

Voice Mail - Web PhoneManager (WPM)

Rev. 8/4/15

Web PhoneManager allows subscribers to manage their messages, mailbox recordings, and mailbox settings over the Internet.

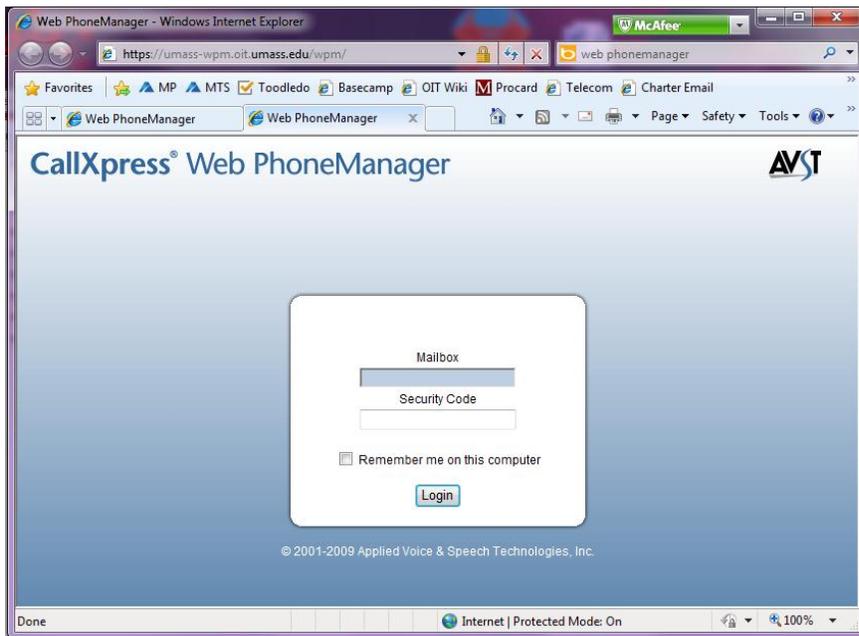
Important Notes:

- WPM is available to all voice mail subscribers. There is no additional fee for this service.
- You can access the WPM website from on or off-campus and from smartphones.
- You can use the download playback option as a way to archive messages to your computer, or attach to email messages in order to forward to someone without a UMass Amherst Voice mailbox.
- **Always** remember to **LOGOUT** from WPM before exiting. *(Any messages you delete in WPM remain in your trash bin until you empty them or logout. Your mailbox can fill up quickly if your trash is not emptied regularly).*
- WPM is compatible with most browsers; however, results vary among browsers.

Questions? Please contact the Voice Mail Office (voicemail@umass.edu).

