



uWho Voicemail Service

User Reference Manual

Table of Contents

1. An Overview.....
1.1. Types of Greetings.....
1.2. Folders.....
2. Leaving a Message in a Mailbox.....
3. Accessing Your Mailbox.....
3.1. Logging In.....
3.2. The First Time You Log In.....
3.3. Menus.....
3.3.1. Main Menu.....
3.3.2. Advanced Options in Main Menu.....
3.3.3. Mailbox Options.....
3.3.4. Listening to Messages.....
3.4. Changing Folders	



Chapter 1. An Overview

The uWho Voicemail Service (<http://uwho.net/>) offers a highly flexible, highly capable voice mail system. Among the features that it offers are:

- Three different types of greetings.
- Notification of new messages through email. The notification message may also include an audio file containing the complete message.
- Ability to organize messages into folders.
- Mailboxes may be password protected.
- Can optionally allow callers to review and re-record messages.

1.1. Types of Greetings

A greeting is a short message that plays before the caller is allowed to record a message. The greeting is intended to let the caller know that you are not able to answer their call. The greeting can also be used to convey other information like when you will be available, other methods to contact you, or other options that the caller can use to receive assistance.

uWho Voicemail has three types of greetings:

Types of Greetings

Busy Greeting

If the uWho PBX thinks that you are on the phone, the caller will hear your “busy” greeting. Your busy greeting can either be a generic message, like:

- The person at extension *number* is on the phone.
- *recorded name* is on the phone.

or the busy greeting can be a message that you record.

Unavailable Greeting

If the uWho PBX thinks that you are unavailable (e.g. you don't answer the phone or your phone is not connected to the network) the

caller will hear your “unavailable” greeting. The unavailable greeting can either be a generic message, like:

- The person at extension *number* is unavailable.
- *recorded name* is unavailable.

or the unavailable greeting can be a message that you record.

Temporary Greeting

You can also record a temporary greeting. A temporary greeting will always be played regardless of your “busy” or “unavailable” status. This could be used, for example, if you are going on vacation and want to inform people not to expect a return call anytime soon, but you do not want to re-record your busy and unavailable greetings when you come back.

1.2. Folders

uWho Voicemail allows you to save and organize your messages into folders. There are ten folders:

Folder Names

- New
- Old
- Work
- Family
- Friends
- Folder 5
- Folder 6
- Folder 7
- Folder 8
- Folder 9

When a caller leaves a message for you, The message into the “New” folder. If you listen to the message, but do not delete the message or save the message to a different folder, it will automatically move the message



to the “Old” folder.

When you first log into your mailbox, the “New” folder will be the current folder if you have any new messages. If you do not have any new messages the “Old” folder will be the current folder.

Chapter 2. Leaving a Message in a Mailbox

The caller will first hear a greeting and/or some instructions before being allowed to record a message. The process of leaving a message looks like this:

1. Play the appropriate greeting. See [Section 1.1](#) for more information on which greeting will be played. The unavailable greeting is played (if you record a temporary greeting, the temporary greeting will always be played).
2. Play some short instructions.
3. Play a beep.
4. Record the message, and optionally allow the caller to review the message.

While listening to the greeting or the instructions, the caller can press any of the following buttons:

- “#” Skip the rest of the greeting and instructions and immediately begin recording the message.
- “*” Transfer out of the message recording application. To allow users to access their mailboxes.

After the greeting and the instructions have played the caller will hear a beep and then the system will start recording a message. To end the recording, the caller can hang up the phone or press the “#” button.

If the caller hangs up the phone to end the recording, the uWho Voicemail Service will put the message in your “New” folder.

If the caller pressed the “#” button to end the recording, the caller will be presented with the following options:

- “1” Save the message.
- “2” Review the message.
- “3” Re-record the message.

If the caller presses “1” the message will be placed in your “New” folder.

Chapter 3. Accessing Your Mailbox

3.1. Logging In

By calling your extension and pressing the “*” button.

If you call your own phone number and are redirected to the voicemail system to leave a message, you can press the “*” button to switch from leaving a message to accessing your mailbox.

By using the Visual Voicemail interface.

Point your browser at sip1.uwho.net and enter your phone number and password.

Before you are allowed to listen to your messages, you may be asked to enter your phone number and a password.

