



Message Center Quick Start Guide

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Getting Started

The Wavecom Solutions Voice Mail and Message Center Quick Start Guide describes the “must know” features and functions of Wavecom Solutions’ Voice Mail and Message Center services.

This document will help you use the Wavecom Solutions Voice Mail and Message Center Systems. It will focus on using the system through the web-based interface but it will also cover some of the basics of using the Voice Mail system through your telephone.

Service Overview

The Wavecom Solutions Voice Mail and Message Center services build upon the utility of traditional Voice Mail systems by adding the flexibility and functionality of real-time message management service that is available through the Internet. Some of the utilities of the service include user management of voice, email, and facsimile messages via the Wavecom Solutions Message Center. When using the Message Center, the user can listen to voice messages that other people have left, read email messages or fax messages, leave messages for other users, forward messages to a third party, and perform other tasks.

Additional Resources

More detailed information regarding the use of Wavecom Solutions Voice Mail and Message Center services can be obtained via the *Wavecom Solutions Voice Mail User Guide* and the *Wavecom Solutions Message Center User Guide*. These guides can be accessed via the Internet by logging in at <https://selfcare.wavecomsolutions.com>, clicking on “Phone Settings,” then “Service manual,” to access the appropriate guides. If additional assistance is required, please contact Wavecom Solutions Customer Service at **791-3000**

Knowing if a Message is Waiting

When a message is left, the Voice Mail service will flash the Message Waiting Indicator light on the telephone (if available) or will play an interrupted dial tone when the handset is picked up. Once the mailbox is accessed via the telephone interface, a recording will inform you of the number of messages that have been left. When checking messages on the Web using the Message Center, **new** and **unread** messages will appear in **bold font** in your Inbox.

Accessing the Voice Mail System through the Phone

This chapter will cover how to use the voice mail system to check your messages with a telephone.

Logging In

You can access your Voice Mail from the handset on your own phone or remotely from any phone. The first time you access your Voice Mail account you must use your own phone. You will be guided through a setup process to change your default PIN number, record your outgoing message and perform other setup tasks. This initial setup process should take about five minutes.

To access your Voice Mail from your handset, dial ***15**. Enter your Voice Mail PIN when prompted to access your account.

To access your Voice Mail remotely, dial in to your own phone. When you hear your recording, press *****. You will be prompted for your Voice Mail PIN. You CANNOT access your Voice Mail remotely until you go through the initial setup process by dialing ***15** from your own handset.

You can also dial in to any one of the following remote Voice Mail access numbers. When you dial in to these numbers you will be prompted for your Message Center account (your 10 digit telephone number) and Voice Mail PIN. These numbers can be used to avoid toll charges when calling from neighbor islands:

ISLAND	REMOTE ACCESS NUMBER
LANAI	808-568-4222
KAUAI	808-240-4222
MAUI	808-270-4222
HAWAII	808-930-4222
MOLOKAI	808-660-4222
OAHU	808-791-4222

If you enter the incorrect PIN number three times in a row your account becomes locked and you must call Wavecom Solutions customer support to unlock the mailbox.

Voice Mail Quick Menu Reference



Figure 1 - Telephone Menu

Message Center Web Interface

This section will describe the Message Center Web interface

Logging In

Open your web browser and go to <https://selfcare.wavecomsolutions.com>. The website is best viewed in either Microsoft Internet Explorer 6 SP2 or later or Netscape 7.0 or later.

Communications Center Login

At the Communications Center Login page, enter your 10-digit telephone number (no spaces or punctuation) and your Communications Center password to login. If you do not know, have forgotten, or lost your Communications Center password, contact your Business Group Administrator to reset it.



Figure 2 – Login

Default password information is included in the Welcome Letter sent to your Business Group Administrator during the service processing and installation period.

Once you have logged in to your Communications Center, select **Message Center** from the menu options at the left. This allows you access to email, Voice Mail and Inbound Fax to Email messages through a simple web interface. If this is your first time logging in you will be prompted to change your PIN from the default value to a new number.



Figure 3 - Communications Center Main Page

The Message Center will open in a new pop-up window and you will be directed to your Inbox.

Message Center Basics

Storage

Your Message Center account holds up to 100 Mb of messages. If your account becomes full, callers will not be able to leave messages for you until you delete some of your older messages. When deleting messages from the Message Center Web interface, remember that you must also empty the Trash folder. When you delete messages using the telephone interface, this step is not necessary and messages are permanently deleted as soon as you hang up.

