

# Web Portal Voice Mail

The Web Portal Voice Mail feature allows subscribers to administer their Voice Mail Service account settings (see Section 2) and also to play, delete, and e-mail voice messages in their mailbox (see Section 10).

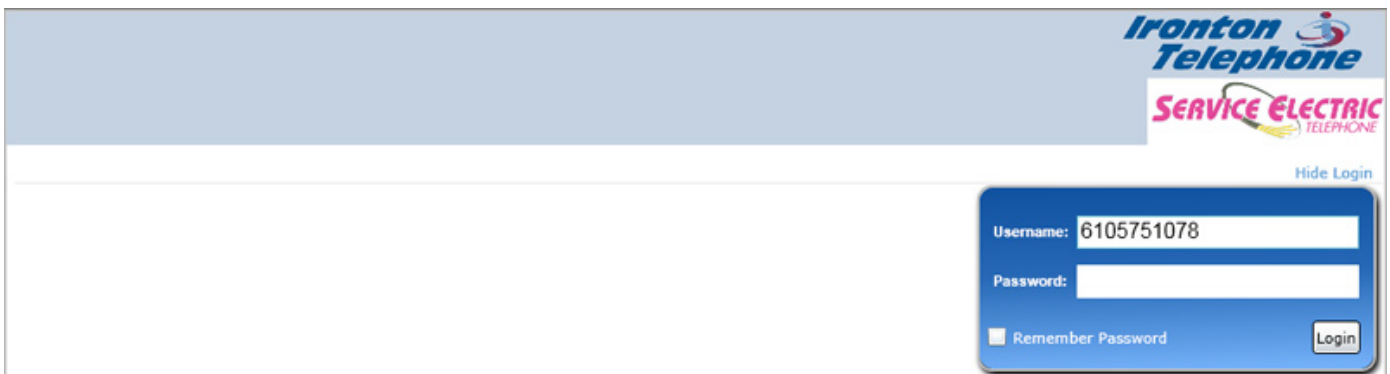
## 1. Logging into the Web Portal Service for the first time.

- The Web Portal Service is an internet based program which allows each subscriber to manage their voice mail from any computer with internet access.
  
- A. Open <https://maxmail.iron-ton.com/Portal/> in your internet Browser.
  - 01) If your browser displays a Security Certificate Error, Select “**Continue to this web site (not recommended)**”.
    - a) This is a secure web site...
  - 02) This Web site Requires the use of Microsoft Silverlight.
    - a) Download the program and install if you are prompted. (see Figure 1-1)
    - b) You may need to restart your browser before the login screen appears (see Figure 1-2).

Figure 1.1 Microsoft Silverlight Installation.

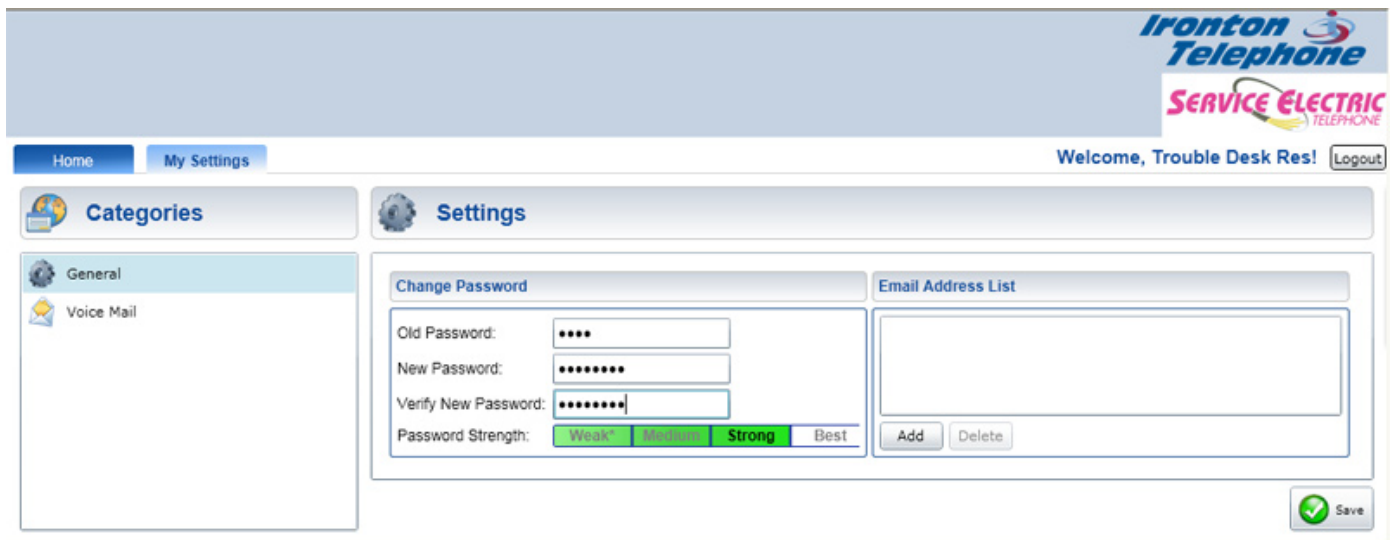


Figure 1.2 Login Screen




- B. To Login to the Web Portal for the first time.
  - 01) Enter your 10 digit phone number as your Username.
  - 02) Enter the default Password of 0000.
  - 03) Select the Login  button. or hit “Enter” on your keyboard.
- C. The Home Screen will open.
- D. It is recommended to change the Password to a Strong Password using all of the following
  - 01) Capital Letters
  - 02) Lowercase Letters
  - 03) Special Characters (!@#%\$%)
- E. Navigating to Change the Password.
  - 01) Select the My Settings tab.
  - 02) Select the General Category
  - 03) The General Category Screen will Open (see Figure 1-3)

Figure 1.3 General Category Screen



F. To Change the Password.

- 01) Enter the default password as the Old Password.
- 02) Enter the New Password till the Strength Level is where desired..
- 03) Re-enter the New Password to Verify.
- 04) Select the Save  button.

