

## FeaturePlus and Voice Mail

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### Overview

With FeaturePlus, it is possible to pick up your voice mail in a number of ways. You can pick up your voice mail by email, from the FeaturePlus website or from any telephone.

### Email Notification






To receive your voicemail via email, you must set up the facility via the FeaturePlus website and specify an email address

1. Go to [www.featureplus.com](http://www.featureplus.com) and log in using your User Login and password.
2. From the Home page, choose VOICEMAIL and then SETTINGS from the drop down menu along the top.
3. Click on the 'Voice Mail Notifications' tab.
4. Tick the 'notify me by email' option and then enter the email address you wish to use.
5. Click on 'Save' to save the changes.

You will now receive an email whenever someone leaves a voice mail. The message will be sent to you as .wav attachment. You will need a suitable media player such Windows Media Player to listen to the message.

## Accessing Voice Mail from the FeaturePlus Website

You can access your voicemail from the FeaturePlus website.

1. From the Home page, choose VOICEMAIL and then INBOX from the drop down menu. You can then see all the voicemails that have been left for your FeaturePlus telephone number.
2. Click on the  icon to play the message. You will need to ensure you have a media player installed in your browser. If you are not able to do this, click on the Download icon  and you will be able to play the message through a stand alone media player. Once the message has been played, it is automatically moved to the old message folder.
3. You can delete all your messages by clicking on the  **Empty folder icon**.
4. Alternatively you can click on the  icon to permanently delete the message.
5. Click on the envelope icon to view the message details. From here you can forward this message by clicking on the  icon. You can choose to forward the message to another folder, to another FeaturePlus phone, or to an email address.

## Accessing Voice Mail via telephone.

You can access your Voice Mail from either your FeaturePlus telephone or remotely from another handset.

### Access Voice Mail Via Your FeaturePlus telephone.

1. Dial 8400 if you are using an analogue phone attached to an ATA device. If you are using an IP Phone, you can either dial 8400 or press the Envelope icon on the phone display.

### Access Voice Mail Via Another FeaturePlus handset

1. If you are away from your phone, you can access your voicemail from another phone on the FeaturePlus service. Simply dial 8500 from the phone and then enter your 4 digit PIN.

## Via Any other handset

1. You can access your voicemail from anywhere by dialling 0845 034 0499. You will be prompted for your FeaturePlus telephone number and PIN.

## Managing your Messages Via the Telephone Keypad

When connected to your Voice Mail you will hear an announcement telling you how many new and old messages you have. The system records the time, duration and caller number of all voice messages; the time is read out prior to playback of the message. The system will prompt you with options available and the \* key invokes a help menu which repeats these options

The options are as follows:

Press 1 to listen to your new messages (or old messages if you don't have any new ones)

Press 2 to change to another Voice Mail folder, then:

0 - New Messages

1 - Old Messages

2 - Work Messages

3 - Family Messages

4 - Friends messages

# - Exit

Once your Voice Mail folder has been selected, the system will announce and play the first message automatically, then:

3 - Advanced Options. You will be presented with options to send a reply, hear the message details or to make an outbound call

5 - Repeat current message

6 - Play Next message

7 - Delete current message

8 - Forward message to the Inbox of another of your phones

9 - Save to Folder. You will be presented with the list of folders to select from.

The general menu options 0 2 \* # are also available at this time.

## Changing Your Voice Mail Greeting For Your Phone Number.

You can personalize your voice mail greetings by dialing into the voicemail system.

1. Dial 8400 to access the voice mail from your FeaturePlus handset. Alternatively you can dial 0845 034 0499 and enter the CLI and voice mail PIN.

2. Press 0 to change Voice Mail settings, then:

1 - Record your personal unavailable message. This is the only message that will be played if you do not answer the phone.

2 - Record your busy message. This is the only message that will be played if your phone is busy.

3 - Record your name. Callers will hear message "Name" "is unavailable" or "On the phone please leave a message"

4 - Record Temporary Greeting. This greeting would supersede the greetings set for busy and unavailable until it was deleted. This is useful for situations where you might be out of the office for the day.

5 - Change your 4 digit PIN

\* - Return to the main menu

All recordings are terminated by a #. Press \* to get help. Press # to exit