Your Message Center Email Address

Your Message Center email address is your 10-digit telephone number @plnium.com. For example if your telephone number is (808) 791-3017, your email address would be 8087913017@plnium.com. Even before you login to the Message Center system for the first time, other people can send you messages at this email address once your account is created. You can have people send you messages to this address or, if you configure it, you can have people send email to an alias (known as a “friendly username”) such as bob@plnium.com. See the *Message Center User's Guide* for more details on configuring an email alias.

Change PIN

WAVECOM SOLUTIONS MESSAGE CENTER

Change PIN Help

Enter a 4-20 digit number in both boxes below to set a new PIN.

New PIN:

Confirm PIN:

Save Cancel

Figure 4 - Change PIN

If you have lost your Voice Mail PIN you can reset it through the Message Center Web Interface by clicking on **Settings** from the menu at the left and selecting **Change PIN** from the main window. You can set a PIN number from four (4) to twenty (20) numeric digits. If this is the first time logging into the Message Center system and you have not yet completed initialization of your Voice Mail, you will be required to change your PIN.

Inbox

All Message Center messages--email, facsimile, and Voice Mail messages--are delivered, accumulated, and displayed in the Message Center Inbox. Messages are may be sorted by type using the tabs which are displayed horizontally under the “Message Center: Inbox” heading.

New messages, or messages that have not yet been opened, are displayed in **bold type**.

WAVECOM SOLUTIONS MESSAGE CENTER

Message Center: Inbox Refresh Help

All Email Voicemail Fax

Viewing (on this page): 9 Messages, 0 Urgent Unread, 7 Unread

	Sender Address	Subject	Date/Time	Size
☐	REID PALMEIRA	Hello :)	01/17/10 7:53am	1001 B
☐	tel: 808791	VoiceMail	01/15/10 3:01pm	29.1 KB
☐	tel: 808791	VoiceMail	12/23/09 4:30pm	260.4 KB
☐	tel: 509292	VoiceMail	12/21/09 8:56am	402.0 KB
☐	808 695	Fax	12/18/09 1:27pm	414.1 KB
☐	808 695	Fax	12/18/09 1:22pm	225.1 KB
☐	tel: 808225	VoiceMail	12/11/09 10:41am	45.3 KB
☐	tel: 808306	VoiceMail	12/03/09 10:44am	993 B
☐	tel: 8087913	VoiceMail	11/10/09 8:41am	1.2 KB

Delete Checked Move Checked

Displaying page 1 of 1 9 Messages In Total

Figure 5 – Inbox

Each message is displayed with the following information from left to right: message type icon, sender address (or calling number), message subject, message date/time, and message size.

View Email Message

From your Inbox, click on an email message you want to view and it will be displayed.