G. Setting up E-mail List for e-mail notification of voice mail messages.


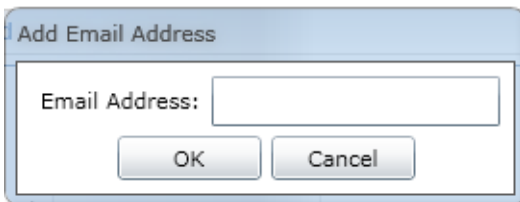
- 01) Select the Add  button.
- 02) The Add E-mail Address window will open. (see Figure 1.4)

Figure 1.3 Add E-mail Address Window




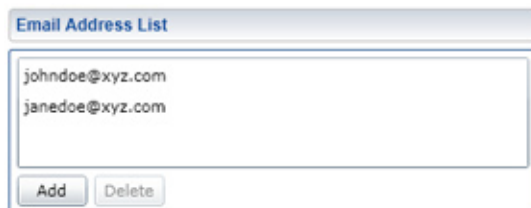
- 03) Enter the desired e-mail address.
- 04) Select the OK button to save.
- 05) Repeat steps 03 & 04.
- 06) Select the Save  button.

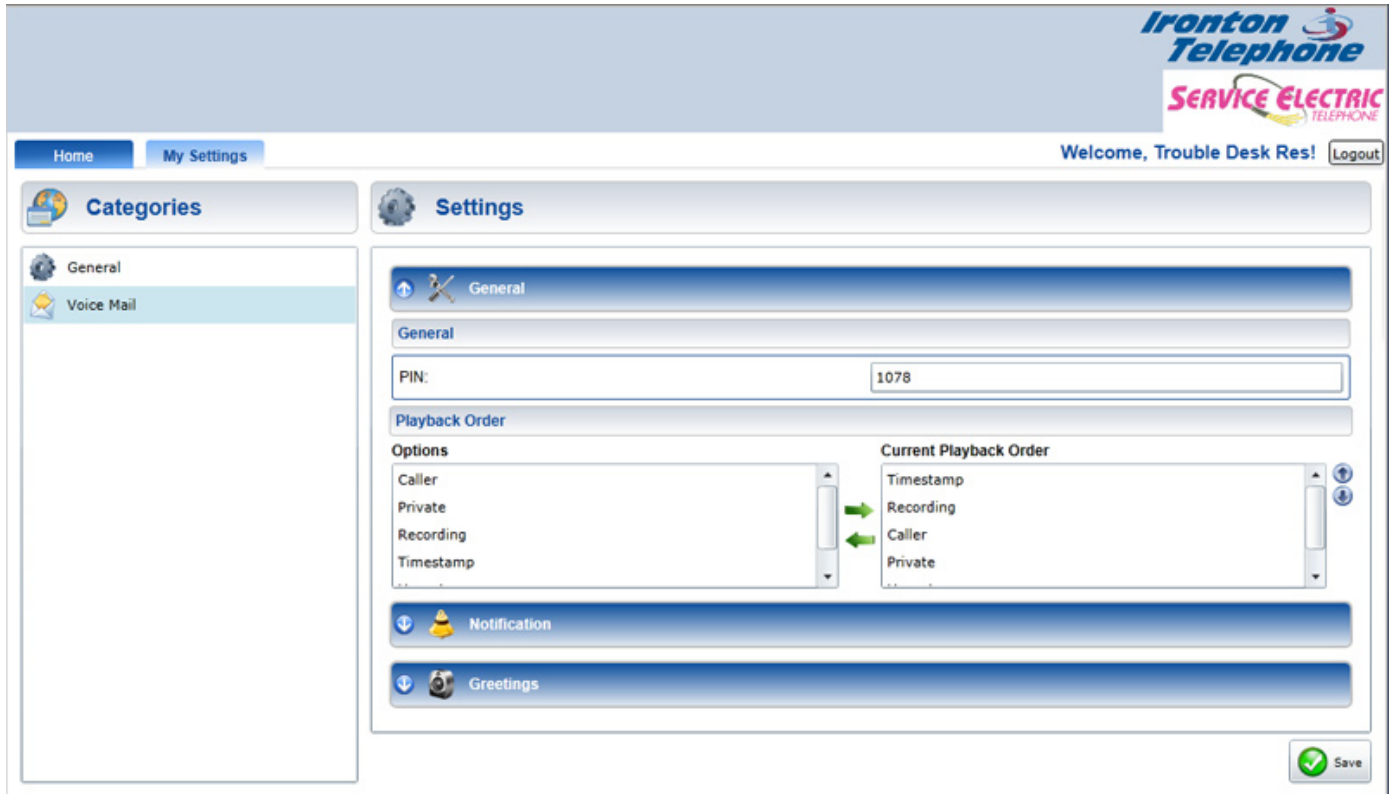
Figure 1.4 Completed E-mail List





## 2. Web Portal Voice Mail Settings

- The Settings interface for Web Portal Voice Mail allows service subscribers to manage many of their Voice Mail account settings. This interface is available to all Voice Mail Service subscribers who have had their account Internet Access-enabled.
- A. The Voice Mail Settings interface (see Figure 1.1) is accessed by following these steps:
- 01) Login to the Web Portal Service (see logging into the Web Portal Service for more information).
  - 02) Select the My Settings tab.