ACCESSING WEB PHONEMANAGER

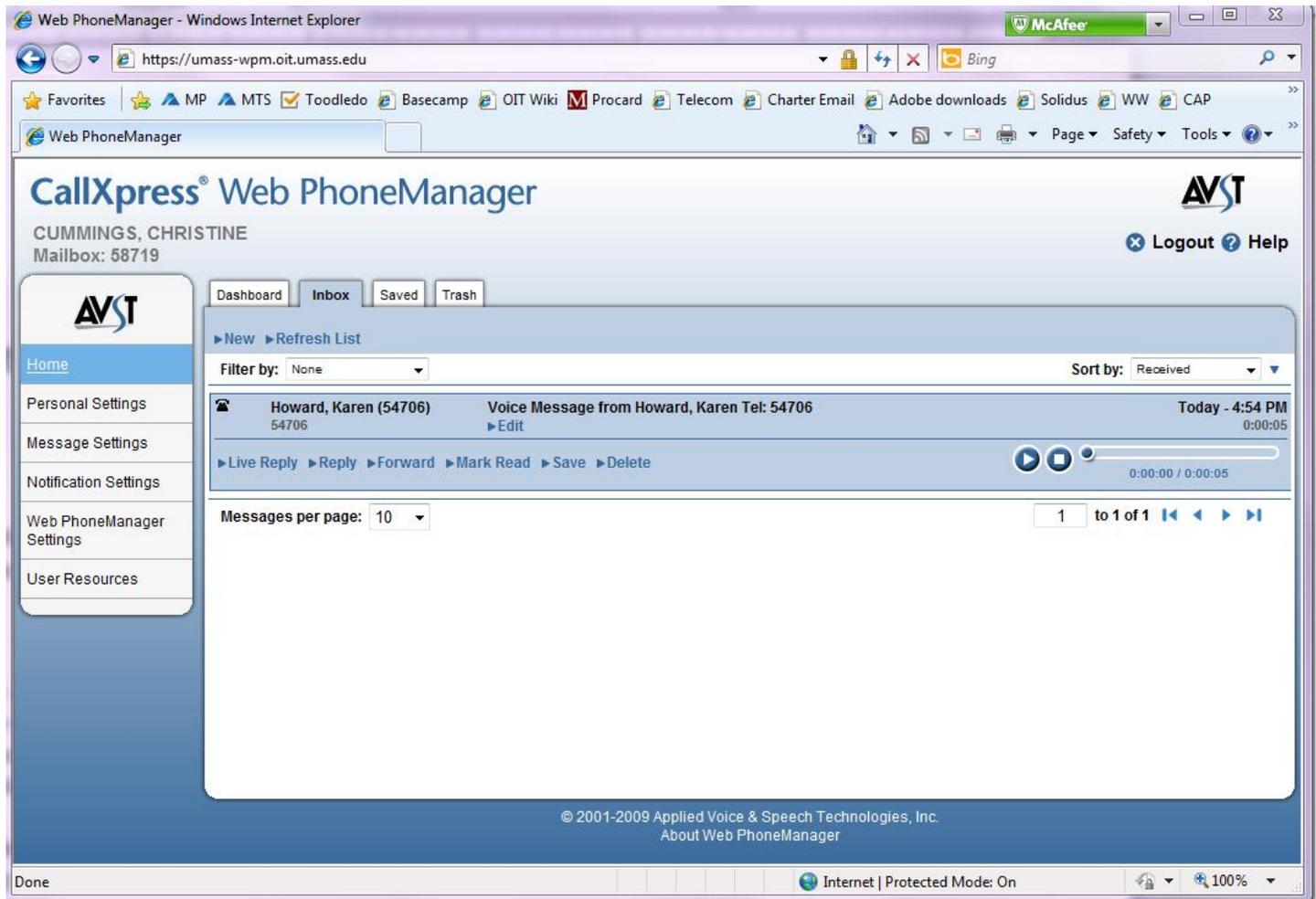
- Type the following web address into your web browser: **https://voicemail.it.umass.edu**
- Then enter your 5 digit mailbox number and its security code.



HOME MENU

Inbox Tab

A subscriber sees the Inbox tab immediately after logging on to WPM. The Inbox screen is used to manage all of the messages currently in your inbox. You can play, reply to, forward, save and delete messages.



