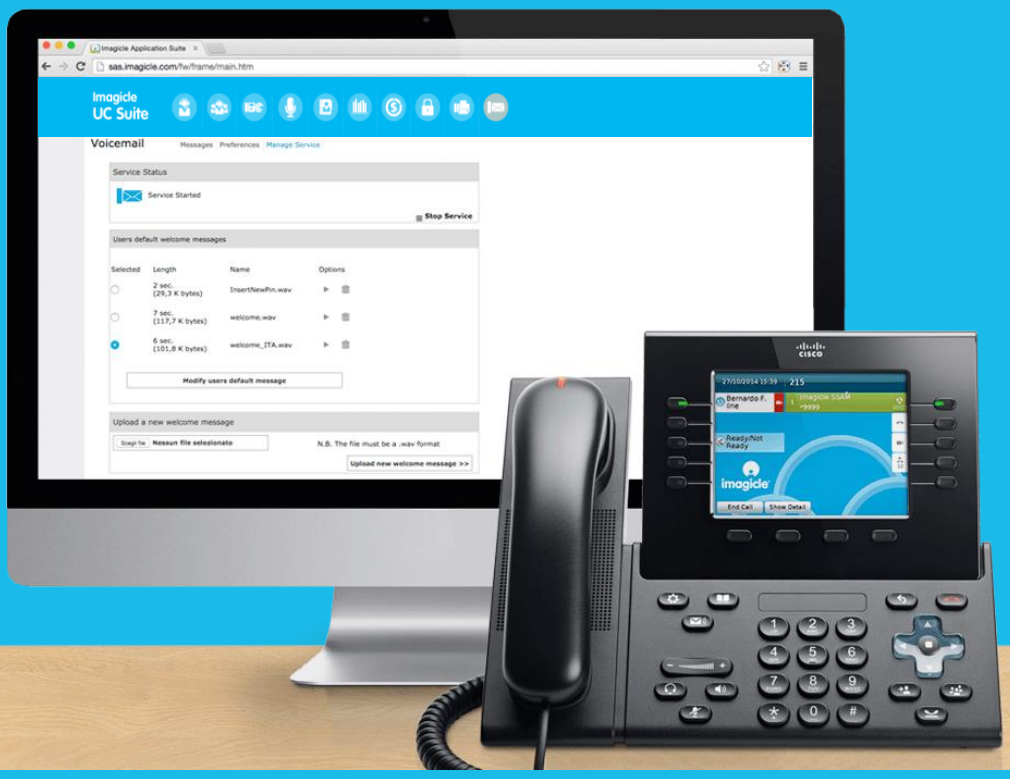
VoiceMail - User Guide

included in the Imagicle UC Suite for Cisco UC

Rel. Spring 2021



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1 Introduction

1.1 Purpose of this document

This guide has been created to allow Imagicle VoiceMail users to listen to invoice messages from their personal voice mail and customize voice mail service according to their specific needs.

Imagicle VoiceMail allows you to retrieve voice messages through:

- Web portal
- Email client
- Phone call

Each user can use his/her own existing LDAP/Active Directory credentials to login to Imagicle VoiceMail server, without having to set an additional username and password.

The access is fully managed through an intuitive and easy to use web portal, available in six different languages: English, German, French, Spanish, Arabic and Italian.

1.2 Imagicle UC Suite overview

VoiceMail is included in the UC Suite, which provides a set of best in class applications empowering and streamlining the existing collaboration offering.

The Imagicle UC Suite addresses the needs of organizations from any vertical, providing an awesome experience to all users, from Jabber desktop, mobile clients, IP Phones, browsers, and mobile devices (iOS-Android Smartphones & tablets).

All the applications can be accessed through an easy to use Web Interface: Digital Fax, Call Analytics, Contact Manager, Attendant Console, Advanced Queueing, Auto Attendant, Call Recording and more.

The web portal provides a single integrated environment to get access to all functionalities with a single login.
Within an international multi-site environment, each user has a localized access to Imagicle server in his/her own language.

