# MaX UC Desktop

Softphone Application
For PC and Mac

## USER MANUAL

December 5, 2023

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# WHAT IS MaX UC DESKTOP?

MaX UC was formerly named Accession Communicator. You may see Accession referenced in certain areas of the application.  The appearance of MaX UC was completely revamped in 2022.  The functionality is the same.

MaX UC is a desktop softphone for your MAC or PC that enables you to:

**+** Make and receive audio and video calls

**+** Send and receive chat/SMS messages

**+** View presence information for your business group contacts

**+** Manage your contacts, including integrating with Microsoft Outlook

**+** Access your voicemails with a single click

You can also use MaX UC to set up MaX Meetings. See the separate MaX Meeting User Manual for more information on setting up instant or scheduled meetings. MaX UC uses your PC speakers and microphone or a headset for voice calls and requires a camera for video calls.

## CommPortal

You can easily access the Subscriber CommPortal from the MaX UC application.  It allows you to push and pull calls between your devices without hanging up and offers video calling, voicemail features and other settings.

# DOWNLOAD MaX UC FROM COMMPORTAL

**CommPortal Web**

Please log in below.
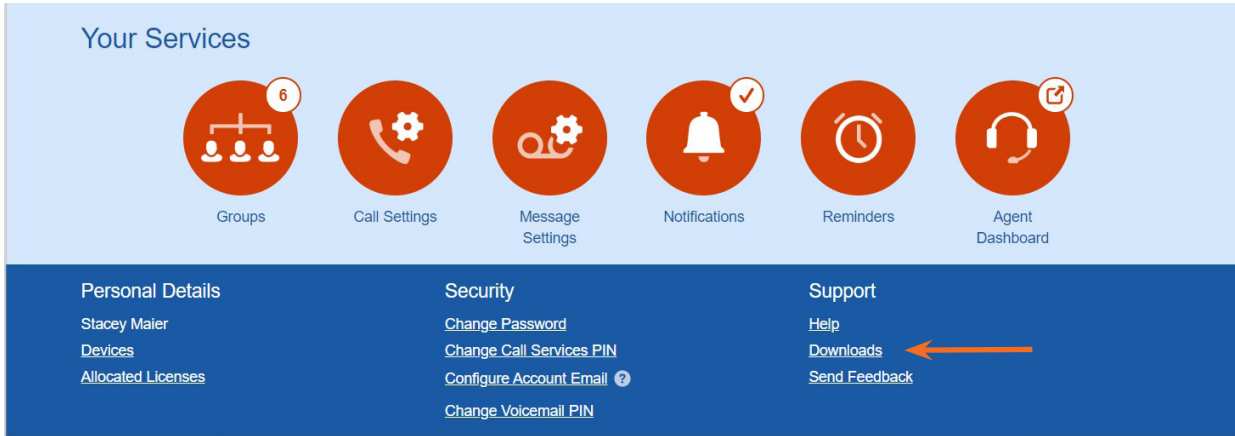
Email / Number: 3156242238

Password: •••••••••
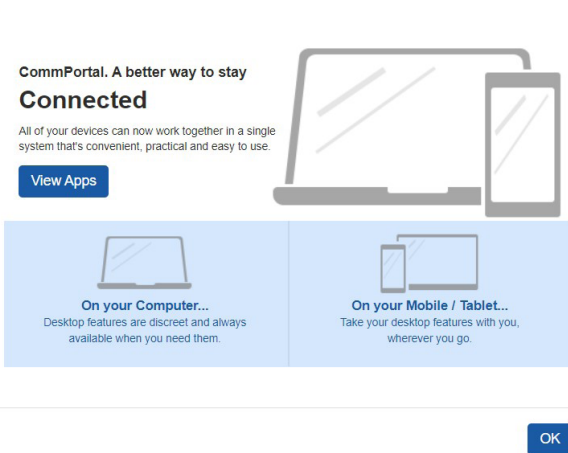
Reset Password

☐ Remember me on this computer.

Login

On the CommPortal Log-in Screen, enter your 10-digit subscriber number and the password you were given by your System Administrator.
This will bring you to the CommPortal Home Screen.

# COMMPORTAL HOME SCREEN

On the CommPortal Home Screen, scroll to the bottom and select Downloads.



On the next screen, select "On your Computer".

Choose MaX UC and click on the appropriate operating system link:
+ **Windows:** MaX UC Desktop is supported on Windows 10 or 11.
+ **Mac:** MaX UC Desktop is supported on Mac Computers running macOS 11 (Big Sur) or later, inlcuding the latest macOS13 (Ventura).
  Click Run to start setup wizard.
  Follow the setup wizard prompts.
  Once the set up is complete, the Welcome screen appears.
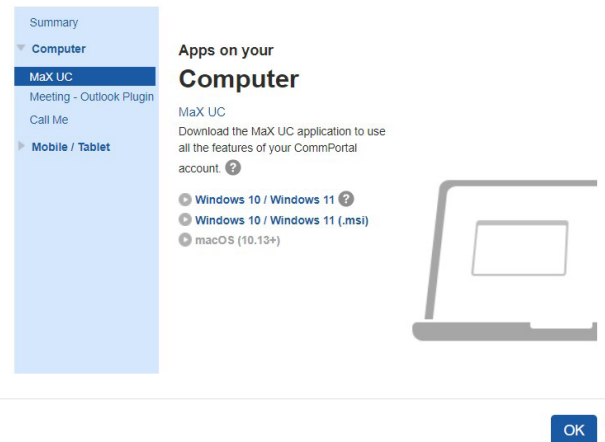


**IMPORTANT NOTE:** If you have never logged into your Subscriber CommPortal interface, you will need to follow the Setup Wizard, where you will change your EAS password, voicemail pin and record your name and default greeting for voicemail. Refer to the Subscriber CommPortal User Manual for details.
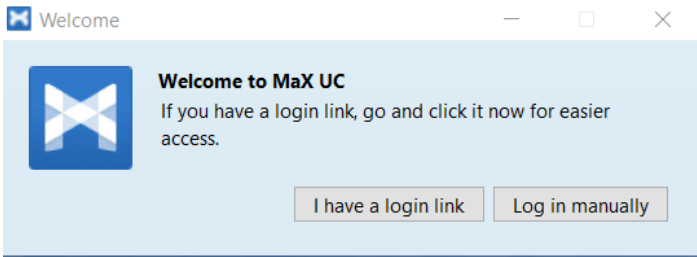
On the Welcome screen, select "log in manually".
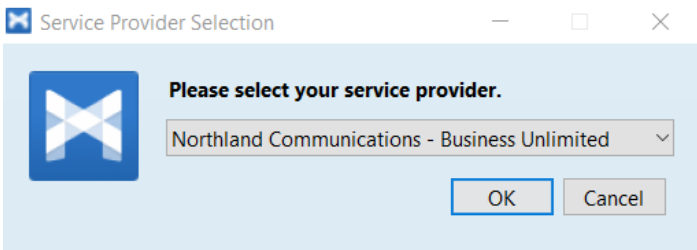
On the next screen, you will be asked to enter your current provider.
Click the drop down to find:
Northland Communications – Business Unlimited.
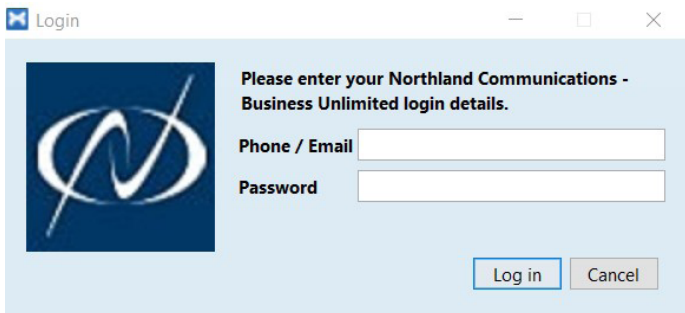
On the Login Screen:

+ Enter your 10-digit Telephone Number and EAS Password provided by your System Administrator.
+ Read and accept the terms and conditions.
+ When the download is complete, you will see the MaX UC application.

## PASSWORD RESET

+ To reset your password, go to the CommPortal Log-in screen.

+ Select the **Reset Password** link and follow the prompts.