To listen to a message

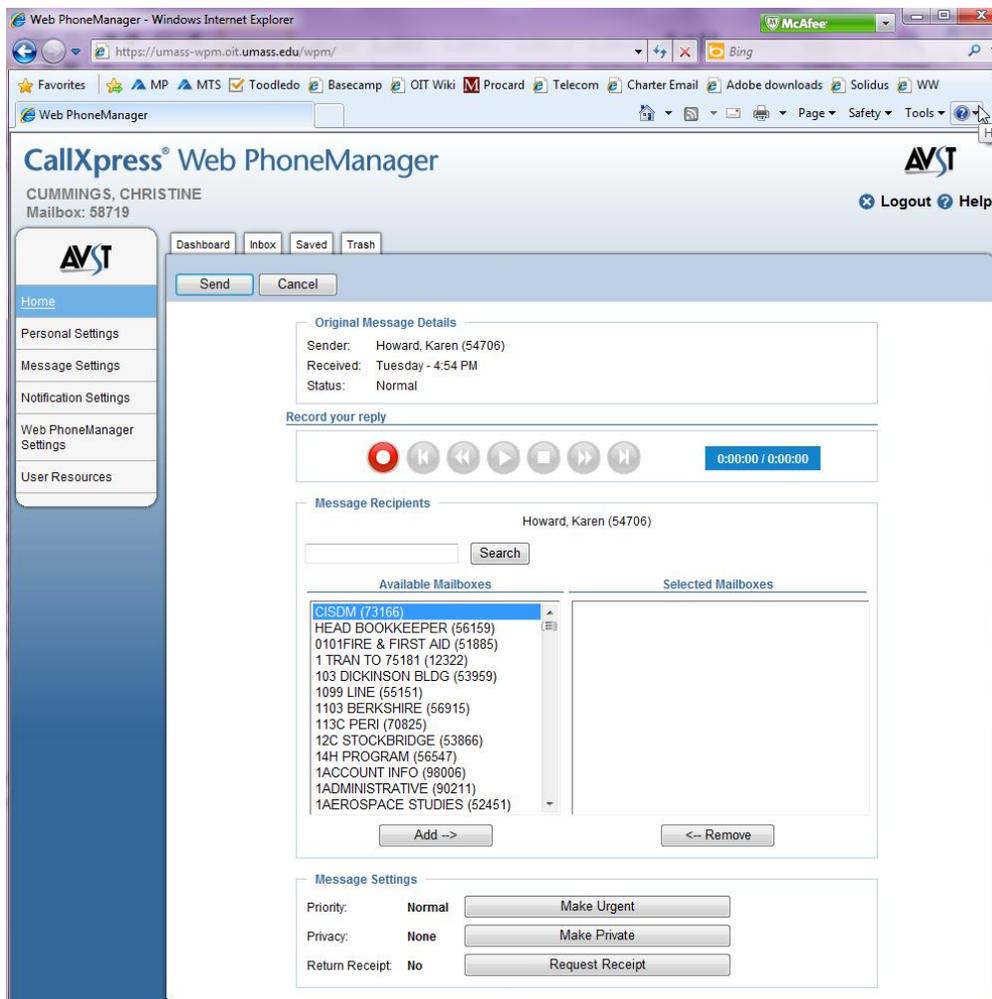
Click on the message you want to hear, and then click the Play  button. You can listen to your incoming voice messages in one of the following three ways: See [Playback tab](#) under Web PhoneManager Settings:

1. Telephone playback plays your messages back to you via your telephone.
2. Streaming playback plays your messages to you as streaming Internet audio. When you click the Play button, it plays your selected message, but no copy of the message is created on your computer.
3. Download playback allows you to download your voicemail and save it on your computer as a .wav file. (This gives you the opportunity to save and archive a message or send the message via email to a user who doesn't have a UMass voice mailbox).

Replying to a Message

Notes:

- You cannot reply to a voice message left by someone outside the Voice Mail system.
 1. Select the message you would like to answer, and then click **Reply**. This will bring up the following screen.
 2. Click the red **Record** button. You cannot record your reply with your computer; instead, WPM will call your campus phone so you can record your message. (Alternately, you can change the number under Web PhoneManager settings tab, telephone settings. Enter the 5 digit extension for on-campus numbers or the 7 digit extension for off-campus local numbers. Long distance numbers are not accepted.)
 3. When WPM rings your designated phone, pick up the call and record your message after the beep, click **Stop on your computer**, and then hang up.
 4. The person who sent you the message, will automatically receive this message. To enter additional recipients, type the name or mailbox number (5 digit) of a recipient and click **Search**. NOTE: you cannot add other recipients when you reply to a private message.
 5. Select the recipient's name in the left-hand column, and then click **Add** to move it to the right-hand column. This adds the recipient to the list of people who will receive your reply.
 6. Repeat steps 4 through 5 for any additional people who should receive this reply.
 7. Choose the options you want to apply to the message. You can mark the message as urgent or make private which prevents the recipient from forwarding it to anyone. You can also request to see a notification when the recipient listens to the message.
 8. When you are finished addressing your message, click **Send** to send it.



