

## Voicemail

With the Fonzer Phone System, you can use a **personal** and a **corporate voice mailbox**. You can configure and integrate them easily into your dial plans.



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## 1. Personal voicemail

A personal voice mailbox is useful when a user has a **direct dial number**.

### 1.1 Voice mailbox configuration

1. Log in to the Company Panel as [Admin] and go to the [USERS] overview for the desired user for whom you want to set up a personal voice mailbox.
2. At the end of this user, click on the [Edit User] wheel.
3. In the window that opens next, you can determine whether a user will be assigned a personal mailbox or not. If [Yes] :

**Edit user**

First name \* Naffi  
 E-mail \* kd@fonzer.com  
 User's number \* 03

Caller id \* 4969667789089  
 Assign to device TEST Gigaset 2 | Naffi  
 Choose language \* English  
 Choose role \* User with access to only User Panel

Incoming call routing  
 Fixed:

Caller Plus Enable:  No  
 Web Calls Enable:  No  
 Operator Console Enable:  No

**Voicemail** Enable:  Yes

Send an email notification on new messages  
 For how long do you want to keep voicemails? 30 days

Choose greeting sound  
 Voicemail\_CLOSED.mp3  
 Default greeting sound  
 Voicemail.mp3  
 Voicemail\_CLOSED.mp3  
 Voicemail\_OPEN.mp3

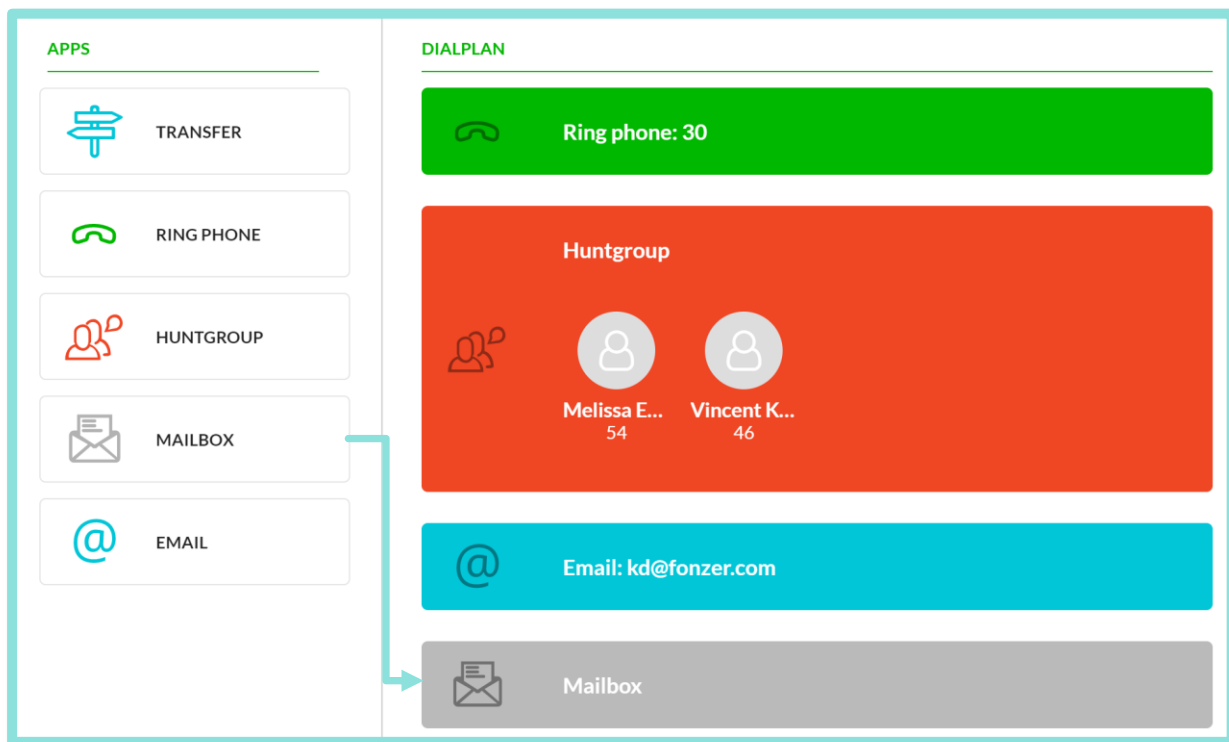
GREETING SOUNDS  
 JUST DRAG AND DROP A SOUND FILE  
 Default greeting sound  
 Voicemail.mp3  
 Voicemail\_CLOSED.mp3  
 Voicemail\_OPEN.mp3

