Sure
Voicemail
Web User Guide

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Sure Voicemail Web User Guide

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Introduction

Welcome

This guide explains how to use the Sure Voicemail web interface to manage your mailboxes and messages.Using a web browser (we recommend Internet Explorer 7 or Firefox 3 or higher) you can make changes to your mailbox and manage your messages. For example, you can change your personal greeting, set up alarm calls and change your PIN.

Mailbox and subscriber identities

You are linked to your mailbox by your telephone number. This is your Subscriber Identity. It may be that you have linked more than one number to your mailbox (e.g. your home landline number and your mobile number). So, multiple Subscriber Identities can access the same mailbox.
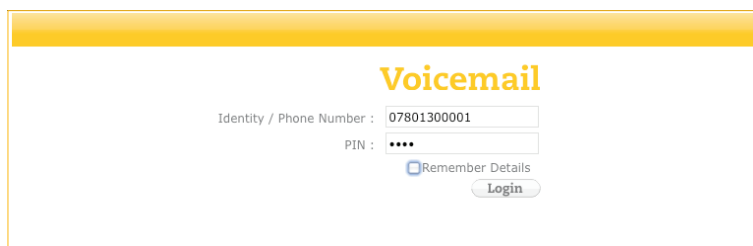
Multi-tenanted mailboxes

A multi-tenanted mailbox is one that contains one or more tenant (individual) mailboxes. For example, your family might have its household landline linked to a multi-tenant mailbox. Callers then select which mailbox tenant they would like to leave their message for.

Logging in and out of the User interface

Logging in

Note: If this is the first time you're logging in to a new account, you will first need to set your PIN from your handset by dialing 171.

1. Open a web browser (we recommend Internet Explorer 7 or Firefox 3 or higher).
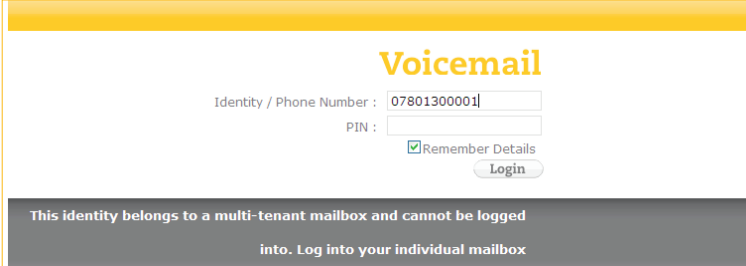2. Go to the following URL:
3. http://sure.com/vms

4. Enter your Subscriber Identity (usually your phone number) and your PIN.

5. Click **Login**.
   You'll see the Home page for the User web interface
   (see page 8 for more information):
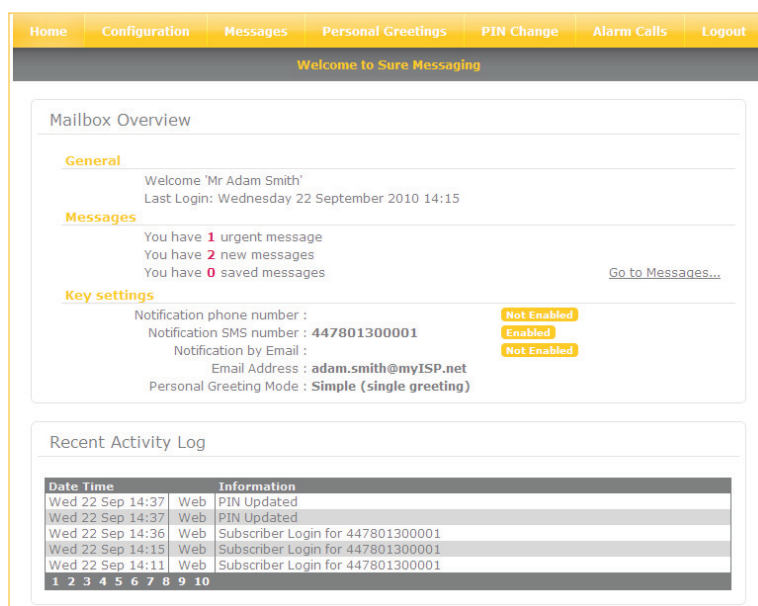
Attempting to log into a multi-tenant mailbox

If you attempt to log into a multi-tenant mailbox, you will see a message telling you that you should instead log into your individual mailbox.