3.2. The First Time You Log In

The first time that you log into your mailbox, you may be required to change some settings. In particular, you may be required to:

- Record your name.
- Record your busy greeting.
- Record your unavailable greeting.
- Change your password.



3.3. Menus

This section contains a detailed discussion of the menus used to access your mailbox.

3.3.1. Main Menu

The main menu will be the first menu that you are presented with once you have logged in.

- “1” Listen to messages in the currently selected folder.¹ See [Section 3.3.4](#) for more information.
- “2” Change folders. See [Section 3.4](#) for more information.
- “3” Advanced options.
- “0” Mailbox options.
- “*” Repeat the menu options.
- “#” Exit from the voice mail system.

3.3.2. Advanced Options in Main Menu

The following buttons may be pressed in the “Advanced Options” menu that was accessed from the Main Menu.

- “5” Leave a message for another user on the system. See [Chapter 2](#) for more information.
- “*” Return to the main menu.

3.3.3. Mailbox Options

- “1” Record your unavailable message.
- “2” Record your busy message.
- “3” Record your name.
- “4” Record your temporary greeting.
- “5” Change your password.

3.3.3.1. Recording a Temporary Greeting

If you do not have a temporary greeting set, you will immediately be asked to record a temporary greeting. If you do have a temporary greeting set you will be presented with the following menu:

“1” Record a temporary greeting.

This will allow you to record a new temporary greeting.

“2” Erase temporary greeting.

Once your temporary greeting has been erased callers will be presented with either your busy or unavailable messages, depending on your status.

“*” Return to the main menu.

xxx

3.3.4. Listening to Messages

3.3.4.1. The Message Envelope

The voice mail system will play back the message “envelope”. Depending on how the voice mail system has been configured, the message envelope may consist of the following items:

- Position.
- Date and time that the message was received.
- Caller ID information.
- Duration of the message.

Pressing “1” any time during the playback of the message envelope will skip to the message playback. The voice mail system will then play back the message.

3.3.4.2. During Message Playback

During the playback of the message, any of the following buttons may be pressed:



- “*” Rewind the message by 3 seconds².
- “#” Fast forward the message by 3 seconds²
- “0” Pause the message playback. Press any other button to resume playback.
- “1456789” Pressing any of these buttons will halt the playback of the message and perform the corresponding action from the post-message playback options.

3.3.4.3. After Message Playback

After the message has been played back, the system will play a prompt and wait for you to press a button:

- “1” Go to the first message in the current folder³.
- “2” Change folders³. See [Section 3.4](#) for more information.
- “3” Advanced options. See [Section 3.3.4.4](#).
- “4” Go to the previous message in the folder⁴.
- “5” Replay the current message.
- “6” Go to the next message in the folder⁵.
- “7” Delete or undelete the message⁶.
- “8” Forward the message to another user on the system.
- “9” Save the message to a different folder⁶.
- “0” Mailbox options³.
- “*” Replay the prompt.
- “#” Exit the voice mail system.

3.3.4.4. Advanced Options After Listening to a Message

The following buttons may be pressed in the “Advanced Options” menu while you are listening to a message.

- “1” Record a message and send it directly to the mailbox of the person that sent you the current message.
- “2” Call the person that left the message back⁷.
- “3” Play the message envelope.
- “4” Place an outgoing call⁷.
- “5” Leave a message for another user on the system. See [Chapter 2](#) for more information.
- “*” Return to the main menu.

3.4. Changing Folders

If you select the option to change folders uWho Voicemail will present you with the following options:

- “0” “New” messages.
- “1” “Old” messages.
- “2” “Work” messages.
- “3” “Family” messages.
- “4” “Friends” messages.
- “5” “Folder 5” messages³.
- “6” “Folder 6” messages³.
- “7” “Folder 7” messages³.
- “8” “Folder 8” messages³.
- “9” “Folder 9” messages³.
- “#” Cancel the change folder operation.

Notes

1. Option is not announced if there are no messages in the current folder.
2. The amount of time that a message may be rewound or fast forwarded



- is configurable by the administrator.
3. The prompt does not mention the availability of this option.
 4. If you are listening to the first message in the current folder the prompt will not mention this option.
 5. If you are listening to the last message in the folder the prompt will not mention this option.
 6. The administrator may configure the system to automatically go to the next message when you save or delete a message.
 7. This option is only available if it has been enabled by the administrator.

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