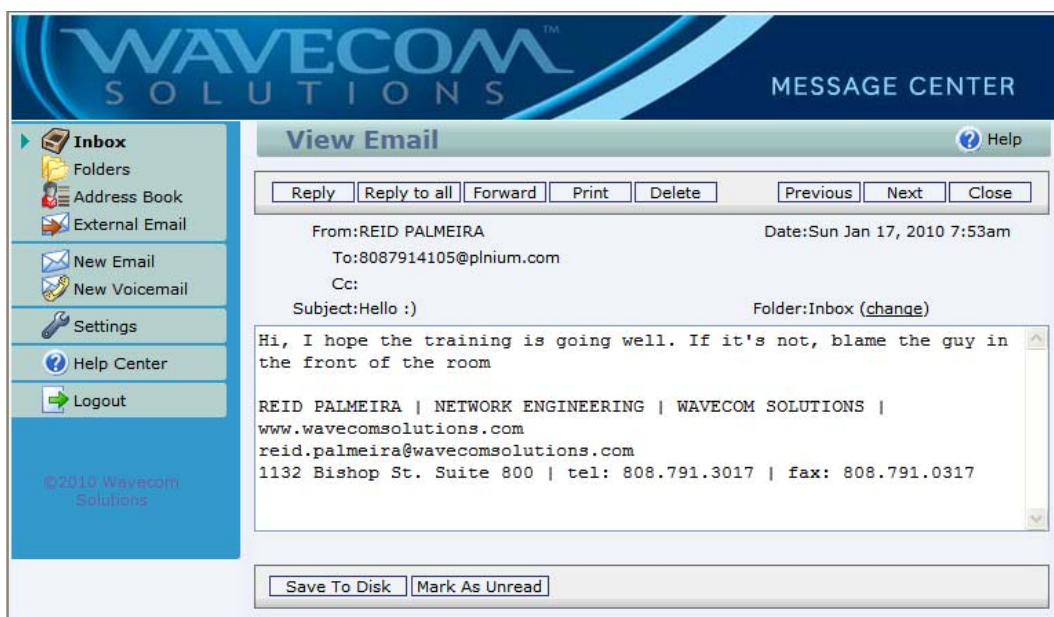


Figure 6 - View Email Message

Listen to Voice Mail Messages

If there is a new voice message, the subject line will read “**VoiceMail**”. You can listen to the message by clicking on it. The message will open like an email message and the recorded audio will play automatically. Your computer will need a working sound card and speakers for you to hear the message.

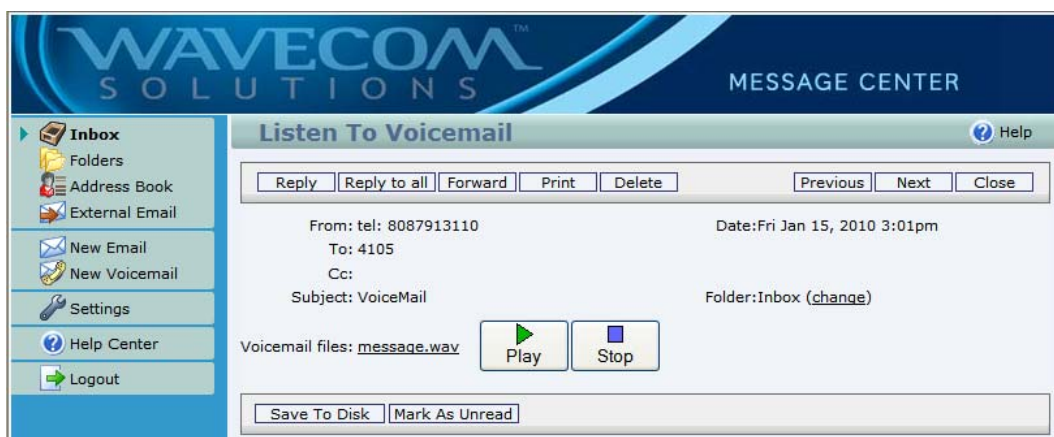


Figure 7 - Listen to Recording

You can download the recording to your computer by clicking the “Save to Disk” button. It is stored to your local computer as a standard .WAV audio file.

View Inbound Fax Messages

Faxes are presented to you as .TIFF fax image files. Viewing your fax message on the computer screen will require the installation of the AlternaTiff ActiveX control plug-in to allow you to see the fax. This is done automatically the first time you try to view a fax online. The system will detect the software required and attempt to install it for you. This may require you to click **OK** or otherwise permit the installation. If

you have problems installing the plug-in, contact your System Administrator for assistance in getting the necessary permissions to install the software.

WAVECOM SOLUTIONS MESSAGE CENTER

View Fax Help

Print Delete Previous Next Close

From: 808 695 Date: Fri Dec 18, 2009 1:27pm

To: 8087914115 **← Inbound Fax Number**

Cc: Subject: Fax Folder: Inbox (change)

DEC-18-2009 FRI 01:23 PM LHS FAX NO. 808 695 0225 P. 01/09

**PLEASE HAND DELIVER THIS FAX IMMEDIATELY!!
THANK YOU!!**

DATE:	FROM:
TO:	TOTAL # OF PAGES:
ATTN:	PHONE: (508) 895-
FAX NO.:	FAX NO. (808) 895-
RE:	

COMMENTS:

WARNING: CONFIDENTIAL INFORMATION: This message is intended only for the use on the individual or entity to which it is addressed and may contain confidential information that is privileged or exempt from disclosure. If you are not the intended recipient, you are hereby notified that any use, dissemination or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately by collect call, and return this original message to us (at our expense) to the address below via the U.S. Postal Service. Thank you.

FAX LOG #:

DATE FAXED:

TIME FAXED:

WARNING - You do not have the recommended fax viewer installed. As a result, this fax may not be displayed correctly, for example you may only be able to see the first page of a multi-page fax or the fax may not be displayed at all. You can install the AlternatIFF plugin from here.

