



General Information

The @COM Voicemail system is an optional feature in the @COM Business Manager which is fully integrated. It features recording a virtually unlimited amount of voicemail messages with separate greetings for when the user is busy or unavailable, or use a temporary greeting if you wish to temporarily use an alternate greeting. New voicemail messages can be sent to your inbox as an attachment or as a notification to your IP phone or pager. A caller can be given menu options whilst listening to the greeting, for example to transfer him/herself to a colleague or the operator, or in case of busy to keep waiting until the extension becomes available. An additional option used in combination with the Voicemail service is the Directory Service. This service uses the voicemail box names and recorded names as a directory allowing callers to transfer themselves to an employee.

Voicemail Service

The Voicemail Service offers many features to users, callers and administrators; here is an overview of those features:

Features available to users

- Access voicemail system via any phone, with the following options:
 - Listen to Voicemail Messages
 - Announce CallerID of caller (if available)
 - Announce Date & Time of message
 - Announce the length of the message (if it's longer than x sec.)
 - Delete messages
 - Undelete messages (only those who have just been deleted)
 - Store messages in separate folder to keep
 - Forward messages to other users
 - Create new messages to send to other users
 - Place an outgoing call.
 - Record greetings (Busy, Unavailable & Temporary)
 - Record name
 - Change password
- External access to voicemail system possible
- Notification on IP Phone (if supported by phone)
- Voicemail to e-mail service ⁽¹⁾
- Separate Busy and Unavailable greetings

Features available to callers

- Leave voicemail messages
- Option to press * or 0 for operator or colleague
- Option to wait, in case dialed extension is busy ⁽²⁾

Features available to administrators

- Assign voicemail boxes to user(s)
- Edit voicemail box names
- Change password
- Re-initialize voicemail box (in case of a new user)
- Enable/Disable the Voicemail to email service
- Setup layout of email notifications
- Change notification behavior in case of new messages
- Edit menu options during voicemail greeting
- Set maximum amount of messages or login attempts
- Set maximum length of messages, greetings, passwords, or silence in a message
- Enable/Disable directory service
- Set allowed mailbox options, such as: allow forwarding, playback of summary, allow re-recording and more...

⁽¹⁾ This feature requires an additional license.

⁽²⁾ This feature requires special programming of the @COM Business Manager, which might not be possible in all PBX configurations.

Voicemail to email Service

The voicemail to email service is an optional voicemail feature that allows users to receive new voicemails in the inbox of their email application(s).

The voicemail messages are sent to users in WAV or GSM format as an attachment. Both of these formats can be played on most audio player applications without any additional software. The body of the email message contains details about the message and caller, such as date, time, Caller ID and voicemail duration.

Voicemails are sent via an integrated SMTP server to the mail servers of the users, therefore this feature does not require any special programming except an IP connection over LAN or Internet to the destination mail server.

It's possible to choose whether or not you would like to receive new voicemail notifications via e-mail, phone or both. However please note that voicemail notifications on the phone will not be erased once you've read the email notification or the other way around. Therefore we advise you to not notify on both the phone and via email at the same time. This setting can be set per voicemail mailbox.

Directory Service

The directory service allows callers to be presented with the question: *"Please enter the first three letters of the name of a person you are looking for, by using the keys on your phone?"*

By entering those letters, the system will automatically look for all names assigned to voicemail boxes, which have the directory service option enabled, and presents the caller with the names of the available users.

The caller can choose between the available names and let the system transfer him or her to the phone of this user.

This feature is extremely useful for employees that need to call colleagues which do not have their own DID's numbers or they don't know their number. These employees do not need to bother the operator, instead they dial the Directory Service which will transfer them to the desired colleague.

By assigning the Directory Service to a separate DID numbers or hidden option in an Auto Attendant menu it can be used from outside the office as well as from inside the office

Note(s):

- This feature requires voicemailbox numbers to be equal to the extension number of the users phone or else transferring the call won't be possible.
- This feature can be used for customers too, however we advise you to limit the use to internal employees and certain suppliers since a personal greeting is much more customer friendly and this feature requires some instruction to operate.