



# GotVMail Communications- User Manual

## Table of Contents

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### Introduction & Basic Setup

Welcome and Overview .....	2
Sample GotVMail Account .....	3
New Account Setup .....	4
Accessing Your GotVMail Account .....	5
User Options .....	5
Voicemails and Faxes .....	6
Manage Greetings .....	7
Dial-by-Name Directory .....	7
Live Call Forwarding .....	8
Virtual Marketing Extensions (VME's) .....	9
Music-on-Hold .....	11
Call-Back Message Notification .....	11
Email Delivery/Notification .....	11

### Advanced Features

Fax-on-Demand .....	12
After-Hours Schedule/Greetings .....	13
Virtual Calling Card .....	14
Conference Calling .....	14
Message Forwarding .....	15
Virtual Hold Mailbox (ACD Queues) .....	15
Distribution Lists .....	16
Question & Answer Mailbox .....	17

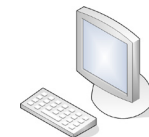
### Examples & Guides

Quick Access Card .....	18
Reference Guide .....	19
Main Greeting Examples .....	20

### Key:



Telephone Access



Online Access to my**GOTVMAIL**™

## Welcome to the GotVMail Communications Virtual Phone System!

To Fully Understand Your GotVMail account, please read this page carefully.

### Main Greeting/Auto Attendant - see pg. 19 for examples



The main greeting is the first thing heard by callers when they call your account number (e.g., "Thank you for calling ABC Company. Dial 1 for sales, 2 for support...").

This is how you instruct callers to press an extension or dial 8 for the dial-by-name directory (optional on GotVMail Standard Plans).

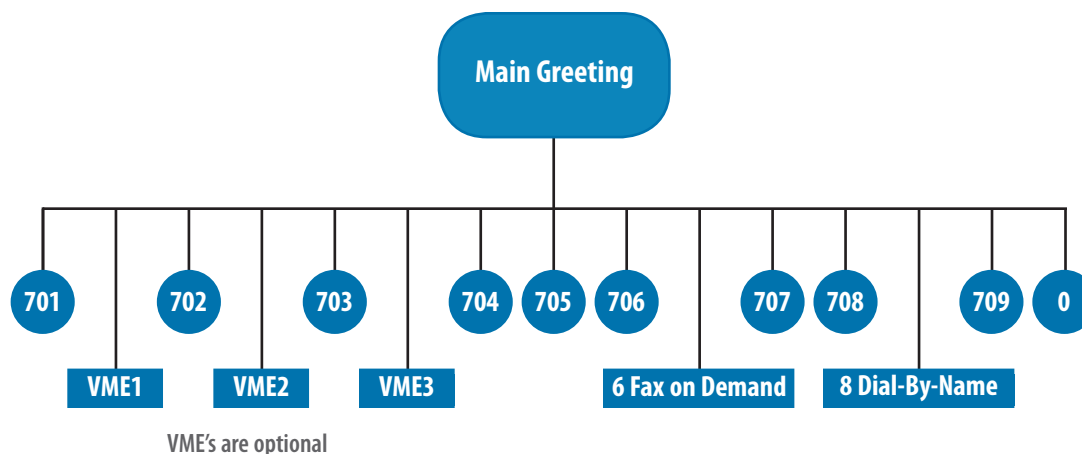
If you have VirtualFax enabled, callers can send a fax while listening to the main greeting.

The main greeting does NOT have a voicemail box. Callers must dial an extension to access voicemail and leave a message.



Before recording your main greeting, make sure to understand the flow the GotVMail system (see sample on next page).

By default, the main greeting will repeat twice and disconnect if no selection is made.



### Mailboxes/Extensions



Each account has mailboxes/extensions under the main greeting. You may assign these to employees and/or departments. The GotVMail Standard Plan includes 5 mailboxes (0, 701-704), while the Advanced and Premier plans have additional mailboxes.

Each mailbox has the ability to forward callers to up to 6 numbers (home, office, cell phone, etc.). If a call is not answered when dialing an extension or a caller dials a mailbox after-hours, they will hear the mailbox greeting and can then leave a message.

While listening to a mailbox greeting, a caller may go to another mailbox by dialing the corresponding 3 digit extension.



Mailboxes 701 through 705 can be also be accessed by pressing 1 through 5. Use this option if a mailbox is designated for a department (e.g., "Dial 1 for sales, 2 for customer support"). This option does not work when VME extensions are activated.

### Virtual Marketing Extensions (VME's)

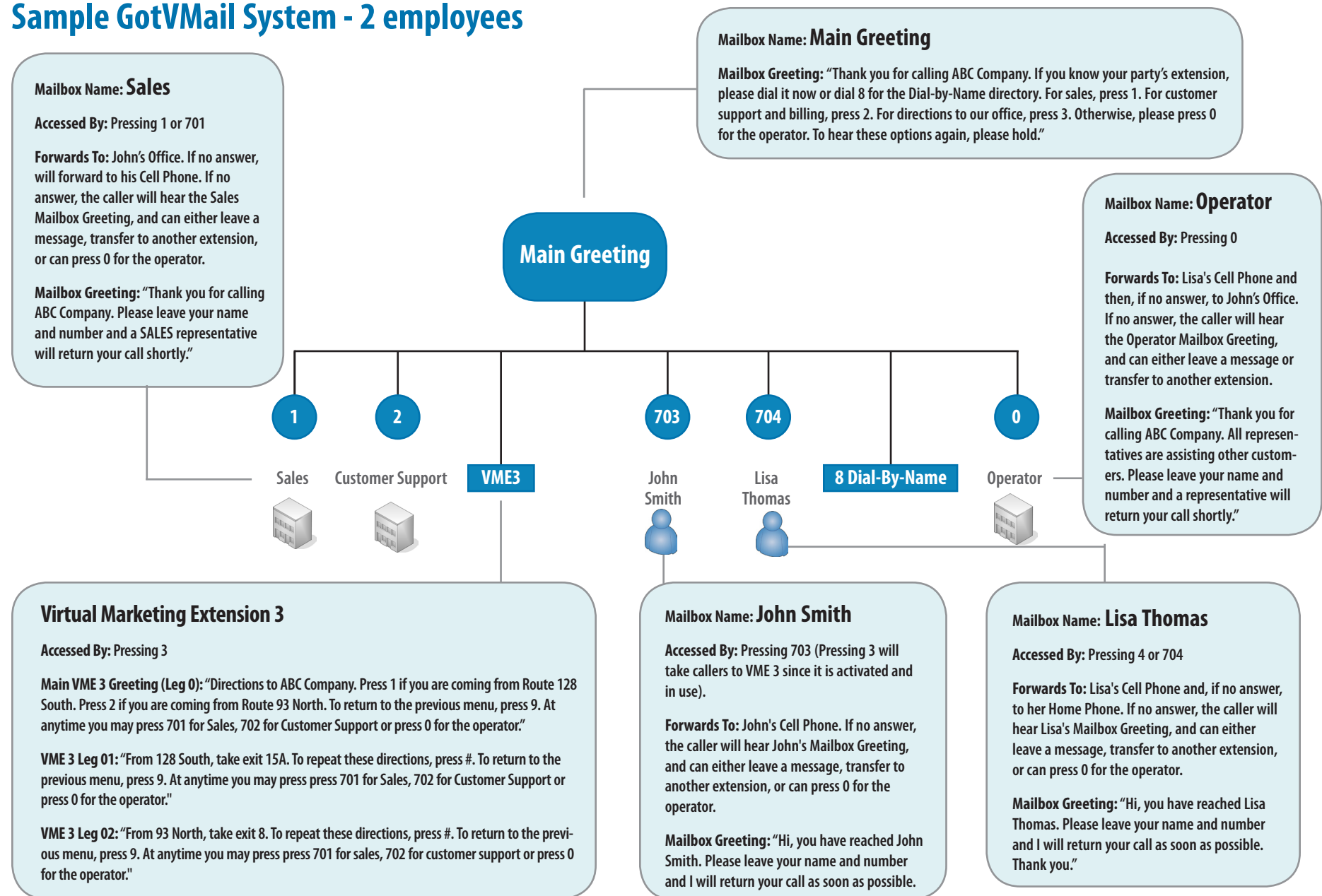
VME's act as information-only extensions where callers can obtain additional information about your company, its products and services. By default, extension 1 forwards to 701, 2 forwards to 702, and 3 forwards to 703. The VME feature allows you to have extensions 1, 2, and 3 off the main greeting be separate marketing extensions and, if activated, will no longer forward to their 70# counterpart. For more information, please see page 10.

