USER GUIDE

Voice Mail & Voice Manager

Discover quick keys and easily manage calls and voicemail from your mobile phone or desktop computer to improve your voice mail experience.

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VOICE MAIL ACCESS NUMBER

VOICE MAILBOX NUMBER

PASSWORD

Type in your Voice Mail access number, Voice Mailbox number and Password until you have memorized them.

How to Use Your Voice Mail

The following sections describe how to
- Find out whether someone has left you a message
- Access your Voice Mailbox
- Navigate through the menus presented in your Voice Mailbox.

How Do I Know if Someone Has Left Me a Message?

Kinetic Business' Voice Mail system has a number of methods of letting you know that you have a new message.
- Message Notification Rapid Dial Tone to alert you when new messages have been left in your Voice Mailbox.
- Message Notification Lamp (flashing light) to alert you when new messages have been left in your Voice Mailbox.
- Send a notification message to your pager
- Call another phone number to let you know you have a message

Where available per switching equipment. Some options may require an additional fee. Contact a Kinetic Business representative for more information and to find out which options are available to you.

When you access your Mailbox, you will hear how many messages are waiting for you. Depending on the type of account you have, you may also hear if there are messages waiting in other Mailboxes associated with your account – for example, Mailboxes belonging to other members of your family.

How Do I Access My Mailbox or Change My Settings?

When you order Kinetic Business Voice Mail service, you will be given an access number, which is the number you need to dial in order to access your Mailbox or change your settings.

You will also be given a temporary PIN for your Mailbox account, which you will change the first time you access your Kinetic Business Voice Mail.

The first time you access your account, you will be asked to take a moment to record some personal settings. Instructions for this first-time setup are noted under the Setting Up Your Account section.

After you have set up your account for the first time you can access your Mailbox from any phone by dialing the access number and

entering your Mailbox number and personal PIN. If you share your line with other members of your family or business, you may need to select your own Mailbox before entering your PIN.

Quick Key Reference

In addition to the keys you press to navigate through each of the menus, you can use the following keys to help you when using Kinetic Business Voice Mail.

Some of these keys work whenever they are pressed during the call, and some work only during playback of messages. The tables below explain the behavior of these keys.

Common Keys

You can press the following common keys at any point. They behave in the same way whichever menu you are listening to.

Key	Function
8	**Wait a while**
	Pauses all activity for 30 seconds, and then returns you to the beginning of the section you are listening to. While the activity is paused, you can also press any key to return to the beginning of the section without having to wait for 30 seconds.
✱	**Back up**
	This key performs one of two functions, depending on what you are doing at the time. When recording a message or entering numbers, it cancels the current input, and you are prompted to enter the input again. Otherwise, it takes you up a level of the menu system. Pressing ✱ repeatedly is one way to cancel operations by working your way back up through the menus until you reach the Main Menu.
#	**Move on**
	This key performs one of two functions, depending on what you are doing at the time. When recording a message or entering numbers, # is used to indicate the end of your input. Otherwise, it is used to move forward in a list of options.
0	**Get Help**
	This key plays helpful hints about the Kinetic Business system.

Playback Keys

The playback keys, listed below, are only active during the playback of a message. They are designed to help you listen to your messages, for example by skipping back a few seconds to repeat an important detail.

Key	Function
6	Increases the volume of the message. You can press this several times to incrementally increase the volume.
7	Slows the playback of the message. You can press this several times to incrementally reduce the speed of the message.
8	Pauses the playback of the message for up to 20 seconds. A recurring "ping" sound informs you that the message is paused. Pressing **8** again resumes playback.

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❾	Speeds the playback of the message. You can press this several times to incrementally increase the speed of the message.
❼❼	Skips back five seconds.
❾❾	Skips forwards five seconds.

Setting Up Your Account

The first time you access your Voice Mail service, dial the system access number given to you at the time of your order. When prompted, you will also need to enter the PIN provided to you at the time of your order.

Even before you set up your account, people can still leave messages for you. Before your first sign-in, the Kinetic Business Voice Mail system uses the system standard greeting, which is described in the Greetings Menu section.

First-Time Sign-in

If your Voice Mailbox number is the same as your phone number:

1. Dial your Voice Mail access number.
- If the system prompts you to enter your PIN, enter the default PIN followed by the ❽.
- If the system prompts you to enter your NPA and phone number. Enter your 10 digit mailbox number followed by the #.

If your Voice Mailbox number is an assigned number other than your phone number:

1. Dial your Voice Mailbox number directly.
2. When the system prompts you for a PIN, enter the default PIN followed by ❽.

First-time sign-in involves three steps:
- First you must change your PIN.
- Then you must record your recorded name.
- Finally you must choose a greeting to play to callers before they leave a message.

The greeting and recorded name are played each time a caller accesses your Mailbox to leave a message.

Changing Your PIN

First, to secure your account, you must set up a new PIN. A prompt asks to you enter a new PIN, and explains the length of PIN allowed by the Kinetic Business Voice Mail system.

1. Enter a new PIN, pressing ❽ when finished.
2. Confirm the new PIN by re-entering it and pressing ❽ when finished.

Recording Your Name

Next, you are prompted to record your name. This is used by Kinetic Business' Voice Mail system for some system-generated announcements, for example when greeting your callers or when you leave messages for others.

Your recording should be less than 10 seconds long. If it is too long, you will be asked to re-record a shorter version.

1. Record your name and press ❽ when finished.

2. An announcement plays your recording back to you.
- If you want to re-record it, press ❶.
- If you want to keep it, press ❽.

Choosing a Greeting

Once you have successfully recorded your name, you are prompted to select a greeting. You can use a number of different types of greetings.
- To record your own personal greeting, press ❶. Then record your personal greeting, pressing ❽ when finished.
- To use a system-generated greeting that announces your recorded name, press ❷.
- To use a system-generated greeting that reads out your phone number, press ❸.
- To use a system-generated greeting that neither announces your name nor reads out your phone number, press ❹.

An announcement plays back your selected greeting.
- To record or select a different greeting, press ❶.
- To save it and use it as your greeting, press ❽.

This is the last step in setting up your Mailbox. Once you have finished, you are transferred to the Main Menu.

Collecting Your Messages

This section explains how to collect messages from your Kinetic Business Voice Mailbox, including:
- How to log in.
- An introduction to the Main Menu.
- How to listen to and manage your messages.
- How to reply to or forward your messages.
- How to switch between your accounts, if you have more than one.

Logging Into Your Account

When you have successfully established your Voice Mailbox service, you can access it using your Voice Mailbox access number and personal Password, from any touch-tone phone location.

If your Voice Mailbox number is the same as your phone number:

1. Dial your Voice Mail access number.
2. If the system prompts you for your Mailbox number, enter your 10-digit telephone number.
3. If the system prompts you to enter your PIN, enter your personal PIN followed by the #. If the system prompts you to enter the NPA and phone number. Enter your 10 digit mailbox number followed by the #. System will then prompt you to enter your personal PIN followed by the #.
4. The system will alert you of any new messages and then prompt you for your first command.

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If your Voice Mailbox number is an assigned number other than your phone number:

1. Dial your Voice Mailbox number directly.
2. If the Greeting plays, interrupt the Greeting by pressing ✱.
3. Enter your personal PIN when prompted, followed by #.
4. The system will alert you of any new messages and then prompt you for your first command.

To Access Greeting Only and/or Stand-Alone Mailbox service:

1. Dial your Voice Mailbox number directly.
2. If the Greeting plays, interrupt the Greeting by pressing ✱.
3. Enter your personal PIN when prompted, followed by #.
4. The system will alert you of any new messages and then prompt you for your first command.

When you sign into your Mailbox, you are directed to one of two places.

- If you have activated the Autoplay feature from your Mailbox Settings Menu (as described in the Changing Your Autoplay Settings for Messages section), you go straight to your messages.
- Otherwise you go to the Main Menu.

Problems Logging In

If you enter the wrong PIN, you will have three more attempts, before the Kinetic Business Voice Mail system will terminate the call. If this happens, you can then redial immediately and try again.