# NAVIGATING MaX UC

6. Search/dialer field

8. Contact header

1. Profile menu

2. Add menu

3. Tab bar

4. Voicemail

5. Rate Call Feedback

9. Action buttons

10. Right pane
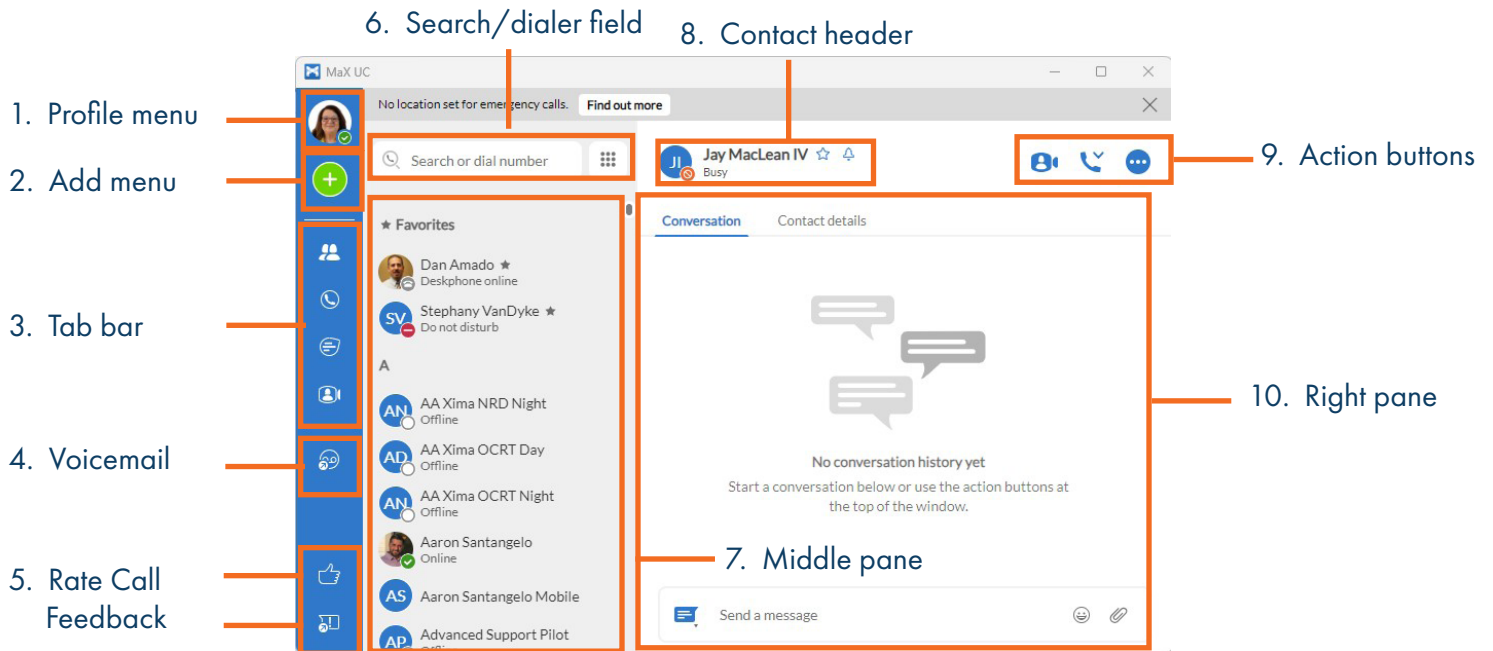
7. Middle pane



The UI is designed to be used from left to right. Use the tabs in the left pane (3) to control the content displayed in the middle pane (7). Make your selection in the middle pane (7) to control what contact information displays in the right pane (10).

Contacts display in the right pane (10) and all available actions are available here, in the main content area, and from the set of actions in the header (9).

Use the Profile menu (1), Add button (2) and the Dialer field (6) to access features that are not directly tied to contacts.

Provide a call quality rating or feedback (5).

# PROFILE MENU

**PROFILE MENU:** Click on the Avatar to view the Profile Menu.
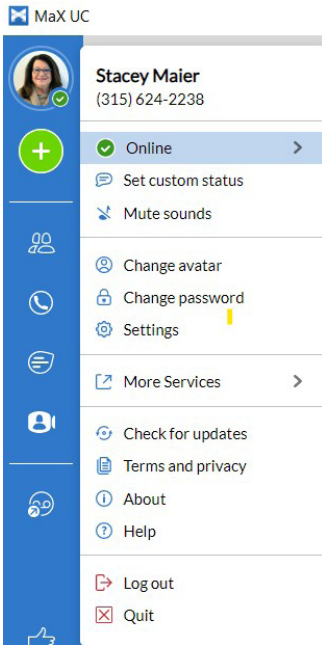


+ **Presence:** Shows the subscriber's current presence information state. This is indicated to others in your business group by an icon on the avatar. See below on how to manually change it.
+ **Set Custom Status:** Add a custom message to your status such as: "In a meeting until 2pm".
+ **Mute Sounds:** provides the option to mute and unmute ringtone and notification sounds.
+ **Change Avatar:** If you choose to upload a picture, this will be used as your Instant Messaging (Chat) Avatar.
+ **Change Password:** Select to change/update your password.
+ **Settings:** Enables you to change the way that MaX UC behaves, and also to test your audio and video equipment. See Settings Menu.
+ **More Services:**
  + **Call Park Orbits:** Opens the Call Park window where you can view your available Call Park Orbits.
  + **Apps:** Displays the applications that are available for you to download.
  + **Conference Manager:** Opens the audio conference manager. See Using the Audio Conference Manager.
  + **Groups:** Shows Call Pick up Groups and Multi-Line Hunt Groups that you are a member of and gives the option to log in or out of the group.
  + **Account Settings (PC) Preferences (MAC):** Displays the Subscriber CommPortal application that allows users to set up various call services and message notification options. See CommPortal User Guide for more detailed information.
+ **Check for Updates:** Confirms whether you are running the latest version of MaX UC.
+ **Terms and Privacy:** Displays the App Terms of Use and App Privacy Statement.
+ **About:** Displays the version of MaX UC you are running.
+ **Help:** Accesses a Help menu or reference guide for the application.
+ **Log out:** Logs out of MaX UC. You must log back in on the next start up.
+ **Quit:** Closes the application without logging the user out.

## MANUALLY CHANGE PRESENCE

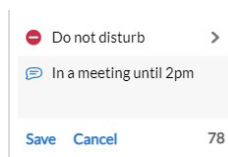To change your presence which is seen by others in your business group:
+ Select **Profile > Presence (online, busy, do not disturb)**
+ Select the status.
+ Select **Open call manager** to open Subscriber CommPortal.
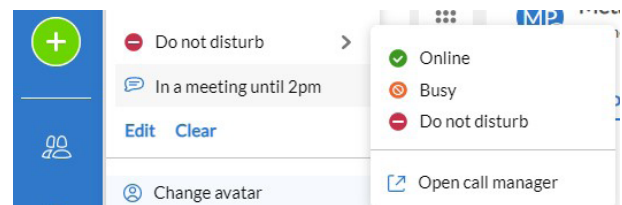


## SET CUSTOM STATUS

To set a custom status:
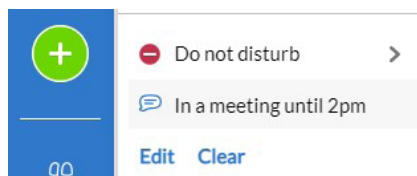+ Select **Profile > Set custom status.**
+ Enter your custom status and select **Save.**



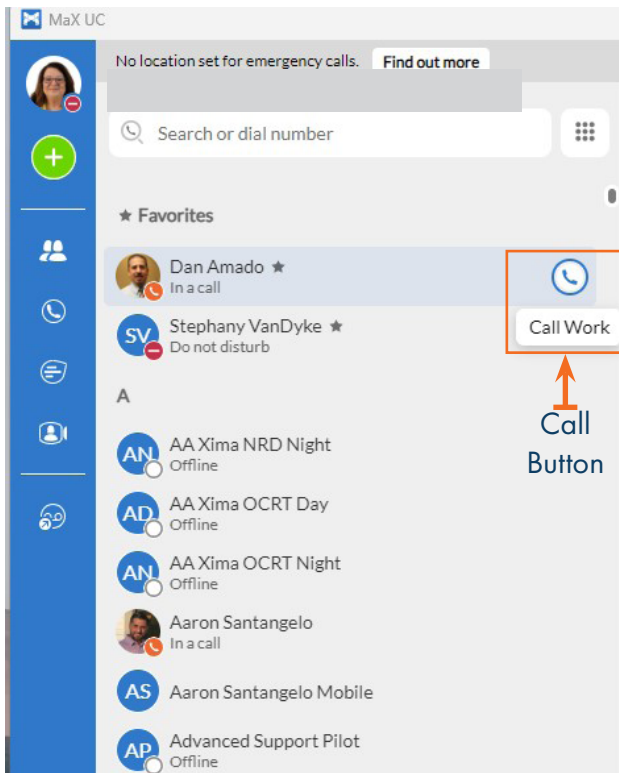When you have a custom status set, a message bubble appears on your Profile/avatar.