2 Imagicle VoiceMail

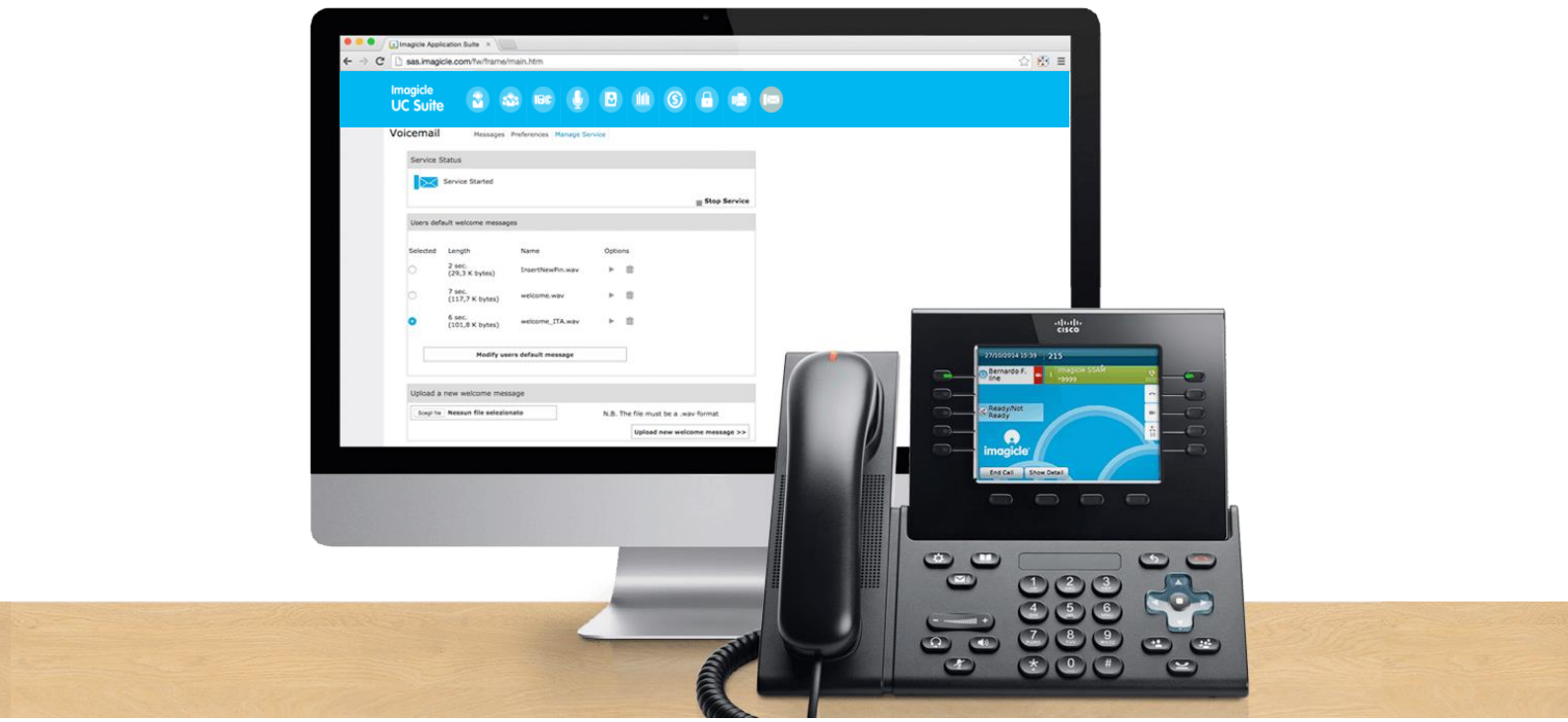
2.1 Easy and convenient Voice Mail solution

VoiceMail is a Unified Messaging system designed to be integrated with your Cisco UC platform and extend its functions.

It looks like the most important calls always come in when you're out of the office, and often, you're not even aware of them. Someone may not have a precise and reliable assistant ready to take note of every single contact. Thanks to Imagicle Voice Mail, it doesn't matter if you're not at your desk or if you're taking another call: a personalized welcome message greets your caller, inviting him/her to leave a message. Then, you can listen to all your messages at any time from your desk phone, a dedicated web area, or find it directly in your e-mail as an attached audio file.

No answer timeout is system-wide configured in your IP telephony system. Please contact your network administrator to learn more about your timeout settings.

You can change your personal welcome messages and record a new one from a phone set, or you can upload it in .Wav format from the web portal. You can change the default message at any time with a click.