  - 03) Click Voice Mail in the Categories section. The Settings interface for Web Portal Voice Mail will be displayed on the right-hand side of the screen. The Settings interface may contain one or more sections (e.g. General, Notification, Greetings, Distribution Lists) depending on the features that are enabled for this subscriber.

Figure 1.1 Voice Mail Settings Interface

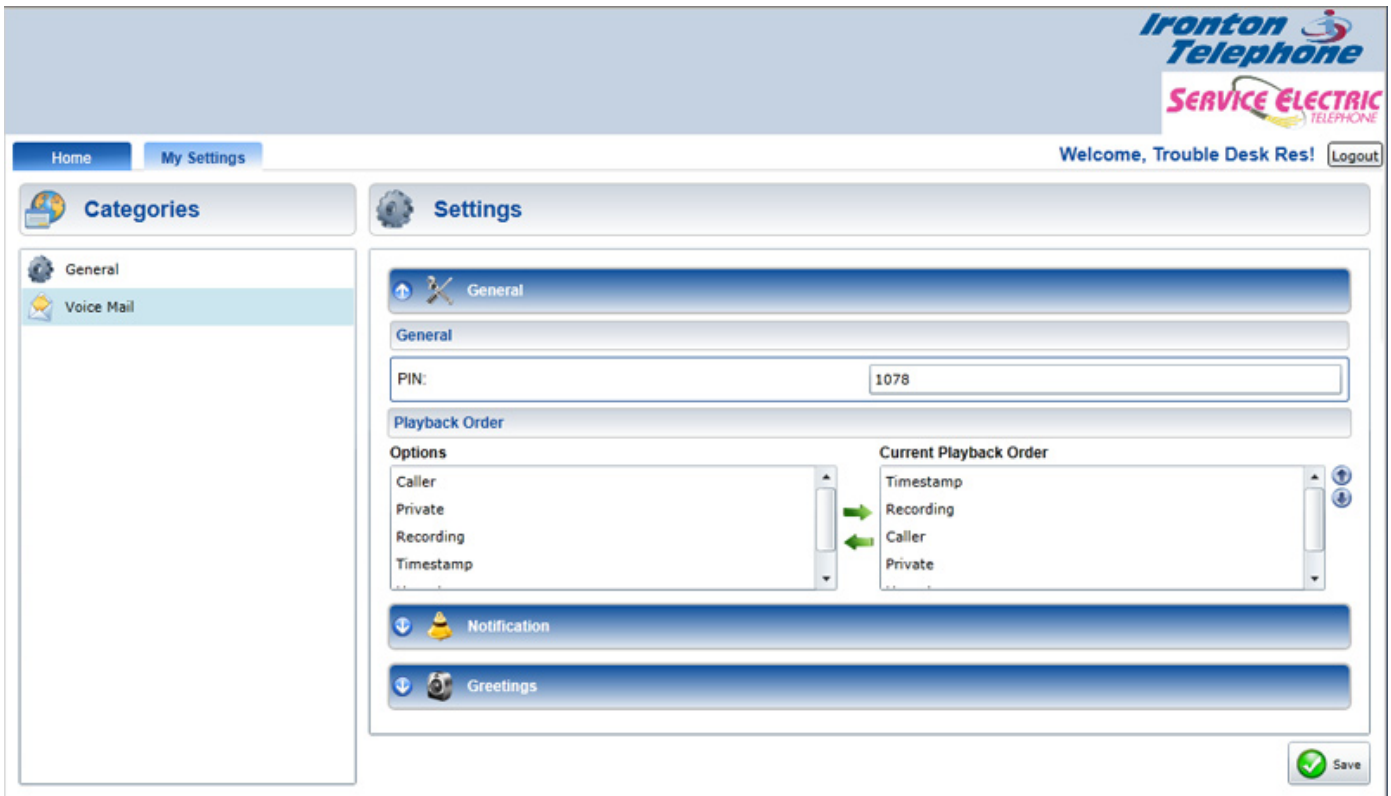


- The hide  and show  buttons next to the General (Section 5.3.1.1) Notification (Section 5.3.1.2), Greetings (Section 5.3.1.3), and Distribution Lists (Section 5.3.1.4) section headings are used to expand or collapse the sections.
- Changes to fields in the Settings interface will not become active until they are saved by pressing the Save button in the lower-right corner of the screen.

### 3. General Settings


- The General section (see Figure 3.1) is used to configure the Voice Mail Service mailbox options that are available to the subscriber.

Figure 3.1 General Section








The following settings are found in this section:

#### A. PIN

- 01) The personal identification number used to access this mailbox (16 digits maximum).
  - a) Highlight the PIN number in selection box to change.
  - b) Use only a numeric sequence.
  - c) Select the Save  button when finished.

