

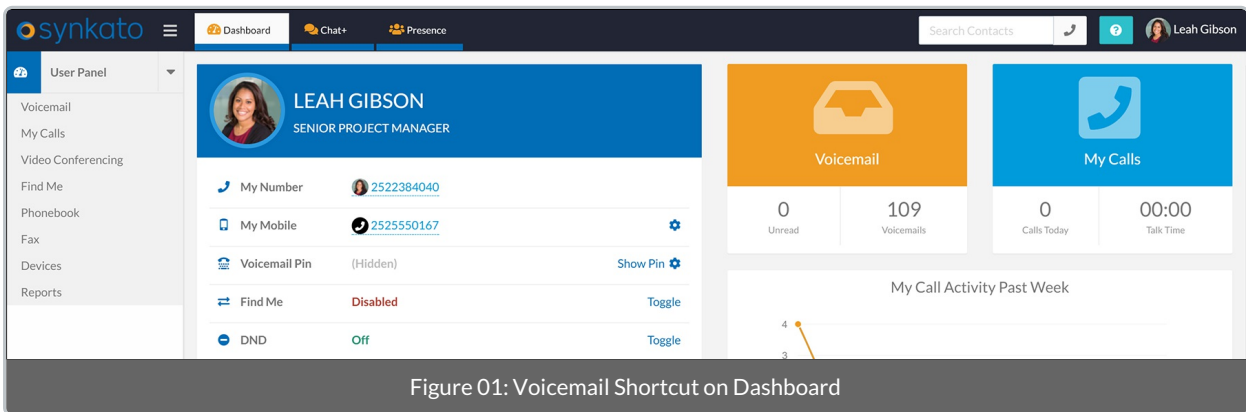
Voicemail

Last Modified on 12/31/2020 11:21 am EST

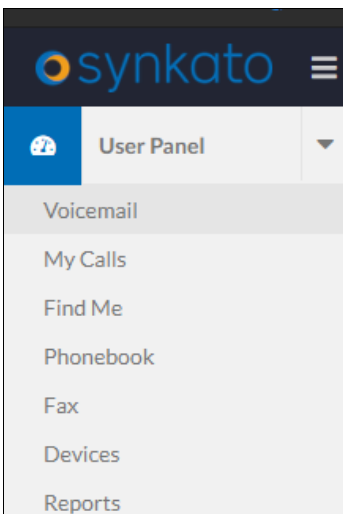
[Voicemail Quick Reference Guide](#)

Navigate to **User Panel > Voicemail** tab or click the orange **Voicemail** icon from the User Panel to navigate to the Voicemail tab.

The Voicemail icon in the User Panel displays the number of unread messages as well as a total number of voicemail messages currently in the user's voicemail box.



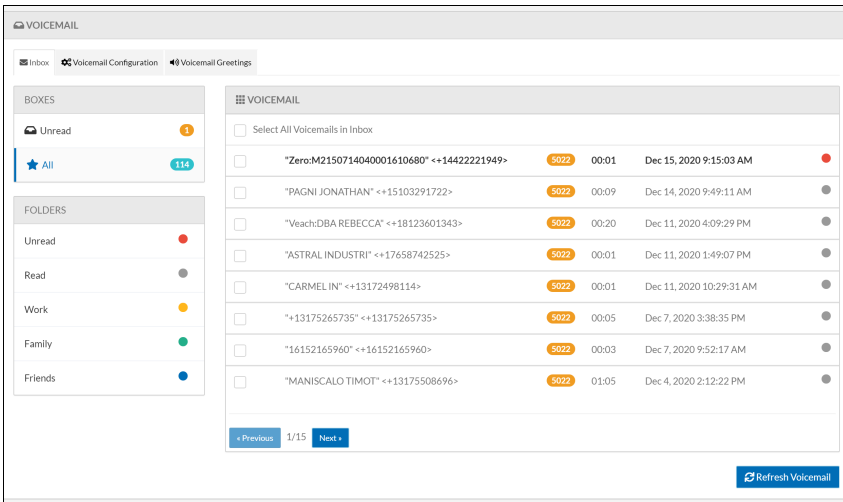
You can also access voicemail from the **Voicemail** button in the User Panel on the left side of the screen.



