

## **IRIS 3000® Digital Video Phone Voice Mail and Alert Messages**

IRIS 3000® Digital Phone Service Voice Mail gives you complete control. You can play your messages online, receive email notifications when you have new messages and access your voice mail remotely by phone.

### **Access Your Voice Mail Using Your IRIS 3000® Digital Video Phone**

Simply call your IRIS 3000® Digital Phone Service phone number. Enter your 4 digit PIN. Follow the prompts to listen to messages, save or delete messages, update or change your greeting and more.

### **Access Your Voice Mail Remotely**

Call your IRIS 3000® Digital Phone Service phone number. When you hear the Voice Mail greeting, press the \* button to interrupt the greeting. Then, follow the prompts to listen to messages, save or delete messages, update or change your greeting and more.

## **Managing Your Voice Mail Box**

### Voice Mail Greeting

The Voice Mail greeting is your recorded message played to callers when they reach your voice mailbox. Access your Voice Mail Box to use these features.

### Record a Personalized Name Announcement

Select from the following options after entering the Main Menu using the \* key and choosing option 2 to enter the Personalized Name Menu:

- Press 1 to Record New Greeting
- Press 2 to Listen to Current Greeting
- Press \* to Return to Previous Menu
- Press # to Save the recording

### To Record a new Busy Greeting, press 2.

Select from the following options:

- Press 1 to Record New Greeting
- Press 2 to Listen to Existing Greeting
- Press 3 to Revert to Default System Greeting
- Press \* to Return to Previous Menu
- Press # to Repeat the Menu

### To Record a new No Answer Greeting, press 3.

Select from the following options:

- Press 1 to Record New Greeting
- Press 2 to Listen to Existing Greeting
- Press 3 to Revert to Default System Greeting
- Press \* to Return to Previous Menu
- Press # to Repeat the Menu

## **New Voice Mail Message**

An envelope will appear in the bottom right-hand corner of your screen to indicate you have a voice mail message and the number of message(s) waiting or you will hear a voice mail message tone (5 beeps) when you lift the handset.

### To listen to your Voice Mail messages:

- Press the MAIL button on the front of your phone
- Enter your 4 digit passcode and press #
- Press 1 to retrieve voice mail message(s)

### Voice Mail Functions

Press Command

- # - To save the message
- 7 - To erase the message
- 2 - To repeat the message
- 4 - To go back to the previous message
- 5 - To play the message envelope
- 6 - To go to the next message
- 8 - To call back the caller
- 9 - For additional options
- \* - To go back to the previous menu

## **Managing Your Voice Mail Box Online**

### To retrieve messages from your computer:

1. After login, click the Messages tab (on the far left control panel).
2. The Voice Mail page will be refreshed with any received messages.

### To open a message using your computer:

1. From the Messages page, you will see Type, From, Subject, Received and Size of messages in your box.
2. If Caller ID is not blocked, the caller's number will be displayed in the From column. If Caller ID is blocked, you will see 'restricted' in the From column.
3. To listen to a message, click the appropriate message as listed in the Subject column.

Note: Make sure your computer speakers are turned on.

4. Voice mail will play via the computer's default application for audio files.
5. Once a message has played, exit your media application.

Notes:

- An unread message will appear in the folder view in bold text. After reading a message, it will appear in the folder view in non-bold text.

- You can get your messages from any computer with Internet access and a web browser.

#### To delete messages using your computer:

1. From the Messages page, check the box next to the message(s) to be deleted
2. Select the Delete option from the drop down box (bottom of screen)
3. Click the Go button

#### To save a received message using your computer:

1. From an open received message, click the Save button and navigate to the directory you would like to save the message
2. To save a message attachment, click the Save button next to the attachment file name

#### To sort messages from the Inbox:

Click one of the following column headings:

- Type – to sort by type of message
- From – to sort alphabetically by sender
- Subject – to sort alphabetically by subject
- Date – to sort chronologically by date received
- Size – to sort by size

Note:

- When you first open your voice mail or alerts box, messages are sorted with newest messages at the top.

#### To reset your password to default password:

1. After login, select Features and Services from the left control panel
2. Select Manage Features
3. Check the Reset Your Voice Mail Password section of the page, check the Reset box
4. Click the Save All button on the bottom right of the page to save your changes
5. Your voice mail password is now reset to the default password 1234. You can use your phone to set your voice mail password to a new password.

### **Voice Connect**

Save time with Voice Connect -- when you dial your phone number from your IRIS 3000® Digital Phone, your voice mail system recognizes you and takes you directly to the voice mail prompts, bypassing the greeting. With Voice Connect, you can set another number to use to access your voice mail messages directly and bypass the greeting.

#### To Use Voice Connect

1. After login, select Features and Services from the left control panel.
2. Select Manage Features.
3. Under the Voice Connect section of the page, enter the phone number or numbers you would like to authorize to access your voice mailbox directly.
4. Click the Save All button on the bottom right of the page to save your changes.
5. Your voice mailbox can now be accessed directly from the number or numbers you have listed on the page.

## **Email Notification**

Activate Voice Mail Email Notification to direct your voice mail to send an email message each time a new voice mail message is received. Each voice mail message will appear in a separate email and, if Caller ID information is available, you'll see the caller's phone number in the subject line of the email. You will also be able to see if callers mark their messages as urgent. Email notification can be activated or deactivated online. Please note changes to your settings will not take effect immediately.

### To use Email Notification:

1. After login, select Features and Services from the left control panel
2. Select Manage Features
3. Under the Voice Mail Delivery Options section of the page, select the Send Notification Email To box and enter the email you would like to have your voice mails delivered to
4. Click the Save All button on the bottom right of the page to confirm your changes

## **Enable Voice Mail Attachments**

When selected, you can send a notification email every time a new voice mail message arrives as well as attach a .wav file.

- Play back your voice messages through your computer without accessing your voice mail system or online account
- Forward the voice message via email
- Save the voice message to your hard drive, CD-Rom, etc.

Most media player formats are supported. Be sure to complete the Email Address text box field when using this option.

### To forward voice mail attachments to your email:

1. After login, select Features and Services from the left control panel.
2. Select Manage Features.
3. Under the Voice Mail Delivery Options section of the page, select the Forward Copy of Email To box and enter the email you would like to designate delivery.