### Passwords

Each extension can have its own individual password that can be given to extension owners (e.g., employees). The Administrator Password is the same as the Main Menu Password.

To change an individual extension's password, you must login as an administrator via [myGotVMail.com](http://myGotVMail.com) and access that extension's settings menu (see page 5).

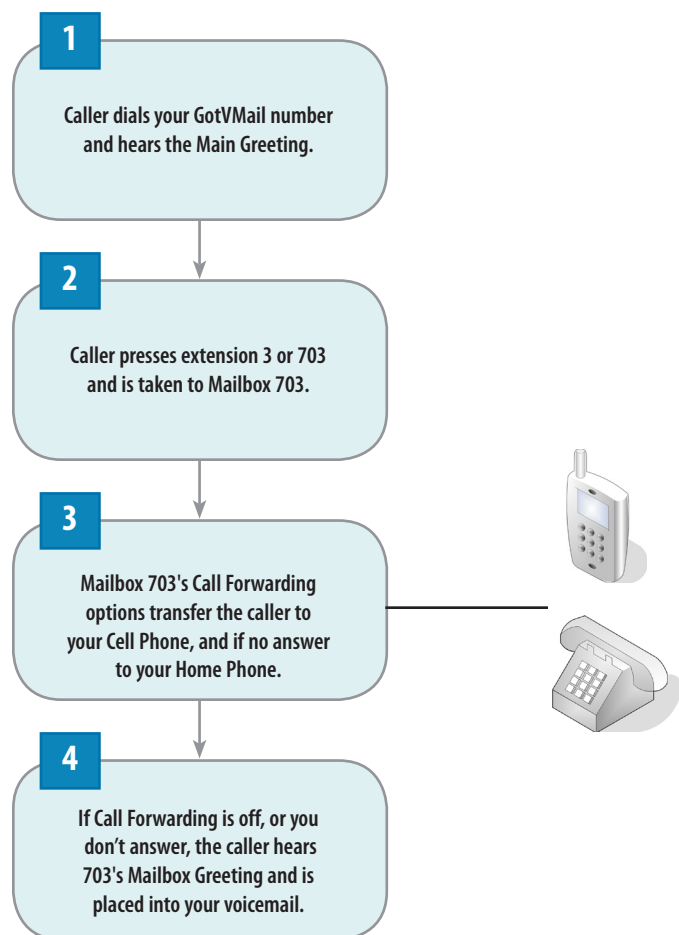
## Sample GotVMail System - 2 employees



## New Account Setup

New GotVMail accounts must have the Main Mailbox and at least one extension setup to become active. We recommend that you review the diagram on the previous page to determine how you want your GotVMail system to work.

### Sample Call Flow Process



### Step 1 - Setup your Main Mailbox (Main Greeting)

1. Call your account number
2. Dial **\***
3. Dial **#**
4. Dial your PIN
5. Dial **#** to enter Automated Setup.  
You will be prompted to:
  - Record Main Mailbox Name  
(callers will not hear this)  
[ **#** save, **\*** re-record]
  - Record Main Mailbox Greeting  
[ **\*** save, **3** re-record]
- Setup After-Hours Schedule (Optional)
6. To make changes to your Main Mailbox after the Automated Setup, you can choose the following options:
  - 4** Record Main Mailbox Greeting or Name
  - 7** Access Fax/ Messages
  - 8** Manage User Options
  - 0** Make an outbound call (Virtual Calling Card required)

### Step 2 - Setup individual Extensions/Mailboxes

1. Call your account number
2. Dial **\***
3. Dial your 3 digit extension (70\*) followed by **#**
4. Dial your PIN
5. Automated Setup prompts you to:
  - Record Mailbox Name (e.g., sales. Callers will hear this)  
[ **#** save, **\*** re-record]
  - Setting a New PIN  
[ **#** save, **\*** re-re-enter]
  - Record Mailbox Greeting (Your main greeting)  
[ **\*** save, **3** re-record]
- Setup Live Call Forwarding Options (Optional)
6. To make changes to your extension after the Automated Setup, you can choose the following options:
  - 4** Record Mailbox Greeting or Name
  - 7** Listen to Voicemail and Fax Messages
  - 8** Manage User Options
  - 9** Setup Live Call Forwarding Options
  - 0** Make an outbound call (Virtual Calling Card)

## Accessing Your GotVMail Account

You can access your GotVMail account via phone or online. Access via **myGotVMail.com** is included with all GotVMail plans and gives you access to System Settings, Call Logs, Support, and other Administrative features online. It also gives you the ability to setup extensions, call forwarding numbers, and change notification options online. Web and Email Delivery is an optional feature that gives you the ability to listen to messages on the Web or by email via MP3/WAV attachments. This is GotVMail's most popular feature and is highly recommended.