Multi-tenant mailboxes are dial-in only. You cannot configure them (only the Sure/CSC administrator can do this).
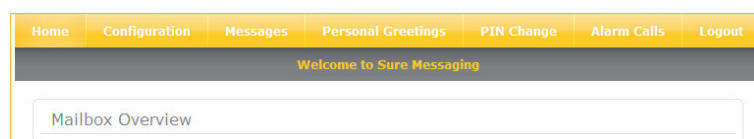
Logging out

Simply click the Logout tab at the top right of the web page.

Finding your way around

The Sure Voicemail web interface is designed to be very simple to use. The options that you can view and change are grouped by function; you access them using the tabs along the top of the page:

- Home: Gives you an overview of your current messages and recent activity.   See page 8.
- Configuration: Allows you to view and edit your Mailbox settings, and see a list of the phone numbers (subscriber identities) linked to this mailbox.   See page 9.
- Messages: Lists your current messages and allows you to play, delete or forward them via email.   See page 12.
- Personal Greetings: Allows you to manage single, multiple and timed greetings.   See page 14.
- PIN Change: If you need to change your PIN.   See page 18.
- Alarm Calls: Create and manage alarm calls to your notification phone number.   See page 19.
- Logout: See page 6.

Using the web user interface

Home page

Once you've logged in, the Home page gives you a brief overview of your messages, key settings and recent activity (when you logged in, what changes you made):
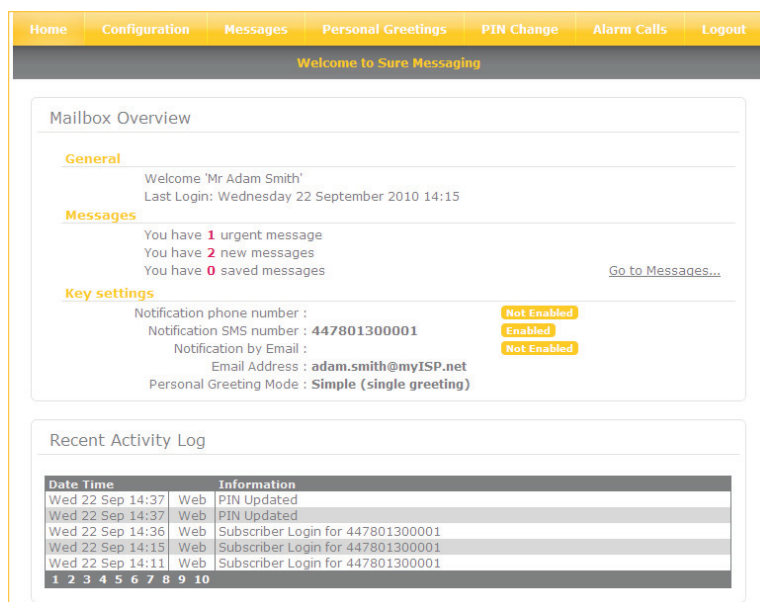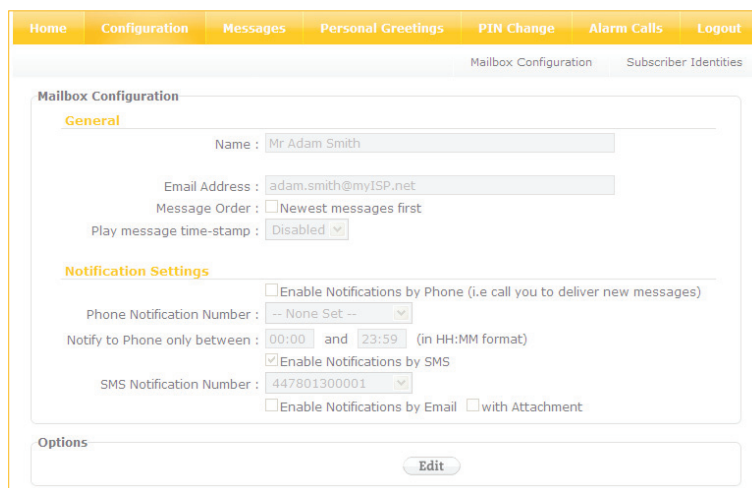

Viewing messages

There are two ways to view a list of your current messages from the Home page:

- Click the **Go To Messages** link in the Messages summary area
- Click the Messages tab at the top of the page.

See Managing your messages on page 12.