Buttons: Upload, Save, Play/Pause, Download, Delete

**Callout Box:**  
 You can choose to receive an **email notification** of your incoming voice messages. The user's email address applies here.  
 You can determine how long the messages should be **saved**. You have the following choice: 7d/30d/90d/180d.  
 You can listen to or select a **welcome message** from the message library or use the wheel to download a new message. Here you can also read or download notification texts/sounds or delete them.

## 1.2 Adding the voice mailbox to the personal dial plan

Via the personal dial plan in the user panel, you drag the component from the left menu to the desired location in the call route.



If you want to refer to your personal voice mailbox in the dial plan, you need to add the **Transfer** component to the dial plan. This component allows you to indicate that you want to continue using the personal dial plan. This is not possible via a Hunt group.

## 1.3 Listening to and managing personal voice messages

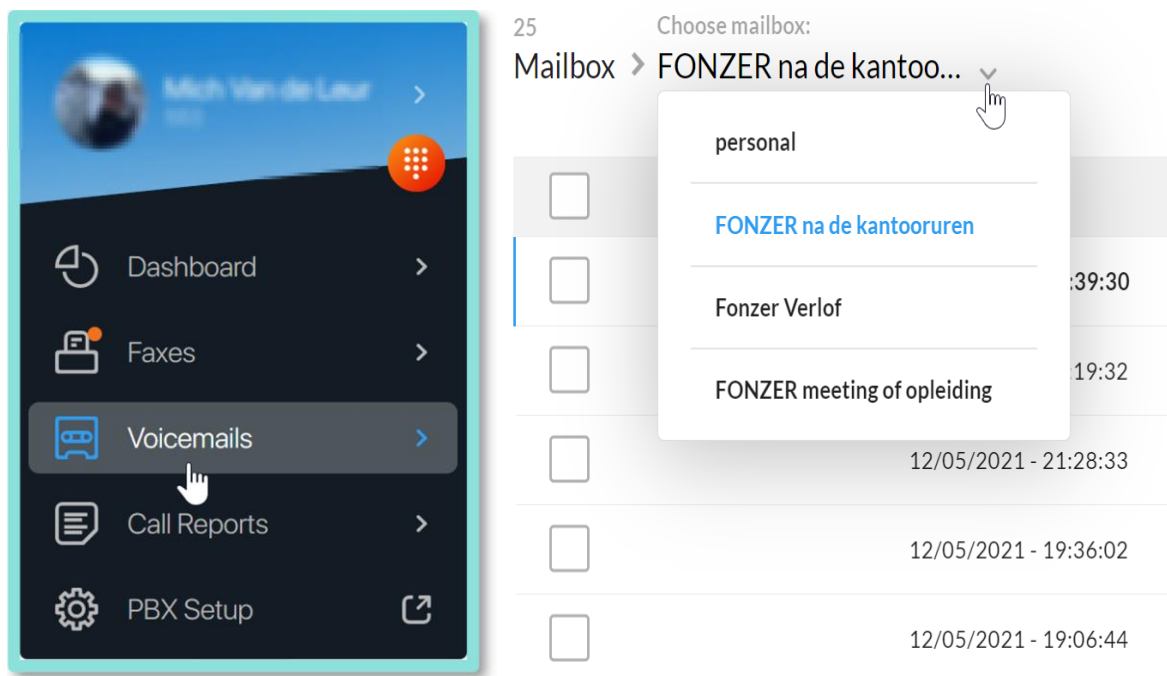
To listen to your personal voice messages or to speak your welcome message on the **user's** phone, dial **\*96**.

If messages have already been recorded, you will hear the following menu (the first time you will only get the option "**Key 7**"):

- Key 1** to listen to the next message.
- Key 2** to listen to the previous message.
- Key 3** to mark the message as unread.
- Key 4** to delete the message.
- Key 5** to listen to the message again.
- Key 6** to call back.
- Key 7** to set your welcome message.
- Key \*** for an explanation of the voicemail options.