GotVMail allows both an Administrative login as well as an individual employee login. Logging in as an Administrator via myGotVMail.com gives you access to all mailboxes and extensions, as well as the main system settings. Logging into a single extension gives you access to that particular extension's settings and no other administrative features (this gives individual employees access to their private extensions). By phone, the administrator has access to the Administration Main Menu.

### To Access Your Account Via Telephone

#### To access an Extension/ Mailbox

1. Call your account number
2. Dial \*
3. Dial your 3 digit extension followed by #
4. Enter your PIN
5. You now have access to the Extension Main Menu

#### To gain administrative access (Main Greeting)

1. Call your account number
2. Dial \*
3. Dial #, (Do NOT dial an extension)
4. Enter your PIN
5. You now have Administrative access to the Main Greeting



### To Access Your Account Online (<http://myGotVMail.com>)

#### To access an Extension/ Mailbox online

1. Go to [www.myGotVMail.com](http://www.myGotVMail.com)
2. Enter your toll free number
3. Enter your 3 digit extension
4. Enter your PIN
5. Press Log In

#### To gain administrative access

1. Go to [www.myGotVMail.com](http://www.myGotVMail.com)
2. Enter your account number
3. Leave the extension number field blank
4. Enter your Master PIN (Main Mailbox PIN)
5. Press Log In



## User Options

### To Access Your User Options

- |   |                   |
|---|-------------------|
| 1. Call your account number followed by *     | 3. Enter your PIN |
| 2. Enter your 3 digit extension followed by # | 4. Dial 8         |

### Changing Your PIN

#### To change your PIN

1. Press 1 from the User Options menu
2. Enter your new PIN and press # your new PIN will be read back to you
3. Press \* to accept or # to re-enter your PIN

### Changing Your Time Zone

#### To change your time zone

1. Press 3 from the User Options menu
2. Select a time zone by pressing one of the following:
 

1 Eastern	4 Pacific
2 Central	5 Alaska
3 Mountain	6 Hawaii

### Reviewing Usage Statistics

#### To hear your usage statistics for a particular mailbox

1. Press 2 from the User Options menu
2. Press: 1 to listen to Usage Statistics  
2 to have Usage Statistics sent to a fax machine

### Caller ID Settings

#### To change your caller ID settings for a particular mailbox

1. Press 5 from the User Options menu
2. Press: 1 to have the number dialed display on the caller ID  
2 to have the caller's number display on the caller ID

### Message Sorting

#### To change the order your messages are played for a particular mailbox

1. Press 6 from the User Options menu
2. Press: 1 to have the most recent message play first  
2 to have the oldest message play first

## Voicemails and Faxes

### To Access Voice and Fax Messages via Phone

1. Call your account number followed by \*
2. Enter your 3 digit extension followed by #
3. Enter your PIN
4. Press 7



### Voicemail Options

If you have messages, you will hear the number of new and old messages currently in your box.

1. Press 7 to access your message box
2. Press 1 again to listen to current messages

NOTE: When you access your voice messages, playback will automatically begin if there are any new messages in your mailbox.

### Voicemail Navigation

- 2 Save the current message
- 3 Delete the current message
- 4 Reply to the sender or return call
- 5 Get CallerID information without date/time stamp
- 6 Copy to another GotVMail subscriber
- 7 Replay the message
- 8 Get CallerID information with date/time stamp
- # Skip and save as a new message

### Voicemail Playback

During the playback of each message, you can:

- 4 Rewind message
- 6 Fast forward message
- 0 Pause/un-pause

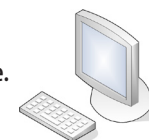
### Voicemail Management

After you have finished listening to a voicemail message, you have the following options:

- 1 Listen to all saved messages
- 2 Review, mark, and save messages that you have just deleted  
NOTE: You only have one chance to re-listen to a deleted message and save it
- 3 Return to the main menu

### Fax Message Options

If you have faxes in your mailbox, dial 2 to forward all of them to a fax machine. Enter the fax number where you want your fax messages sent when prompted.



### To Access Voice and Fax Messages Online

1. Go to [www.myGotVMail.com](http://www.myGotVMail.com)
2. Enter your account number, extension (leave blank for admin login), and password
3. Click + to expand mailbox, then click on Inbox
4. Click on a voicemail message or fax

### Moving Messages

To move messages to another folder

1. Click the checkbox next to the message
2. Select a destination using the drop-down menu. You can create a new folder by right-clicking on an extension on the left navigation bar and choosing new folder.
3. Click the Go button to automatically move message

### Naming Messages

To rename messages

1. Click the Edit icon next to the message and input a new message name

### Fax Message Options

From the Inbox, click on the name of the fax message you want to view. Click on the link of the page number to open a new browser window displaying that page.

## Manage Greetings

### Mailbox Greeting

The Mailbox Greeting is played whenever someone accesses your voicemail to leave you a message.



#### To Access the Greeting Menu

1. Call your account number followed by \*
2. Enter your 3 digit extension followed by #
3. Enter your PIN
4. Press , then select one of the following 3 options:

#### Record Mailbox Greeting

1. Dial 1 from the Greetings Menu. You will be prompted to record your greeting
2. Once you have recorded your greeting, press # to accept (and return to the main menu) or \* to re-record your message

### Mailbox Name

The Mailbox Name is played whenever someone calls an extension.

#### Record Mailbox Name

1. After selecting 2 from the Manage Greetings Menu, you will be prompted to record your name
2. Once you have recorded your Name, press # to accept (and return to the main menu) or \* to re-record your Name.

### After-Hours Greeting

This specialized greeting allows you to play a different greeting notifying callers that they have called after normal business hours.

#### Record After-Hours Greeting

1. Dial 3
2. Press 1 from the After-Hours Menu
3. At the tone, record your greeting
4. To accept the greeting and continue, press #
5. To cancel and re-record, press \*

## Dial-by-Name Directory

#### Setup Dial-by-Name Directory Online (Administrator Only)

1. A Mailbox Name must be recorded prior to adding it to the Dial-by-Name directory. (see left)
2. Go to [www.myGotVMail.com](http://www.myGotVMail.com)
3. Enter your account number and password and leave extension number blank to login as an administrator
4. Click System on top navigation bar.
5. Click Dial-by-Name
6. Type a name into the text box next to an extension in the Dial-by-Name section, you must enter a first and last name
7. Click the update button



## Live Call Forwarding

### Phone Access - (for Online Access see pg. 9)

#### Follow-Me Live Call Forwarding Options

Your Follow-Me options determine how callers are transferred to you. You are provided with six priority numbers (e.g., cell phone, home phone, etc.) for each mailbox. Each of these priority numbers represents a telephone number and schedule of operation. This service can be turned on or off.