Forwarding a Message

Notes:

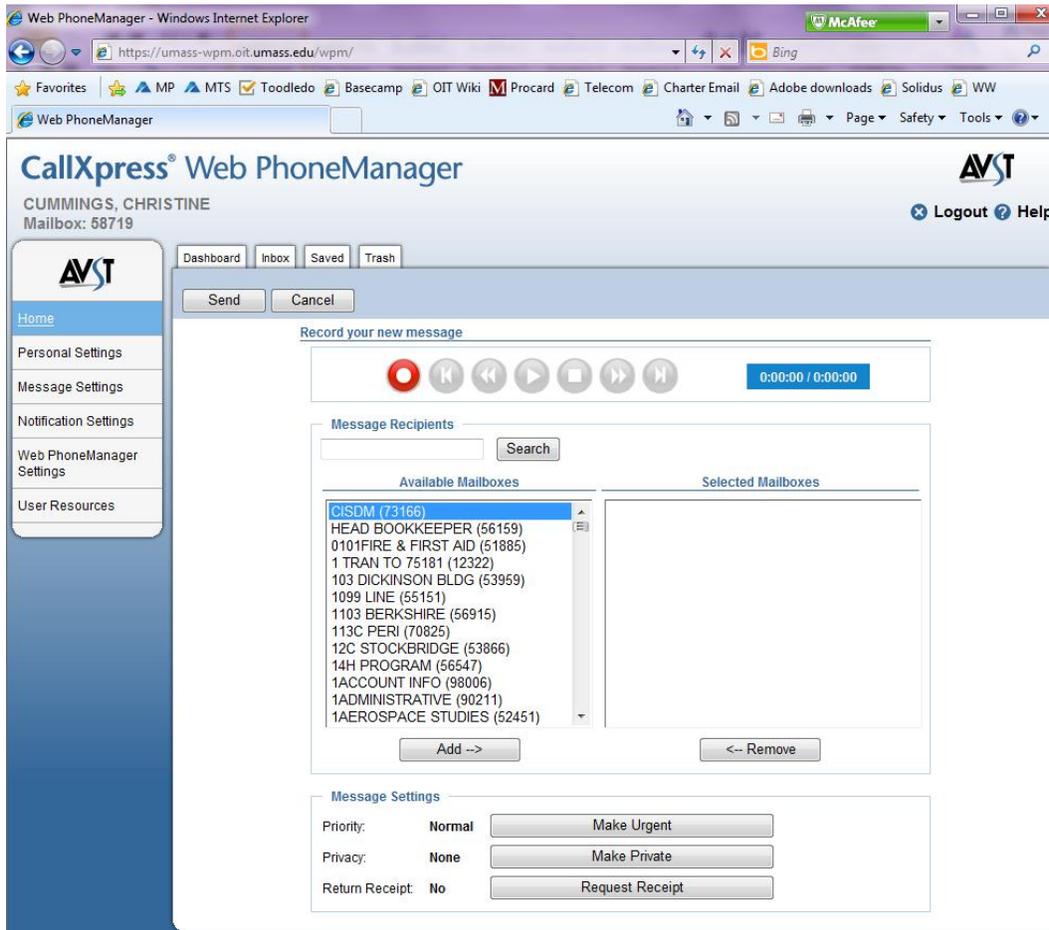
- You cannot forward a voice message to someone outside the Voice Mail system.
 1. Select the message you would like to answer, and then click **Forward**. This will bring up the following screen.
 2. Optionally, you can record an introduction to the forwarded message by clicking the red **Record** button to record an introduction. You cannot record your reply with your computer; instead, WPM will call your campus phone so you can record your message. (Alternately, you can change the number under Web PhoneManager settings tab, telephone settings. Enter the 5 digit extension for on-campus numbers or the 7 digit extension for off-campus local numbers. Long distance numbers are not accepted.)
 3. When WPM rings your designated phone, pick up the call and record your introduction after the beep, click **Stop on your computer**, and then hang up.
 4. To enter recipients, type the name or mailbox number (5 digit) of a recipient and click **Search**.
 5. Select the recipient's name in the left-hand column, and then click **Add** to move it to the right-hand column. This adds the recipient to the list of people who will receive your reply.
 6. Repeat steps 4 through 5 for any additional people who should receive this reply.
 7. Choose the options you want to apply to the message. You can mark the message as urgent or make private which prevents the recipient from forwarding it to anyone. You can also request to see a notification when the recipient listens to the message.
 8. When you are finished addressing your message, click **Send** to send it.