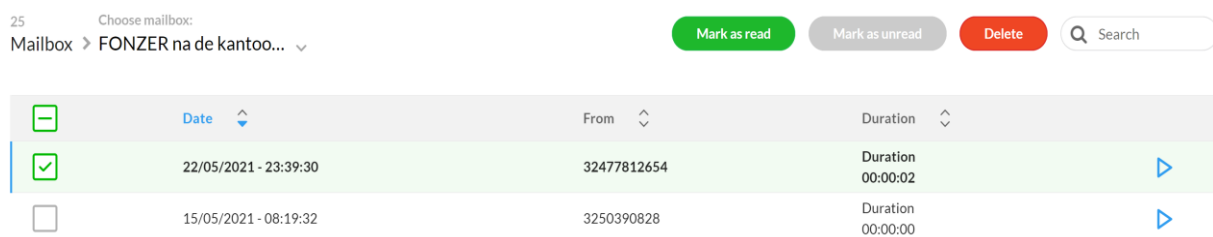
You can also view or manage messages **via your user panel**.

If you have been authorised to manage other mailboxes, you can choose the one you want at the top of the menu. In this case, you choose [personal].



When you mark a message at the beginning, you have the option to delete it or mark it as read or unread at the top of the menu.

At the end of the line, you can use the **'play'** button to hear the message.



At the top right of the menu, you can use the wheel to change the current welcome message or add a new one. Here you can also manage your sound library by listening to, downloading or deleting files.

Choose greeting sound:  
Gesloten+Uren+...



Duration ^

Save X

**MAILBOX GREETINGS**

Default greeting sound	▶ ↓ ✕
16-01-2017_171921_greeting.mp3	▶ ↓ ✕
Voicemail.mp3	▶ ↓ ✕
● Voicemail_CLOSED.mp3	▶ ↓ ✕
Voicemail_OPEN.mp3	▶ ↓ ✕

Drop your file here or just click to choose directory and upload (max size 16MB)

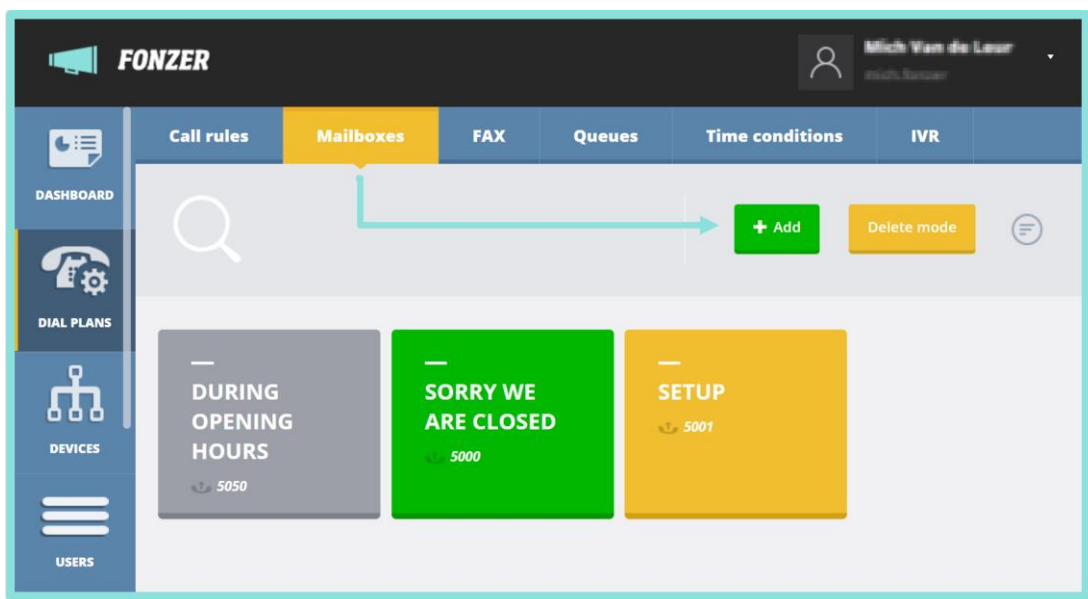
.MP3, WAV

## 2. Company voicemail

You can create one or more company mailboxes, e.g. for different company phone numbers or moments in the dial plan.

