

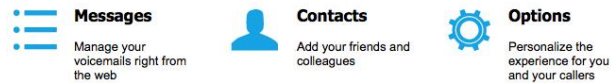
## Accessing Visual Voicemail

- Open a web browser and enter the service's address:  
<https://Voicemail.Telogiks.ca>
- Enter the account's full phone number as the username
- Enter the account's PIN
- *If you are logging in for the first time, the default PIN is the last 4 digits of your phone number*

Upon login you'll be directed to the home screen. A panel on the right shows a summary of:

- New voicemails
- Current outbound greeting
- Notifications

Three buttons offer access to **messages**, **contacts**, and **options**



## Messages

As shown below, all messages in the mailbox will be displayed; unread messages are highlighted. Messages can be sorted by date or caller as well as marked as new; easily save or delete old messages. To listen to the message, click the blue play icon associated with the message



## Contacts

These fields will typically be empty when an account is initially activated. By adding contacts, the system can correlate the Caller ID of incoming messages with the details you have added to your Contacts – such as a contact's name and photo.

A search box makes finding contacts easy.

To view a contact's details, click on the contact's name. The contact details will be expanded in a separate panel where you can modify them by clicking "Edit" next to each applicable section.

## Adding a contact

- Click on the **Add Contact** button on the top left section of the screen, next to the search field
- Fill in all the information and click "Save" at the bottom

To add a picture to a contact:

- Click on the contact's picture to open the upload panel.
- Click on "Choose file" and select the picture file you would like to use, press "Apply" to upload it
- Once uploaded, the interface will allow you to crop the picture and click "Apply" when you are happy with the image

## Options

This screen lets you customize your voicemail services, greetings and notification preferences.

## Voicemail

These options affect your voicemail service including how you retrieve messages:

- **Message Ordering**— choose the order in which messages are played back. The options are: newest first, oldest first, by priority or by sender.
- **Message Header Size** — choose to play the full message header or an abbreviated version that speeds playback over the phone.
- **Autoplay** —if enabled, the system will play messages immediately after logging in, rather than presenting menu options.
- **Prompt Level** — choose standard prompts that are more complete and verbose or expert prompts that are shorter and assume a user is familiar with system navigation.
- **Autologin** — if enabled a user's caller ID is used to validate their identity, without asking for a PIN.

Once you are satisfied with your selections, click "Update"


## Greetings

Allows you to configure the normal, extended absence and busy greetings:

- **Normal Greeting**— choose a standard system greeting, a system greeting personalized with your name or a custom greeting recorded by you.
- **Extended Absence Greeting**— this greeting option alerts callers that you are away and not able to responding to messages immediately.
- **Busy Greeting**—this greeting can supplement a Normal Greeting to alert callers that you are currently on the phone. Typically, users include a statement offering to respond more rapidly to the caller.

Once you are satisfied with your selections, click "Update"

## Recording a Greeting

To record a Greeting, click on  next to the greeting you wish to modify.

The system will require a phone number to use to reach you. That number will ring and upon answering the system will prompt you to record your greeting.

The screenshot shows the NTERACT Visual Voicemail interface. At the top, there are navigation tabs for Home, Messages (selected), Contacts, and Options. Below the tabs, the user's name 'Carlos Aragon' and phone number '919-867-4505' are displayed, along with links for 'My Account' and 'Logout'. The main area shows a list of messages in the 'Inbox' tab. Each message entry includes a checkbox, a play button, the caller's name and number, the time, and a preview of the message text. The first message is from 'Prasanna Vijaya...' at 11:51am. The second is from 'Greg Zweig' at 7:17am. The third is from 'Plano, TX' at 6:02pm. The fourth is from 'Lance McCall' at 5:08pm. The fifth is from 'Keyport, NJ' at 3:43pm. A 'DELETED' button is visible at the bottom left of the message list.

## Messages Panel

Displays stored messages with the caller's number and —if there is a match in your contacts— the name and photo of the caller.

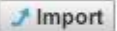
Unread messages appear with a green frame.

Transcription of the message is displayed to the right.

Messages can be sorted by caller or date.

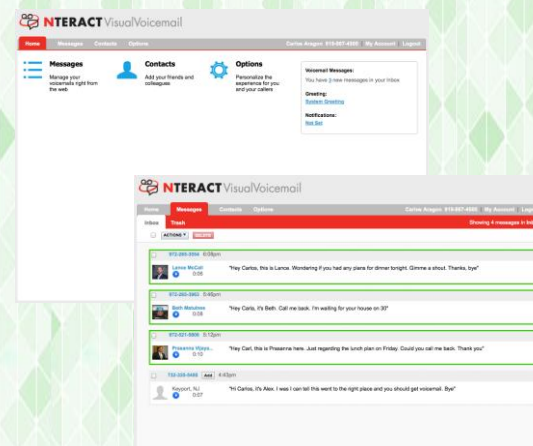
Deleted messages can be recovered by clicking on the Trash tab.

For more information, visit  
<http://www.telogiks.ca>

- **Importing a Greeting**
  - You can record a Greeting using your computer and upload it into the voicemail system.
  - To import a greeting, click on  next to the greeting type you wish to import.
  - Choose an MP3 or WAV file (no more than 60 seconds long) from your computer and click “Apply”.
- **Notifications**
  - Choose how you wish to be notified when a new message is received:
  - **email**— the system will send an e-mail to a specified address with the message attached as a sound file.
  - **SMS/Text Msg** — the system will send a text notification to the mobile number specified. The text shows the calling number and the duration of the message.
  - **Phone** — the system will call a specified phone number and play your new message (you must enter your PIN).
  - Once you are satisfied with your selections, click “Update”
- **My Account**
  - Click on “My Account” next to the Logout option in top right section of the screen. Access your profile information and change your security PIN
- **Profile**
  - Add your personal information including first name, last name, phone number and email. Select a primary time zone to assure accurate presentation of the calling time in your messages
  - Once you are satisfied with your selections, click “Update”
- **Security —Changing your PIN**
  - We recommend you regularly change your PIN. To change your PIN, enter your old PIN, then a new PIN (between 4 and 10 digits) and confirm it by typing it a second time. Click “Update” to save the change.

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## Visual Voicemail Web Interface



## Quick Reference Card