#### Access Your Follow-Me Options

1. Call your account number followed by \* to enter the Subscriber mode.
2. Enter your 3 digit extension followed by #
3. Enter your PIN
4. Press 9



#### Basic Settings

##### To turn on the Follow-Me feature

1. Press 1 from the Follow-Me menu

Once the Follow-Me feature has been turned on, you can set the schedule and other options.

2. Press 2 from the Follow-Me menu to setup the Follow-Me features
3. Press 3 from the Follow-Me menu to change what callers hear when arriving at your mailbox
  - Press 1 to have callers hear your arrival message
  - Press 2 to have callers hear on-hold music instead of your arrival message
  - Press 3 to have callers hear ringing instead of on-hold music or your arrival message

#### Priority Number Settings

In order to set Follow-Me features, you must first select a priority number to setup. After pressing 2 from the Follow-Me menu, you will be asked to enter a priority number. Press 1 to 6 (with 1 being the first number that your mailbox will call when attempting locate you for a live call) which will bring up the Priority Number Settings. If no numbers are setup or callers are calling outside office hours, or you have the Follow-Me feature turned off, then the caller will be transferred into voicemail.

#### Priority Number Options

- I. Select a phone number
- II. Select days of the week for the number to be active
- III. Select times of the day for the number to be active

**I. Select a Phone Number** - To setup the phone number for a specific priority, enter area code and phone number. You will be read the number and provided with Answering a Live Call options.

- 1 Call Screening (Plays the caller's name before choosing to accept the call)
- 2 Direct Connect (Instant transfer without screening)
- 3 Announcement (Announces a caller is on hold and asks whether to accept the call)

For more information about what each type of in-bound call type does, see the following Call Screening/Announce section. When you are finished entering the phone number and selecting the Call Announce option, press \* to set additional features or # to return to the Follow-Me main menu.

#### II. Select Days of the Week

- 1 Everyday.
- 2 Week days only.
- 3 Individual Days
  - 1 Sunday 2 Monday 3 Tuesday 4 Wednesday
  - 5 Thursday 6 Friday 7 Saturday

**NOTE:** To set additional individual days, you must return to the previous menu

#### III. Select Times of the Day

- Enter a time for the After-Hours greeting to start; use two digits (e.g., enter 0230 for 2:30) for the hours and minutes and then select a time of day
  - 1 AM 2 PM
- For 24 hour operation you can press 0000



## Live Call Forwarding Online Access - (for Phone Access see pg. 8)

### Follow-Me Options

There are six numbers that you can set. These "priority" numbers determine the order by which your mailbox will attempt to forward callers to you (with 1 being the first number attempted and 6 being the last). If your mailbox cannot locate you through these numbers, callers will be placed into voicemail.

#### To access Follow-me Options via the Web:

1. Go to [www.myGotVMail.com](http://www.myGotVMail.com)
2. Enter your account number, extension (leave blank for admin login), and password
3. Click the + sign to expand your mailbox
4. Click Settings and then choose Call Destinations

You can set the following options for each number:

- **On** - Check this box to enable this phone number
- **Number** - Enter the phone number with area code
- **Call Screening** - The caller is asked for his or her name
- **Direct Connect** - Callers are instantly transferred to you and are not sent back into voicemail
- **Call Announce** - You are notified of a caller on hold and can choose to accept the call
- **Days** - Check the box for each day that you want calls forwarded to this number
- **Start Time** - Enter the start time for this number to be called
- **End Time** - Enter the end time for this number to be called

Click the **Update Button** when finished to save your changes.

NOTE: To turn off the follow-me feature for the entire day, set your open time to 1:00 am and close time to 1:01 am. For 24/7 forwarding, set both open and close times to 12:00 am (The only time close time can be 12:00 am is if start time is also 12:00 am, otherwise the maximum close time is 11:59 pm). NOTE: For International Call Forwarding, a Credit Card Authorization form must be on file. You may download this form from <http://support.gotvmail.com>.



## Call Screening/Announce Options for Live Call Forwarding

While being forwarded, the caller is placed on hold, with music, while the system tries to locate you utilizing your Follow-Me call forwarding options.

There are three types of incoming calls based upon your Follow-Me settings.

### 1. Call Screening & 2. Call Announcement

Call Screening asks the caller to record their name before placing them on hold and transferring the call to you. Call Announcement does not ask the caller to record their name (recommended).

For every forwarded call, you have the following options:

- 1 Accept the call
- 2 Send the caller to voicemail
- 3 Hear the caller's phone number

### 3. Direct Connect

A Direct Connect call is automatically connected without any options.

You can speak to the caller as soon as you pick up your phone.

NOTE: Callers are not sent back into voicemail if you are not available with the Direct Connect feature. Use this feature if you want a 2nd party voicemail system to answer (e.g., cell phone voicemail)

## Placing a call back on hold or transferring to another mailbox

While on a live call, you can place the caller on hold, with music, by pressing **#** twice (##).

### Options After Putting Caller Back On Hold

- 1 Return to the call
- 2 Transfer the call to another extension
- 3 End the call

There are two types of transfers that you can make

- **Blind Transfer** - The call is automatically transferred
- **Supervised Transfer** - You can speak to the party to which you are transferring the call prior to completing the transfer

To complete a transfer, you must press **#** twice (##).

## Virtual Marketing Extensions (VME)

NOTE: You must activate VME Leg extensions online before being able to access or record a greeting.

Callers will also not be able to access a VME Leg that has not been activated online. (See instructions on pg. 10 for activating VME Leg



### What is VME?

The Virtual Marketing Extensions feature allows you to give callers up to date information about your company, its products, and services via sub-menus extensions.

### How VME Works

There are three main VME extensions that can be activated on your account. Each of these three extensions has 5 sub-extensions, and each of those has 5 additional sub-extensions. By default, pressing 1 from the Main Greeting takes the caller to mailbox 701; 2 to mailbox 702; and 3 to mailbox 703. The VME feature allows you to have extensions 1, 2, and 3 off the Main Greeting as separate marketing extensions and, if activated (see below), will no longer take callers to their 70\* mailbox counterpart. For example, if extension 1 is activated as a VME and extensions 2 and 3 are not, then extension 1 will be a VME and extensions 2 and 3 will take callers to mailboxes 702 and 703, respectively.