+ Select **Edit** to change your custom status.
+ Select **Clear** to delete your custom status.

# MAKING CALLS

## FROM CONTACTS



Call Button

+ Select **Contacts** on the left.
  This opens the new call window and displays contacts. Favorites appear at the top.
+ Enter a contact name in the input field using your PC keyboard. As you type, MaX UC will display entries from your Contacts, Recents and Favorites. If they are a member of your business group, you will also see their Avatar and availability.
+ Select an entry from the list of results. Clicking on a contact will display the Chat and Contact information in the right window.
+ Click on the number you wish to call.
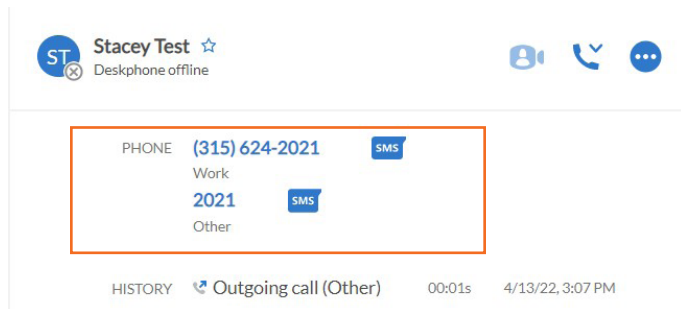


+ Hover over a contact name to reveal the "Call Button" to the right. This will dial the first number programmed for the contact.

## USE ACTIVE KEYPAD TO ENTER A NUMBER
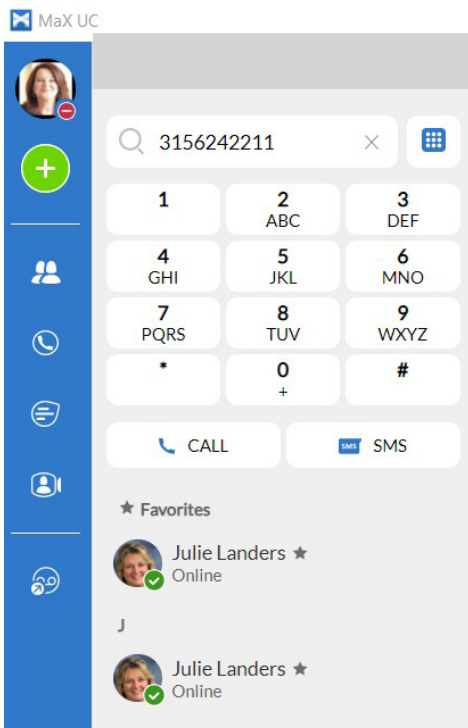


+ Click ⠿ To show or hide the Active Keypad. When the keypad is active, the icon is blue.
+ Enter a number in the input field, using the Active Keypad or your PC. As you type, MaX UC will display entries from your Contacts and Recent tabs if the number is programmed.
+ To start the call, either press **ENTER** on your keyboard or **CALL** below the Active Keypad on MaX UC.

+ To clear a name or number from the input box, click the **X**.

# RECEIVING CALLS

Your softphone must be open on your PC/Mac if want you to answer incoming calls.  It can be minimized and running in the Windows system tray or taskbar, or the Mac dock.  If your softphone is not running, your incoming calls will usually be sent to your voicemail (unless you have them configured to do something else).

To hear the ringtone, you must have your computer speakers turned on or be on a headset.  If your computer audio or headset volume are muted, you will not hear the ringtone.

## INCOMING CALL PANEL

When you receive a call, you hear the MaX UC configured ringtone and a panel will appear on your desktop.
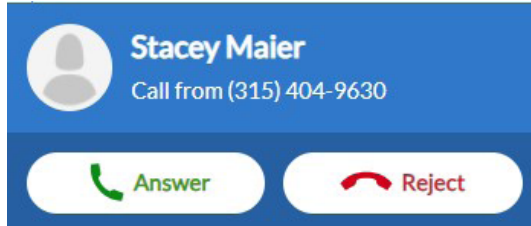


+ Click **Accept** to answer the call.
+ Click **Reject** to decline the call and send it to voicemail.

## REJECT INCOMING CALL WITH CHAT

When the call is from another member of your Business Group, there will be a dropdown next to the **Reject** button.  Click reject to send either a pre-programmed message or create a custom message.
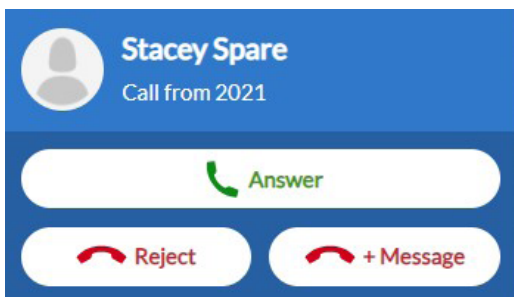


## RECEIVE A SECOND CALL

Your account is configured to receive multiple calls on MaX UC.

If you are already connected to a call, when a second call is presented, you will hear a call waiting tone through your speakers or headset.  You will also see the incoming call panel.

If you choose to answer the second call, the first call will automatically be held and you will be connected to the second call in the call window.

If you receive two incoming calls at the same time, you will see two incoming call panels on the display.  You can answer or decline each call individually.

## WHAT YOU SEE



| | |
|---|---|
| Add Participant (Conference) | |
| Transfer | |
| Chat /SMS | |

Stacey Maier
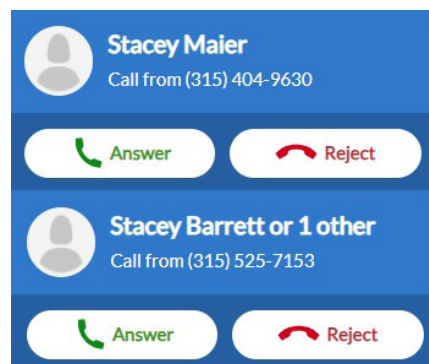
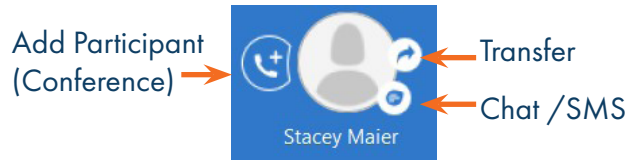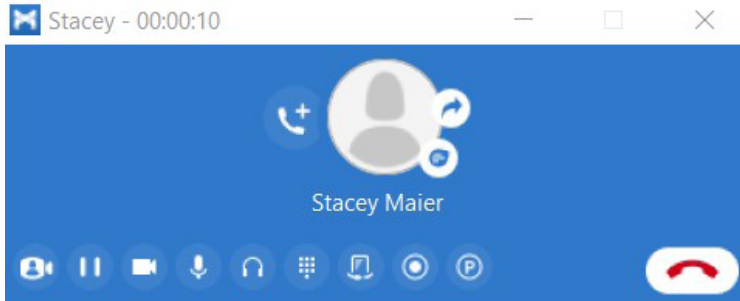| Icon | Description | | Icon | Description |
|---|---|---|---|---|
| | Start or create a meeting | | | Hold/Resume |
| | Video Call | | | Microphone Volume / Microphone Mute/Unmute |
| | Headset Volume / Headset Mute/Unmute | | | Active Keypad |
| | Push/pull between devices | | | Call Record (Active)** |
| | Call Park | | | End Call/Hang up |

**IMPORTANT:** Call recording laws from each state and country will differ from one another. They will require either One-Party consent or All-Party consent. Northland does not offer legal advice, you should consult your legal counsel for guidance on the compliance activities that are appropriate for your organization.

### PLACE AN ACTIVE CALL ON HOLD

+ Click **HOLD**, a red line appears through **HOLD**.
+ To return to held call, click **HOLD** again.