Configuring your mailbox settings

1 Display the Configuration tab.

2 Click **Edit** in the Options panel at the bottom of the page.

3 Make your changes (check the table below for details) and click Save.
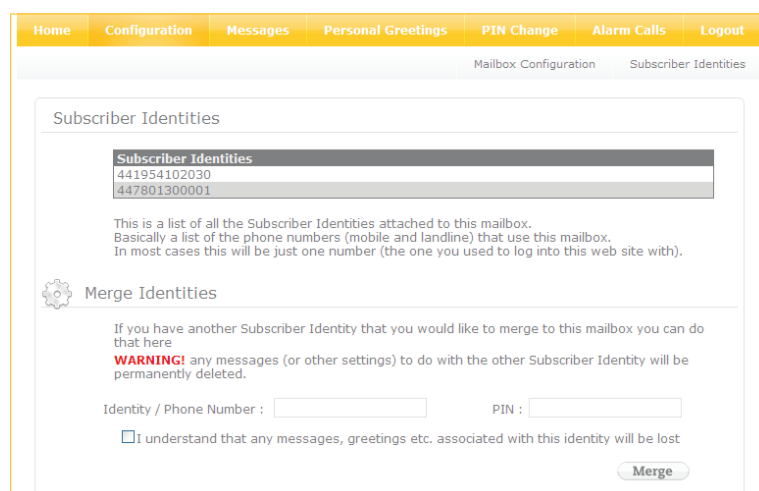
Parameter	Description
Name	The 'name' of a mailbox is usually the same as the telephone number that you use to log in to the Sure Voicemail web interface, and to access the telephone interface. It's only for information; you can change it to something more memorable if you like.
Email Address	Your usual email address. This is the email address that will be used if you require message notifications via email. See page 13.
Message Order	Enable this option to list newest messages first, otherwise messages will be played oldest first.
Play message time-stamp	You can elect to hear when the message was left (and choose whether to hear this information before or after the message itself).
Enable notifications by SMS	Click to enable this option then select an SMS notification number from the drop-down list. Unless this is a Multi-Tenant Mailbox (see page 4, there will only be one number listed here. (This feature is not available on landline only mailboxes).
SMS Notification Number	The number to which SMS notifications are sent.
Enable Notifications by Email	Enable this option to allow message notifications to be sent by email (via the Messages tab; see page 11). with Attachment
With Attachment	If enabled, an audio file will be attached when you send a message notification via email.

Managing subscriber identities

Seeing which phone numbers can use this mailbox

Usually, only one phone number is associated with a mailbox.For example, when you first use the system, you might log in (or dial in) using your mobile number as your subscriber ID. If you want to be able to pick up your messages from this mailbox using your landline as well, you can merge your landline number to the list of subscriber IDs that can access your mailbox.To see a list of all the telephone numbers associated with the current mailbox:

1 Display the Configuration tab.

2 Click the **Subscriber Identities** sub menu and view the list of Subscriber Identities:

Merging subscriber identities

If you have more than one mailbox, you can merge one mailbox into another.

Note: All messages, greetings and settings associated with the merged mailbox will be lost as part of this process. For example, if you log into your mobile mailbox, then merge your landline mailbox into it, all the messages and settings from your landline mailbox will be lost. You can now use your landline subscriber ID to log into your merged mailbox but you must use the PIN for the mobile mailbox.

1 Log in to the mailbox that you want to keep.

2 Display the Configuration tab.

3 Click the **Subscriber Identities** sub menu.

4 In the Merge Identities panel, enter the subscriber identity (phone number) and PIN for the mailbox you want to merge into the current mailbox (i.e. enter the details of the one that will become obsolete).

5 Click "**I understand...**".

6 Click **merge**.

Managing your messages

You can manage the messages that callers leave in your mailbox using the web interface:

1   Display the Messages tab:
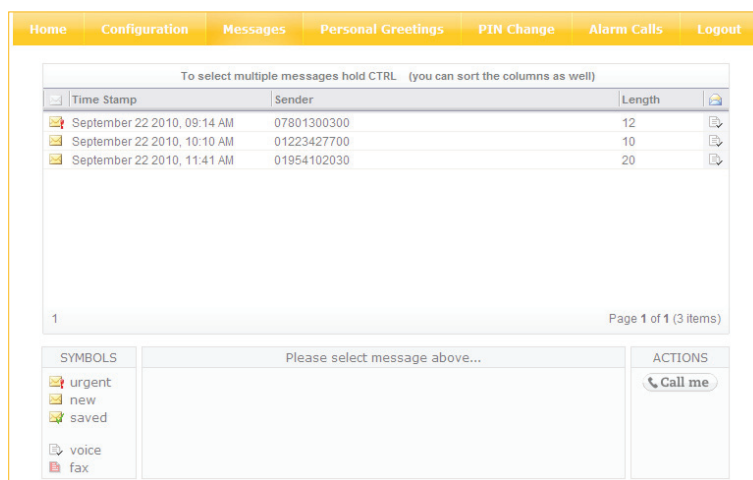
The top of the page lists any messages and their status (urgent, new, saved) and type (voice, fax), along with details of sender (if known) and time stamp.