However, if you fail to log on seven times in a row, the Kinetic Business Voice Mail system will lock you out for an hour. This is to protect the security of your Mailbox account. You will hear a message informing you that you have been locked out and any attempts to sign in during this period will be rejected.

Withholding Caller ID

While you are logged into your Mailbox, you can send messages to other local Kinetic Business Voice Mail system subscribers. If you do this, the system will normally include your name and telephone number in the message the other subscriber receives.

If you do not want these details to be passed on, withhold your caller ID when calling into the Kinetic Business Voice Mail system. If you do this, the recipient will instead hear the message, "The sender withheld their identity."

Main Menu

The Main Menu is the starting point for using your Mailbox.

When you enter the Main Menu, you hear a welcome message, then a summary of the messages in your Mailbox. Depending on the type of account you have, you may hear whether there are any unheard messages in other Mailboxes associated with your account – for example, Mailboxes belonging to other family members.

If your Mailbox is full or almost full, the system will warn you by reading out a short message. You should then delete some of your messages or callers may not be able to leave new messages for you.

The following options are available from the Main Menu.

- To listen to your messages, press ❶. (The system only reads out this option if you have messages in your Mailbox).
- To record a new message for another Kinetic Business subscriber, press ❷.
- To work with your greetings, press ❸.
- To change your Mailbox settings, press ❹.
- To log in again as a different subscriber, press ❼.
- To listen to helpful hints, press ⓪.
- To end the call hang up, or press ✱.

Listening to Your Messages

To begin reviewing your messages, press ❶ from the Main Menu. Messages are played in the following order:

- Urgent messages.
- Other new messages.
- Saved messages (which you have listened to before).

Before each message, you will hear information including the time it was received and the sender's telephone number or name (if not withheld). After the message details are read out, the message itself is played.

To hear only brief details about each message, disable the Time and Date Stamp feature as described in the Hands-Free and Timesaver Menu section.

Remember that you can control the playback of your messages – for example, you can rewind and play back an important point, or pause playback if you are interrupted. To do this, use the playback keys as described in the Playback Keys section.

Message Options

After each message has played, the Kinetic Business Voice Mail system announces the following options. You can also select these options at any time during the playback of the message; the Kinetic Business Voice Mail system will carry out the action selected immediately.

- To play the message again from the beginning, press ❶.
- To save the message and go to the next message, press ❷. This will store the message and mark it as a saved message. NOTE: If you are reviewing a message that you had previously saved, pressing ❷ will instead mark the message as a new message.
- To erase the message, press ❸. If you change your mind, you can still get the message back until the end of this call.
- To reply to the message, press ❹.
- To forward the message to another Kinetic Business subscriber, press ❺.
- To leave the message as new and go to the next message, press #. This will still keep the message in your inbox, and it will be played back with other new messages if you listen to your messages again later.
  NOTE: If you are reviewing a message that you had previously saved, pressing # will leave the message as saved.
- To hear details of the date and time of the message, and the caller's name or number, press ❻❻.
- To go back to the Main Menu, press ✱.

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After selecting an option, the next message in your inbox is then played (unless you chose to go back to the Main Menu).

Replying to Messages

When another local Kinetic Business Voice Mail subscriber leaves you a message, you can reply to it by leaving that person a Reply voice mail.

If the person leaving the message is not a Kinetic Business subscriber, you cannot reply by sending a voice mail.

To reply to a message that someone else has left for you, take the following steps.
1. After listening to the message, press **4**.
2. Then:
   - To record a voice mail message to send back in reply, press **2**.
   - If the voice mail message was originally sent to multiple recipients, to record a voice mail message to send back to the sender and all the original recipients of the message, press **3**.
   - To forward the message to someone else, press **4**.
   - To send an entirely new voice message – for example, if the original voice mail reminds you to call someone else – press **5**.

Forwarding a Message to Someone Else

You can forward a message that someone else has left for you to another local Kinetic Business Voice Mail subscriber, as long as the person who left the message did not mark the message private.
1. After listening to the message, press **5**.
2. Enter the 10-digit telephone number of the local Kinetic Business Voice Mail subscriber you wish to receive the message, and then press **#**.
3. You hear the person's number or recorded name if available.
   - If you made a mistake and need to re-enter or erase the number you just entered, press **✱** to cancel and start again.
   - If you want to add additional recipients, enter the additional 10-digit number followed by **#**. Repeat this for each additional recipient. You can do this as many times as required.
   - If you want to finish entering numbers and move to the next step, just press **#**.
4. You then have the option to record an introductory message, which will be played to the recipient before the forwarded message.
   - If you want to record an introduction, speak after the tone. When you have finished recording your introduction, press **#**.
   - If you do not want to record an introduction, press **1**.
5. Press **#** to send the message immediately. Alternatively, for more delivery options, press **1**.
   - When you have finished choosing the delivery options, press **#** to send your message.
   - You can also press **#** to send your message without changing any options.
6. When your message has been sent, you return to the original message.

Logging On as a Different Subscriber

You may have a number of Kinetic Business accounts (for example, separate home and business accounts), or you may have a group account used by a number of people, but accessed from the same number (for example in a family home). If this applies to you, Kinetic

Business allows you to log into another account without the need to hang up and dial in again.

To do this, take the following steps.
1. Press **7** while you are at the Main Menu.
2. Depending on the type of account you have, you will hear one of the following options.

   OPTION 1: Either you can select another Mailbox in your group account, in which case you have the following options.
   - You can transfer straight to the primary Mailbox by pressing **1**. There is no need to enter a PIN in this case.
   - You can select a Mailbox that has unheard messages by pressing the number associated with that Mailbox. (You cannot transfer straight to Mailboxes without any unheard messages.) You will then be asked to enter the PIN for that Mailbox, followed by **#**.
   - You can select another Mailbox by pressing **#**. You must then enter the 10-digit number.

   OPTION 2: You cannot select a Mailbox and must enter the telephone number instead.
   - You must enter the 10-digit telephone number, followed by **#**, of the subscriber account you wish to use.
   - Enter the PIN for that account, followed by **#**.
3. You are then transferred to that account and presented the Main Menu, announcing any new messages as normal.

Sending Messages

When you are logged into the Kinetic Business Voice Mail system, you can send messages to other local Kinetic Business subscribers. Sending messages while logged on gives you access to advanced features, which are not available if you simply call the recipient's line.
- As well as sending a normal voice mail, you can record one message and send it to several subscribers at the same time.
- If you regularly need to send messages to a number of people, you can create a group list to avoid entering the numbers each time.
- You can even schedule the delivery of your message on a future date.

Sending a Message When You are Logged Into Voice Mail

Throughout the process of sending a message, until the point when you have finished recording, you may return to the Main Menu by pressing **✱**. You can also press **✱** to cancel a message if you make a mistake.

To send a message to one or more numbers, press **2** from the Main Menu.
1. When prompted, enter a group list number (see section for Creating and Managing Your Group Lists) or the 10-digit telephone number of the Kinetic Business Voice Mail subscriber you wish to receive the message. Press **#** when finished.
2. An announcement plays back the number of the recipient, or the recipient's name if it is available.

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- If you made a mistake and need to re-enter the number, press ✱ to cancel and start again.
- If you want to add a further recipient, enter their 10-digit number followed by #. You are then returned to the start of step 2 above.
- If you have finished entering numbers and want to continue with sending a message, just press #.
3. After the tone, record your message and press # when finished.
4. An announcement states that the message has been recorded.
   - To hear delivery options, press ❶.
   - To send the message without changing delivery options, press #.
5. When your message has been sent, you return to the Main Menu.