### Accessing VME Leg Extensions

#### For VME 1, Leg number:

0 is the main VME greeting  
01 is extension 1 greeting  
011 is extension 1 under extension 1  
02 is extension 2 greeting  
021 is extension 1 under extension 2 etc...

#### For VME 2, Leg number:

0 is the main VME greeting  
01 is extension 1 greeting  
011 is extension 1 under extension 1  
02 is extension 2 greeting  
021 is extension 1 under extension 2 etc...

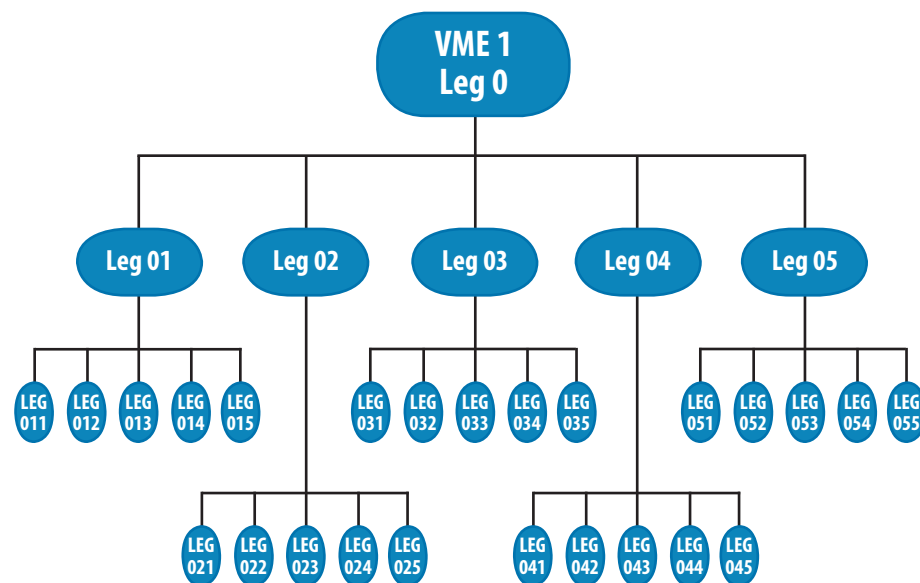
#### For VME 3, Leg number:

0 is the main VME greeting  
01 is extension 1 greeting  
011 is extension 1 under extension 1  
02 is extension 2 greeting  
021 is extension 1 under extension 2 etc...

See diagram at right>>>

### Uploading VME Greetings Online

1. Login to your account at [www.myGotVMail.com](http://www.myGotVMail.com) as the administrator
2. Click on System
3. Click on VME
4. Upload greetings



### VME Leg Map

A Leg is a Virtual Marketing Extension (VME) number. Each VME Leg extension has a Main Greeting where callers can listen to pre-recorded information. While listening to a VME recording, callers can dial another VME leg extension (if activated), can dial 9 for the previous menu, or dial 0 for the operator. All Leg Extensions start with a 0 for administrative purposes. (For a sample VME extension, see pg. 3)

For example, to access VME 2 Leg # 022 (directions to the office from Route 95) a caller hears:

Main Menu: "...Dial 2 for Company Information..."

Caller Dials 2 (VME 2 Leg # 0): "Dial 1 for store hours or dial 2 for directions to our office."

Caller Dials 2 (Leg # 02): "Dial 1 for directions from Main Street or dial 2 for directions from Route 95."

Caller Dials 2: (Leg #022) "Take Route 95 East to exit 14, bear left..."

Caller can now go to another mailbox by dialing the 3 digit number, dial 0 for the operator mailbox, or dial 9 to return to the previous VME Leg.

## Virtual Marketing Extensions (VME)

(continued)

### Activating VME Leg Extensions

1. Login to your account at [www.myGotVMail.com](http://www.myGotVMail.com) as the administrator
2. Click on System
3. Click on VME
4. Check all the extensions you want to activate, click Advanced to view more extensions.

### Accessing VME Leg Extensions

1. Call your account number and press the main VME extension that has been activated online and that you want to access (1, 2, or 3)
2. Press \* to enter the Subscriber mode
3. Enter your PIN #
4. Dial the Leg Number you want to access (0, 021...), followed by # (See Leg map on pg. 10)

### Record a VME Leg Extension Greeting

1. After you select a Leg number, you will be prompted to record your Leg greeting
2. After you have finished, press \* to accept or # to re-record.

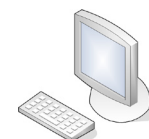
### To Change the PIN for VME Extensions

1. Press 1 from the main VME menu
2. You will be asked to enter your new PIN
3. Enter your new PIN and press #
4. Your password will be read back to you
5. Press # to accept or \* to cancel

## Music-On-Hold

### Accessing Music-On-Hold Selections Online (Administrator Only)

1. Go to [www.myGotVMail.com](http://www.myGotVMail.com)
2. Enter your account number and password. Leave extension number blank to login as an administrator
3. Click System
4. Click Music-on-Hold
4. Select the type of music you want callers to hear or upload a custom music file



## Phone/Pager Message Notification

### Call-Back Message Notification Options

1. Go to [www.myGotVMail.com](http://www.myGotVMail.com)
  2. Enter your account number, extension (leave blank for administrator login), and password
  3. Click Settings, choose Notifications
  4. Check Phone/Pager Notification to activate
  5. Enter your Call-Back number and click Update
- You will be notified at this number when you have a new message



## Email Delivery/Notification

### Email Delivery Options

1. Go to [www.myGotVMail.com](http://www.myGotVMail.com)
2. Enter your account number, extension (leave blank for admin login), and password
3. Choose Click Settings
4. Click Notification for the desired extension
4. Enter your Email Notification options
5. Click Update



**Important:** Some email programs will mark emails from GotVMail as spam. Make sure to add emails from GotVMail to your allowed emails list.

## Fax-on-Demand



### Fax-on-Demand Options

Fax-on-Demand allows callers to receive stored documents via fax with 24/7 access.

With this valuable feature, you can:

- Upload a document that your caller can have instantly faxed to them
- Record a greeting that provides a description of the document to be faxed

#### To Access Fax-on-Demand

1. Call your account number and press **\*** to enter Administrator mode
2. Press **6 #** to access the Fax-On-Demand extension
3. Enter your PIN

#### Fax-on-Demand Options

- 1** Send a broadcast fax (This feature is not currently available)
- 2** Store or delete a document
- 3** Record greetings
- 8** User options

### Store or Delete a Document

Storing a document is done through your fax machine. You will be asked if you are calling from a fax machine. Press **1** to continue if you are calling from a fax machine. If you are not, you will need to hang up and call back.