NOTES:   If you answer a second call, your first call is placed on HOLD automatically.
A shortcut is available for MACs only to access the call window if it has been hidden by other items on the screen.
**Cmd-Option-Shift-C** brings the call window into focus when connected to a call.
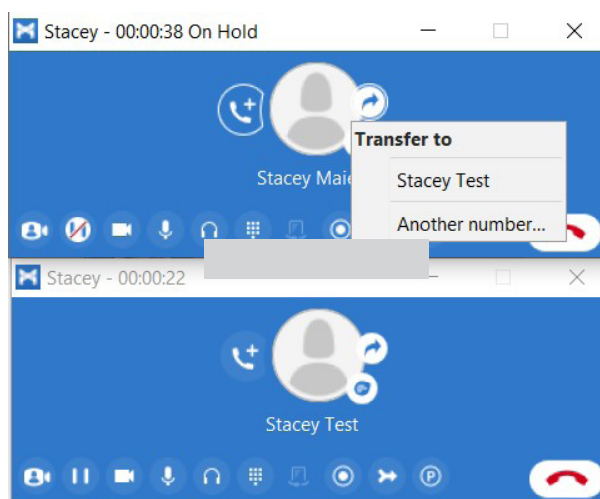
# CALL TRANSFER (ANNOUNCED, BLIND AND TRANSFER A CALL TO VOICEMAIL)

## ANNOUNCED TRANSFER

+ From the MaX UC App, using the Active Keypad, call the person you are transferring to (caller goes on hold). Do not use the keypad on the call window.

+ You can also search Contacts to find the number.

+ When the party answers, announce the call.
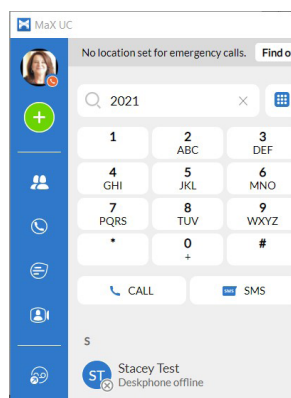
+ You will see both call windows.

+ In either of the call windows, click **TRANSFER**.

+ The option appears to transfer the call to the party or select another number.

+ Select the other party and the call is transferred.

## BLIND (UNANNOUNCED) TRANSFER

+ Click the **TRANSFER** Icon in the call window. The directory is displayed.

+ Enter a name or number to choose who to transfer the call to.

+ Click **TRANSFER CALL**, the call is transferred immediately.
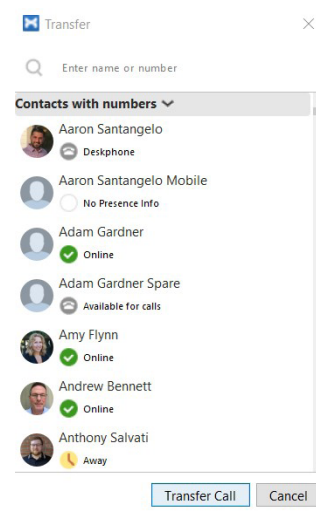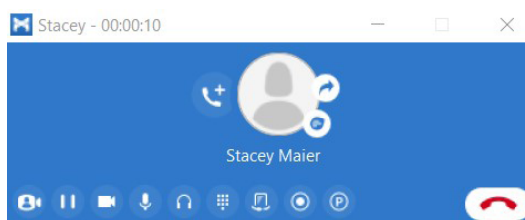
## TRANSFER A CALL TO VOICEMAIL

+ Click the **TRANSFER** Icon in the call window. The directory is displayed.

+ Enter *99 and the Extension Number

+ Click **TRANSFER CALL**, the call is transferred to voicemail immediately.

## ESTABLISH A MULTI-PARTY (ADHOC CONFERENCE) CALL (Maximum of 4)

+ Click **ADD PARTICIPANT**, the Contacts tab appears.
+ Make a second call (enter a telephone number or select from Contacts).
+ Click **ADD**, the second number is dialed.
+ When the second party answers, you are all connected.
+ Repeat to add additional participants.  (Maximum of four).

**NOTE:**  If the party who originates the call hangs up, all parties are disconnected.
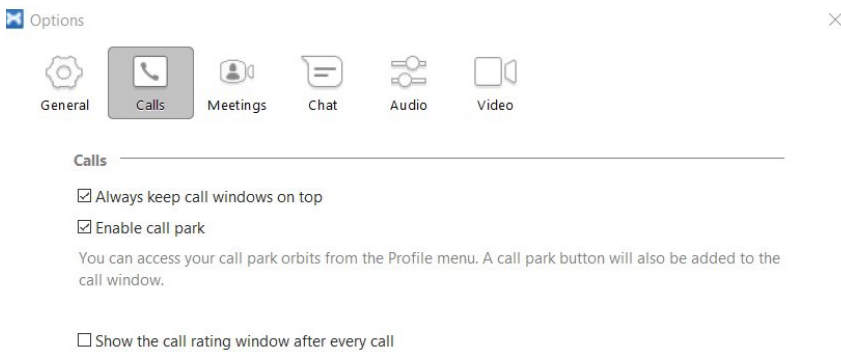
## CALL PARK
Call Park enables you to place a call on a "system" hold so that it can be retrieved by another Subscriber in your Business Group.
In order to use call Park on MaX UC, you must first enable it in your MaX UC Options.

### ENABLE CALL PARK
+ Go to **PROFILE > SETTINGS**
+ Go to the **CALLS** tab.
+ Tick the checkbox to enable **CALL PARK**.



### PLACE AN ACTIVE CALL ON PARK

+ On the Active Call panel, click **PARK**.
+ A Call Park Window appears displaying available Orbit codes.
+ To park the active call, hover over an available Orbit slot and click **PARK CALL HERE**.
+ Advise person which PARK/ORBIT slot the call is on.

**NOTE:**  If a call is already parked, the Orbit slot will display a green **PICK UP CALL** message.



### RETRIEVE PARKED CALL

+ Go to **PROFILE  > MORE SERVICES > CALL PARK ORBITS**.  The Call Park Orbits are displayed.
+ Click **PICK UP CALL**.
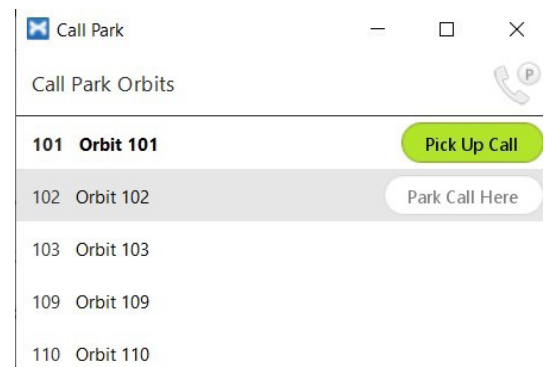
## VIDEO CALLS

### TURN ACTIVE CALL INTO VIDEO CALL

+ While on an active call, to start sending video, click Video, the icon turns red.
+ The video window will open.
+ If the person you are sending video to also sends you video, you will see them in the video window.
+ To stop sending video, click Video again.

NOTE:  This is peer to peer video only within your business group.

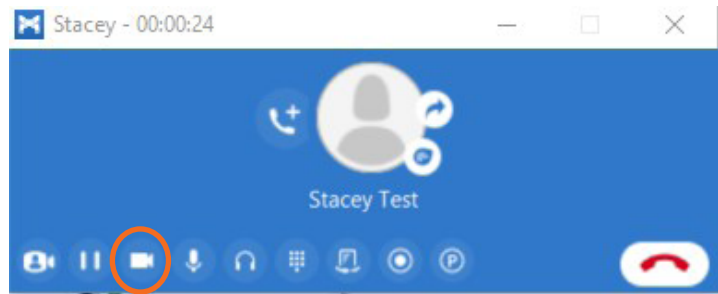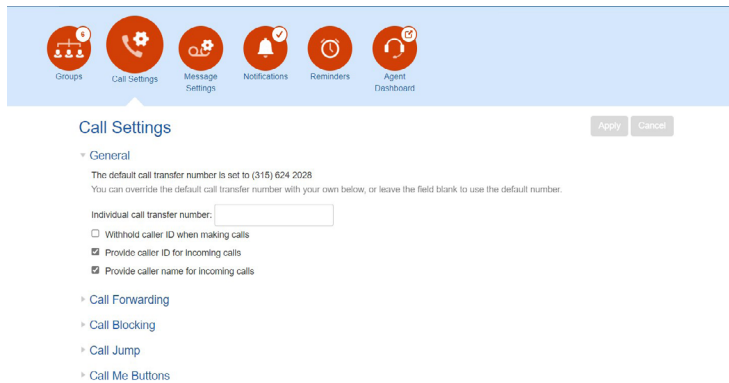### ANONYMOUS CALLS