#### B. Playback Order

- The order in which different components of messages will be played back.
  - There are five playback options: Urgent, Private, Timestamp, Caller, and Recording.
- 01) The Current Playback Order list shows the options in the order that they will be played back.
  - 02) The Options list shows the options that will not be played back.
    - a) To move an option between these lists, select the option and press the left  and right  arrow buttons that are between the lists.
    - b) To rearrange the order in which options in the Current Playback Order list are played, select the option and use the up  and down  arrow buttons on the right side of the window to move the option up and down the list.
    - c) Select the Save  button when finished.

## 4. Notification

- The Notification section (see Figure 3-1) is used by the subscriber to configure their Daily Notify, E-mail Notify, and Pager Notify feature settings. This section is available to all subscribers, but some of the features in this section may not be available if the subscriber does not have the associated notification feature enabled or if the subscriber has a package where the notification feature is not subscriber-changeable. More information on the availability of these features and the properties available for each feature is given below Figure 3-1.

Figure 4-1 Notification Section

The screenshot displays the 'Notification' settings page within the Ironton Telephone Service Electric web portal. The page is titled 'Settings' and includes a 'Categories' sidebar with 'General' and 'Voice Mail' options. The main content area is divided into three sections: 'Daily Notify', 'Email Notify', and 'Pager Notify'. The 'Daily Notify' section has a 'Daily Notify' dropdown set to 'Off' and a 'Time' input field. The 'Email Notify' section has an 'Email Notify' dropdown set to 'On', an 'Audio Encoding' dropdown set to 'MSADPCM', and a table of email addresses with their formats. The 'Pager Notify' section has a 'Pager Notify' dropdown set to 'On', an 'Only Page Urgent Calls' dropdown set to 'Off', and three text input fields for 'Pager Service DN', 'Pager DN', and 'Callback DN'. A 'Save' button is located at the bottom right of the settings area.

| Category     | Setting                | Value      |
|--------------|------------------------|------------|
| Daily Notify | Daily Notify           | Off        |
|              | Time                   |            |
| Email Notify | Email Notify           | On         |
|              | Audio Encoding         | MSADPCM    |
|              | Email Address          | Format     |
|              | janedoe@xyz.com        | HTML       |
|              | johndoe@xyz.com        | HTML       |
| Pager Notify | Pager Notify           | On         |
|              | Only Page Urgent Calls | Off        |
|              | Pager Service DN       | 1800234567 |
|              | Pager DN               | 6101234567 |
|              | Callback DN            | 6105751078 |

### A. Daily Notify

- This section will not be displayed if the subscriber is assigned a package that disables Daily Notify.

#### 01) Daily Notify

- a) Select On to allow daily phone notifications of new Voice Mail messages, or Off to turn off daily notification calls.

#### 02) Time

- The time the notification call will be placed.
  - This time should always be the subscriber's time, and will be automatically adjusted if any changes are made to the subscriber's Time Zone property in the Default Subscriber System.
  - The actual time the call will be placed may not be exact since it is subject to the amount of traffic and resources available at that time.
- a) Highlight the selection box and enter the time desired.
    - i. Example: 6:00pm

## B. E-mail Notify

- This section will not be displayed if the subscriber is assigned a package that disables E-mail Notify.

### 01) E-mail Notify

- Select On to send new Voice Mail messages to the e-mail addresses specified for this mailbox, or Off to not send e-mail notifications.
- Selecting either option will not remove the Voice Mail message from the APmax.

### 02) Audio Encoding

- MSADPCM
  - Default option for attaching a wav file of the message to the e-mail.
- MP3
  - Optional selection for attaching an mp3 file of the message to the e-mail
  - Select this option for playback on Smart phones.

### 03) E-mail


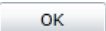
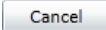

- To Add, Delete and E-mail Format of E-mail Addresses to send Voice mail messages to your e-mail account.
- To Add an E-mail address to the notification list, Select the Add  button.
  - Select the option to add an E-mail address in the Add E-mail Address window (see Figure 4-2).
  - Select New E-mail Address if the desired e-mail account has not been added to the E-mail Address List (see Section 1 - Logging into the Web Portal Service for the first time).
    - Enter the new e-mail address.
  - Select Existing E-mail Address if the desired e-mail account has been added to the E-mail Address List.
    - Select the desired E-mail Address.
  - Select the OK  button to save.
  - Select the Cancel  button to cancel entry
  - Select the Save  button to save all changes.

Figure 4-2 Add E-mail Address Window

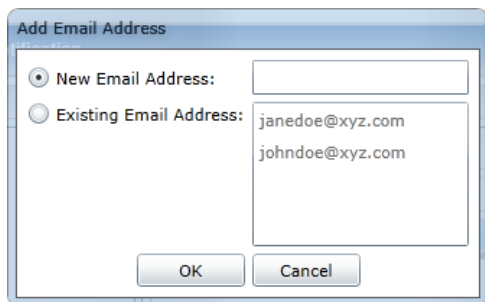
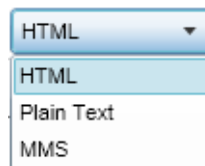





Figure 4-3 E-mail Drop Box



### c) To delete an E-mail Address

- Select the desired E-mail Address in the E-mail Notify Window (see Figure 4-1).
- Select the Delete  button to remove e-mail address from notification list.
- Select the Save  button to save all changes.