### 2.1 Creating a corporate voice mailbox and associating users

1. Log in as [Admin] to the company's Panel, and go to **[Mailboxes]** in the **[Dial Plans]** overview in the menu above.
2. You can see the boxes already created. Click **[Add]** to create a new mailbox, or click an already created block to edit it.



3. In the window that opens, enter the following data:

The screenshot shows the 'Edit mailbox' interface with the following elements highlighted by red arrows:

- Save changes:** A green button at the top right.
- MAILBOX SETTINGS:** A red header for the settings section.
- Name the mailbox:** A text input field containing 'Sorry we are closed'.
- Choose the color of mailbox:** A dropdown menu set to 'Green'.
- Mailbox number:** A text input field containing '5000'.
- Pincode:** A text input field with a visibility toggle.
- For how long do you want to keep voicemails?:** A slider set to '30 days'.
- Choose greeting sound:** A dropdown menu set to 'Voicemail.mp3'.
- Extra email:** A text input field containing 'voicemail@bedrijf.be'.
- ADDING PERMISSIONS:** A section for adding users with a 'Select an item' dropdown and checkboxes for 'Manage' and 'Notify via email'.
- ADDED USER:** A list of users including 'Naffi' and 'Lou' with their respective permissions.

You give your mailbox a recognisable **name** and **colour**.

You also give the box a **number**. Fonzer recommends using the last 4 digits of the corresponding phone number. The user, who is authorised to use the box, can call this number via his device to listen to the messages.

Example: as for personal voicemail, you can process messages via \*96, but for company voicemail, you add the number of the box you want, i.e. \*965000.

If you require a **PIN code**, enter it here. To process messages, please enter the number in this example: 965000 followed by the PIN code of your choice.

You can determine how long the messages should be **saved**. You have the following choice: 7d/30d/90d/180d.

You can add an **additional e-mail address** so that an e-mail notification is sent, for example, to a group address (info@/support@).

The **greeting sound** can be selected or loaded here or can be recorded on the phone connected to one of the users authorised to manage the mailbox. Enter \*965005 for this mailbox, then dial "7".

Finally, you add **users** and give them **permissions or rights** to manage the box and/or receive an email notification when a voice message has been recorded.

The screenshot shows the 'Choose greeting sound' interface with the following elements:

- Choose greeting sound:** A dropdown menu set to 'Voicemail.mp3'.
- Default greeting sound:** A text input field.
- Voicemail.mp3:** A sound file with playback controls (Play/Pause, Download, Delete).
- Voicemail\_CLOSED.mp3:** A sound file with playback controls.
- Voicemail\_OPEN.mp3:** A sound file with playback controls.
- Upload and Save buttons:** Located at the top right of the sound selection area.

## 2.2 Adding the company's voicemail to a dial plan

Once the mailbox has been created and you have assigned the necessary user rights, the mailbox is ready to be added to one of your call routes.

To do this, drag the component to the desired location, as shown in the example below:

The screenshot displays the Fonzer interface for configuring a call route for 'Demo Company'. On the left is a sidebar with various call flow components: FAX, IVR, TRANSFER, TIME CONDITION, CONDITION, HUNTGROU, FLOW CONTROL, SOUND, QUEUE, PREFIX, MAILBOX, EMAIL, and HANG UP. The main workspace shows a sequence of steps in a call route:

- Prefix: Demo HQ** (orange bar)
- Time condition: Office Hours** (yellow bar)
- Huntgroup** (orange bar) containing agents MELISSA... 54 and BEN 30.
- Queue: Agents will answer DEMO** (green bar)
- Mailbox: During opening hours** (grey bar)
- Time condition: Office Hours (Reverse)** (yellow bar)
- Mailbox: Sorry we are closed** (grey bar)