3 VoiceMail – How to enable Voice Mail on a phone line

Normally, network administrator configures an automatic call forward to each personal voice mail, upon busy line or no answered calls.
If that's not the case, then it is up to each user to manually trigger call forwarding to own Voice Mail number, by using the relevant function or soft key available on phone device. Personal Voice Mail number corresponds to extension number, with an additional prefix. Please contact your network administrator to get your own voice mail number.

In above picture, you can see the "CFwdALL" button to push for enabling call transfer to voice mail during your absence. Our example is using "*9" prefix, added in front of extension number. The call is forwarded to ***9379**, Imagicle VoiceMail answers it and notifies caller party to leave a message after the tone.

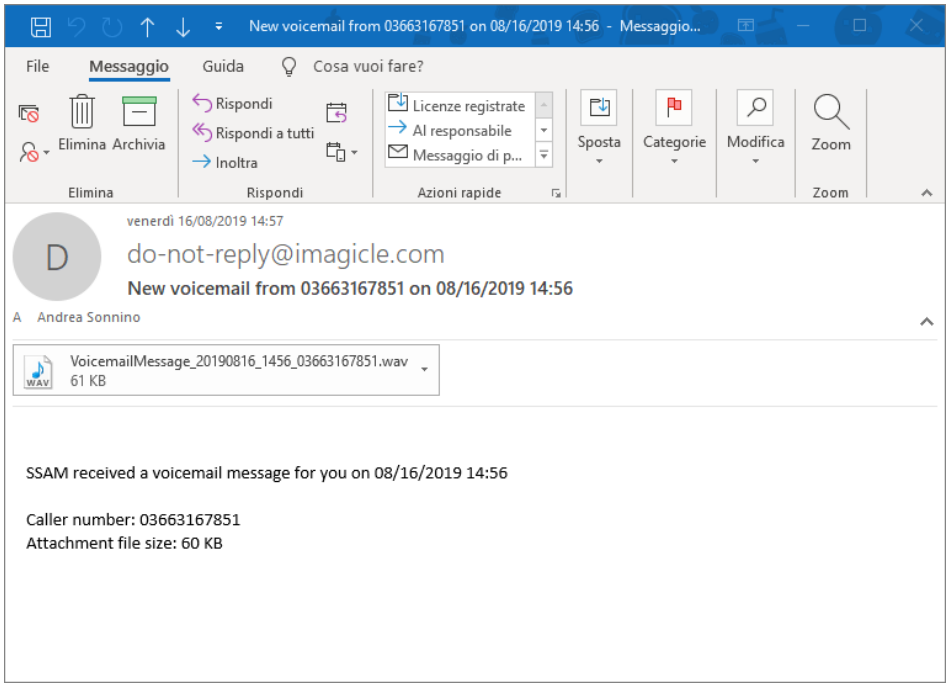
To disable call forwarding, just press again "CFwdALL" soft key.

4 VoiceMail – How to retrieve messages

Imagicle VoiceMail allows you to retrieve voice messages through email client, web portal or phone call to VoiceMail pilot number.

4.1 Voice Mail messages in your e-mail

VoiceMail allows to receive voice mail messages directly on your desktop/notebook/smartphone email client.
When a message is left in your personal voice mail box, Imagicle VoiceMail converts it into a .wav file and sends it to you via email.
Email messages include date/time stamp and sender's phone number in the subject and in the body.
The name of the attached audio file includes the same data.



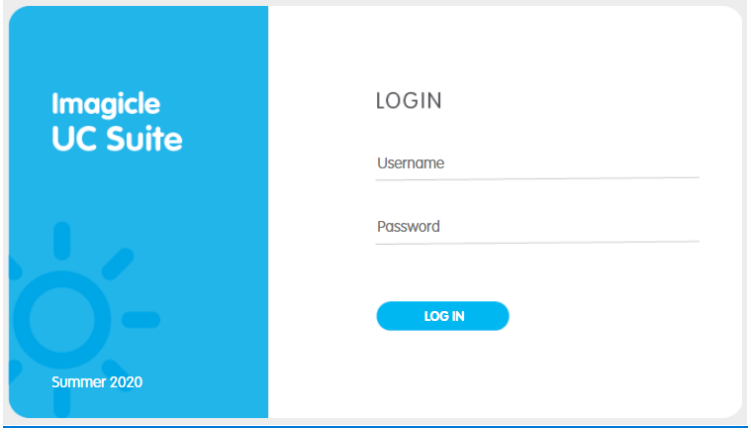
Pls. note that listening to voice mail messages from email client does not turn off MWI light on IP Phone.