### d) To Change Test Format sent to E-mail Account.

- Select the drop box for the desired E-mail Address in the E-mail Notify Window (see Figure 4-3).
- Select the desired format.
- Select the Save  button to save all changes.

### C. Pager Notify

- This section will not be displayed if the subscriber is assigned a package that disables Pager Notify or if there are no pagers configured for the subscriber.
- The settings displayed in this section will be determined by the type (Phone, Shared, Unique, or Menu) of the first pager configured for this subscriber by your provider.

#### 01) Pager Notify

- a) Select On to send notifications of new Voice Mail messages to the pager configured for this mailbox, or Off to not send pagers notifications.

#### 02) Only Page Urgent Calls

- a) Whether or not to notify only when an urgent page is received.

#### 03) Pager DN

- a) 10-digit directory number of the pager.

#### 04) Pager Service DN

- a) 10-digit directory number of the pager service.
- b) Used for Shared pagers.

#### 05) Callback DN

- a) 10-digit callback number.
- b) Used for Menu, Shared, and Unique pagers.

#### 06) Menu Option

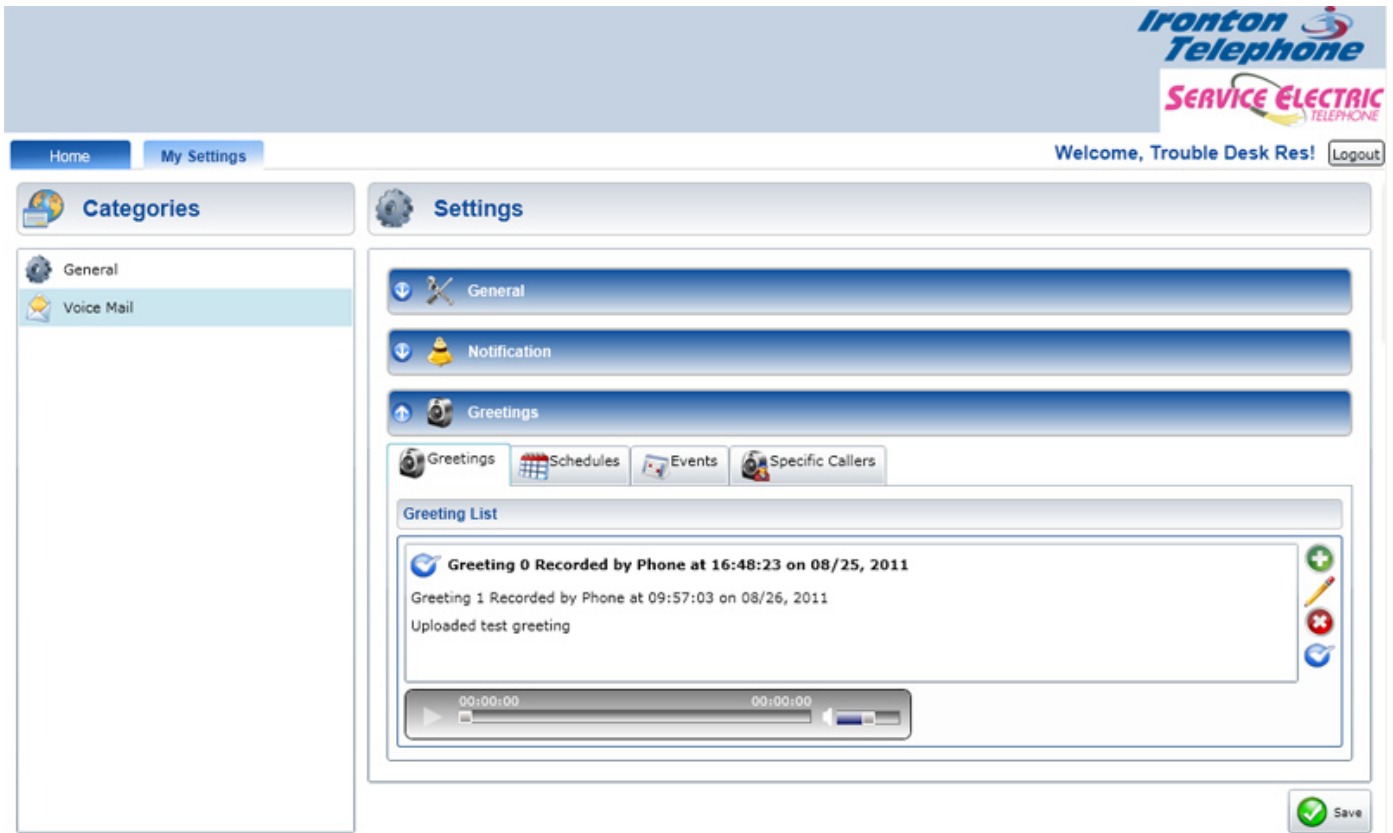
- a) The single digit number to dial when connected to a pager service.
- b) Used for Menu pagers.

- 07) Select the Save  button to save all changes.

## 5. Greetings


- The Greetings section (see Figure 4-1) is used to manage this mailbox's greetings and greeting schedules.