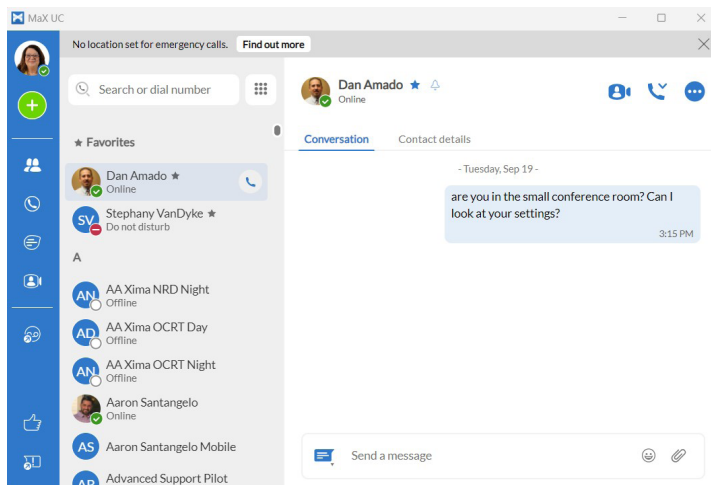### BLOCK OUTBOUND CALLER ID

+ In MaX UC, go to **PROFILE > VIEW ACCOUNT > CALL SETTINGS**.  This brings up your MaX UC Subscriber CommPortal.
+ Check **Withhold caller ID when making calls**.
+ Click **Apply** (if you don't see Apply, scroll to the right).

## SENDING INSTANT MESSAGES (CHATS AND SMS)

### SEND CHAT or SMS

+ On the **CONTACTS** icon, choose the contact you want to chat with.
+ The Message Window will open on your computer.
+ Enter your message at the bottom of the message window.
+ Press **ENTER** on your keyboard to send the message.
+ Click on the SMILEY FACE emoji to include an Emoji, GIF, Kaomoji or Symbol on a PC or an Emoji, Symbol, Pictograph, Bullet, Star, or Technical Symbols on a MAC
+ Hover over a contact to pop the chat to a separate window.

NOTES:  You can send messages while you are on an active call. If the contact is not a member of your business group, the instant message will automatically be sent as an SMS.
SMS messaging allows you to send an SMS (Short Message Service) to a mobile number.  The contact will receive the message as a text on their mobile device and will be able to respond to you via SMS back to your Subscriber Telephone Number. MMS messaging is not available.

# SEND A GROUP CHAT

You can send a group chat to multiple subscribers in your Business Group (up to a maximum of 200).

**+** In MaX UC, select  **ADD > NEW GROUP CHAT.**
**+** Search for contacts or enter a contact name.
**+** Enter a subject (optional).
**+** When complete, select **CREATE GROUP CHAT**.
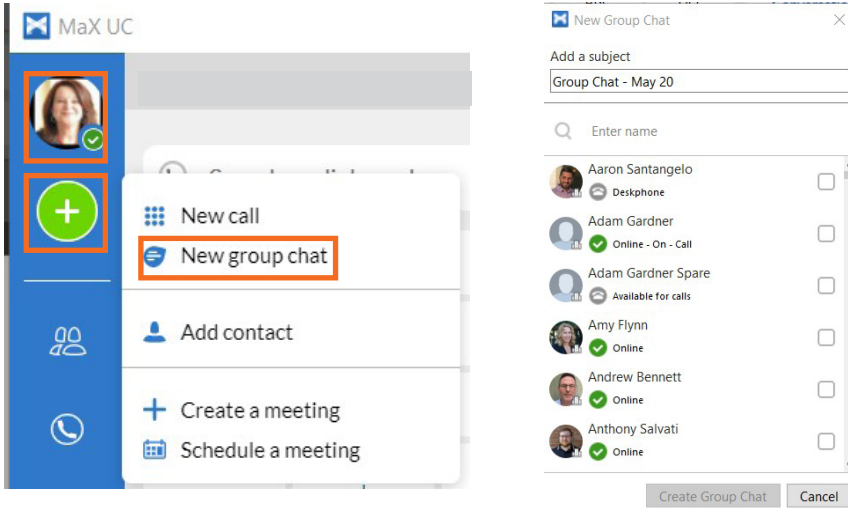


# MESSAGE WINDOW OPTIONS

In the top of the Message Window you see the following additional options:



⭐ Add/Remove Favorite*      🔔 Notify when a contact is available**

📹 Start a MaX Meeting      📞 Click drop down to view all contact numbers

💬 More Options:  View Chat History, Add to Favorites, Edit Contact, Delete Contact, Pop Out Conversation.
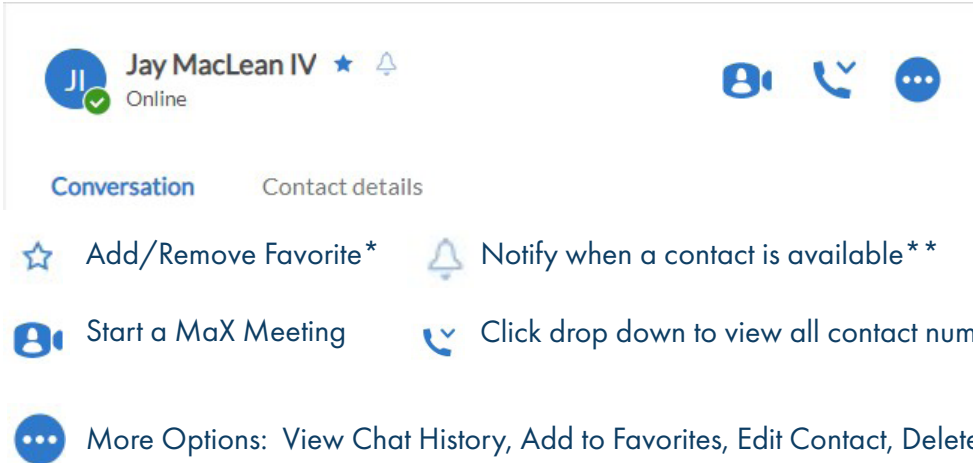
\* When a contact is a favorite, the star is solid blue.  Click to add or remove from favorites.  Favorites appear first in your contacts.

\*\* When a business group contact is unavailable, choose notify to receive a response when the contact becomes
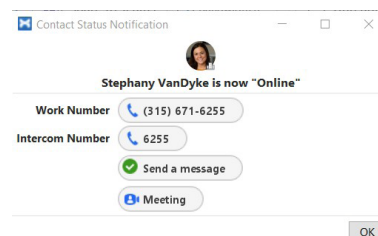
## SEND A FILE VIA CHAT

You can now send files to other MaX UC Desktop usersthrough the CHAT feature.  The maximum file size cannot exceed 2GB.

To send a file via chat:

**+** Select the closed file on your PC/MAC.
**+** Drag the file to the CHAT window.  (Do not hover over the "Send a message" section, hover over the CHAT window.
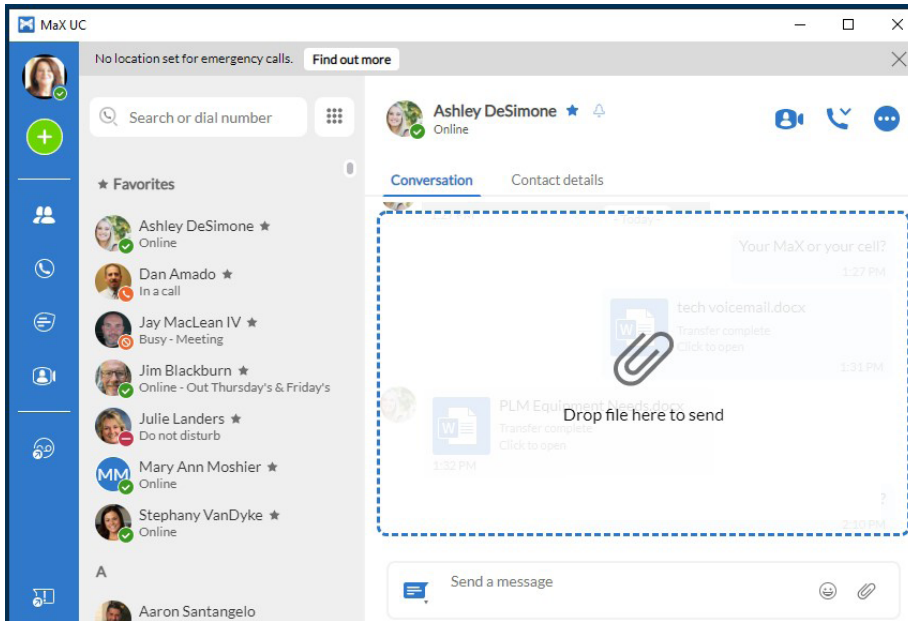