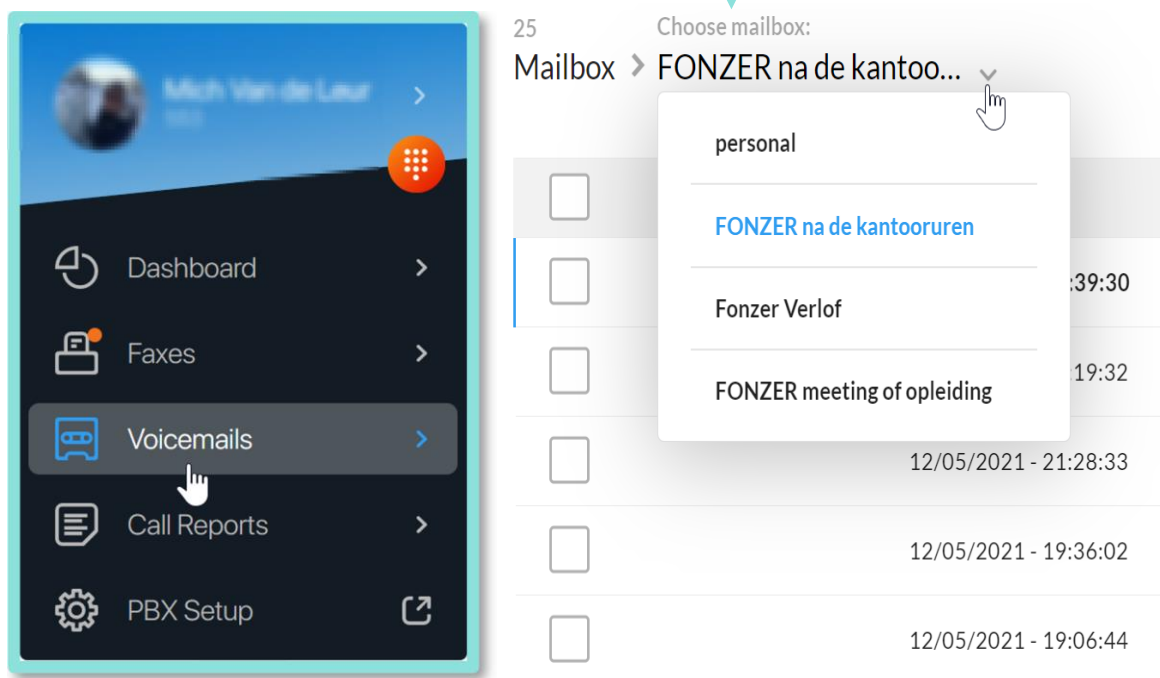
A 'MAILBOX' dialog box is open, showing a list of options to select: 'During opening hours', 'Sorry we are closed', and 'setup'. A mouse cursor is pointing at the 'setup' option. The dialog also includes 'Cancel' and 'Accept' buttons.



### 2.3 Listening to and managing company voicemails

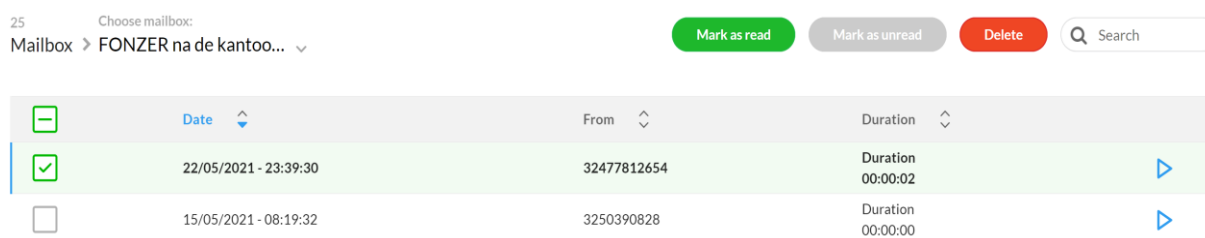
You can manage voice messages from the user panel.

If you have a personal mailbox and/or one or more company mailboxes, you can choose the desired mailbox from the menu at the top.



When you mark a message at the beginning, you have the option to delete it or mark it as read or unread at the top of the menu.

At the end of the line, you can use the *'play'* button to read the message.



At the top right of the menu, you can use the wheel to change the current welcome message or add a new one. Here you can also manage your sound library by listening to, downloading or deleting files.

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