There are three tabs on this page: **Inbox**, **Voicemail Configuration** and **Voicemail Greetings**.

Inbox Tab

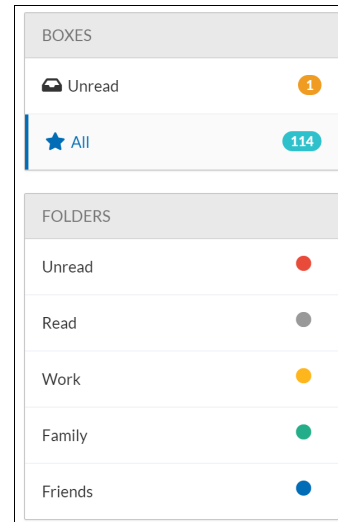
The voicemail dashboard allows users to customize and manage voicemail without dialing in to a physical phone.



The **Refresh Voicemail** button is used to reload the page and check the mailbox for additional messages.

On the left side of the *Voicemail* page both the **Boxes** and **Label** menus are shown. The **Boxes** menu shows the number of total and unread voicemail messages in the associated user's mailbox. The **Label** menu shows color-coded categories users may use to segment their voicemail box.

All items in both the **Boxes** and **Label** menus are selectable and act as filters for the **Voicemail** display section on the right side of the page. For example, selecting the yellow **Work** label in the **Label** menu will show only messages that the user has characterized as work voicemail messages.



On the right side of the voicemail page, all current voicemail messages are listed and display the following data:

- Caller name (if recorded in the Phonebook)
- Callback/Caller ID number
- Duration of message
- Time of message
- Color-coded category of message