**+** The receiver is asked to accept the file.
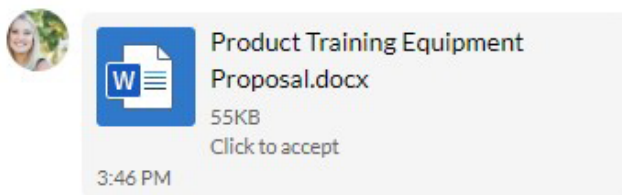


**+** Once the file is accepted, the receiver will be able to open the file.

# VIEWING CALL AND CHAT HISTORY

## CALL HISTORY

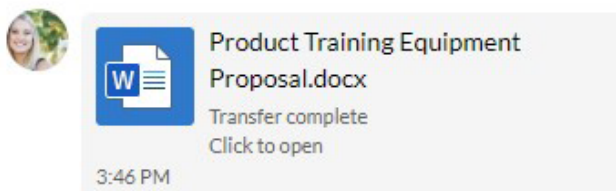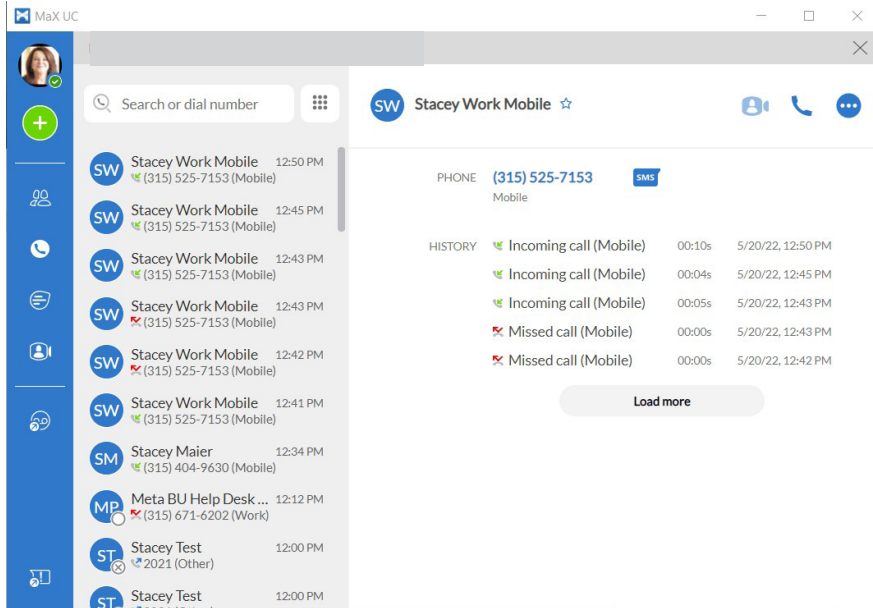You can view details of received, dialed and missed calls as well as Chat history on the Recent tab.



Incoming missed call

Incoming answered call

Outgoing call

## NOTES

### ON A PC:

+ When you have a new missed call, a new voicemail or a new chat, you will see a red circle with a white number on the appropriate menu indicating the number of calls, voicemails or chats you have missed since you last opened the tab.

+ When you have new missed calls, voicemails or chats, the MaX UC icon will be highlighted with a different color and a red line will appear underneath. The number in the circle in the taskbar is the sum of all new calls, voicemails and chats. When the total goes above 9, it will be indicated as 9+.

+ If you do not see the red bubble on the MaX UC icon in the task bar, go to your task bar settings and turn off "use small task bar buttons".

### ON A MAC:

+ When you have a new missed call, a new voicemail or a new chat, you will see a red circle with a white number on the appropriate menu indicating the number of calls, voicemails or chats you have missed since you last opened the tab.

+ The number in the circle on the taskbar is the sum of all new calls, voicemails and chats.

+ When the total goes above 9, it will be indicated as 9+.

+ There are multiple options for viewing notifications.  To change the notification settings, go to **Settings > Notifications & Focus**.

# WORKING WITH CONTACTS

MaX UC can store the details of your contacts in its User Interface (UI). It is also provisioned to link with one contact source – either CommPortal, Microsoft Outlook or Mac AddressBook. Depending on the system configuration, you may be able to change this. These contacts appear under the Contacts tab in the Tools Menu.

Contacts from CommPortal, Microsoft Outlook or Mac AddressBook that appear in the MaX UC UI can be edited in either application and the changes will be synced between them.

## CHANGE THE CONTACT SOURCE
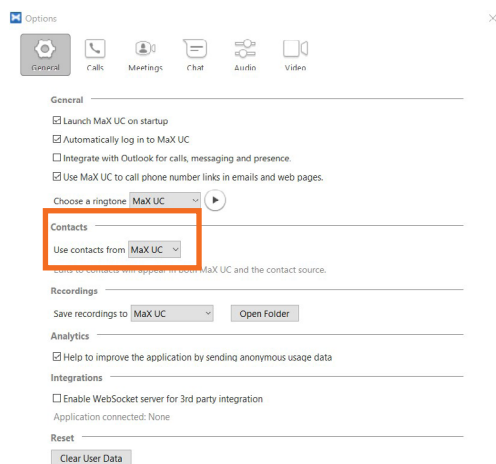


+ Go to **PROFILE > SETTINGS (PC) or PROFILE > PREFERENCES (MAC)**.
+ On the General page, scroll down to find **CONTACTS**.
+ Click the drop down to view the contact sources available.
+ Select the contact source you want to use.
+ Selecting MaX UC will use the contacts from the CommPortal account.

NOTE: If you use an Outlook Calendar and you select **Integrate with Outlook for calls, messaging and presence** and also choose **Use Contacts from Outlook**, when you have a meeting or event scheduled on the Outlook Calendar, your presence in MaX UC will show you as in a meeting.

## SEARCH CONTACTS

+ In the Search field, Start typing the name you are searching for.
  As you type, the Softphone will display the possible matches from all stored contacts.
+ Select the contact.
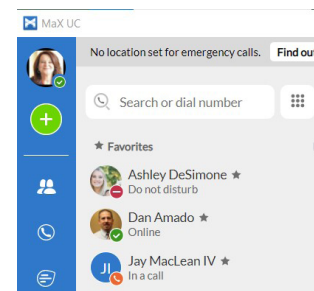


## UNDERSTANDING PRESENCE ICONS

+ Subscribers in your Business Group that are logged in to MaX UC will show the following presence icons:

   The Subscriber is available for calls and chats.

   The Subscriber is on a call.

   The Subscriber is on Do Not Disturb.

   The Subscriber has been away for a designated period of time. Time is programmable in **Settings/Preferences.**

   The Subscriber has placed themselves on **Busy** to indicate they prefer not to be interrupted. They will still receive calls and chats. Chat alerts and ringing can be turned off by going to **OPTIONS > CHAT** and selecting:

   ☑ Mute notification sounds when my presence is Busy or In a Meeting

   The Subscriber has a meeting scheduled on their Outlook Calendar and is using Outlook Contacts in MaX UC. They can see calls come in but won't be interrupted by ringing.

+ Subscribers in your Business Group that are logged into a desk phone will show the following presence icons:

   The Subscriber is on a call.

   The Subscriber is on Do Not Disturb.