Each fax available to your customers or callers is provided through a three-digit number that identifies the fax. When you have called from a fax machine and are ready to store your document, you will need to enter the three digit number and press **#** (You can use any 3 digit number you want, and store up to 15 documents). Once you have accomplished that, you can press the Start Button on your fax machine to store the document.

To delete a document, enter the document number you want to delete followed by **#**.

### Record a Greeting for the Fax-on-Demand Mailbox

There are two types of greetings that you can record:

- A greeting that prompts the caller to enter their fax number
- A greeting that prompts the caller to enter the document ID

After selecting either greeting type, you will be prompted to record the greeting. Once you have recorded your greeting, you may press any key to accept (and return to the main menu) press to discard and re-record, or the key to return to the main menu. NOTE: If you do not record a fax-on-demand greeting, the default greeting will be played.

#### Other Fax-on-Demand Options

- 2** Change access code
- 3** Receive a report of faxes sent for the month

## After-Hours Schedule Phone Access - (for Online Access see pg. 14)



### After-Hours Schedule Options

The After-Hours greeting is what callers will hear when calling your toll free or local GotVMail number outside of your specified hours of operation. After callers hear this greeting, which can include information such as office or store hours or after-hours contact information, they can perform the same functions they could if calling during normal business hours.

#### After-Hours Setup Menu

1. Call your Account Number and press **\*** to enter Subscriber mode
2. Press **#** to enter the Administrator mode
3. Enter your PIN
4. Press **4** to access the Manage Greetings Menu
5. Press **3** to setup After-Hours

#### Select an After-Hours Setup Option

- A. **1** Record a new after-hours greeting
- B. **2** Set After-Hours mode schedule
- C. **3** Turn on After-Hours mode until specified day/time

#### A. Record New After-Hours Greeting

1. At the tone, record your greeting
2. To accept the greeting and continue, press **#**
3. To cancel and re-record press **3**

#### B. Set After-Hours Schedule

- 1** Set weekend schedule
- 2** Set schedule for all weekdays
- 3** Set schedule for specific days

#### C I. Weekend Schedule

1. Enter start and end times for your normal business hours greeting to be played
2. Once you have specified a specific hour and minute, you must select a time of day  
**1** AM **2** PM
3. You can press 0000 to schedule nighttime operation (Open 24 hours)
4. Press **#** to set other schedules

#### C II. Weekdays Schedule

1. Enter start and end times for your normal "open" greeting to be played
2. Once you have specified a specific hour and minute, you must select a time of day  
**1** AM **2** PM
3. You can press 0000 to schedule nighttime operation (Open 24 hours)
4. Press **#** to set other schedules

#### C III. Specific Days Schedule

1. Enter the number of days during which the After-Hours schedule will operate
2. Press **0** to turn off the After-Hours schedule
3. Press **#** to accept or **\*** to re-enter the number of days

## After-Hours Schedule Online Setup



### After-Hours Schedule Options

These office hours, based upon your time zone settings, determine when your After-Hours greeting will be played instead of your standard greeting.

#### After-Hours Schedule

1. Go to [www.myGotVMail.com](http://www.myGotVMail.com)
2. Enter your account number, extension (leave blank for administrator login), and password
3. Click Settings
4. Click General in an expanded mailbox to set After-Hours for a specific mailbox

There are two types of After- Hours schedule settings that you can change:

#### Main Greeting After-Hours Schedule (Administrator)

- Using the drop-down menus -
1. Select an Open Time for each day
  2. Select whether the Open Time is AM or PM
  3. Select a Closing Time for each day
  4. Select whether the Closing Time is AM or PM
  5. Click the Update Button to save your changes

**NOTE:** The office hours you set here apply to all of the extensions unless individual extensions set their own office hours.

#### Mailbox After-Hours Schedule (greeting played before voicemail)

- Using the drop-down menus -
1. Select an Open Time for each day
  2. Select whether the Open Time is AM or PM
  3. Select a Closing Time for each day
  4. Select whether the Closing Time is AM or PM
  5. Click the Update Button to save your changes

## Virtual Calling Card & Conference Calling

To activate these features, visit <http://support.gotvmail.com> to download and complete the Credit Card Authorization Form.

### To place a Virtual Calling Card Call or Conference Call

1. Call your account number followed by **\***
2. Enter your extension followed by **#**
3. Enter your PIN
4. Press **0**
5. Dial **2** for Calling Card call or Dial **3** for Conference Call

### Virtual Calling Card

**You have the ability to make an outbound call from your GotVMail mailbox. To make an outbound call:**

1. Enter the area code and phone number you want to call
2. To end the call or put the caller on hold, press **#** twice (##)

### Conference Call Options

**You can conference up to 9 people (10 including yourself) per call. To make a conference call:**

1. Enter the area code and phone number you want to conference in
2. Dial **#** to add additional parties
3. Dial **\*** to start the conference
4. The parties will be called and notified of the conference. Your mailbox name will be played and the parties can accept and enter the conference by pressing **#**
6. To end the call, press **#** twice (##)

### To Activate Calling Card & International Dialing on Specific Mailboxes

1. Login to [www.myGotVMail.com](http://www.myGotVMail.com) as the administrator
2. Click on System and select Mailbox Manager
3. Check the mailboxes you wish to activate virtual calling card and international dialing for

## Forwarding Messages to Other Extensions

### To Copy (Forward) a Message to Another Extension

1. Call your account number followed by \* to enter the Subscriber mode.
2. Enter your extension followed by #
3. Enter your PIN
4. Dial 7 to access your messages
5. Listen to messages



#### To Copy (Forward) a voicemail message to another extension:

- Press 6 after listening to a message
- Enter an extension number followed by #
- Select how you want to copy the message.

- 1 With Comment
- 2 Without Comment

**With Comment:** When you copy a message with comment, you can record a greeting that will preface your message. After you have recorded the greeting, you can press

- 3 To delete and re-record
- 7 To review the message
- # To send the message now

**Without Comment:** Your message will be forwarded without any comments

### To Copy/Move Messages Online

1. Login to your account [www.myGotVMail.com](http://www.myGotVMail.com)
3. Click the Extension and Folder where the message is stored
4. Click the checkbox next to the message(s) you wish to copy/move
- 5a. To Copy, select "Copy Message" from the message functions drop-down box and follow the steps
- 5b. To Move, select the mailbox and folder from the message functions drop-down box and click Go



## Virtual Holding Mailbox Automatic Call Distribution (ACD) Queues

GotVMail's Virtual Holding Mailbox (ACD Queues) allows callers to connect to the next available agent. It is an upgraded version of a regular GotVMail mailbox. Rather than transferring a caller into voicemail if the call is not answered via Live Call Forwarding, the caller is kept on hold indefinitely until their call is answered.

