

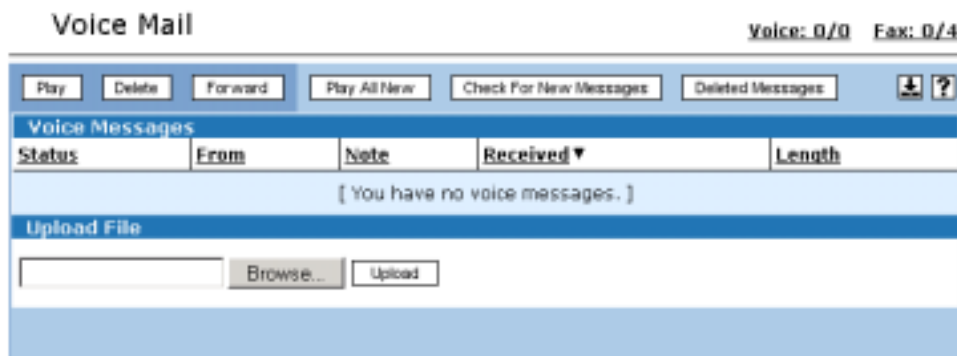
# 10

## Voice Mail

The **Voice Mail** feature enables you to listen to your voice messages on the web. To do this, you will need to have an audio file player installed on your system that can play MP3 files. If you do not have an audio player that will do this, you may obtain a copy of WinAmp or Windows Media Player by going to the **MP3** section of the **Downloads** page, and clicking on the appropriate link.

To access the **Voice Messages** screen, click on the **Voice Mail** option on the sidebar menu. This brings up the **Voice Messages** screen.

### Voice Messages Screen



Voice Messages Screen


This screen contains command buttons and information about your voice messages.


- **Command Buttons**

- **Play**—use to play back your voice messages with an MP3 player
- **Delete**—use to delete selected messages
- **Forward**—use to forward selected messages to other E-mail addresses
- **Play All New**—click on this button to play all your new voice messages in succession
- **Check for New Messages**—use to refresh your message list while you are online.
- **Deleted Messages**—use to view messages deleted within the past forty-eight (48) hours.


- **Information Fields**

Each message includes the following fields:

-  --click on a voice message's checkbox to select it for listening, forwarding, or deleting it.
- **Status**—this column indicates whether a message has been “opened” and heard, saved, urgent, or not yet heard. The icons and their meanings are:

-  --a “Saved” message

-  --an “Urgent” message

-  --an “Unread” or “New” message

-  --a “Read” message.

You may change a message's status manually by clicking on its status icon. Each click rotates to a different icon and status. The icons rotate in the following progression:

- **Saved** changes to **Urgent**
  - **Urgent** changes to **Unread** (or **New**)
  - **Unread** changes to **Read**.
- **From**—the source or caller ID information.
  - **Note**—special note you've attached to the message
  - **Received**—date and time message was received.
  - **Length**—the length of the message in minutes and seconds.

## Using the Voice Messages Screen

- **Working with Voice Messages on Your Website**

Working with your messages often requires “selecting” a message. Each message has a checkbox beside it, and clicking on a message’s checkbox selects it. After selecting a message, you may then play, forward, or delete the message.

- **Listening to Your Messages**

⇒ To listen to a voice message, follow these steps:

1. Select the message you wish to listen to by clicking on its checkbox.
2. Click the **Play** button. Your audio file player will appear and begin playing your message.

You may play all your new messages in succession by clicking on the **Play All New** button. Or, you may play multiple non-new messages in succession.

- **Attaching a Note to a Voice Message**

This feature enables you to attach a short note to any voice message listed on your Voice Messages screen. This note can serve as a reminder to you about the content of the message.

⇒ To attach a note to a voice message, follow these steps:

1. Click on the Voice Mail option in the sidebar menu to open the Voice Mail screen.
2. Go to the Note column and click on the Note icon of the voice message to which you want to attach a note. This opens a small text field for typing in your note.

### Note



The screenshot shows a user interface for adding a note. At the top, there is a blue header bar with a pencil icon on the left. Below this is a white text input field. To the right of the text field is a button labeled "Save".

Note Text Field

3. Type in the text of your note.
4. When finished click on **Save** to save your note and close the text field.

After you save your note, the screen will refresh itself, replacing the icon in the column with your note. To edit or revise the note, double-click on the note, which opens the note field for your changes.

- **Forwarding Messages**

Status	From	Received	Length
	<a href="#">Your Current Phone</a>	11/02/2000 02:05PM	00:46

Forward To Voice Messages Screen

### Forward To Screen Features

#### Information Boxes:

1. **Contacts** box—the list of your contacts
2. **Contact Lists** box—displays the names of your contact lists
3. **E-mail Address**—a field for supplying E-mail addresses
4. **Forwarding List**—listing of those who are to receive the forwarded message
5. **Comments**—into this field type an E-mail message you want to include with the voice mail.

#### Command Buttons:

6. **Send**—click to forward messages
7. **Back**—click to discard any changes you made have made to the screen.