2   If you want to perform any actions on your messages, select them first in the top panel.–Control-click (PC) or Shift-click (Mac) to select multiple messages

3   You can now **play** (or **open**, for a fax), **delete** or **email** the selected messages:
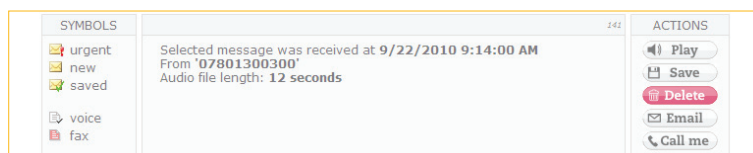
–   Click **play** (for a message) and the selected messages will be downloaded as .wav files. They will be played by whatever application you have assigned to deal with audio files from the Internet (typically Windows Media Player on PC and iTunes on a Mac).

–   Click **open** (for a fax) and the selected messages will be downloaded as image files (.tif). They will be opened by whatever application you have assigned to deal with image files from the Internet.

–   Click **delete** and the selected messages will be deleted immediately.

– Click **email**, enter the email address in the resulting field and click send.
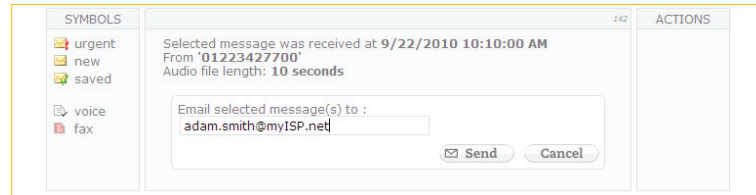
4   Alternatively, **click call** me (and select the number for the system to call you back on) to manage your messages via the telephone interface.

Managing your personal greetings

A personal greeting is played to callers when their call has been diverted to the voicemail system. How the **Personal Greetings** tab looks depends on whether you're currently using simple or multiple personal greetings:

You can:

- Use a simple personal greeting (use the standard system greeting, or record and use a greeting of your own). See page 15.

- Use multiple personal greetings; you can record up to 9 different personal greetings using the telephone interface (there is also a standard system greeting, making 10 in all) and decide which of those greetings will be played using the web interface. This is useful if, for example, you're out of the office, or want to tell callers to ring you on another number temporarily. See page 15.

- Use timed personal greetings; If you have defined (and enabled) multiple personal greetings, you can schedule things so that different greetings play at different times or on different days. See page 17.
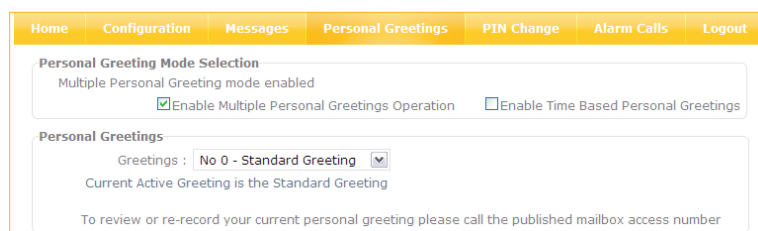
Using a simple personal greeting

1 In the Messages tab, click to disable the checkbox Enable Multiple Personal Greetings Operation.

   Note: You need to manage your simple personal greeting using the telephone interface. The Personal Greetings tab tells you whether you're using the standard greeting, or one you've recorded yourself. To swap between these two greetings, do one of the following:

   • Click **call me** to have the system call you and gain access to your personal greeting menu.

   • Dial into the telephone interface (as you would normally to retrieve your messages) and follow the prompts to personalise your mailbox and change your greeting.

Using multiple personal greetings

1 If you haven't already done so, use the telephone interface to record as many Multiple Personal Greetings as you need, up to a maximum of nine (dial in as if you were retrieving your messages and use the admin menu).

2 Back in the Sure Voicemail Messaging Web User interface, click to activate the checkbox Enable Multiple Personal Greetings Operation. By default, the standard greeting is selected:

Home	Configuration	Messages	Personal Greetings	PIN Change	Alarm Calls	Logout

Personal Greeting Mode Selection
Multiple Personal Greeting mode enabled
☑ Enable Multiple Personal Greetings Operation   ☐ Enable Time Based Personal Greetings

Personal Greetings
Greetings : No 0 - Standard Greeting ▼
Current Active Greeting is the Standard Greeting

To review or re-record your current personal greeting please call the published mailbox access number