## ADD A NEW CONTACT
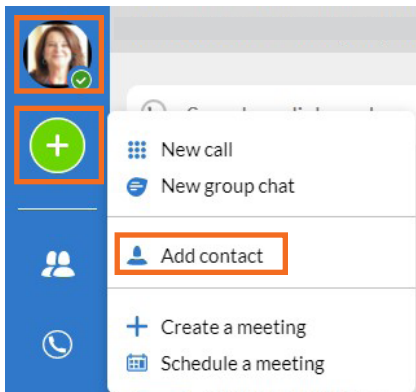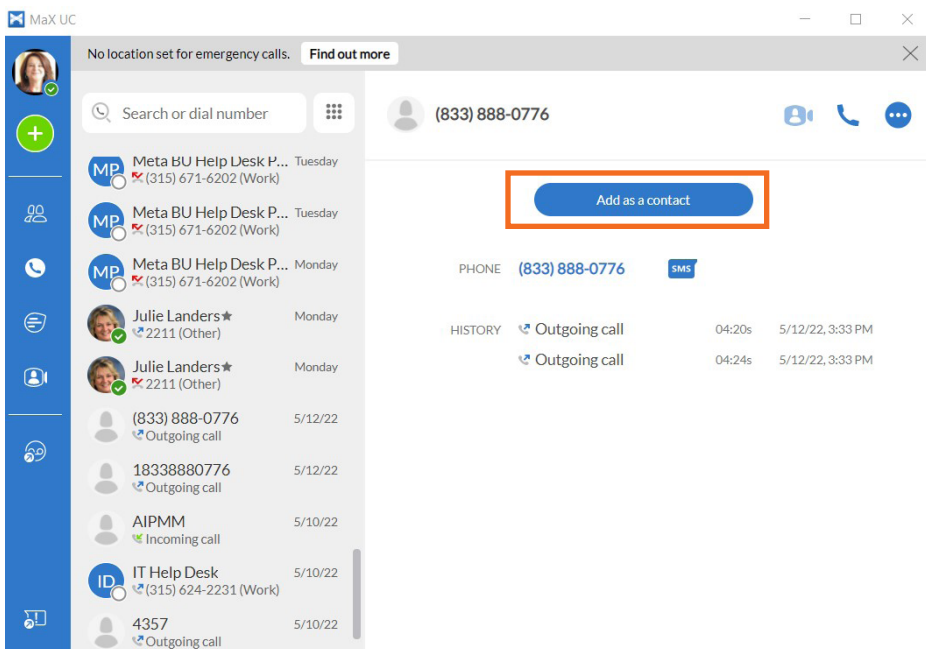
+ In MaX UC, click **ADD > ADD CONTACT**
+ Complete the fields you have information for.
+ Click **ADD**.

## ADD A CONTACT FROM THE HISTORY TAB
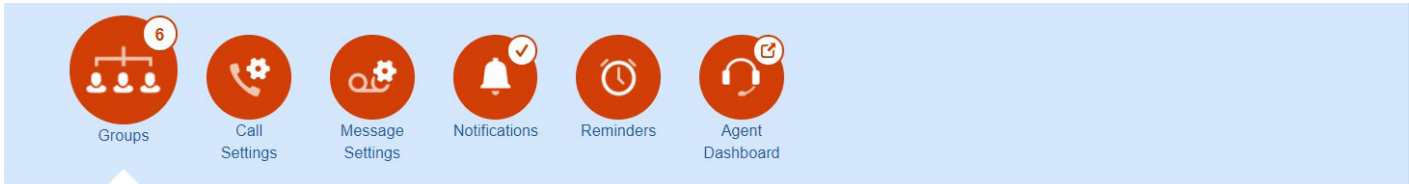
+ Select an entry on the **HISTORY** tab.
+ Select **ADD AS A CONTACT**.
+ The same Add Contact box appears as seen above.
+ Complete the fields you have information for.
+ Click **ADD**.

# HUNT GROUPS

When you are a member of a group (Hunt group or iACD), your account phone is programmed to ring when a choice is made from an automated attendant or when the hunt group number is dialed. You may be required to log in to the hunt group to receive calls. You can log in to a group from any device that your account phone number is active on, or from CommPortal.

## LOG IN FROM COMMPORTAL

+ On MaX UC Desktop, go to **PROFILE > GROUPS**
  This opens **CommPortal** to the **Groups tab.**



On the left, you see the Groups you are a member of as well as your "login" status.

⊞ You are logged in        ⊞ You are logged out

On the right, you see the details of the hunt group, including how many members, your status again and the member names and their status.

To change your login status select the word "Logout" or "Login" on the right depending on current status.

## LOG IN/OUT MANUALLY FROM MaX UC

You can also log in or out by entering a short code. When you are a member of only one hunt group, do the following:

+ To log in:  Dial *44

+ To log out: Dial *44

If you are a member of more than one group, you will need to know the group number in order to log in and out of the individual groups manually from the MaX UC app. If you do not know your group numbers, contact your System Administator.

+ To log in:  Dial *44, enter the group number and press #. If you are a member of multiple Hunt Groups you will need to log in to each group individually.

+ To log out:  Dial *44. If you are a member of multiple Hunt Groups, the system announces which groups you are logged into and will prompt you to press 0# to log out of all hunt groups, or to enter the hunt group number followed by # to log out of an individual hunt group.

# USING THE AUDIO CONFERENCE MANAGER

Meet Me or Voice Conference is a "dial in" Conference bridge.  There is one Conference Bridge Number and a moderator must join the conference for all participants to be connected.  Each "moderator" will have a unique moderator code and a participant code to give to participants.  This will be provided to you by Northland's System Administrator.

You can access the Conference Controls from the MaX UC Tools Menu or via the web link:
https://buconf.northland.net/
(See Meet Me Audio Conference User Guide for complete information on Moderator tools).

To access the Moderator controls via MaX UC, select **PROFILE > MORE SERVICES > CONFERENCE MANAGER**
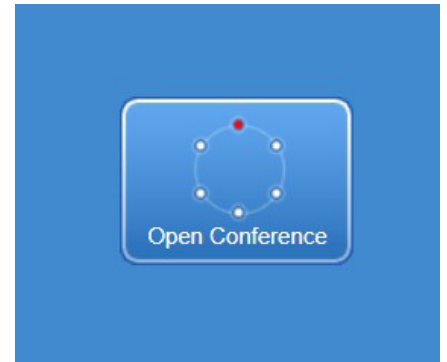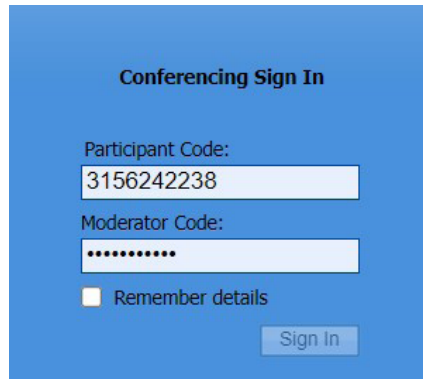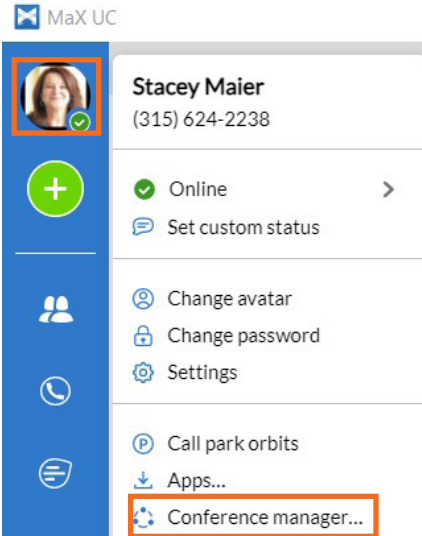






+ Enter the Participant and Moderator codes provided by the System Administrator.
+ Click **SIGN IN**.

+ On the next window, click **OPEN CONFERENCE**.
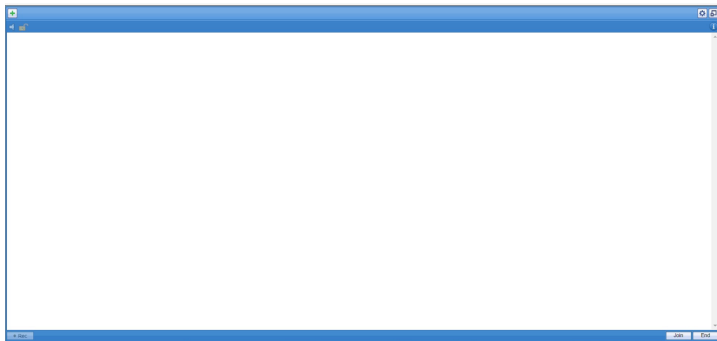


The following commands are available on this window and can be set prior to joining the conference or from the Moderator Controls during the conference:

➕ Add a participant

⚙ Conference settings, link to CommPortal Contacts

🗗 Open the full Conference Manager Window

🔊 Mute all participants, except Moderator

🔓 Lock the Conference

ℹ Conference Information, participants, duration, etc.

+ When you are finished, click **JOIN**.
+ Enter the telephone number you are joining from.
+ Click **CONNECT**.
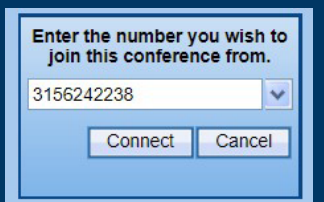


Rec    Record the conference

Join    Join the conference

End    End the conference

Need support? Connect with us at www.northland.net/support or
Dial 4357 (HELP) or 315-671-6262 to speak to a Northland Representative

# SETTINGS MENU

The Settings Menu is where you control how MaX UC functions.  It consists of multiple tabs: General, Calls, Meetings, Chat, Audio and Video.