Delivery Options for Messages

There are a number of delivery options available to you once you have added recipients and finished recording a message.
- To review the message again, press ❶. Your recording is then played back.
  - To re-record the message, press ❶.
  - To keep the current recording and add to it with a further recording, press ❷. This feature allows you to add more information to your message without having to re-record it entirely.
  - If you are happy with the recording as is, press #.
- To switch whether or not the message is marked as urgent, press ❷. Marking your message urgent ensures the recipient hears that message before any other non-urgent messages – even if your message was sent after those non-urgent messages.
- To switch whether the message is marked as private or not, press ❸. Marking your message private will prevent the recipient from forwarding your message to anyone else.
- To re-record the message, press ❹. The original message is discarded and you start recording a new message.
- To switch whether or not you request a delivery report, press ❺. If you request a delivery report, you will receive a notification in your Mailbox when your message is successfully delivered and available for the recipient to pick up.
- To switch whether or not you request a report when the message has been read, press ❻. If you request a read report, you will receive a notification in your Mailbox when the recipient listens to your message.
- To add a further recipient, press ❼.
  1. Enter the 10-digit telephone number or group list number, followed by #.
  2. The number or, where available, the recipient's name is then played back.
     - If you made a mistake and need to re-enter the number,   press ✱ to cancel and start again.
     - If you want to add additional recipients, enter the additional 10-digit number followed by #.
     - If you want to continue with sending a message, just press #.

- To schedule the message for delivery at a later date, press ❾. You are then taken to the Future Delivery Menu. Follow the instructions in the Future Delivery section to set the delivery time for this message.
- To send the message as is, press #.
- To cancel your message after or during recording it, press ✱. This will return you to the announcement asking you to make a recording. Pressing ✱ again will move you up the menu. You can then hang up to end the call, select another option from the menu, or keep pressing ✱ until you exit the system.

When your message has been sent, you return to the Main Menu.

Future Delivery

You can schedule the delivery of voice mail messages so that they are sent at a future date, rather than immediately as normal. You can schedule your messages to be delivered up to a year in the future (that is, up to yesterday's date, next year).

To schedule a message for Future Delivery, follow the instructions under the section for sending a message when you are logged into Voice Mail, then:
- Press ❶ for delivery options
- Press ❾ to schedule future delivery.

There is a limit to the number of messages you are allowed to schedule for future delivery. If you reach this limit, you will hear a message and then be sent back to the Delivery Options Menu.

You are then prompted to schedule the date and time you want the Kinetic Business Voice Mail system to deliver your message.
1. As a shortcut, to schedule the message for delivery later today, press ⓪. In this case you will move straight to confirming the date as described at step 4 below.
2. Alternatively, enter the day of the month (from **1-31** as applicable), on which you want to schedule the message for delivery.
   - After entering the day, wait for the next announcement, or press # to proceed immediately.
   - If you make a mistake, press ✱ to cancel and start again.
3. Next enter the number of the month (from **1-12**) during which you want the message to be delivered. Again as a shortcut, you can schedule the delivery for later today by pressing ⓪ and skip to step 4 below.
   - After entering the month, wait for the next announcement, or press # to proceed immediately.
   - If you make a mistake, press ✱ to cancel and start again.
4. You will then hear an announcement stating the date you have selected.
   - If you want to change the delivery date, press ❶.
   - If the date of delivery is correct, press #.
   - If you want to cancel the future delivery and return to the Delivery Options Menu, press ✱.
5. Finally, enter the time of day when you want the message delivered.

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1. You must first enter the hour (from **0-24**) during which you want the message to be delivered.
   If you entered a number that is between **1** and **12**, you are asked to confirm whether you want a.m. or p.m.
   - To select a.m., press **1**.
   - To select p.m., press **2**.
   If you made a mistake, press **✱** to select the hour again.
2. You must then enter the minute of that hour (from **0-59**) on which you want the message to be delivered.
   - After entering the minute, wait for the next announcement or press **#** to proceed immediately.
   - If you made a mistake, press **✱** to select the minute again.
3. Your selected date and time is then read back.
   - To confirm the Future Delivery, press **#**. You are then returned to the Delivery Options Menu, as described in Delivery Options for Messages section, where you can set other options for this message.
   - If you instead want to send the message immediately, press **1**.
   - If you would like to start the Future Delivery process again, press **2**.
   - To cancel Future Delivery and return to the Delivery Options Menu, press **✱**.
6. The message is now ready for Future Delivery, and you are returned to the Delivery Options Menu.
   - If there is a problem, you will hear a set of specific instructions that you should follow. You can either select immediate delivery, or delete the message.

Notes on Making Messages for Future Delivery

When scheduling a Future Delivery message, you should note the following details.
- If you are sending the message to a Group List, the message will be sent to the list of subscribers as it stood when message was scheduled. If you subsequently make changes to the members of that group list, the message will still be delivered to the original members of that group, even if you have deleted or added members.

  If you do make changes to a group list for which you have a future delivery message scheduled, you should edit that message by following the instructions in the section for Checking your Future Delivery Messages.

- If the recipient of the message is in a different time zone, note that the message is scheduled according to the local time for your account.
- It is possible to select a time that is omitted because of the start of Daylight Savings time. If this happens, the message will be delivered at the start of the following hour, meaning the message is delayed at most by one hour.

Checking Your Future Delivery Messages

When you sign into your Mailbox, you will hear a message if you have scheduled any messages for Future Delivery still awaiting delivery. If you want to make any changes to the delivery options for these messages, listen to your messages by pressing **1**, and then, to review your Future Delivery messages, press **9**.

1. You will first hear an announcement stating the number of messages you have pending for Future Delivery.
2. For each message, in order of scheduled times for delivery, you will hear the message header. The message header includes the time and date that the message is scheduled for delivery, the recipients, and settings for any delivery reports and urgency flags.
3. You have the following options when a message header is read out.
   - To select the message for editing, press **1**.
   - To delete the message, press **2**.
     - The message is deleted and you move on to the next message.
     - If you change your mind, you can get the message back (within the same call) by following the instructions in the section for Managing Erased Messages.
   - To skip to the next message, press **9**.
   - To return to the Review Messages Menu without making any changes, press **✱**.

Editing a Message Pending Future Delivery

Once you have selected the message you had scheduled for Future Delivery, you are offered the following options.
- To reschedule the message, press **1**. You are then taken to the Future Delivery Menu.
- To re-record the content of the message, press **2**.
  - Record your new message and press **#** when you are finished.
  - When you have finished re-recording the message, you return to the Edit Future Delivery Message Menu.
- To change other delivery options for this message, press **3**.
  - To switch whether or not the message is marked as urgent, press **3**. Marking your message urgent ensures the recipient hears that message before any other non-urgent messages – even if your message was sent after those non-urgent messages.
  - To switch whether the message is marked as private or not, press **4**. Marking your message private will prevent the recipient from forwarding your message to anyone else.
  - To switch whether or not you request a delivery report, press **5**.
  - To switch whether or not you request a report when the message has been read, press **6**.
- To save current changes, press **4**.
- To select a different message, press **✱**.

Greetings Menu

Your **greeting** is the message played to callers when they reach your voice mail. You can choose from a selection of different greetings, as detailed in the following list.
- Your **personal greeting** is your normal message. You recorded your personal greeting when you set up your account.
- If you do not want to use a personal greeting, you can choose a **system greeting** instead.

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- A **busy greeting** plays when your phone is already in use when the caller tries to call you.
- If you have a group or family account (a single account but with Sub-Mailboxes within it), you can set different greetings for each Sub-Mailbox or a single greeting that is played to callers whichever member of the group they call.

To work with your greetings, press ❸ from the Main Menu. When you enter this menu you will hear an announcement stating what greeting you are currently using, and whether or not you are accepting messages.

About Recording Greetings
Whichever of your greetings you work with, the way you record and review it is the same.

Recording a Greeting for the First Time
The first time you select any type of greeting, you will be asked to record a message. This automatic recording happens whenever you enter a Greeting Menu and you do not already have a recorded message for that type of greeting.

An announcement will prompt you to record your new greeting message.
1. Record your new greeting, pressing �_#_ when finished.
2. An announcement then plays back your recording.
   - To use your new recording, press ❶.
   - To re-record it, press ❷.
   - To exit without saving any changes, press ❸.
3. You are then taken to the normal menu for managing this type of greeting.