You can have several employee phone numbers programmed into the Virtual Holding Mailbox for Live Call Forwarding so that the next available representative can answer the call (see Priority Numbers on page 8). Callers are transferred into voicemail only when they are calling after-hours.

For example, a client might have a technical support Virtual Holding Mailbox (e.g., "dial 2 for technical support"). At any given time there might be 5 technical support specialists assigned to answer calls to the technical support queue (5 numbers programmed for call forwarding). When there are more available agents than there are callers, each caller is immediately routed to the next available agent. But, when the call volume increases and there are more callers than there are available agents, the callers are placed in a holding queue where they are serviced in FIFO (first-in-first-out) order. When an agent completes a call, the agent is marked as available, and the next caller in the FIFO queue is routed to the agent.

Virtual Holding Mailboxes are separate mailboxes that can be added to your GotVMail account. To setup Virtual Holding Mailboxes (ACD Queues), please contact GotVMail's customer support at 1-800-820-8210.

## Distribution Lists

### Distribution List Options

Distribution lists are a very convenient and inexpensive way of communicating with many employees at once. Setup a distribution list with the voicemail extensions of subscribers who you wish to send messages to. Once this is accomplished you can send messages with one phone call. Each GotVMail account can have up to 20 distribution lists.

#### Access Distribution Lists

1. Call your account number and press \*
2. Press # to enter the Administrative mode
3. Enter your PIN
4. Press 8 to access the User Options Menu
5. Press 4 to access the More Options



#### Setup Distribution Lists

1. Press 1 from the More Options Menu. You will be provided the following Distribution List options
- 1 Create a new distribution list
- 2 Add members to a current list
- 3 Delete members from a list
- 4 Hear all members in a list
- 5 Delete your mailbox from another's distribution list
- 6 Send a voicemail message to a distribution list

#### 1. Create a New Distribution List

1. Enter a distribution list number from 1-20
2. Press # you will then be prompted to enter a mailbox # that you wish to add
3. When you have finished entering the mailbox extension, press #
4. Repeat until you are finished entering extensions
5. When you have completed the list, press \*

#### 2. Add Members to an Existing Distribution List

1. Enter a distribution list number from 1-20
2. Press # You will then be prompted to enter the mailbox # that you wish to add
3. When you have finished entering the mailbox #, press #
4. Repeat until you are finished entering extensions
5. When you are done, press \*

NOTE: Distribution list 21 is all mailboxes

#### 3. Delete Members from an Existing Distribution List

1. Enter a distribution list number from 1-20
2. Press # You will then be prompted to enter the mailbox # that you wish to remove
3. When you have finished entering the mailbox extension, press #
4. Repeat until you are finished removing extensions
5. When you are done, press \*

#### 4. Hear All Members in a Distribution List

1. Enter a distribution list number from 1-20
2. Playback will announce extensions currently attached to that distribution list
3. If the extension owner has recorded a name, the name will be read
4. If the extension owner has not recorded a name, the extension number will be read

#### 5. Delete Your Mailbox from a Distribution List

1. Enter the mailbox number for which you would like to stop receiving distribution messages from

#### 6. Sending a Voicemail Message to a Distribution List

1. Enter the distribution number or mailbox number followed by #



## Question & Answer Mailbox (Q&A)



### What is Q&A?

Mailboxes with Q&A activated will prompt callers to answer a series of questions and the system will compile the answers into one voicemail file. This feature is typically used for lead generation and order taking. The system will record the callers answers as they speak them.

### Activating Q&A on a Mailbox

To activate Q&A on any mailbox, please contact GotVMail Customer Support at 1-800-820-8210. You can record questions once Q&A has been activated.

#### How to Record Questions

1. Call your account number
2. Press **\*** to enter subscriber mode
3. Enter your 3 digit mailbox number followed by **#**  
(NOTE: This mailbox must have Q&A activated)
4. Dial **4** to access greetings
5. Dial the 3 digit question number (000, 001, etc) you would like to record or re-record. Question #000 is the main greeting before questions are asked. Use this recording as an introduction.

#### Q&A Question Tree Sample

- |                |  |
|----------------|--|
| Question #000: | "Thank you for your interest in ACME Mortgage. To have a representative contact you, please answer the following 4 questions. Press # after each question to proceed." |
| Question #001: | "What is your first and last name?"  |
| Question #002: | "What is your current mortgage rate?"  |
| Question #003: | "How much money do you owe on your home?"  |
| Question #004: | "What is your annual income?"  |
| Question #005: | "Finally, please say your telephone number after the tone, followed by #. Thank you for calling ACME Mortgage Services."   |

## GotVMail Quick Access Card

This Quick Access Card (below) is designed to be printed, cut-out, and stored in your wallet, briefcase, or organizer. It provides the key strokes for basic GotVMail phone functionality such as how to log into your mailbox, what you can do while listening to a message, and how to handle incoming calls.

GotVMail Quick Access Card

**How to Log Into Your Mailbox**

Step 1: Call your account number, and press \*

Step 2: Enter your extension# followed by #

Step 3: Enter your PIN and dial 4

**Message Functions**

<p><span style="background-color: #0070C0; color: white; padding: 0 5px;">2</span> Save the message</p> <p><span style="background-color: #0070C0; color: white; padding: 0 5px;">3</span> Delete current message</p> <p><span style="background-color: #0070C0; color: white; padding: 0 5px;">4</span> Reply to sender or return call</p> <p><span style="background-color: #0070C0; color: white; padding: 0 5px;">5</span> Get Caller ID without time stamp</p>	<p><span style="background-color: #0070C0; color: white; padding: 0 5px;">6</span> Copy to another GotVMail Subscriber</p> <p><span style="background-color: #0070C0; color: white; padding: 0 5px;">7</span> Replay the message</p> <p><span style="background-color: #0070C0; color: white; padding: 0 5px;">9</span> Get Caller ID with time stamp</p> <p><span style="background-color: #0070C0; color: white; padding: 0 5px;">#</span> Skip and save as new</p>
---	---

**Before You Answer an Incoming Call**

1 Accept the Call

2 Send the caller to voicemail

3 Hear the caller's phone number

**During an In-Bound Call**

<p><span style="background-color: #0070C0; color: white; padding: 0 5px;">#</span> <span style="background-color: #0070C0; color: white; padding: 0 5px;">#</span> Place the caller on hold</p> <p><span style="background-color: #0070C0; color: white; padding: 0 5px;">1</span> Return to the call</p>	<p><span style="background-color: #0070C0; color: white; padding: 0 5px;">2</span> Transfer the call</p> <p><span style="background-color: #0070C0; color: white; padding: 0 5px;">1</span> Blind transfer</p> <p><span style="background-color: #0070C0; color: white; padding: 0 5px;">2</span> Supervised transfer</p> <p><span style="background-color: #0070C0; color: white; padding: 0 5px;">9</span> End the call</p>
---	---

## GotVMail Reference Guide

The following is a list of all the menus and sub-menus for the GotVMail phone system



To access the mailbox menu, call your account number, dial \*, enter the mailbox number followed by # (or press # without a mailbox number to access the Main Menu), and enter your password.