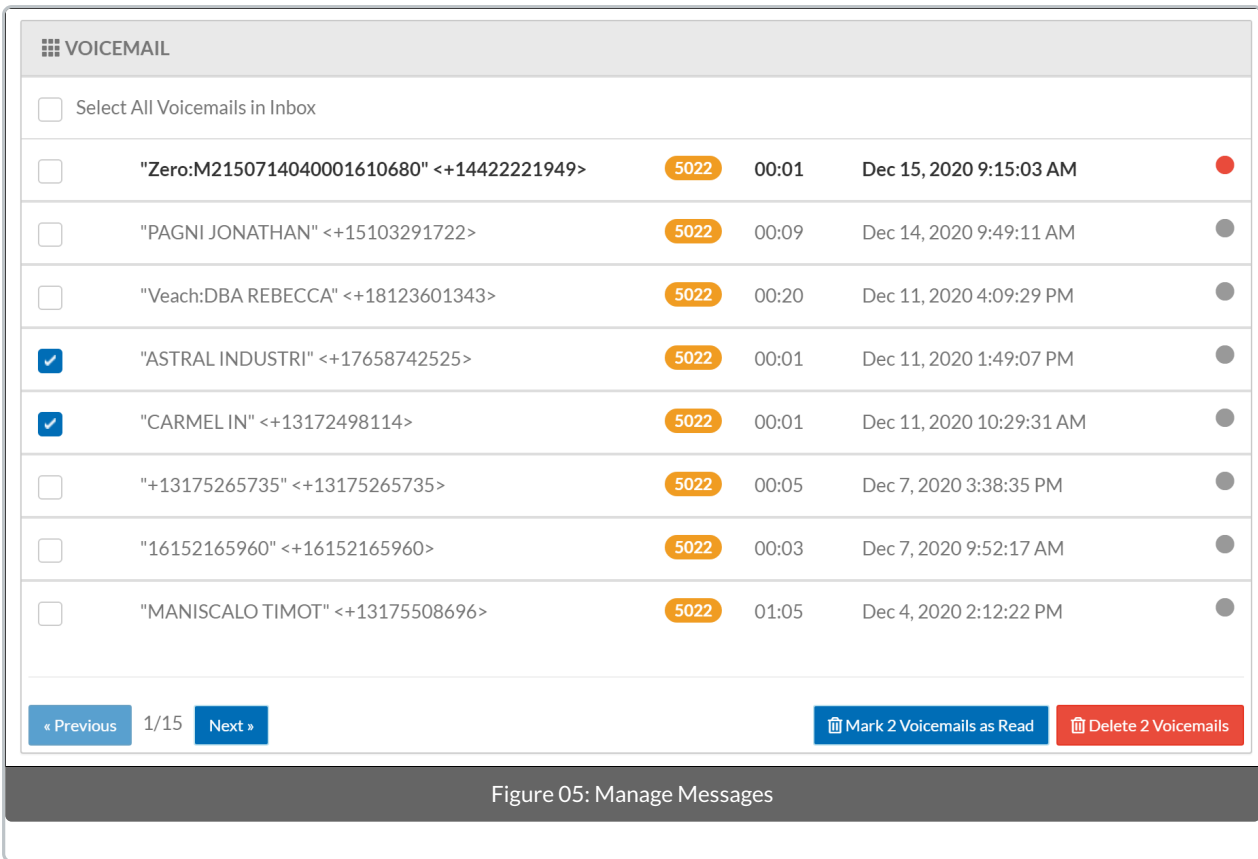


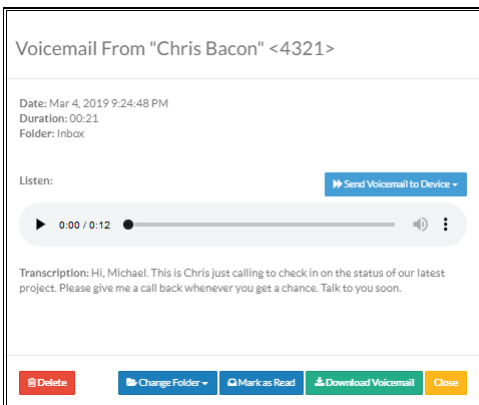
Figure 05: Manage Messages

Use the **Toggle All Voicemails in Inbox** checkbox on the far left of available messages to manage all at the same time. Once toggled, select either the **Delete** or **Marked as Read** button in the lower-right corner of the screen. To manage messages individually, select the checkbox to the left of the individual message.

Voicemail Transcription - Available on 3.1 and higher, excluding premise enterprise customers

Similar to smart phone voicemail being transcribed by mobile carriers, Synkato offers voicemail transcription. Audio messages are captured, transcribed, and then routed as text to the user via email generally within a few minutes depending on the length of each message.

Transcribed voicemails are shown in the user interface:



If a transcription is not received within 10 minutes, the user is contacted via email. The message audio is available for the user, even if the transcription is not. If a voicemail fails to transcribe, first check that voicemail transcription is enabled in the user record. If the transcription is not delivered after 10 minutes, contact your partner for

support.

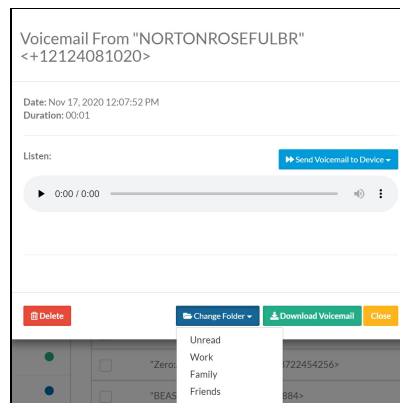
Messages with no audio content or less than five seconds are not transcribed.

Notes: Voicemail transcription is NOT Health Insurance Portability and Accountability Act (HIPAA) of 1996 compliant. For that reason, transcription must be manually added for users. Voicemail transcription is enabled by Administrators.