To access the Settings Menu, select the **Avatar > Settings:**

| General Tab | |
|---|---|
| Launch MaX UC on startup | Choose whether or not to have MaX UC launch automatically when you start your PC or MAC. |
| Automatically log in to MaX UC | Choose whether to log in each time MaX UC is launched or log in automatically. |
| Use MaX UC to call phone number links in emails and web pages | Make MaX UC the default device for calling linked phone numbers in emails and web pages. |
| Choose a ringtone | Select a ringtone for the desktop app |
| Language | Choose to use the system language or another language. |
| Contacts: Use Contacts from | Choose to use your contacts from MaX UC, Outlook or Apple. |
| Recordings | Select where to save recorded meetings to. |
| Analytics | Choose to send usage data to help improve the app. |

| Calls Tab | |
|---|---|
| Enable Call Park | Provides access to the call park orbits in the Profile menu and places a call park button in the call window. |
| Show the call rating window after every call | Provides a pop up to rate the quality of the call, after each call. |

| Meetings Tab | |
|---|---|
| Provides all the settings for MaX Meeting | Refer to the MaX Meeting User Manual |

| Chat Tab | |
|---|---|
| Block new external chat contacts | Choose to block chats from external phone numbers. |
| Change my status to away | Choose to show your status as away after a predetermined time. |

| Audio Tab | |
|---|---|
| Microphone | Set the volume of the microphone and the speaker/device to use. Test the mic. |
| In-call Audio | Set the volume for incoming sound and the device to use. |
| Ringtone | Set the volume for the ringtone and the device to use. |
| Respond to Headset Button Presses: Always                          Never                       While Unlocked | Select whether to use the buttons on a compatible headset to answer/disconnect/mute/unmute calls. When the option is set to "Always", the computer is sending a signal to the headset which causes a delay in the response to mute/unmute. If you are not using a headset, or if you don't want to experience a delay, make sure you have it set to "Never". |

| Video Tab | |
|---|---|
| Test you video | Choose which camera to use, when multiples are available. |

# VOICEMAIL

VOICEMAIL: The voicemail system is voice prompted with easy to follow instructions and commands.

**FIRST TIME VOICEMAIL SET UP**

TO SETUP VOICEMAIL FOR THE FIRST TIME: Press the Voicemail (Message) Key.

NOTE: Follow the audio instructions to create a password, record your name + record your personal greeting.

There are multiple greeting types available for you to choose from:

+ **PERSONAL GREETING:** Plays to everyone that calls you

+ **EXTENDED ABSENCE:** Plays when you will be away from your office or phone for meetings/vacation, etc.
You can turn off message acceptance when using the extended absence greeting
System will remind you extended absence greeting is playing

+ **SYSTEM GENERATED:** A synthesized greeting that's set up to include your phone number or recorded name or both

+ **BUSY:** Plays when you have active calls on all available lines

+ **OUT OF HOURS:** Can be set to play outside of your normal business hours, weekends and holidays

+ **FORWARDED TO VM:** Plays when you have your phone set to forward to voicemail

NOTES: Through the Self Service CommPortal, you are able to:
+ Record and change greetings
+ Choose your voicemail to email options
+ Change your login for voicemail so you're not required to enter your mailbox and pin each time
+ Change other voicemail and telephone settings

Please refer to the CommPortal Self Service User Guide in the Northland University for full details.

ADDITIONAL NOTES:
+ Deleted messages are archived for 14 days and then they are permanently deleted.
+ Mailbox storage is 100 minutes including archived messages.
+ Maximum Message length is 4 minutes.

# YOUR VOICEMAIL

## LOG IN TO VOICEMAIL

**From any internal extension:**

**+** Press the Voicemail Key or dial *99
**+** Enter your 10-digit telephone number and press the # Key
**+** Enter your password and press the # Key

**NOTE:** Through CommPortal, you can change your settings so pressing the VM Softkey automatically logs you in at your own extension.

**From any external telephone:**

**+** Dial: 315-671-0031
**+** Enter your 10 digit telephone number and press the # key
**+** Enter your password and press the # key

## COMMON VOICEMAIL COMMANDS

| Main Menu | |
|---|---|
| 1 | Listen to messages |
| 2 | Send a message to another user |
| 3 | Work with personal greetings |
| 4 | Mailbox settings |
| 5 | Work with Reminder Messages |
| 6 | Access deleted messages |
| 7 | Switch Account (log into another account) |
| 0 | Access Help |
| * | Exit Voicemail or return to previous menu |

NOTES: Star (*) will always back you up to the previous menu
Pound (#) will bypass a user's personal greeting

| Listening to Messages | |
|---|---|
| 1 | Repeat |
| 2 | Save |
| 3 | Erase |
| 4 | Reply |
| 5 | Send a copy |
| 6 | Increases the message volume |
| 7 | Slows the message playback down |
| 8 | Pause / Resume |
| 9 | Speeds the message playback up |
| # | Next Message |
| 11 | Previous Message |
| 77 | Skip backward 5 seconds |
| 99 | Skip forward 5 seconds |

# YOUR VOICEMAIL

When you have new voicemail messages, the voicemail icon will illuminate red and indicate the number of messages.

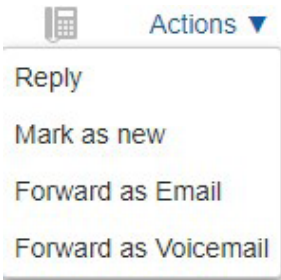+ Click the MESSAGE icon, to take you to the CommPortal Messages page.
+ CommPortal shows you the information regarding the call including caller ID, date, time and duration of message.
+ Click Play to listen to the message.

| New Voicemail | | | Delete All |
|---|---|---|---|
| Work Mobile, Stacey (Mobile)- (315) 525 7153 | Fri 5/20, 3:52 pm, 10 secs | Actions ▼ | 🗑 |
| SANTAMARIA ANTH- (315) 269 2931 | Wed 3/30, 9:41 am, 43 secs | Actions ▼ | 🗑 |
| Mary Ann Moshier- (315) 624 2066 | Tue 3/1, 8:52 am, 40 secs | Actions ▼ | 🗑 |

## ACTIONS

Click **ACTIONS** drop down for the following:

**Actions ▼**
- Reply
- Mark as new
- Forward as Email
- Forward as Voicemail

+ Reply to another subscriber in your Business Group.

+ Mark the message as listened to.

+ Forward to an email address.

+ Forward as a voicemail to another subscriber in your Business Group.

# YOUR VOICEMAIL

## ADDITIONAL VOICEMAIL SETTINGS

There are additional voicemail settings available in the main menu.  Some settings are only available when you log in through a telephone.  See page 19  for how to log in from any telephone.   See the CommPortal User Guide for settings that are available through CommPortal.

## WORK WITH GREETING SETTINGS

From the Main Menu, press 3 to work with Greetings.  The following greeting settings are available.
>        Press 1 to work with the personal greeting
>        Press 2 to work with the extended absence greeting
>        Press 3 to choose a system generated greeting or to work with your recorded name
>        Press 5 to work with the greeting that plays when your phone is busy
>        Press 6 to work with your out of hours greeting (this allows to set a schedule for a greeting that plays outside
>        of your normal business hours).  See also the CommPortal User Guide.
>        Press 9 to work with the greeting callers here when your phone is set to forward all calls to voicemail

## WORK WITH TIMESAVER AND CONVENIENCE SETTINGS

From the Main Menu, press 4 to work with Settings.  The following settings are available.

>        Press 1 to work with group lists - add / edit / delete group lists.
>        Press 2 to work with timesaver settings - turn autoplay on / off, work with Urgent Message settings and
>        change your message header and body settings.
>        Press 3  to work with Security – change the pin, set fast login or set skip pin.
>        Press 5 to work with Notifications - message waiting indicator, email notifications and phone notifications.
>        Press 6  for Additional Settings - Check the Operator number or turn Marketing broadcasts on / off.
>        Press 0 to hear helpful hints.

**TRANSFER TO VOICEMAIL:**  Sends a caller directly to voice-mail without ringing the phone.

+ Tap TRANSFER.
+ Press *99 and enter EXTENSION Number
+ Tap TRANSFER again.

**LEAVE A MESSAGE FOR ANOTHER USER WITHOUT RINGING THE PHONE:**

+ Press *99.
+ Enter Extension Number and tap the CALL icon.