Filename: cisco fax.ui

Save To Disk Mark As Unread

Figure 8 - Inbound Fax to Email

Address Book

The address book allows you to store contact email, phone and fax information. You can add either a single contact or a distribution list that can contain one or more contacts.

WAVECOM SOLUTIONS MESSAGE CENTER

Address Book Help

ABCDEFGHIJKLMNOPQRSTUVWXYZ

Name	Email Address	Phone Number	Fax Number	Delete
Reid Palmeira	reid.palmeira@wavecomsolution...	808.791.3000	808.791.0317	X

Add Individual Add Distribution List

Add individual contacts or distribution "group" lists to send messages to multiple contacts at one time.

Figure 9 - Address Book

New Email

To compose a new email, click on **New Email** option from the menu on the left. You can manually type in email addresses or pull contacts from your Message Center Address Book.

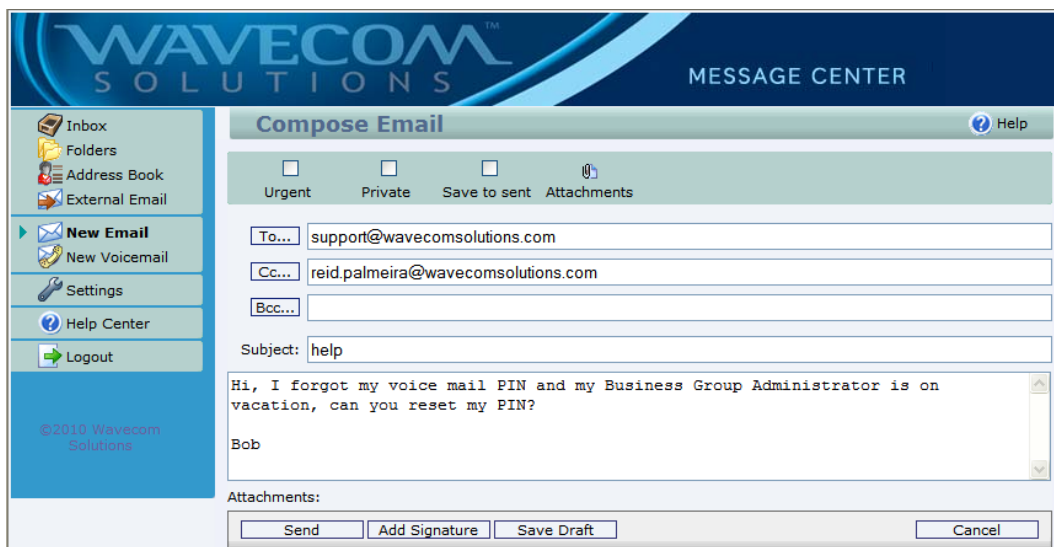
The screenshot shows the 'Compose Email' window in the Wavecom Solutions Message Center. On the left is a navigation menu with options: Inbox, Folders, Address Book, External Email, New Email (highlighted), New Voicemail, Settings, Help Center, and Logout. The main area has a header 'Compose Email' with a 'Help' link. Below the header are checkboxes for 'Urgent', 'Private', 'Save to sent', and 'Attachments'. The email fields are: 'To...' with 'support@wavecomsolutions.com', 'Cc...' with 'reid.palmeira@wavecomsolutions.com', 'Bcc...' (empty), and 'Subject:' with 'help'. The email body contains the text: 'Hi, I forgot my voice mail PIN and my Business Group Administrator is on vacation, can you reset my PIN?' followed by 'Bob'. At the bottom, there are buttons for 'Send', 'Add Signature', 'Save Draft', and 'Cancel'. The footer of the interface shows '©2010 Wavecom Solutions'.

Figure 10 - New Email

New Voice Mail

To send a new voice message, click on the **New Voicemail** option from the menu on the left. Your message will be sent as an email with a standard .WAV audio file attachment.

