

UMS Web Voicemail

The URL will be that of the voicemail server PC plus **/voicemail**. This will display the web voicemail login page.

- Logon using your user name and voicemail code as set on the IP Office system. The System Administrator can change these if necessary.
 - Note: This is the user name set in the IP Office and used by Voicemail Pro. It is not the full name that is shown on phones and used by IP Office Phone Manager and SoftConsole if set.
- Note that multiple failures to login correctly can cause your access to Web Voicemail to be locked for 1 hour. If necessary Web Voicemail access can be unlocked using the Voicemail Pro administration client (select **Users**, right click on the user marked as **Account Locked** in the Web Voicemail column, enter a new password for the user and click **OK**).

Mark Gallagher (4311) **AVAYA**

[Logout](#) [Change settings](#)

Forward Mark as unread Mark as read Save Undelete Delete

Inbox **Trash**

State	From	To	Received on	Length
<input type="checkbox"/>	Brad Trower (4337)	Mark Gallagher	11 July 2008 14:07:44	45s

Voice Message

From	To	Message
Brad Trower (4337)	Mark Gallagher	2 / 3
Received	Length	
11 July 2008 14:07:44	45s	

Forward Delete Undelete Save Mark as read Mark as unread

Play in Windows Media Player

The interface shows the messages in your mailbox. Note that it is not updated in realtime. To check if new messages have arrived in your mailbox since starting Web Voicemail, refresh the browser view using the browser controls. Similarly changes to the IP Office configuration such as new or deleted users and groups are not shown until you refresh the browser view.



The columns can be sorted by clicking on the column title. The currently selected sort column is shown by a **V** symbol next to it.

Message Types







The following icons are used for different types of messages:

- Unread message**
- Read message**
Note that by default a read message is permanently deleted from the mailbox after 30 days unless changed to a saved message.
- Deleted message**
Manually deleted messages are automatically moved to the **Trash** folder. Deleted messages remain visible for at least 24 hours after they were marked as deleted.
 - Deleted messages are not accessible through the voicemail spoken prompts interface or Visual Voice.
 - Deleted messages can be undeleted by marking them as saved, read or unread. They can then be moved back out of the Trash folder. Moving a deleted message out of the Trash folder automatically changes it to

read.

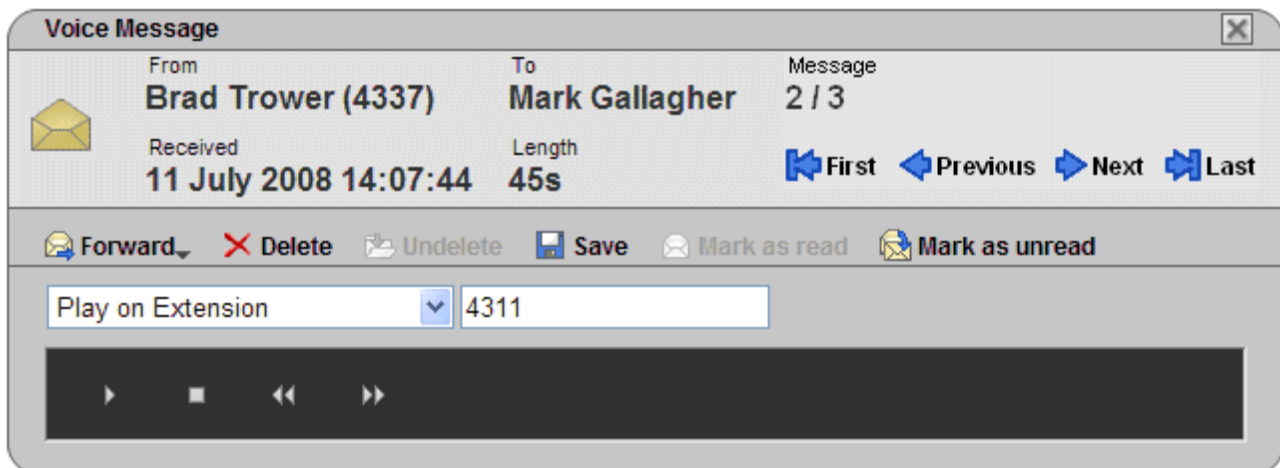
-  **Saved message**
Setting a message as saved stops it being automatically deleted after a period of time.
-  **Priority message**
This icon is added the message icon to indicate that the caller has set the message as a priority message.