You can change your recipient's email address from web portal. See chapter 4 for further details.

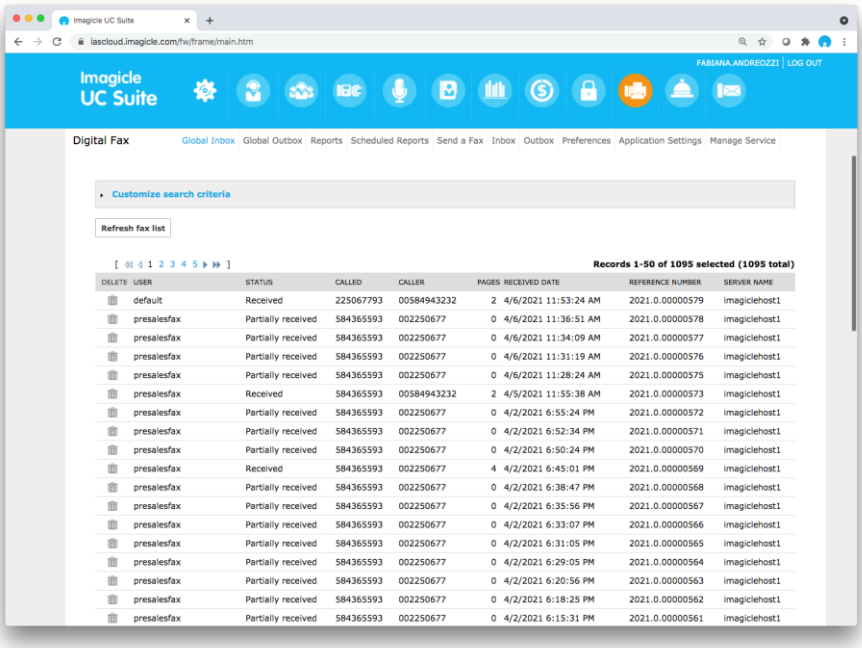
4.2 Voice mail messages from Web portal

VoiceMail allows you to retrieve voice messages from an intuitive web portal.

Just open a supported web browser, like Internet Explorer, Firefox, Chrome or Safari, and enter the name or IP address of the Imagicle server. This will lead to the Imagicle Suite login page:



Once logged in, Imagicle Suite's main menu is displayed, showing all application available to users. Pls. click on "Voicemail" icon to access to VoiceMail "Messages" page. See sample below:



Each voice message is listed with its length, date/time stamp, calling number.
By clicking on the ▶ icon, you can listen to the message through the embedded file player; icon allows you to download .Wav audio file directly to your PC; icon allows you to delete the message.
Pls. note that listening to voice mail messages from web portal does not turn off MWI light on IP Phone.

4.3 Voice mail messages and welcome prompts from VoiceMail pilot number

VoiceMail allows you to retrieve voice messages by calling the specific VoiceMail pilot number. This is an internal number configured on your own phone set, which can be dialed using the specific "envelope" voice mail button , available on any Cisco IP Phone model.
The same number might be reached from outside the company, allowing to retrieve voice mail messages from anywhere. Please ask your network administrator about the availability of this feature.

When calling VoiceMail pilot number, you will hear a welcome message inviting you to enter your personal PIN number. Just enter it from your phone's DTMF keypad, followed by pound key "#".
If PIN is correct, VoiceMail pilot delivers a voice menu including the following options:

0. To listen to new messages
1. To listen to saved messages
2. To record your personal welcome message
3. To record your name/surname to be placed in a standard welcome message
4. To manage your welcome messages
6. To change your personal PIN number
9. To exit this menu

Option 0. plays all new voice mail messages in a row and allows to listen to each message's details (calling number, date/time), repeat it, save it, forward it to another extension or delete it. Once you've listened to all new voice mail messages, MWI light will turn off.