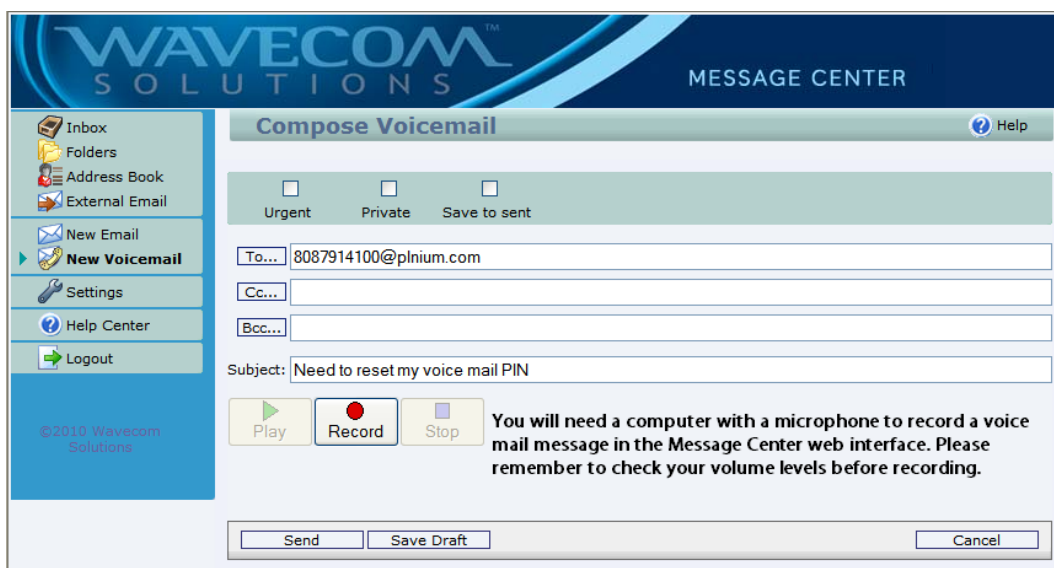
The screenshot shows the 'Compose Voicemail' window in the Wavecom Solutions Message Center. The left navigation menu is identical to Figure 10, with 'New Voicemail' highlighted. The main area has a header 'Compose Voicemail' with a 'Help' link. Below the header are checkboxes for 'Urgent', 'Private', and 'Save to sent'. The email fields are: 'To...' with '8087914100@plnium.com', 'Cc...' (empty), 'Bcc...' (empty), and 'Subject:' with 'Need to reset my voice mail PIN'. Below the subject field are three buttons: 'Play' (green play icon), 'Record' (red microphone icon), and 'Stop' (blue square icon). A text box below these buttons states: 'You will need a computer with a microphone to record a voice mail message in the Message Center web interface. Please remember to check your volume levels before recording.' At the bottom, there are buttons for 'Send', 'Save Draft', and 'Cancel'. The footer of the interface shows '©2010 Wavecom Solutions'.

Figure 11 - New Voice Mail

A microphone and sound card are required to record messages from your computer. Remember to test your volume settings when you install the microphone. If you experience problems later, re-check the recording volume levels.

Message Forwarding

One common application of the Message Center is to forward your messages to another email address (such as your work email). By doing this, you can monitor all of your messages from a single inbox instead

of logging in to multiple systems. To setup Message Forwarding, click on **Settings** from the Menu at the left to access the settings menu.

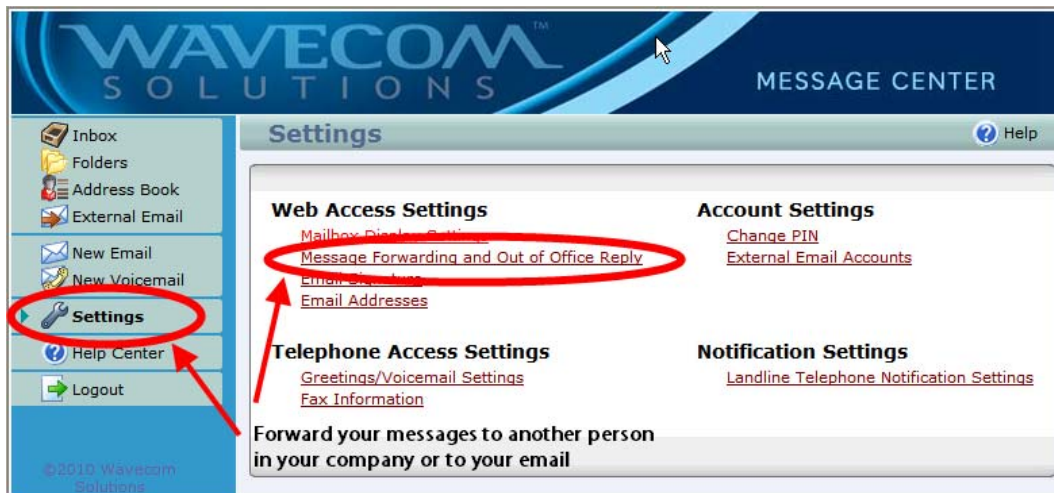


Figure 12 - Message Forwarding

From the menu that appears, select **Message Forwarding and Out of Office Reply**.