Figure 5-1 Greetings Section



- The top of the Greetings section may contain one or more tabs, depending on whether or not Schedules, Events, and Specific Callers are enabled for this mailbox.
- See the following for more information about specific parts of the Greetings section.
  - Section 5-A - Greeting List
  - Section 5-B - Schedules
  - Section 5-C - Events
  - Section 5-D - Specific Callers


### A. Greeting List

- Greetings defined for this mailbox are displayed in the Greeting List, with the active greeting indicated by the active greeting icon  and bold text.
- Functions for adding, editing, deleting, playing and activating greetings are available through the buttons located on the right-hand side of the greeting list and the audio controls below the list. These functions are described below.


01) Add  - PreRecorded .wav file made through computer audio recording device.

- a) To make a new greeting file available to this mailbox, press the add button on the right-hand side of the greeting list.
- b) An Enter Greeting Information popup window will be displayed, as illustrated in Figure 5-3. Enter a description of the greeting into the Description field and use the browse button to navigate to a 16-bit .wav file using the standard file selection mechanism.
- c) Once the audio file is selected, the location of the file will be displayed in the File field.
- d) Press the Save button in the Enter Greeting Information window to complete the addition of the greeting.


02) Edit 

- a) To change the description or .wav file associated with a greeting, select the greeting in the list and press the edit button on the right-hand side of the greeting list.
- b) An Enter Greeting Information popup window similar to Figure 5-3 will be displayed.
- c) The Enter Greeting Information window for editing functions the same as it does when adding a greeting, as described above.
- d) Once the changes are complete, press the Save  button to apply the changes to the selected greeting.

03) Delete 

- a) To delete a greeting, select the greeting and press the delete  button on the right-hand side of the list.

04) Activate 

- a) To change the active greeting for this mailbox, select a greeting in the list and press the activate  button on the right-hand side of the list.
- b) The active greeting icon will be displayed next to the selected greeting.

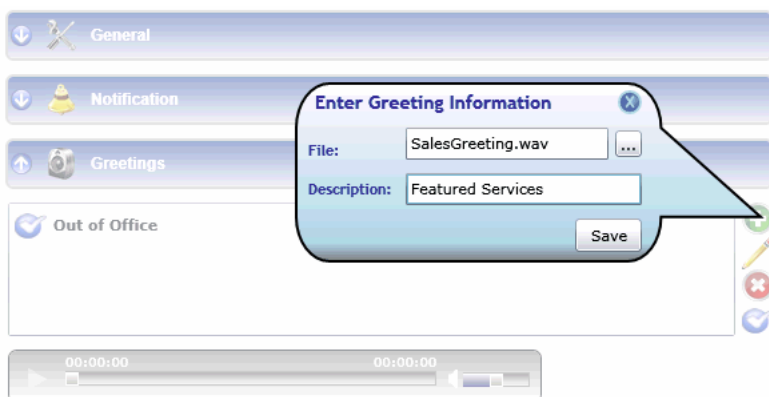
05) Play

- a) Greetings can be played by selecting the greeting in the list and using the audio control bar below the list (see Figure 5-2).
- b) If the selected greeting has not been saved to the APmax then the greeting will be played directly from the local PC.
- c) If the selected greeting has been saved to the APmax then it will first be retrieved from the APmax system and then played, resulting in a short delay.

• Figure 5-2 Greeting Audio Control Bar



Figure 5-3 Enter Greeting Information Popup



- 06) Select the Save  button to save all changes.

## 6. Schedules

- The Schedules tab (Figure 6-1) in the Greetings section is used to specify greetings to be played at specific times during the week.
- This section displays a weekly calendar that allows currently scheduled greetings to be easily managed.

Figure 6-1 Schedules Tab

The screenshot shows the 'Schedules' tab in a software interface. At the top, there are four tabs: 'Greetings', 'Schedules', 'Events', and 'Specific Callers'. The 'Schedules' tab is active, displaying a weekly calendar grid. The grid has columns for each day of the week (Sun, Mon, Tue, Wed, Thurs, Fri, Sat) and rows for each hour from 12:00 AM to 11:00 PM. A green vertical bar is present in the 'Sun' column, spanning from 12:00 AM to 11:59 PM. A blue vertical bar is present in the 'Sat' column, also spanning from 12:00 AM to 11:59 PM. Below the calendar grid is a form for adding or editing a greeting. The form has the following fields and controls:

- Description:** A text input field containing 'After Hours'.
- Day:** A dropdown menu set to 'Saturday'.
- Start Time:** A dropdown menu set to '12:00 AM'.
- End Time:** A dropdown menu set to '11:59 PM'.
- Greeting:** A dropdown menu set to 'at of the Offi'.
- Buttons:** 'Save' and 'Delete' buttons.

- To add a greeting to the schedule.
  - 01) Enter a short description of the greeting into the Description field.
  - 02) Select the Day of the week on which the greeting should be played,
  - 03) Specify the Start Time and End Time for the greeting.
  - 04) Select the Greeting audio file which will be played.
  - 05) Press the Add  button once all of the settings have been completed.
  - 06) The new schedule entry will appear in the weekly calendar.
- To modify an existing scheduled greeting
  - 01) Click on the greeting in the weekly calendar.
  - 02) It will begin flashing and the details of the selected greeting will be displayed in the fields below the calendar.
  - 03) Change the fields to their new values
  - 04) Press the Save  button that is located below the Greeting field on the left-hand side of the window.
- To delete a scheduled greeting
  - 01) Click on the greeting in the weekly calendar.
  - 02) It will begin flashing and the details of the selected greeting will be displayed in the fields below the calendar.
  - 03) Press the Delete  button that is located below the Greeting field to remove the scheduled greeting from the weekly calendar.