Changing a Greeting
Whenever the Kinetic Business Voice Mail system asks you to re-record a greeting, you will hear the following prompts.
1. An announcement asks you to record the new greeting and to press ❶_#_ when you are finished.
   - You may also hear a warning (either a beep or a system announcement) as you approach the maximum length for a greeting.
2. Your recording is then played back for you to review.
   - To accept the new greeting, press ❶.
   - To re-record it, press ❷.
   - To exit without saving, press ❸. This will leave you using the greeting message that was in place before you attempted to re-record it.

Managing Your Personal Greeting
Your personal greeting is a message that you will have recorded when you set up your Voice Mail account. It is played to callers when they reach your voice mail.

If you do not want to use a personal greeting, you can use a system-generated greeting or recorded-name greeting.

To change your personal greeting, press ❶ from the Greetings Menu.
- An announcement plays back your current personal greeting.
- To re-record your personal greeting, press ❶.
- To exit without making any changes, press ✱.

Managing Your System-Generated Greetings and Name Recording
Rather than using a personal greeting, you can use one of Kinetic Business' system-generated greetings. Optionally, to help callers determine that they have reached the right account, the system-generated greetings can include a recording of your name.

To set up your system-generated greetings and name recording, press ❸ from the Greetings Menu.
- An announcement states the type of greeting you are currently using.
   - To select the type of and to activate system-generated greetings, press ❶.
   - To review or re-record your recorded name, press ❷.

To Use a System-Generated Greeting
An announcement states the current greeting that you are using.
- If you are currently using a personal greeting and want to use a system-generated greeting, you must first press ❶ to confirm that you want to select a system-generated greeting instead. The system initially chooses a system-generated greeting that includes your recorded name.
- After confirming, or if you are already using a system-generated greeting, you are offered the following options.
   - To use a greeting that includes your recorded name, press ❶.
   - To use a greeting that includes your number, press ❷.
   - To use a greeting that does not include your name or your number, press ❸.
   - To review or re-record your recorded name, press ❹.
- In each case above, an announcement plays the new greeting.
   - To select and use this greeting, press ❶.
   - To change your mind and select a different greeting, press ❷.

To Review or Re-record Your Spoken Name
An announcement plays your current recorded name.
- To re-record it, press ❶.
   1. Record your new name, pressing ❶_#_ when finished.
   2. An announcement plays back your recording.
      - To accept it, press ❶.
      - To re-record it, press ❷.
      - To exit without saving your any changes, press ❸.
- To exit to the previous menu, press ✱.

Changing Your Mailbox Settings

The Mailbox Settings Menu allows you to change your Mailbox settings, such as your PIN, and other options that help you save time while using the Kinetic Business Voice Mail system.

You can reach the Mailbox Settings Menu by pressing ❹ from the Main Menu. From this menu, you can:

- Create and manage your group lists.
- Manage your hands-free and timesaver options.
- Change your security settings.
- Work with your group Mailbox settings.

Each option is described in its own section below.

Creating and Managing Your Group Lists

If you regularly need to send messages to a group of contacts, rather than entering each number in turn every time, Kinetic Business allows you to set up a group list that contains all these numbers. You can start a list, record a name for the list (for example "sales team", or "group leaders") and then add numbers to it. Then, when you want to send a message, you only need to enter the group list number.

You can even add existing group lists to a new group list – for example to include the sales team, engineering team and maintenance team in a single group list.

To manage your group lists, press ❶ from the Mailbox Settings Menu. From the Group Lists Menu, you can:

- Add a new group list.
- Edit an existing group list.
- Review existing group lists.

Adding New Group Lists

If you want to create a new group list, press ❶ from the Group List Menu.

1. Enter a number (from **1-99**) for the new group list, followed by ❔.
   - If you have entered an available number, you hear a message stating the number of the group list you have chosen.
     - To accept the number, press ❶.
     - To select another number, press ❷.
   - If the number is already in use, you hear a message telling you so, and you are prompted to enter a new number.
2. After the tone plays, record a name for the new group list, and then press ❔. The name you have recorded plays back to you.
   - To save the name, press ❶.
   - To record a new name, press ❷.
   - To continue without saving, press ❸. This will leave the group list without a recorded name and continue to the next step. You can record a name for this group list later.
3. You can now add members to your group list. Enter either a subscriber's 10-digit telephone number, or the number of another group list, and then press ❔.
   - If you chose a number of a group account (a single account with a number of members), you are asked to select which member of that group you want to add to your group list (the list of contact numbers).

- The spoken name of the person or group list that you have chosen then plays. To add the person or group list to your new group list, press ❶.
- To cancel adding that person or list, press ✱.

4. When you have added the group list or subscriber, you are then taken into the Edit Group List Menu at the point where the options available are played.

Editing Existing Group Lists

If you want to edit your existing group lists, press ❷ from the Group List Menu.

1. Enter the number of the group list you want to edit, and then press ❔. If you are not sure of the number of the group list you want to change, you can review your group lists as described in the Reviewing Existing Group Lists section.
2. If you change your mind and you want to keep the group list as it is, press ✱. Otherwise, you can then select from the following options, each detailed in the following sections.
   - To add members to the group list, press ❶.
   - To remove members from the group list, press ❷.
   - To delete the group list, press ❸.
   - To play the list of members, press ❹.
   - To record a new name for the group list, press ❺.
   - To exit, press ✱. This saves any changes you have made and finishes editing this group list.

Adding New Members to the Group List

To add members to the group list, press ❶.

1. Enter the number of another group list or the subscriber's 10-digit telephone number that you want to add to your new group list, and then press ❔.
2. The spoken name of the person or group list that you have chosen plays.
   - To add the person or group list, press ❶.
   - To change the number you entered, press ✱. You are prompted to enter a different number.
   - To cancel adding a new member altogether, press ✱✱.
3. When you have finished, you are returned to the Editing Group Lists Menu.

Removing Members from the Group List

To remove members from the group list, press ❷.

1. The first member's spoken name plays.
   - To remove the member, press ❶.
   - To keep the member and go on to the next member, press ❔.
   - To finish removing members, press ✱.
2. When you have finished removing members, you return to the Editing Group Lists Menu.

Deleting the Group List

To delete the group list, press ❸.
- You are asked to confirm that you want to delete the group list.

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- To permanently delete the group list, press ❶.
  - The group is deleted, and you return to the Group List Menu.
- To cancel this option and keep the group list, press ✱.
  - You return to the group list's options.

Hearing the Members of the Group List
To hear the members of the group list, press ❹.
- The members' spoken names play in order, and you return to the Editing Group Lists Menu.

Recording a Name for the Group List
To record a new name for the group list, press ❺.
1. After the tone plays, record a name for the new group list, then press ＃. The name you have recorded plays back to you.
   - To save the name, press ❶.
   - To cancel the recording and record a new name, press ❷.
   - To cancel the recording, keep the old recorded name, and return to the Editing Group Lists Menu, press ❸.

Reviewing Existing Group Lists
If you want to review your group lists, press ❸ from the Group List Menu.
1. A message tells you how many group lists you currently have set up.
2. Each group list is read out in turn.
   - To select this group list, press ❶. You are then taken to the Edit Group Lists Menu
   - To move on to the next list, press ＃.
   - To return to the Group Lists Menu, press ✱.

Hands-Free and Timesaver Menu
Using Kinetic Business' **Hands-Free and Timesaver** options, you can make the most of your time by changing what parts of a message are played back to you, or make using hands-free navigation easier.

To manage your hands-free and timesaver settings, press ❷ from the Mailbox Settings Menu. From the Hands-Free and Timesaver Menu, you can:
- Change your Autoplay settings.
- Change how urgent messages are played.
- Change how voice mail messages are played.

Changing Your Autoplay Settings for Messages
By default, your account is set to play the Main Menu after you log on.

Autoplay allows you instead to go directly to your messages as soon as you enter your Mailbox. It is described as a hands-free feature, because you do not have to press any buttons to hear your messages.

From the Hands-Free and Timesaver Menu:
- If you want to change the Autoplay settings of your standard messages, press ❶.
- If you want to change the Autoplay setting of your urgent messages, press ❷.

In each of the cases above the following options are then played.
1. An announcement states whether or not your voice mail messages are automatically played when you log in.