Option 1. plays all saved mail messages in a row and allows to listen to each message's details (calling number, date/time), repeat it, save it, forward it to another extension or delete it.

Option 2. allows you to record a brand-new welcome message from scratch using your own voice. You can say whatever you want and press the pound key "#" to end the recording. Following the voice menu, you can save and activate a new message, listen to it or delete it.

Option 3. allows you to record from a new welcome message in assisted mode, by using a standard message template where you can only record your name/surname. At the end, press the pound key "#" to end the recording. Following the voice menu, you can save and activate a new message, listen to it or delete it.

Option 4. allows you to browse the list of welcome messages you recorded, choose the message you want to activate or delete a recorded message.

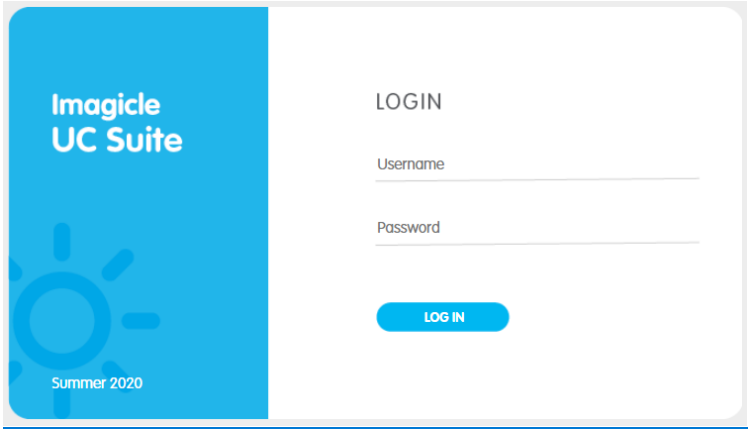
Option 6. Allows you to change your personal PIN. This option invites you to enter a new numeric PIN from your phone's numeric keypad, followed by pound key "#". New PIN is repeated, and then you can decide to save it or discard it. Please remember that the same PIN will be used by Stonelock application to lock/unlock your phone line.

Option 9. hangs up the call.

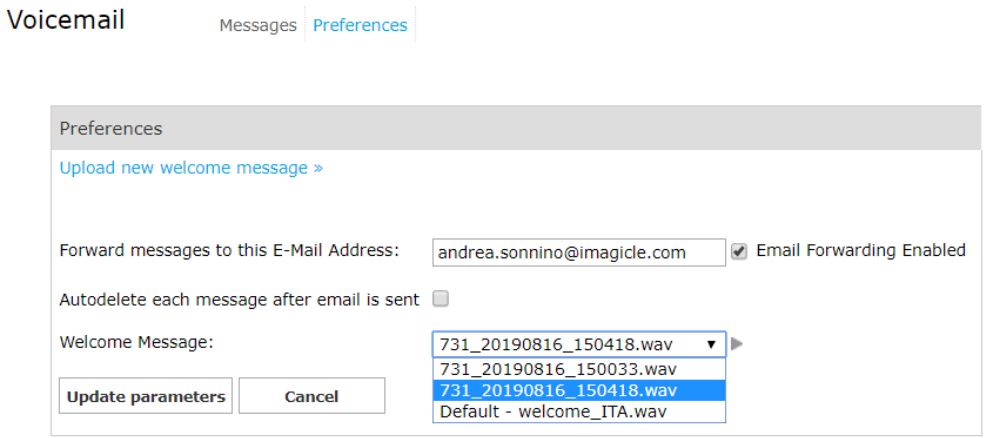
5 VoiceMail – Service customization from web portal

VoiceMail allows you to change some settings from an intuitive web portal.

Just open a supported web browser, like Internet Explorer, Firefox, Chrome or Safari, and enter the name or IP address of Imagicle server. This will lead to the Imagicle Suite login page:



Once logged in, Imagicle UC Suite's main menu is displayed, showing all application available to users. Please click on "Voicemail" icon to access to VoiceMail pages. Then click on "Preferences" menu item. See the example below:



From this page, you can:

- Upload a new welcome message as wav file available on your PC
- Enable voice mail forwarding to your personal or company's email address
- Decide to delete voice mail messages automatically, once forwarded via email
- Select the welcome message to be played among those available from VoiceMail pilot or uploaded from the top option.

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