### Greetings: Press 4 from the mailbox menu

- 1 Record greeting
- 2 Record name
- 3 Setup After-Hours greetings and schedules
  - 1 Record new After-Hours greeting
  - 2 Set After-Hours schedule
    - 1 Set weekend schedule
    - 2 Set schedule for all weekdays
    - 3 Set schedule for specific days
  - 3 Turn on After-Hours mode until specified day/time

### Messages: Press 7 from the mailbox menu

#### Managing your messages

- |                                |                                       |
|--------------------------------|---------------------------------------|
| 2 Save the current message     | 6 Copy to another GotVMail subscriber |
| 3 Delete the current message   | 7 Replay the message                  |
| 4 Reply to sender              | 9 Caller ID with time stamp           |
| 5 Caller ID without time stamp | # Skip and save as new                |

#### During the message

- 4 Rewind message    6 Fast forward message    0 Pause/un-pause

#### After all messages have been played

- 1 Listen to all saved messages
- 2 Review, mark, and save messages that you have just deleted  
NOTE: You only have one chance to re-listen to a deleted message and save it
- 3 Return to the main menu

### Fax-On-Demand (admin): Press 6 from the Main Menu

- 1 Send a broadcast fax (function not currently available)
- 2 Store or delete a document
  - 1 If calling from a fax machine
- 3 Record greetings
  - 1 Main greeting for users to enter their fax number
  - 2 Greeting for users to enter a document ID
- 8 User options
  - 2 Change access code
  - 3 Receive a report of faxes sent for the month

### User Options (ext. owner): Press 8 from the mailbox menu

- 1 Change PIN
- 2 Usage statistics
  - 1 Listen to monthly usage statistics
  - 2 Have detailed usage report sent to a fax machine
- 3 Change time zone
  - 1 Eastern    2 Central    3 Mountain    4 Pacific    5 Alaska    6 Hawaii
- 5 Change caller ID settings
  - 1 Have the number dialed display    2 Have the caller's number display
- 6 Change the order in which your messages are played
  - 1 Have the most recent message play first    2 Have the oldest message play first

### User Options (admin): Press 8 from Main Menu

- 1 Change access code
- 2 Usage statistics
  - 1 Listen to monthly usage statistics
  - 2 Have a detailed usage report sent to a fax machine
- 3 More Options
  - 1 Set up a Distribution List
    - 1 Create a new distribution list    4 Hear all members in a list
    - 2 Add members to a current list    5 Delete your mailbox from a list
    - 3 Delete members from a list

## GotVMail Reference Guide

(continued)

### Virtual Calling Card & Conference Calls: Press **0** from mailbox menu

- 1** Travel to another mailbox
- 2** Make an outbound calling card call
- 3** Initiate a conference call with two or more additional parties

### Live Call Forwarding: Press **9** from mailbox menu

- 1** Turn the service On or Off
- 2** Setup the Follow-Me sequence
  - 1** Select a phone number
    - 1** Call screening
    - 2** Direct Connect (without screening)
    - 3** Call Announce
  - 2** Select days of the week
    - 1** Everyday
    - 2** Weekdays only
    - 3** Individual Days
 

<b>1</b> Sun	<b>2</b> Mon	<b>3</b> Tues	<b>4</b> Wed
<b>5</b> Thu	<b>6</b> Fri	<b>7</b> Sat	
  - 3** Select times of the day
    - 1** AM
    - 2** PM
- 3** Change what callers hear when arriving at your mailbox
  - 1** Have callers hear your arrival message
  - 2** Have callers hear on-hold music instead of your arrival message
  - 3** Have callers hear ringing instead of on-hold music or your arrival message

### Live Call Options While on a Phone Call

- |          |          |  |
|----------|----------|--|
| <b>#</b> | <b>#</b> | Place caller on hold                   |
| <b>1</b> |          | Return to the call                     |
| <b>2</b> |          | Transfer the call to another extension |
| <b>1</b> |          | Blind transfer                         |
| <b>2</b> |          | Supervised transfer                    |

## Main Greeting Examples

### Main Greeting

"Thank you for calling ABC Company. If you know your party's extension you may dial it at any time. For sales, press 1; for support, press 2; for billing, press 3; or, for the operator, press 0."

### Main Greeting with Dial-by-Name Directory

"Thank you for calling ABC Company. If you know your party's extension you may dial it at any time or dial 8 for the Dial-by-Name Directory. For sales, press 1; for support, press 2; for billing, press 3; or, for the operator, press 0."

### Mailbox Greeting

"Thank you for calling ABC Company. Your call is important to us. Please leave your name and number and a representative will call you back shortly."

### Main Greeting with VME

"Thank you for calling ABC Company. If you know your party's extension you may dial it at any time or dial 8 for the Dial-by-Name Directory. For information about our company, press 1; for sales, press 2; for support, press 3; for billing, press 4; or, for the operator, press 0."

Caller dials 1 - "For information about our services, press 1; for directions to our office, press 2; for hours of operation, press 3. To repeat this menu, press #; to go back to the previous menu, press 9. To talk to an operator, press 0 at any time"

Caller dials 1 - "Our company offers services A, B and C. To repeat this menu, press #; to go back to the previous menu, press 9. To talk to an operator, press 0 at any time."

Caller dials 2 - "From the south take Rt. 22 to Maple Street and make a left on Apple Road. To repeat this menu, press #; to go back to the previous menu, press 9. To talk to an operator, press 0 at any time."

Caller dials 3 - "We are open from 9 to 5 Monday through Friday. To repeat this menu, press #; to go back to the previous menu, press 9. To talk to an operator, press 0 at any time."