## Using the Forward To Screen

⇒ To forward messages, follow these steps:

1. Select the checkbox next to the message you wish to forward.
2. Click on the **Forward** button. The **Forward** screen will appear and prompt you for the recipient's E-mail address, contact name, or contact list.
3. Type in the contact's E-mail address. You may broadcast this message to an entire contact list. To do this, use the drop-down list and select the contact list you want.
4. If necessary, type in a brief message or comment you want to include with the forwarded message. It will appear in the text body of the received E-mail.
5. When you are finished, click on the **Forward** button. The voice message will appear as an E-mail attachment in the recipient's E-mail inbox.
6. To discard any changes you may have made to the screen, click on the **Back** button.

### • **Deleting Messages**

⇒ To delete a message, follow these steps:

1. Select the checkbox next to the message (or messages) you wish to remove.
2. Click on the **Delete** button.

### • **Undeleting Messages**

⇒ To undelete deleted messages, click on the **Deleted Messages** button, and then click on the **Undelete** button.

**Note:** Clicking this button, all deleted messages from the past forty-eight (48) hours are restored to your web page.

### • **Refreshing the Message Listing**

You can check for new messages if you are expecting to receive one during an online session, or simply want to check for new messages.

⇒ To refresh your messages list, click on the **Check for New Messages** button. Any new messages that have arrived in your mailbox will be posted.

## Sending Audio Files As Voice Mail

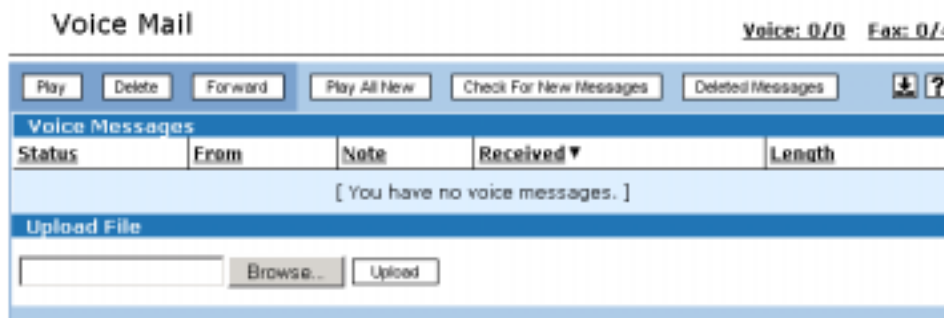
This feature enables you to record and upload an audio file using your PC. This audio file can be a “.wav” file you recorded using a recording application (e.g., Sound Recorder), or it can be a file in the MP3 format (“.mp3” file extension). After the audio file is uploaded, it will appear as a new message in the recipient’s voice mailbox. The recipient may then send, broadcast, or forward the new message to others.

Note: Any “wav” file you use must be in an uncompressed format. Also, compressed files, such as “zipped” files, will not work with this feature.

### Sending (or Uploading) an Audio File

⇒ To send an audio file as a voice mail, follow these steps:

1. Go to the sidebar menu and select the Voice Mail option. This brings up the **Voice Mail** screen.



Voice Mail Screen

2. Click on the **Browse** button to locate and select the file on your system. The selected file will appear in the file field.



3. Click on the **Upload** button to upload (or send) the audio file. The file is sent to your voice mailbox.

## Forwarding an Audio File on the Web

1. To forward the audio file, select it and click on the **Forward** button. This brings up the **Forward To** screen.

Voice Mail Voice: 0/1 Fax: 0/4

Send Back ?

**Forward to:**

**Contacts:**

- Ann O'Neal - Home Email
- Ann O'Neal - Office Email
- Bill Johns - Home Email
- Brad Steinmeyer - Office Email
- Brad Steinmeyer - Personal Assis
- David Williams - Home Email

**Contact Lists:**

- All Contacts - Contact List
- Family - Contact List
- Fax list - Contact List
- Golf Contacts - Contact List
- Management Team - Contact List
- Sales Group - Contact List

**E-mail Address:**

**Forwarding List:**

[Add contacts or addresses here]

**Comments:**

Mark as Urgent :

**Voice Messages to Forward**

Status	From	Note	Received ▼	Length
	<a href="#">Your Cellular Phone</a>		07/17/2001 03:06PM	00:06

"Forward To" Screen


2. Follow the normal instructions for forwarding a voice message.


## Recording Your Own Audio File with Sound Recorder

You may record your own "wav" file with a sound recording application designed for this purpose. Most users already have the **Sound Recorder** application on their systems, as it is shipped with the Windows operating system. To record an audio file, you will need a microphone installed on system.

**Note:** The directions below for locating Sound Recorder on your system could be different, depending on your system's setup.

⇒ To run **Sound Recorder**, follow these steps:

1. Click on the  button at the bottom left corner of your desktop. An options menu will pop up.

2. Select the “Program” option. An applications menu will pop up.
3. Select the “Accessories” folder at the top of the menu. An “Accessories” menu will pop up.
4. Select the “Multimedia” folder. This will display a menu of your multimedia applications.
5. Click on the  option. This brings up the **Sound Recorder** application.



Sound Recorder Interface

6. Even though the interface is intuitive, you might want to review the operating instructions provided with your Windows operating system documentation.
7. Using Sound Recorder (or a similar application), record your file.
8. When you finish recording your file, name it, and save it to a drive on your system.