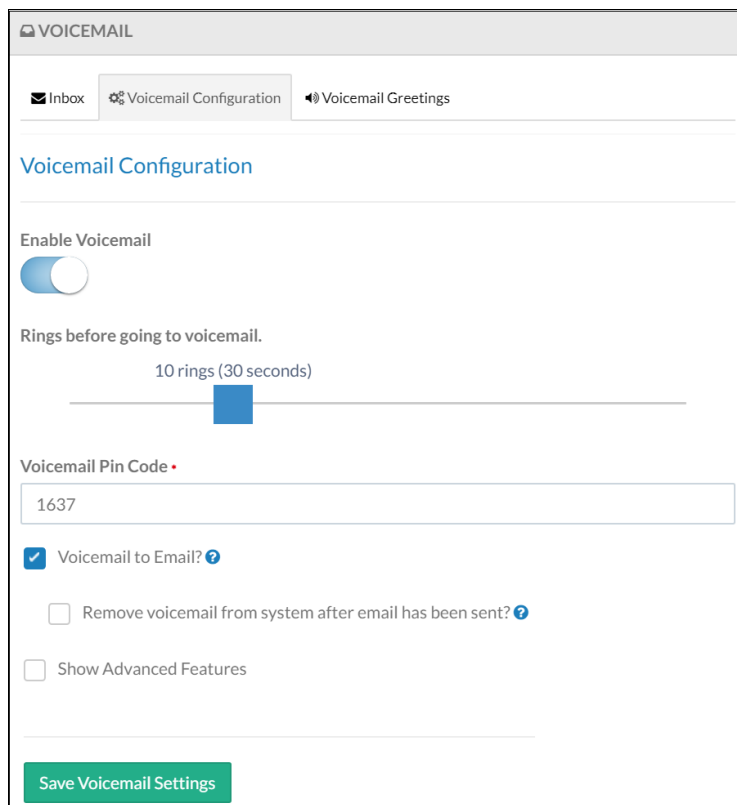
Individual Voicemail Options

Clicking on a voicemail object from the **Voicemail** menu opens a pop-up window with additional options. The **Listen** section allows the user to play voicemail messages within their browser by selecting the **Play** icon in the embedded media player. The voicemail plays over local speakers or headphones.

The green **Download Voicemail** button downloads the file directly from the phone system onto a local hard drive. Clicking this button prompts the user to name the file and select a location to save it. All voicemail messages download in .MP3 format, and can be played with most media software such as Windows Media Player, VLC or QuickTime.



Voicemail Configuration Tab



This tab allows users to configure and manage voicemail box settings including:

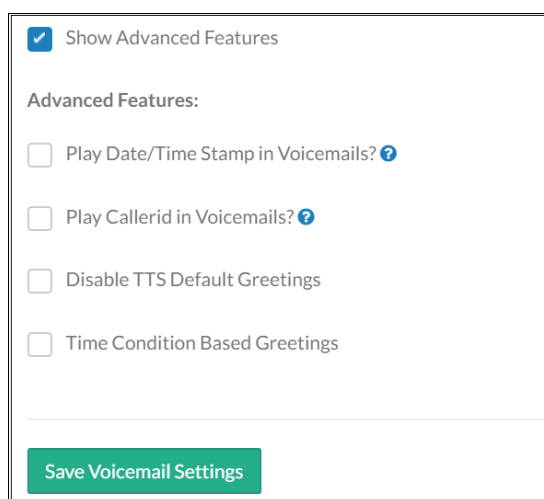
Enable Voicemail: Enable/disable voicemail slider. When disabled, calls terminate after no answer as voicemail is not configured to accept messages. When voicemail is enabled, adjust the **Rings before going to voicemail** slider to set the number of rings before routing a call to voicemail.

Voicemail Pin Code: Establish or edit a 4-digit pin code to access a voicemail box.

Voicemail to Email?: Converts voicemail messages to email; automatically sending all voicemail details and an audio attachment to the user's email address. Users can also open the Voicemail panel, select a voicemail, and forward it or download accordingly.

Remove voicemail from system after email has been sent?: When active, voicemails are deleted from the mailbox after the voicemail is sent to email. This setting is helpful to keep messages under the 100 message maximum limit.

Show Advanced Features: Click this checkbox to show additional voicemail settings.