The screenshot displays the CallXpress Web PhoneManager interface in a Windows Internet Explorer browser window. The user is identified as CUMMINGS, CHRISTINE with mailbox 58719. The interface includes a navigation menu on the left with options like Home, Personal Settings, Message Settings, Notification Settings, Web PhoneManager Settings, and User Resources. The main content area shows the 'Original Message Details' for a message from Howard, Karen (54706) received on Tuesday at 4:54 PM. Below this is a 'Record your introduction' section with a red record button and a timer. The 'Message Recipients' section features a search box and two columns: 'Available Mailboxes' and 'Selected Mailboxes'. The 'Available Mailboxes' list includes 'CISDM (73166)' (highlighted), 'HEAD BOOKKEEPER (56159)', '0101FIRE & FIRST AID (51885)', '1 TRAN TO 75181 (12322)', '103 DICKINSON BLDG (53959)', '1099 LINE (55151)', '1103 BERKSHIRE (56915)', '113C PERI (70825)', '12C STOCKBRIDGE (53866)', '14H PROGRAM (56547)', '1ACCOUNT INFO (98006)', '1ADMINISTRATIVE (90211)', and '1AEROSPACE STUDIES (52451)'. 'Add ->' and '<- Remove' buttons are located below the lists. The 'Message Settings' section at the bottom allows for setting Priority (Normal), Privacy (None), and Return Receipt (No), with buttons for 'Make Urgent', 'Make Private', and 'Request Receipt'.

Record and Send a New Message Directly to a Voice Mailbox

Notes:

- You cannot send a voice message to someone outside the Voice Mail system.
 1. In the Inbox or Saved tab of the Home menu, click **New**. This will bring up the following screen.
 2. Click the red **Record** button. You cannot record your reply with your computer; instead, WPM will call your campus phone so you can record your message. (Alternately, you can change the number under Web PhoneManager settings tab, telephone settings. Enter the 5 digit extension for on-campus numbers or the 7 digit extension for off-campus local numbers. Long distance numbers are not accepted.)
 3. When WPM rings your designated phone, pick up the call and record your message after the beep, click **Stop on your computer**, and then hang up.
 4. To enter recipients, type the name or mailbox number (5 digit) of a recipient and click **Search**.
 5. Select the recipient's name in the left-hand column, and then click **Add** to move it to the right-hand column. This adds the recipient to the list of people who will receive your reply.
 6. Repeat steps 4 through 5 for any additional people who should receive this reply.
 7. Choose the options you want to apply to the message. You can mark the message as urgent or make private which prevents the recipient from forwarding it to anyone. You can also request to see a notification when the recipient listens to the message.
 8. When you are finished addressing your message, click **Send** to send it.



Saved Tab

This screen displays the messages that are currently saved. You can perform all the same functions on saved messages as you can on those that are in your Inbox. To save a message, highlight your message and click **Save**.

Trash Tab

This screen displays the messages that are currently in your trash can. From this screen you can empty your trash can or recover deleted messages. To delete a message, highlight your message and click **Delete**. The message will now appear in the Message List of the Trash Tab.

To recover a deleted message, go the Trash tab of the Home menu. Select the message you want to recover and click **Undelete**. **Note:** This only works on messages displayed in the Trash tab. If you have already emptied your trash can you cannot recover the message.

Always remember to **LOGOUT** from WPM before exiting. *(Any messages you delete in WPM remain in your trash bin until you empty them or logout. Your mailbox can fill up quickly if your trash isn't emptied regularly).*

PERSONAL SETTING MENU

The personal settings menu is where you manage recordings, distribution lists (enhanced mailboxes only), call settings, phone numbers and security code.