- To switch this setting for voice mails, press ❶.
- To exit without making any changes, press ✱.
2. After you have chosen an option:
   - An announcement states the new Autoplay setting.
     - To confirm the change, press ❶.
     - To return to the Autoplay Settings Menu without saving your changes, press ✱.
3. Once you have made your changes, you are then returned to the Hands-Free Menu.

Changing the Play Back of Message Headers and Bodies
The time and date of each message is always recorded when someone leaves a message for you. This information is called the **message header**. You can choose whether the message header is played before each message.

If you wish, you can also prevent the content of your messages from being played automatically. This content is called the **message body**.

From the Hands-Free and Timesaver Menu, to change whether or not the message headers or bodies are played for your voice mails, press ❸.

An announcement states whether the message header or body is set to play.
- To switch the playback of the message headers on or off, press ❶.
  - An announcement asks you to confirm the change.
  - To confirm, press ❶.
  - To change your mind, press ✱.
- To switch the playback of the message body on or off, press ❷.
  - An announcement asks you to confirm the change.
  - To confirm, press ❶.
  - To change your mind, press ✱.
- You are then returned to the Hands-Free and Timesaver Settings Menu.

You cannot turn off both the playback of message headers and message bodies. If you turn off the playback of one, the Kinetic Business Voice Mail system will automatically enable the other.

Managing Your Security Options
To change the security features of your account, press ❸ from the Mailbox Settings Menu. From the Security Options Menu, you can:
- Change your PIN.
- Activate or deactivate the fast login feature.

Changing Your PIN
If you want to change your PIN, press ❶ from the Security Options Menu.
1. At the prompt, using your telephone keypad, enter a new PIN, then press ＃.
2. At the next prompt, re-enter your new PIN, then press ＃.
3. You return to the Security Options Menu.

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Using the Fast Login Feature

When you log into your account from another phone, such as a hotel phone or public payphone, you are asked to enter your telephone number and PIN. By default, if you are dialing in from the phone with which the account is associated, you do not have to enter the 10-digit telephone number before entering your PIN. This feature is known as **Fast Login**.

If you prefer, you can set your account such that you must always enter the 10-digit telephone number, no matter which phone you are using. To change whether or not you use the Fast Login feature, press **2** from the Security Options Menu.

1. An announcement states whether or not Fast Login is active.
   - To switch the setting, press **1**.
   - To keep the setting as it is, press **✱**.
2. Once complete, you return to the Security Options Menu.

Group and Sub-Mailbox Settings

Additional charges apply for group or family account Sub-Mailboxes. Contact a Kinetic Business representative for additional information and pricing.

A **group account** allows you to have a number of Sub-Mailboxes, all part of a single account.

- In some cases (especially for business users) each member of the group can have their own Mailbox number.
- Otherwise (especially for family groups), there is only a single access number. When a caller rings that number, they are presented with a menu asking them to select who they would like to leave a message for.

Each secondary Sub-Mailbox has a **Mailbox number**. After dialing your line, a caller must press this number to be connected to the secondary Sub-Mailbox (unless your account is set up to allow separate telephone numbers for each Mailbox).

All group accounts have a **primary subscriber**, and a number of **secondary subscribers**. The primary subscriber can change a number of settings on behalf of the whole group, while secondary subscribers can change settings applicable to their own Mailbox.

If you are the primary subscriber, you can change the **Group Greeting** for your Mailbox. This is the message that plays when a caller reaches your group Mailbox, and explains which button to press on their phone to reach the required group member's Mailbox.

Note that you can only change a group greeting if you have fewer than nine members in your group account. If your group account is larger than this, contact a Kinetic Business representative for additional information and for assistance.

To manage your group greeting, press **4** from the Greetings Menu.
- An announcement states whether or not your group greeting is active.
- To change whether or not you use your group greeting, press **1**. If you turn your group greeting off, callers cannot access group members' Mailboxes by dialing the primary number. Instead, they are sent directly to the primary subscriber's voice mail.
- To review or re-record your group greeting, press **2**.

- An announcement plays your current group greeting.
- To re-record it, press **1**.
  Remember that your new group greeting should name your group members, and explain which buttons to press to reach their Mailboxes.
- To leave the group greeting as it was played to you, press **2**.
- To return to the previous menu without making any changes, press **✱**.

Setting All Additional Numbers to Use the Primary Greeting

Note that this option is only available if at least one additional number is using its own greetings. The default behavior is for them to use the same greeting as the primary line, so this option will not be available at first.

To set all of your additional phones to use the same greeting message as your primary phone, you must first log on to the Kinetic Business Voice Mail system from your primary phone. Then:

1. To alter your shared greeting settings, press **7** from within the Greetings Option Menu.
2. You will hear an announcement asking you whether you want all your additional lines to use the primary phone's greeting.
   - To accept, press **7**.
   - To leave those additional numbers using their own greetings, press **✱** to exit to the previous menu.

Secondary Sub-Mailbox Set-Up

The first time you access your Voice Mail service, you must call into the Kinetic Business Voice Mail system from your own telephone.

1. Dial your Voice Mail access number.
2. If the system prompts you for your Mailbox number, enter the 10-digit telephone number for the main Mailbox.
3. If the Greeting plays, interrupt the Greeting by pressing **0**, followed by **✱**.
4. When asked, "Who do you want to log in as?", press **0**.
5. When the system prompts you for a PIN, enter the default PIN followed by **#**.
6. The system will alert you of any new messages and then prompt you for your first command.

Changing Your Secondary Sub-Mailbox PIN

The first time you access your Sub-Mailbox, you will be prompted to set up a new PIN. A prompt asks to you enter a new PIN, and explains the length of PIN allowed by the Kinetic Business Voice Mail system.

1. Enter a new PIN, pressing **#** when finished.
2. Confirm the new PIN by re-entering it and pressing **#** when finished.

Logging In to Your Secondary Sub-Mailbox

When you have successfully established your Voice Mailbox service, you can access your Voice Mailbox, using your Voice Mailbox access number and personal Password, from any touch-tone phone location.

1. Dial your Voice Mail access number.
2. If the system prompts you for your Mailbox number, enter the 10-digit telephone number for the main Mailbox.
3. If the Greeting plays, interrupt the Greeting by pressing **✱**.

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4. Enter your Sub-Mailbox number (example: Press **1** for the first Sub-Mailbox, press **2** for the second Sub-Mailbox, etc.).
5. Enter your personal PIN when prompted, followed by **#**.
6. The system will alert you of any new messages and then prompt you for your first command.

Working with Secondary Sub-Mailboxes

To work with your secondary Sub-Mailboxes, press **4** from the Mailbox Settings Menu.
From the Group Mailbox Menu you can:
  • Enable a secondary Sub-Mailbox.
  • Disable a secondary Sub-Mailbox.
  • Toggle the summary settings of the secondary Sub-Mailboxes.

Enabling a Secondary Sub-Mailbox

The option described here is for re-enabling a Mailbox you have previously disabled. To enable a secondary Sub-Mailbox, press **1** from the Group Mailbox Settings Menu.
1. An announcement states the total number of Sub-Mailboxes waiting to be enabled, and then reads out each available number in turn.
  • To select a number, press **1**.
  • To move to the next number, press **#**
  • To exit without making any changes, press **✱**.
2. Once you have selected a number, an announcement states the number you have selected.
  • To enable the selected number, press **1**.
  • To continue to the next number without making any changes, press **2**.
  • To exit the menu without making any changes, press **✱**.

Disabling a Secondary Sub-Mailbox

You can prevent a secondary Sub-Mailbox from receiving voice mails by disabling it. This way you can temporarily pause a Mailbox, for example if a family member is away from home. Existing messages and settings are stored, but new messages are not accepted.

To disable a secondary Sub-Mailbox, press **2** from the Group Mailbox Settings Menu.
1. An announcement states the total number of Mailboxes and then reads out each Mailbox number in turn.
  • To select a number, press **1**.
  • To move to the next number, press **#**
  • To exit without making any changes, press **✱**.
2. Once you have selected a number, an announcement states the number you have selected.
  • To disable the selected number, press **1**.
  • To continue to the next number without making any changes, press **2**.
  • To exit the menu without making any changes, press **✱**.