Select the type of message forwarding you want to do, enter the email address to forward messages to and click the **Save** button at the bottom of the page.

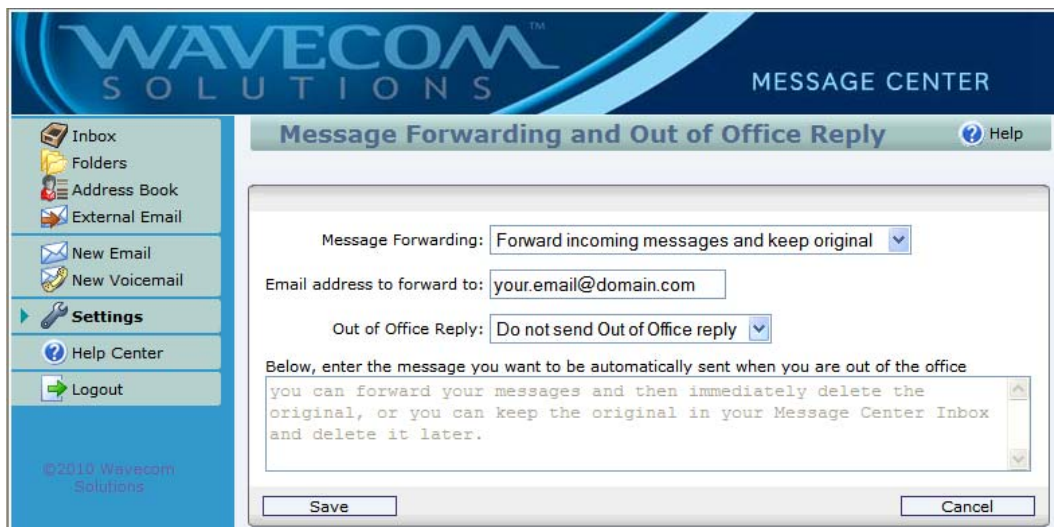


Figure 13 - Message Forwarding

This option may be useful if you are going on vacation or an extended business trip and won't be able to check your voicemail regularly, you can then forward messages to an email account or forward them to another person in your company who can respond to the messages while you are out.

Customer Support

For further assistance on any of the features of the Message Center, please contact Customer Support.

ISLAND / LOCATION	LOCAL NUMBER
Oahu	808-791-3000
Big Island	808-930-2250
Kauai	808-240-2070
Lanai	808-568-2250
Maui	808-270-2250
Molokai	808-660-2250
Toll-free from the Mainland	1-877-91-ALOHA 1-877-912-5642

** Available Monday thru Friday, 8:00am – 6:00pm;*

After Hours, please leave a message and we will return your call by the next business day.

Email: support@wavecomsolutions.com

You can also access this and other relevant user guides online by logging into the Communications Center at <http://selfcare.wavecomsolutions.com>. After you login with your 10-digit phone number and Communications Center password, select Phone Settings then click on the Service Manual option. Links to all user guides are provided. This includes the Communications Center, Message Center and other user guides for Wavecom Solutions Next Generation Network products.

Change Log

Version	Date	Description
1.0	5/1/2006	Initial Release
1.01	6/9/2006	Release corresponds to 4.1.1, updated for single sign-on
1.02	8/11/2006	Update release for Communications Center / Message Center unified access.
1.03	9/1/2006	New office address correction
1.04	11/14/2006	Corrections via mallen, added vanity numbers for remote access.
1.05	12/11/2006	Corrections via BW. Corrected vanity numbers for remote access, wrong NXX prefix for islands.
1.06	2/22/2007	Corrections via LM. Reorg – split voice interface to ch 2, web to ch 3.
1.07	3/06/2007	Grammar corrections, correct Voicemail ->Voice Mail
1.08	3/19/2007	Corrections via mallen.
1.10	7/10/2007	Updates to remote access, added mailbox 100Mb limit. 11 July – Corrected VM Menu figure 1.
1.11a	8/6/2007	Added Email forwarding, removed Meta DN for RVM Access. Added Inbound Fax. 3/18/08 Rev a) minor revisions and new screenshots for MSW5.1
1.12	2/2/2009	Corrected for new CSS hours and email
1.13	1/18/2010	Rebrand.