Recordings Tab

You are allowed to record 3 different types of greetings. The Standard Greeting is what plays whenever a caller is transferred to your voicemail box because you could not answer the phone. A Busy Greeting can also be activated so that callers hear a different message when you are already on the line. Your Out-of-Office Greeting should be used whenever you will be out of the office for an extended period of time.

This tab allows you to record and review your greetings. This following table is used to select the greeting you want to record or review. The blue icon indicates which greeting is active. **Note:** When you click Record or Play, the voice mail system will call the number you have listed under the Web PhoneManager Settings.

Name/Greeting Recordings

Mailbox Name	
Recorded Name	
FEMALE ENGLISH NA	
Standard Greeting	
Busy Greeting	
Out-of-Office Greeting	
<input type="checkbox"/> Enable Out-of-Office Greeting	

Recording your Name

1. In the Mailbox Name group, click **Recorded Name**. This will open the following window.
2. Click the red **Record** button. You cannot record your Name with your computer; instead, WPM will call your campus phone so you can record your name. (Alternately, you can change the number under Web PhoneManager settings tab, telephone settings. Enter the 5 digit extension for on-campus numbers or the 7 digit extension for off-campus local numbers. Long distance numbers are not accepted.)

3. When WPM rings your designated phone, pick up the call and record your name after the beep, click **Stop on your computer**, and then hang up.
4. Click **OK** to save your recording. (You will NOT be able to review your recording until you click on OK)



Recording your Standard and Busy Greetings

The following is an example of a standard greeting:

"Hello. You have reached <say name> at department at the University of Massachusetts Amherst. I am away from my desk at the moment; Please leave me a message after the tone and I will return your call as soon as possible."

The following is an example of a busy greeting:

Hello. You have reached <say name>. I am on another call at the moment; I will return your call as soon as possible."

1. Click **Personal Settings** on the main menu, and then click the **Recordings** tab.
2. Click the greeting type you want to record in the language group in which you want to record your greeting. This will bring up the following window.
3. Click the red **Record** button. You cannot record your greeting with your computer; instead, WPM will call your campus phone so you can record your greeting. (Alternately, you can change the number under Web PhoneManager settings tab, telephone settings. Enter the 5 digit extension for on-campus numbers or the 7 digit extension for off-campus local numbers. Long distance numbers are not accepted.)
4. When WPM rings your designated phone, pick up the call and record your greeting after the beep, click **Stop on your computer**, and then hang up.
5. Click **OK** to save your recording. (You will NOT be able to review your recording until you click on OK)



Recording your Out-Of-Office Greeting

If you will be out of the office for an extended amount of time, record an out-of-office greeting. This is a temporary greeting that indicates that you are away from the office for an extended amount of time. While this greeting is active, it plays in place of your standard personal greeting. Whenever you log into your mailbox via telephone, the Voice Mail system will ask you whether the greeting should be deleted or retained. When you turn this type of greeting off, your callers will hear your standard personal greeting again.

The following is an example of an Out-of-Office greeting:

"Hello. You have reached <say name>. I am currently on <leave/vacation> and will return to the office on <date>. If you need assistance, please contact <contact information>"

1. Click **Personal Settings** on the main menu, and then click the **Recordings** tab.
2. Click **Out-of-Office Greeting** in the language group in which you want to record your greeting. This will open the following window.
3. Click the red **Record** button. You cannot record your greeting with your computer; instead, WPM will call your campus phone so you can record your greeting. (Alternately, you can change the number under Web PhoneManager settings tab, telephone settings. Enter the 5 digit extension for on-campus numbers or the 7 digit extension for off-campus local numbers. Long distance numbers are not accepted.)

- When WPM rings your designated phone, pick up the call and record your greeting after the beep, click **Stop on your computer**, and then hang up.
- Click **OK** to save your recording. (You will NOT be able to review your recording until you click on OK)



Phone Numbers Tab

Phone Numbers fields are not being used at this time, please leave as set by Voice Mail Office.