Toggling the Summary Settings of Secondary Sub-Mailboxes

If you are the primary subscriber and your account allows it, you can hear a list of the number of unread messages in your account's secondary Sub-Mailboxes every time you log in to your account.

To toggle whether or not unread messages in your secondary Sub-Mailboxes are announced, press **5** from the Group Mailbox Settings Menu.
  • An announcement states your new setting, and you are returned to the start of the Group Mailbox Settings Menu.

Managing Group or Family Account Sub-Mailbox Greetings

Group or family account Sub-Mailboxes are an advanced Voice Mail service and are available for additional charge. Contact a Kinetic Business representative for additional information and pricing.

A **group account** allows you to have a number of Mailboxes, all part of a single account.

Helpful Hints

The Helpful Hints Menu tells you about many of the features of the Kinetic Business Voice Mail system, and the keys you can use to move around within it.

The menu is broken up into a number of sections. You can move around the Helpful Hints Menu in the following way:
1. Enter the Helpful Hints Menu by pressing **0** from the Main Menu or while retrieving your messages.
2. To step forward one hint, press **#**.
3. To return to the first hint, press **1**.
4. To return to the Mailbox Settings Menu, press **✱**.

The hints that you can listen to are as follows:
  • Using the pound (**#**) key.
  • Using the star (**✱**) key.
  • Using the playback cueing option keys and timesaver options.
  • Changing the playback volume of voice messages.
  • Changing the speed of message playback.
  • Replying to, forwarding and sending messages.

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kinetic voice manager

USER GUIDE

This chapter details the features that are available to Voicemail subscribers using the Kinetic Voice Manager

1.0 Kinetic Voice Manager Common Items

The Kinetic Voice Manager has several buttons on it that are present whichever screen you are on. In top right corner, a drop down menu for Help, Refresh and Logout will always appear. Depending on your Voicemail subscription, you may not see all these options.

Logout.
To log out of your current Kinetic Voice Manager session.

Refresh.
To refresh the details shown on the current page. For example, when you are looking at your messages this will check whether there are any new ones.

Help.
Click to bring up the help information for the current screen.

1.1 Logging In

To log in, follow these steps:
01 Open a browser and point it at https://voice.Kinetic Business.net

Figure 1. Kinetic Voice Manager Log In Screen

02 Enter your phone number and password and click Login.
03 Once you are at the Kinetic Voice Manger, you can begin with the CommPortal Setup Wizard

04 Follow Welcome screen instructions and click Next.
05 Fill in old password, new password and confirm new password and click Next.
06 Select a new Voicemail Pin (must be at least 6 digits, hover over "?" for complete criteria) click Next.
07 Record your name and record your greeting then choose next or to skip this step just click Next.
08 Click Finish to start using CommPortal.

To logout select the drop down at customers name. Choose Logout.

2.0 Home Dashboard

The Dashboard is the initial screen that most users will see when they first log in to Kinetic Voice Manager The Dashboard provides a quick view of the most common Kinetic Voice Manager functions at a glance.

• A count of voicemail messages and calls in mailbox, with an indication of how many are new
• Contact list, for quick access to names and telephone numbers.
• A summary of the current settings for frequently-used services.

Figure 2. Home Dashboard Screen
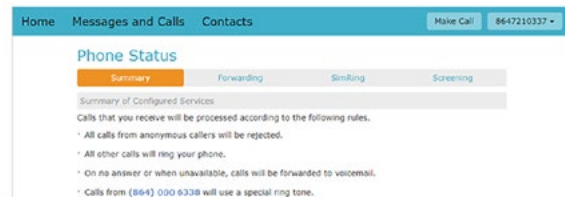
Each of these functions is displayed in its own area of the screen, and you can click on the links for more details or to modify the settings. Many users will find they can access all the functions required for everyday use simply by using the information and links displayed on the Dashboard. The tabs across the top of the Dashboard provide access to more detailed information and settings.

2.1 Messages and Calls

The Dashboard provides an instant check of whether there are any new (unheard) voicemail messages. It also displays the total number of voice messages currently held in your mailbox. A single click on the voice messages takes you to the Messages and Calls display for access to all these messages.

2.2 Contacts

The Dashboard provides quick access to your Contact List – the address book of known callers' names and telephone numbers. For each contact, the display shows the contact's name, organization name, and up to three different telephone numbers (home, office and mobile). You can add or edit entries in this list using the Contacts tab.

2.3 Summary of Configured Services

The Dashboard shows a summary of the settings for some important call services.

3.0 Messages And Calls Tab

The Messages and Calls tab provides access to:
• Voicemail messages.

3.1 Messages

All of your voicemail messages are displayed in a list within the Kinetic Voice Manager. Additionally, any system messages (for example delivery reports, read reports and indications that you have missed a reminder) are also displayed in this list. Using this display, you can:

• Listen to a specific voicemail by clicking on the entry in the list – with no need to listen to all messages to find the relevant one, as you would in a telephone user interface
• Read your voicemail instead of listening to it.
• Use the Voicemail Player to play voicemail messages, as described below
• From the menu in right corner, see ⬚ Actions ▼ whether
    • replay to a message
    • mark as heard
    • forward as Email
    • forward as Voicemail
• Delete messages when they are no longer required
• Save a message to your computer
• View Missed, Dialed, Received, Rejected and Deleted calls or messages
• Hover your mouse over the number with the hyperlink and click to add a contact:
    • Add the sender to the Contact List
    • Dial the telephone

Messages marked with the 🔑 private icon cannot be forwarded to another recipient.

3.2 The Voicemail Player

You can click on the ▷ icon alongside any of your messages to launch the Voicemail Player.

Figure 3. Voicemail Player
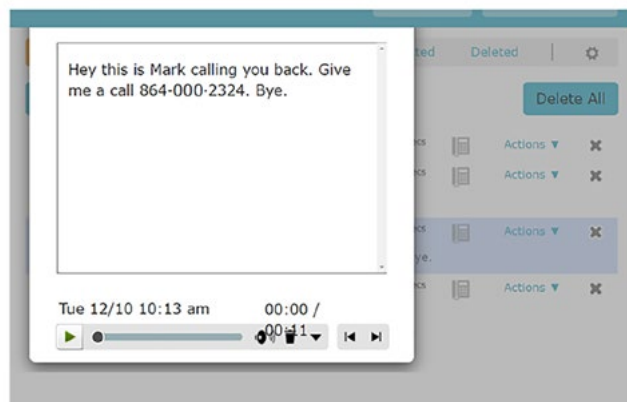
Information about the selected message will be displayed, and you can then listen to the message by clicking on the Play button, and adjust the volume of the playback using the slider.

You can click on the ◁ or ▷ icons to move to the previous or next message in your mailbox, without having to return to the Messages and Calls screen.

3.3 Voicemail Reply And Voicemail Composer Pop-Ups

The Reply to Voicemail pop-up illustrated below appears when you click on the icon alongside a voicemail message, and select the Reply menu option.

Figure 4. Reply To Voicemail
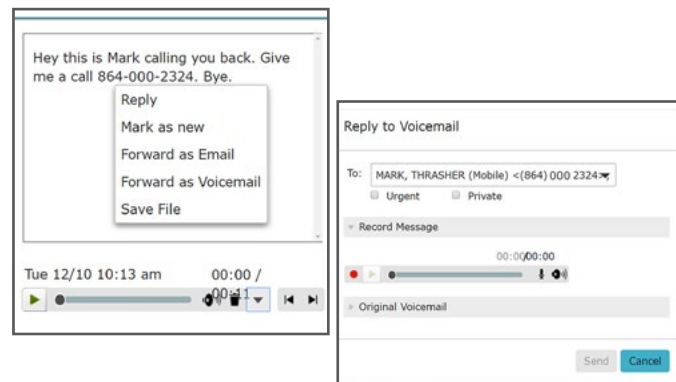
You can use this to:
• Record a reply to this voicemail
• Send it to one or more other Voicemail users
• Optionally mark the message urgent and/or private
• Listen to the original voicemail and then reply when you are finished recorded.