Show Advanced Features

Advanced Features:

Play Date/Time Stamp in Voicemails? ⓘ

Play Callerid in Voicemails? ⓘ

Disable TTS Default Greetings

Time Condition Based Greetings

Save Voicemail Settings

Play Date/Time Stamp?: Message playback includes the date/time stamp information.

Play Caller ID?: Message playback includes the caller's inbound caller ID number.

Disable TTS Default Greetings: Disabling this setting prohibits Synkato from announcing the recorded user name during a voicemail greeting. This feature is helpful when the system does not accurately pronounce a user's name.

Time Condition Based Greetings: Establish custom messages to play based on the day of the week and time of day when a call is received.

Time Condition Based Greetings

Set the time that you want your primary voicemail greetings to be available, any other time your secondary voicemail greetings will be played. This is useful for having after hours voicemail messages played. When enabling this for the first time your current greeting will be copied as the primary and secondary and can not be regenerated using the [Reset Voicemail Greetings](#) button. You will no longer be able to enable/disable TTS settings as well.

Sunday
Monday
Tuesday
Wednesday
Thursday
Friday
Saturday

(Green will represent days that are selected, Red is for days that are unselected.)

Start Time:

: AM

End Time:

: PM

Current Time: 02:16:41 PM

[Save Voicemail Settings](#)

Voicemail Greetings Tab

Use the provided Recording option buttons for each Greeting Type. To record a new greeting, press the **Record Greeting** or **Upload Recording** button. When adding a new greeting, record in a quiet location and review the recording prior to saving.

VOICEMAIL

[Inbox](#)
[Voicemail Configuration](#)
[Voicemail Greetings](#)

Voicemail Greetings

Special Greetings

Temporary Greeting
(This will override all other active greetings, and Voicemail IVR Locator will be disabled.) [Record Greeting](#) [Upload Recording](#)

Directory Greeting
(This will be used for phone directories.) [Record Greeting](#) [Upload Recording](#)

Voicemail Greetings


Voicemail Busy Greeting
(This will be used when you are called and are on the phone.) [Record Greeting](#) [Upload Recording](#)

Voicemail Unavailable Greeting
(This will be used when your extension is unavailable.) [Record Greeting](#) [Upload Recording](#)



[Reset Voicemail Greetings](#)

Record Greetings

Press **Record Greeting** and select the desired extension or phone number when ready.


 Record New Audio

Select a Recording Source

-  1777
-  BOLT1777

[Close](#)

Users can also record greetings by pressing *86 from their primary extension and selecting option 0 to access Voicemail Box options. Click **Record Audio** when ready.


 Record New Audio

When you are available on 4419, press below to begin the recording process.

[Record Audio](#)

[Close](#)

Follow the instructions displayed by answering the incoming call to record the greeting. Click # after successfully recording the greeting, then click **Ready to Save** within Synkato.

 Record New Audio

A call should be coming through to 4419. Please pickup the call and follow the prompts.
 After a recording you may press:
 1: to hear the recording
 2 to save the recording
 *: to make a new recording.

While Recording the audio you must press # to get to the save menu.

[Close](#)

Upload Recording

Press **Upload Recording**, click **Choose File** to browse to the file to upload (.mp3, .wav, .wma and other files accepted). Then press **Upload Greeting**.

Upload Busy Greeting

Audio File

[Choose File](#)

[Upload Busy Greeting](#) [Cancel](#)

Special Greetings

Temporary Greeting

This greeting type is ideal for a vacation, holiday weekend, or other circumstance outside of normal business hours.

Directory Greeting

This greeting is played to a caller when accessed via a Phone Directory.

Voicemail Greetings

General voicemail greetings are the standard messages played to callers during normal business hours.

Voicemail Busy Greeting

This greeting is played when a user is on another call.

Voicemail Unavailable Greeting

This greeting is played when a user's extension is unavailable.

Clear All Voicemail Greetings

To clear all recorded voicemail greetings and start over, click **Reset Voicemail Greetings**.