Phone Numbers

Primary Device: Primary Mobile Device:

Active	Telephone Name	Telephone Number	Device Type	Call Timeout
<input checked="" type="checkbox"/>	Extension	58719	Voice	14
<input checked="" type="checkbox"/>	Company Mobile	<input type="text"/>	Voice	20
<input checked="" type="checkbox"/>	Personal Mobile	<input type="text"/>	Voice	20
<input checked="" type="checkbox"/>	Home Number	<input type="text"/>	Voice - Callout Only	20
<input checked="" type="checkbox"/>	Remote Office	<input type="text"/>	Voice	20
<input checked="" type="checkbox"/>	Other	<input type="text"/>	Voice - Do Not Call	20
<input checked="" type="checkbox"/>	Temporary	<input type="text"/>	Voice - Callout Only	20

Personal Operator:

Personal Operator

Allows a caller to press 0 during the subscriber's personal greeting and be transferred to the subscriber's personal assistant. You can only enter a campus or local number. Campus numbers should be entered as 5 digits, off-campus as 7 digits. Long distance numbers are not accepted.

Security Code Tab

Use this screen to change the security code you use to access your voice mail.

To change your security code: Enter your current code, then enter the new code and confirm it. Your security code must be at least 6 digits long.

Change Security Code

Current Security Code:	<input type="text"/>
New Security Code:	<input type="text"/>
Confirm Security Code:	<input type="text"/>

MESSAGE SETTINGS MENU

Presentation Tab

The presentation tab allows you to change how the voice mail system arranges messages and presents them to you.

Message Presentation/Playback

Auto Play Envelope <input checked="" type="radio"/> None <input type="radio"/> Before <input type="radio"/> After	
Envelope Content <input type="radio"/> Complete Envelope <input checked="" type="radio"/> Date/Time Only	
Options <input type="checkbox"/> Sort Urgent First <input type="checkbox"/> Listen by Type	Order <input type="radio"/> Newest First <input checked="" type="radio"/> Oldest First
Language Initial Text-To-Speech: <input type="text" value="Default"/> Client Display: <input type="text" value="English"/>	

Auto Play Envelope

Choose if you want the Voice mail system to play envelope information before or after voice, or not at all. Header information for voicemails tells you what time and the date the message was sent.

Envelope Content

You can choose if you want the Voice mail system to play the complete Envelope information or just the time and date.

Options

This section allows you to select your sorting options. You can sort the messages so that all messages marked urgent are displayed first. You can also sort the messages so that all messages of a different type are sorted together. You also have the option of sorting so that older messages appear at the top or bottom of your inbox.

Language

This allows you to change what language the Text-to-Speech function is in. It also changes what language different elements of the unified messaging forms are generated in.

NOTIFICATION SETTINGS MENU

This section allows you to setup when and how you are notified of messages when you are away from your desk. Which tabs you see will depend on the type of mailbox you have. The tabs described here are available to all subscribers unless otherwise noted.

Immediate Message Notification Tab

This allows you to get a call out to a pager or telephone as soon as a new message is received. When you answer the call, the system will prompt you to enter your security code and then play your message to you. For the feature to function properly, these conditions must be met:

- Check **Enable Immediate Message Notification** box.
- Message type **Voice** must be selected. (Fax and email should not be selected).
- At least one telephone number must be entered in the personal call list. You can only enter a campus or local number. Campus numbers should be entered as 5 digits, off-campus as 7 digits. Long distance numbers are not accepted.

- Remember to select whether you would like to be notified of only urgent messages, all messages or messages from a specific subscriber on our system.
- Remember to check all the days of the week you would like to be notified.