The telephone number of the original sender will automatically be filled in when the pop-up opens, but you are able to change this or add other recipients. Multiple recipients should be entered with ";" separators.

The To field uses an auto-complete function, which provides a list of suggestions with phone numbers retrieved from your Contacts list. Alternatively, clicking on the downward arrow alongside this field displays your entire Contact List, from which you can select one or more recipients.

Alternatively, if you want to record a completely new voicemail, you should select the New Voicemail button at the foot of the screen to launch the Voicemail Composer pop-up. This will allow you to record a new voicemail and is very similar to the Reply to Voicemail pop-up shown.

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3.4 Forwarding Voicemails As E-mails

The Voicemail Forwarding pop-up appears when you select the Forward as E-mail menu option after clicking the   icon alongside a selected voicemail.

Figure 5. Voicemail Forwarding Pop-Up
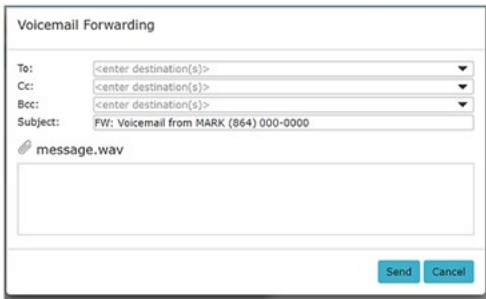
- You can type in the required e-mail address(es) in the To, Cc and Bcc fields, separated by a semicolon (";") if there is more than one recipient.
- Alternatively, you can enter some text in these fields – for example the first name of the recipient
  – to display a list of possible matches from the Contacts List that can then be selected and automatically added. Clicking on the downward arrow alongside these fields displays your entire Contact List, from which you can select one or more recipients.
- The source e-mail address is always set to an e-mail address containing your telephone number. This cannot be changed and is not displayed. The Reply-To address is always set to a "no-reply" address at the Kinetic Business domain.
- The Subject field defaults to that shown above, but you can edit this if you wish.
- A voicemail is always forwarded by e-mail as a .wav attachment.
- You can type a message for the recipient(s) in the e-mail body.

3.5 Forwarding Voicemails As Voicemails

The Forward as Voicemail pop-up appears when you select the Forward as Voicemail menu option after clicking the icon alongside a selected voicemail.

- As with the other forwarding options, you can select one or more recipients, mark the message urgent or private.
- You can also record an introduction that will be played before the original voicemail, or listen again to the original voicemail.

Figure 6. Forward Voicemail as Voicemail Pop-up
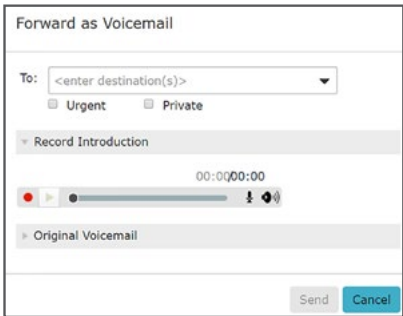
4.0 Contacts Tab

Contact lists allow you to associate the name and details of a caller with one or more telephone numbers (such as home, office and cellphone numbers). You can also record postal and e-mail addresses for your contacts.

The interface includes a powerful search facility, allowing you to look up a contact by name, organization name, telephone number or address.

Figure 7. Kinetic Voice Manager Contact List Display

As well as being useful simply as a way of storing and retrieving contact details, Contact Lists enhance other services within Kinetic Voice Manager

- The Messages and Calls tab makes use of the contact list to display the names of callers rather than just their telephone numbers.
- The auto-complete function provides a list of suggestions retrieved from the contact list when you enter data in a To, Cc or Bcc field, while sending messages to other Voicemail users.
- Search Contacts by Groups.

4.1 Import And Export

You can download your contacts to a comma separated value file, for use outside Kinetic Voice Manager by pressing the Export All button. You can select the format of CSV file you want to create from Outlook/Outlook Express compatible, Windows Contact on Vista and Native Format.
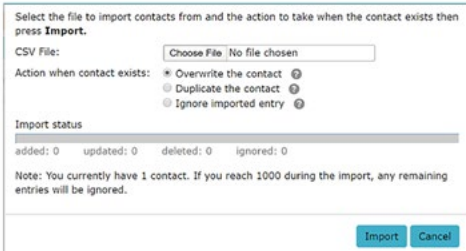
Figure 8. Export Pop-up
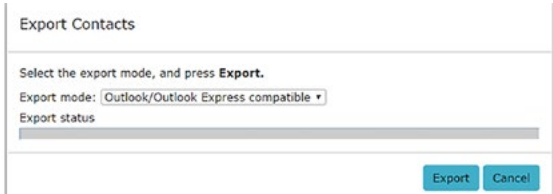
You can also upload a file containing contacts into Kinetic Voice Manager.
- Before the import starts, the Voicemail platform will check the file is suitable for upload. The file must use the Windows comma separated variable format (CSV) and contain a suitable header line that describes the column contents for each contact. A maximum of 1000 contacts can be included in this file.

Figure 9. Import Pop-up

4.2 Contact Groups

You can also use your Contact Lists to set up groups of contacts, by clicking on the New Group button at the foot of the Contact Lists screen.
• You will be prompted to give the new Group a name and a two-digit numeric telephone ID.
• All the entries on your Contact List will also be displayed, and you can use the checkboxes to select the people or Groups who should be members of this Group.
• Contacts can be members of more than one Group, and a Group can also be a member of another Group.

Groups are shown in bold type in the Contacts list, identified by the icon. The details and membership of your Groups can subsequently be edited or deleted by clicking on the Group entry in the Contact List.

You can use these Contact Groups to address a single message to several subscribers, using Kinetic Voice Manager. You can also use these Groups when setting up rules for call handling using the Incoming Call Manager.

5.0 Phone Status

The Phone Status allows you to access your call history and manage your calling feature settings.
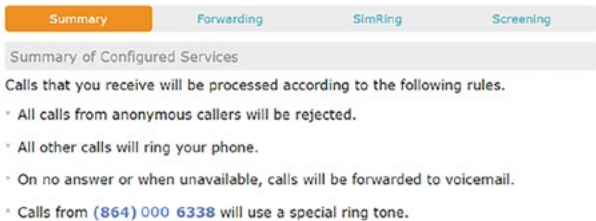
5.1 Phone Status

The Phone Status screen allows you to manage how incoming calls are handled. It provides a single management interface for all the services affecting incoming calls that you are subscribed to, so you can easily see which services are active and how they interact.

The tabs displayed on the Phone Status screen will vary according to which services you have subscribed to.

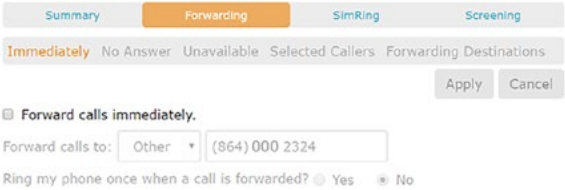Figure 10. Kinetic Voice Manager Call Manager Display

5.2 Premium Call Forwarding

The Premium Call Forwarding service allows you to set up rules so that a defined sequence of additional local toll-free telephone numbers are rung when you receive an incoming call but do not answer your primary line.

Figure 11 shows the Forwarding tabs, where you can manage how your calls should forward .

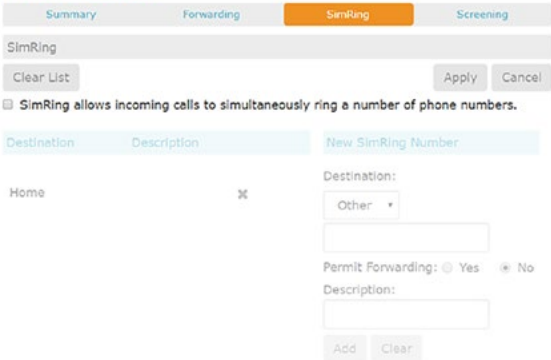Figure 11. Forwarding Display

The Forwarding tab allows you to
• Immediately forward you calls
• Forward calls if you do not answer within a certain period of time
• Forward calls if your phone is unavailable (e.g. it is unplugged or loses power).
• Forward Calls immediately if they are from selected callers
• Manage your forwarding destinations

As with many of the Kinetic Voice Manager screens, you must press Apply for any changes to take effect. You will see a warning message if you navigate away from the screen without doing this.