## 7. Events

- The Events tab (Figure 7-1) in the Greetings section is used to configure greetings to be played on specific days of the year, such as holidays. This section displays a column heading for each date that has been defined.

Figure 7-1 Events Tab

|       | 1/1      | 11/26    |
|-------|----------|----------|
| 12:00 | 12:00 AM | 12:00 AM |
| 1:00  | to       | to       |
| 2:00  | 11:59 PM | 11:59 PM |
| 3:00  |          |          |
| 4:00  |          |          |
| 5:00  |          |          |
| 6:00  |          |          |
| 7:00  |          |          |
| 8:00  |          |          |
| 9:00  |          |          |
| 10:00 |          |          |
| 11:00 |          |          |

Description:  Month:  Day:

Start Time:  End Time:

Greeting:

- To add an event greeting.
  - 01) Enter a short description of the event into the Description field.
  - 02) Select the Month and Day on which the event will occur, specify the Start Time and End Time for the event.
  - 03) Select the Greeting audio file which will be played.
  - 04) Press the Add  button once all of the settings have been completed.
  - 05) The new event greeting will appear in the Events tab.
- To modify an existing event greeting.
  - 01) Click on the event's column in the Events tab.
  - 02) It will begin flashing and the details of the selected event will be displayed in the fields at the bottom of the tab.
  - 03) Change the fields to their new values.
  - 04) Press the Save  button that is located below the Greeting field on the left-hand side of the window.

## 8. Specific Callers

- The Specific Callers tab (Figure 8-1) in the Greetings section is used to configure greetings to be played when calls from specific phone numbers are received.

Figure 8-1 Specific Callers Tab

The screenshot displays the Ironton Telephone Service Electric web interface. At the top right, the logos for "Ironton Telephone" and "SERVICE ELECTRIC TELEPHONE" are visible. Below the logos, there are navigation tabs for "Home" and "My Settings", and a welcome message "Welcome, Trouble Desk Res!" with a "Logout" button. The main content area is divided into "Categories" and "Settings". Under "Categories", "General" and "Voice Mail" are listed. The "Settings" section has sub-tabs for "General", "Notification", and "Greetings". The "Greetings" sub-tab is active, and within it, the "Specific Callers" sub-tab is selected. A table lists specific callers with columns for "Address", "Description", and "Greeting". Below the table are input fields for "Address:", "Description:", and "Greeting:" (with a dropdown menu set to "/ Phone at 1"). There are "Add" and "Delete" buttons below the input fields, and a "Save" button at the bottom right of the interface.

| Address    | Description        | Greeting  |
|------------|--------------------|---|
| 6107993516 | Grand Parent Calls | Uploaded test greeting                                  |
| 6107993713 | Kids Greeting      | Greeting 1 Recorded by Phone at 09:57:03 on 08/26, 2011 |

- To add a specific caller greeting.
  - 01) Enter a 10-digit calling number into the Address field.
  - 02) Fill out the Description field.
  - 03) Select the Greeting audio file which will be played.
  - 04) Press the Add  button once all of the settings have been completed.
  - 05) The new specific caller entry will appear in the list.
- To modify an existing specific caller entry
  - 01) Click on the entry in the list of specific callers and the details of the selected entry will be displayed in the fields below the list.
  - 02) Change the fields to their new values.
  - 03) Press the Save  button that is located below the Greeting field on the left-hand side of the window.
- To delete a specific caller entry.
  - 01) Click on the entry in the list.
  - 02) Press the Delete  button located below the Greeting field.

## 9. Distribution Lists - Business Subscribers with multiple mailboxes only

- A distribution list is a collection of mailboxes or phone numbers assigned to a numerical List ID. Subscribers who have access to this feature may record and send new messages, or transfer existing messages, to all mailboxes on a distribution list by entering the associated List ID.
- The Distribution Lists section displays the distribution lists for the current subscriber and provides functions for adding, editing, or deleting distribution lists. This section is only available to subscribers if they are assigned a package with Distribution Lists enabled.
- An example of the Distribution Lists section can be seen in Figure 9-1 below.

Figure 9-1 Distribution Lists

The screenshot shows a web interface titled "Distribution Lists". It features a table with three columns: "List ID", "Description", and "Address". The table contains three rows of data. Below the table, there are two forms. The first form is for adding or editing a list, with a "Description" field containing "Sales" and buttons for "Add", "Update", and "Delete". The second form is for adding or editing a list member, with a "Type" dropdown menu set to "Mailbox Number" and a text field containing "6055551010", along with "Add", "Update", and "Delete" buttons.

| List ID | Description      | Address      |
|---------|------------------|--------------|
| 0       | Development      | 6055551010   |
| 1       | Sales            | 605-555-2001 |
| 2       | Customer Service | 605-555-2002 |
|         |                  | 605-555-2003 |
|         |                  | 605-555-2004 |
|         |                  | 605-555-2005 |

Description:

Type:

Management operations of distribution lists and list members are described below:

- A. Add List
  - 01) Fill out the Description field for the new list and press the Add button below the Description field.
- B. Edit List Description
  - 01) Select an existing list. Edit the Description and press the Update button below the Description field.
- C. Delete List
  - 01) Select an existing list and press the Delete button below the Description field. A confirmation prompt will be displayed. Select OK in the prompt to complete the deletion.
- D. Add List Member
  - 01) Select the distribution list to which the new list member will be added. Below the Address list, select the Type (Mailbox Number or Phone Number) of the new list member, enter the mailbox number or phone number into the field next to the Type selection box, and press the Add button. If the Type is set to Mailbox Number and the entered number is not found in the APmax system then a warning will be displayed and the entry will not be added unless the Type is changed to Phone Number.
- E. Edit List Member
  - 01) Select the list member to be edited. The Type and number fields will be filled out with the values of the selected list member. Change the Type or number values and press the Update button below the Type field.
- F. Delete List Member
  - 01) Select the list member and press the Delete button below the Type field. A confirmation prompt will be displayed. Select OK in the prompt to complete the deletion.