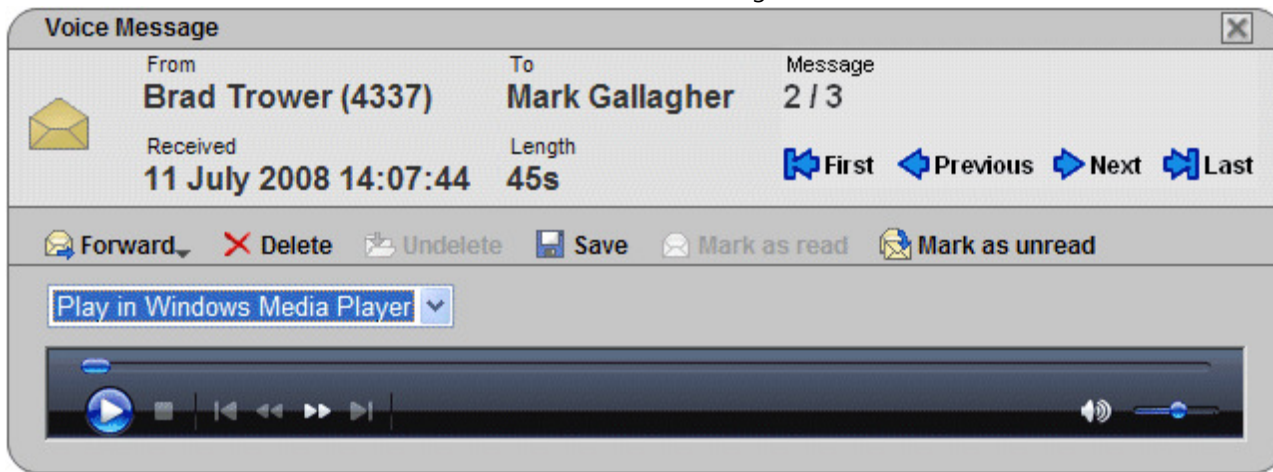
Controls

-  **Select**
Before performing many actions such as saving, deleting or forwarding, you can select the messages to which the action should be applied.
 - The select box at the top of the list of messages can be used to select/deselect all messages on the currently displayed page.
-  **Save**
Change the status of the selected messages to saved.
-  **Mark as read**
Change the status of the selected messages to read. Changing the status of a message will override its previous status including those marked as saved.
-  **Mark as unread**
Change the status of the selected messages to unread. Changing the status of a message will override its previous status including those marked as saved.
-  **Forward**
Forward a copy of the selected message to another mailbox. When clicked, the type of mailbox (user or hunt group) can be selected. The list of mailboxes is then shown and allows selection of multiple target mailboxes.
-  **Delete**
Delete the selected messages. Manually deleted messages remain visible until the voicemail server next performs its mailbox housekeeping. See the deleted message description above.
- **Change password**
This option allows you to change your voicemail mailbox code.

Playing Messages

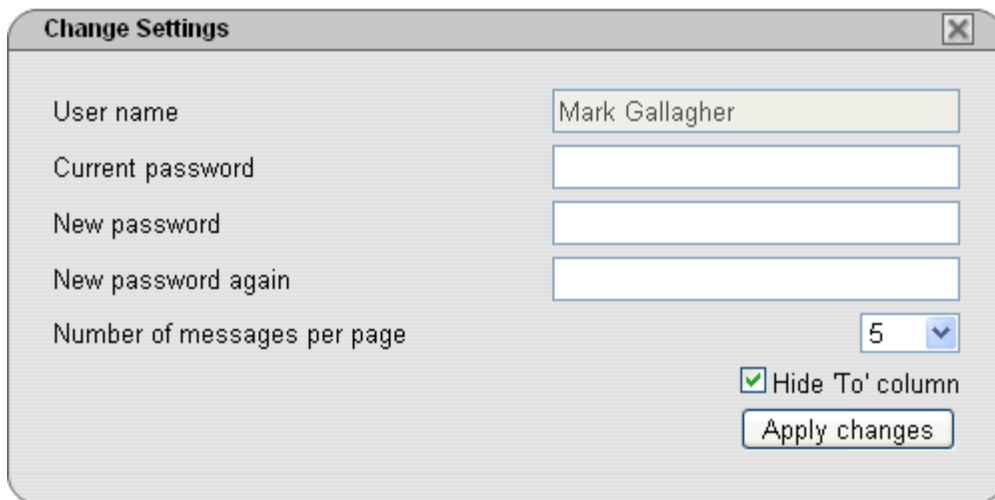
To play a message just click on it. The message menu is displayed. The appearance of this will vary depending on whether you select playback via the default media player on your computer or through an extension on the telephone system.





Changing Settings

You can click on Change Settings to access a number of options to customize your UMS web voicemail.



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