3 Select one of your multiple recorded greetings from the Greetings drop-down menu:
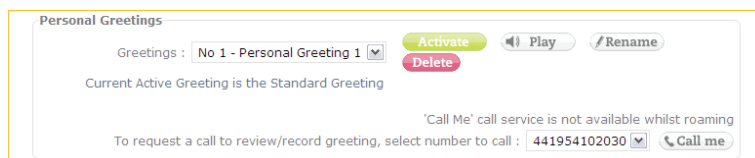
4 At this point, the greeting is not yet activated. You can do the following:

– **activate**: Tell the system to use this greeting.
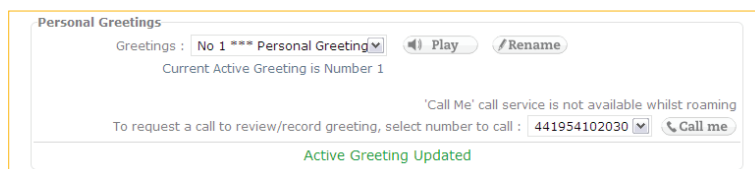
– **play**: Listen to the greeting.–rename: Change the greeting's name (how it appears in the drop-down menu; use this option to give yourself a hint about the greeting's content, like "Away from office"):
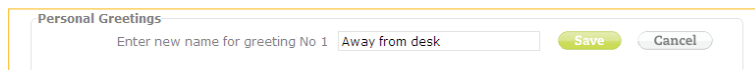
– **delete**: Delete the selected greeting from the system; you'll need to confirm this action:
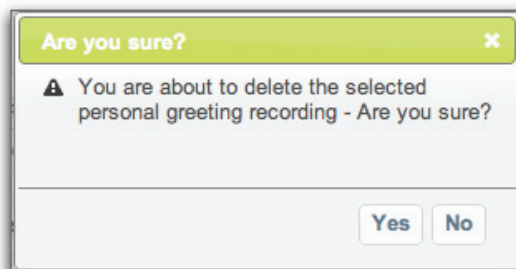
Using time-based personal greetings

Note: You can only use time-based greetings if you have recorded some greetings using the telephone interface and enabled multiple personal greetings (see page 15).

1   Click to activate the Time Based Personal Greetings option.

2   Click **Add New Timed Greeting Period**.

3   Set up the timed greeting (day, time period and which greeting to play) and click **Save**.The new timed greeting will be listed:

4   At this point you can **edit** or **delete** the timed greeting. You can also add more timed greetings.

Changing your Mailbox PIN

If at any time you want to change the PIN you use to log in to your Mailbox:
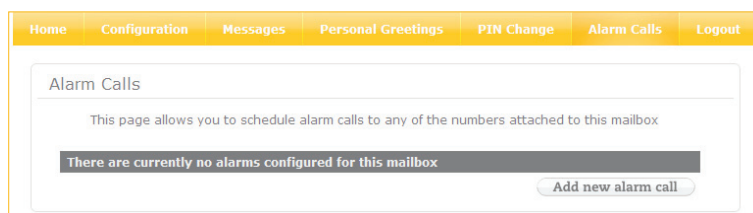
1   Display the PIN Change tab.

2   Enter your current PIN.

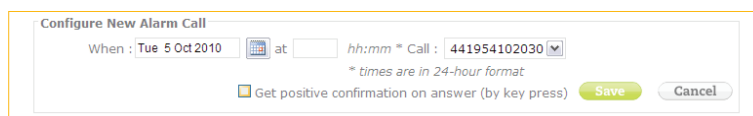3   Enter your new PIN twice.

4   Click **update**.

Setting up alarm calls

To set up one or more alarm calls:

1   Display the Alarm Calls tab.

2   CLick **Add New Alarm Call**.

3   Click the calendar icon and select the day.

4   Enter the time for the alarm (in the 24-hour format hh:mm).

5   Select the number to call from the drop-down menu (this is a list of any numbers attached to this mailbox).

6   If required, activate the option Get positive confirmation on answer (by key press).

7   Click **save**.

The scheduled alarm will be listed:
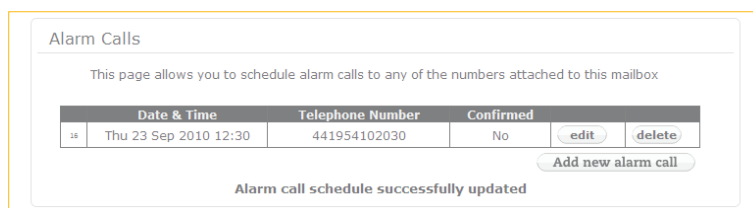
At this point, you can **edit** or **delete** the alarm.

8   Repeat to add more alarm calls if required.