## 10. Voice Mail Messages

- Voice Mail Service subscribers who have had their account Internet Access-enabled can play and delete Voice Mail messages in their mailbox.

### A. Basic Message Management.

- This section describes the Web Portal Voice Mail message management interface available to subscribers who are not enabled for Integrated Web Portal features.

01) The Home tab in Web Portal will be selected by default and will display a list of the logged in subscriber's calls, as illustrated in Figure 10-1.

02) Calls that resulted in a new Voice Mail message will have a  icon in the Type column of the call list.


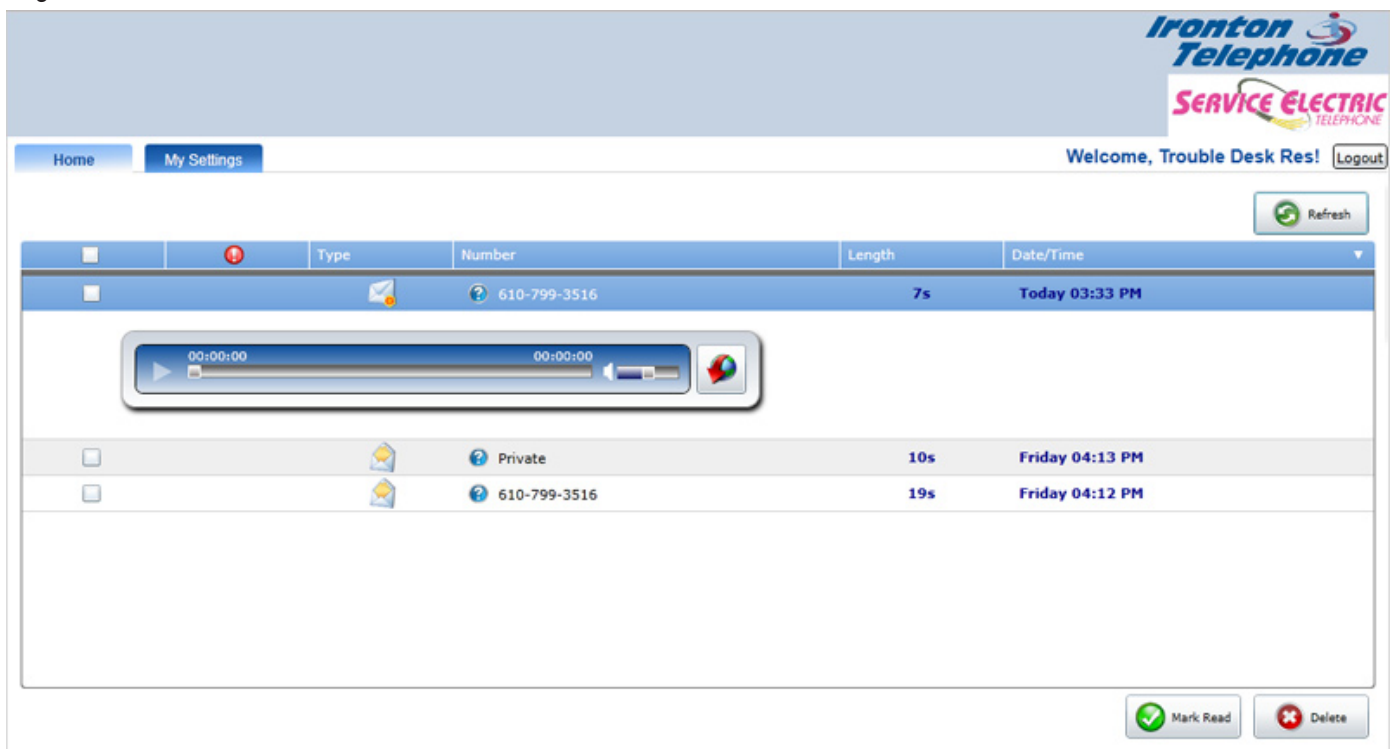
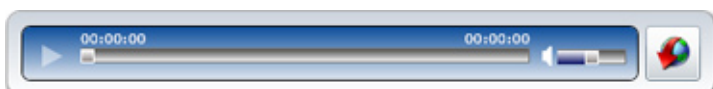
03) Saved messages are indicated by a  icon.


Figure 10-1 Web Portal Basic Home Tab



- B. To play a Voice Mail message, select the row of the call in the Home tab. The play sound and volume control (see Figure 10-2) for the message in the selected call will be displayed below the call.

Figure 10-2 Voice Mail Play Sound and Volume Controls



- C. Voice Mail messages can be deleted by checking the box on the left-hand side of the call row, and then pressing the Delete  button in the lower right-hand corner of the Home tab.