Figure 12. Shows the SimRing tabs, where you can allow calls to simultaneously ring a number of phone numbers.

Figure 12. SimRing Display

Figure 13. Shows the Screening tabs, where you can set your phone screen calls. Those features are Selective Acceptance, Selective Rejection, Anonymous Rejection and Priority Call.

Figure 13. Screening Display
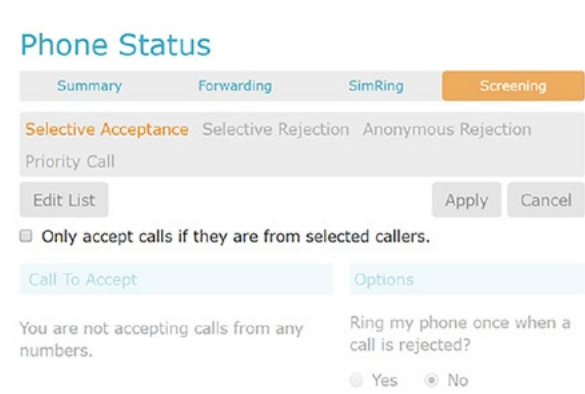
The Screening tab allows you to
• Only accept calls if they are from the selected Callers.
• Reject calls if they aer from selected Callers.
• Reject all calls from anonymous Callers
• Make calls ring distinctively if they are from selected callers

6.0 Your Services
The Your Services tab provides access to various pages, giving details of Call Service settings you are unlikely to change regularly. These include, for example, security options (password and PIN),messaging options, downloads etc.
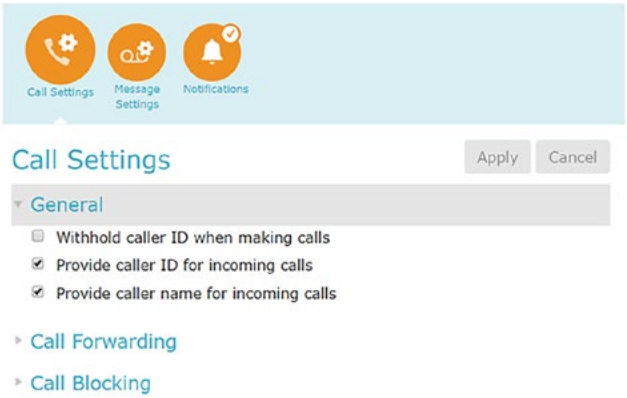
Figure 14. Your Services
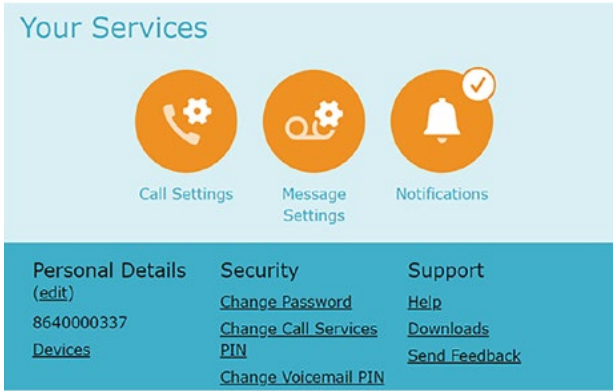
6.1 Call Settings Tab
The Settings tab, shown below, allows you to change the general settings for your account.
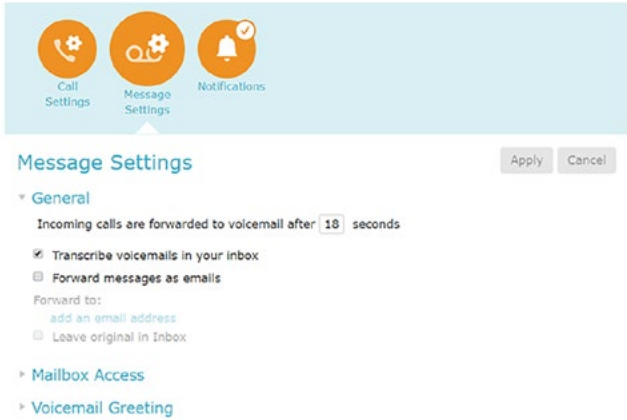
Figure 15. Call Settings

6.2 Messaging Settings
When you use the Voicemail and Unified Messaging services, you can use the various tabs below the Messaging page to access settings for these messages.

Figure 16. Messaging Settings

• To configure auto-forward for all voicemail messages to a specified e-mail address by
        • Turning on the feature
        • Supplying the e-mail address
        • Choosing whether to leave the original forwarded voicemail in your Inbox
        • Choosing whether to include action links in the outgoing message.

• Configure how you access you mailbox
        • Enabling or disabling fast login
        • Set your voicemail is played back
                • Details and Messages
                • Message Only
                • Details Only

Note: If you uncheck the Fast Login box the voicemail system will not recognize you when you call from your telephone number to check messages. The system will then prompt you to enter your 10 digit mailbox number.
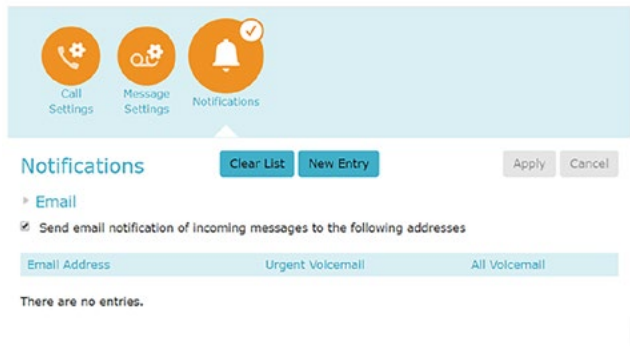
Finally, you can use the Voicemail Greetings to:

• Select your t greeting
  • Personal greeting
  • System greeting
  • System greeting with Number
  • System greeting with Name

6.3 Notifications
When using the Voicemail services, you can set up to receive email notifications when a new message is received. arrives.

Figure 17. Notifications

7.0 Security & Support
Thru Voice Manger you have the option to Change your Password and/or Voicemail PIN without having to dial your voicemail access number. Also there is a link that provides additional information on the features you manage through Voice Manager.

7.1   Security
Select which Password or PIN you need to change
• Change your Password to Voice Manager
• Change your PIN to Voicemail

7.2   Support
Under Support you will have access to additional information about your features and also have the ability to download a desktop version of Kinetic Voice Manager called Voice Manager Assistant.

Voice Manager Assistant Assistant is a desktop version to Voice Manager. You will be able to assess the same features plus have the ability to you telephone number to DO NOT DISTURB.

Figure 18. Voice Manager Assistant
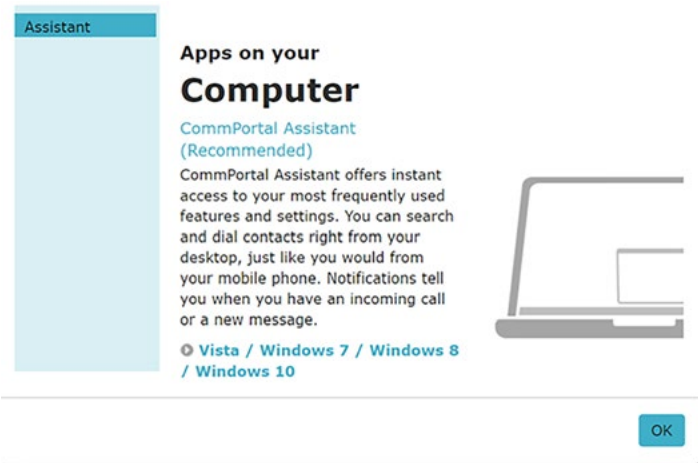
In order to download the software to your computer you would click on

▶ **Vista / Windows 7 / Windows 8 / Windows 10**

this will start the download process.

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