Immediate | Daily | Forwarding

OK Cancel

Enable Immediate Message Notification

Options Time

Notify Status: Urgent All

Specific Sender: Notify Specific ID:

Message Types: Include Voice Msgs, Include FAX Msgs, Include Email Msgs

Hours: Start: 00 : 00, Stop: 23 : 59

Days: Mon, Tue, Wed, Thur, Fri, Sat, Sun

Personal Call List Options

Busy Retry: Attempts: 3, Interval (minutes): 5, Traverse List: 3

Telephone Number	Type	PIN Number	Wait (min)
4274488	Normal		15
	Normal		15
	Normal		15
	Normal		15

Daily Tab

Allows you to configure the daily message reminder, which calls you once each day when new messages are waiting in your mailbox. You can only enter a campus or local number. Campus numbers are entered as 5 digits, off-campus as 7 digits. **Note:** you do NOT put a "9" before the number to dial out. Long distance numbers are not allowed.

Enable Daily Message Reminder

Daily Message Reminder

Phone:

Time: 00 : 00

Forwarding Tab

Allows you to automatically forward a copy of some or all voice mail messages you receive to another subscriber's voice mailbox. Because the message being forwarded is a copy, deleting the original message will NOT delete it from the other subscriber's voice mailbox. For the feature to function properly, these conditions must be met:

- Check **Enable Automatic Message Forwarding** box.
- Enter the 5 digit subscriber's mailbox to forward messages to.
- Remember to select whether you would like to forward only urgent messages, all messages, or messages from a specific subscriber on our system.
- Remember to check all the days of the week you would like messages to be forwarded.

OK Cancel

Enable Automatic Message Forwarding

Forward To: 54706

Options Time

Notify Status: Urgent All

Specific Sender: Forward Specific ID:

Message Types: Include Voice Msgs, Include FAX Msgs

Hours: Start: 00 : 00, Stop: 23 : 59

Days: Mon, Tue, Wed, Thur, Fri, Sat, Sun

SMS and Email Tabs

(These tabs are only visible to subscribers with Enhanced Mailboxes).

Please consult with Voice Application Services prior to adjusting these settings (7-4357 | voicemail@umass.edu)

WEB PHONE MANAGER SETTINGS MENU

Playback Tab

You will want to select a message playback option. The choices are shown here and described below:

The screenshot shows the AVST Web Phone Manager interface. On the left is a navigation menu with options: Home, Personal Settings, Message Settings, Notification Settings, Web Phone Manager Settings (highlighted), and User Resources. The main content area is titled 'Playback' and contains two sections: 'Telephone Settings' with a text input field for 'Telephone Number' containing '58719', and 'Playback Settings' with three radio button options: 'Telephone', 'Streaming Media' (which is selected), and 'Download'. There are 'OK' and 'Cancel' buttons at the top of the settings area.

Telephone Settings

The number designated here is the one that will be called when you need to record a message or greeting. It is also the number that will be called if you select to playback messages via telephone. The number can be a UMass Amherst extension or a number local to the UMass Amherst calling area. By default it is set to your extension. If you specify a non-UMass telephone number, note that you do NOT put a "9" before the number to dial out, just the 7-digit telephone number.

Playback Settings

Telephone

If you select Telephone as a playback method, double-check that the number at which you wish to be called is properly entered into the Telephone Number box above. Be aware that when you click on a voice mail message, and the voice mail system calls you at the number you specify, it will just play the message once the phone is answered. No password is required. If choosing to use this method, please be very aware of the phone number the voice mail system will call you on – setting this number without due care has the potential of compromising the privacy of your voice mail messages by playing them back at that incorrectly set telephone number.

Streaming

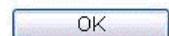
This option plays the message over your computer's speakers. This is the cleanest method of playing back messages over your computer's speakers.

Download

This option downloads a copy of the voice mail as a .wav audio format file that typically plays over your computer's speakers using whatever software is set to play media, typically iTunes or Windows Media Player.

Archiving Messages - You can temporarily change your playback setting to **Download**. Go to the Inbox or Saved tab and click on the download button next to the message. Click Save, the system will ask you where you would like to save the .wav file on your computer. Once you have archived those messages, you can change your playback setting to **Streaming**.

If you make any changes to these settings, or to the Telephone Number, be sure to click the OK button to save your changes.



USER RESOURCES MENU

This menu lists resources documents available to the subscriber