PIN.
4. In the **Current PIN** field, enter the password you are currently using to access VXView.
5. In the **Enter New PIN** and **Re-enter New PIN** fields, enter the value you want to change your PIN to.
6. Click **Save**. A confirmation page opens.

Change PIN

This is where you change your login PIN. Fill in the fields below to change your PIN

Enter your current PIN for authentication purposes

Current PIN:

New PIN:

Note: To keep your account secure, change your PIN regularly, and do not use a PIN that is easy to guess.

Enter New PIN:

Re-enter New PIN:

Reset

Save

Cancel