Feature Overview

A voicemail account is automatically available to a user as part of the users initial setup. A user has the ability to make changes to the way they would like to have their voicemail delivered.

Signing In

1. Enter the url ***https://loop.optus.com.au/cap***

2. Enter your *Username* and *Password* (provided to you by Optus).

3. Click *Sign In.*

Voicemail Management

Voicemail needs to be activated at the **User** level.

Switching Voicemail **On**

1. Click on **Users** in the **Navigation** menu

2. Select the **Location** from the **site** menu

3. Click the **Actions** dropdown on a user and select **Edit**

1. Select the **Voicemail** tab

2. Slide the **Voicemail Service** button to the right to turn this service on

3. Tick the checkbox for (**busy and unanswered calls** go to voicemail)

4. Click the **Reset Voicemail PIN** button to reset your voicemail passcode – *This will generate an email to the user with their new Voicemail passcode*
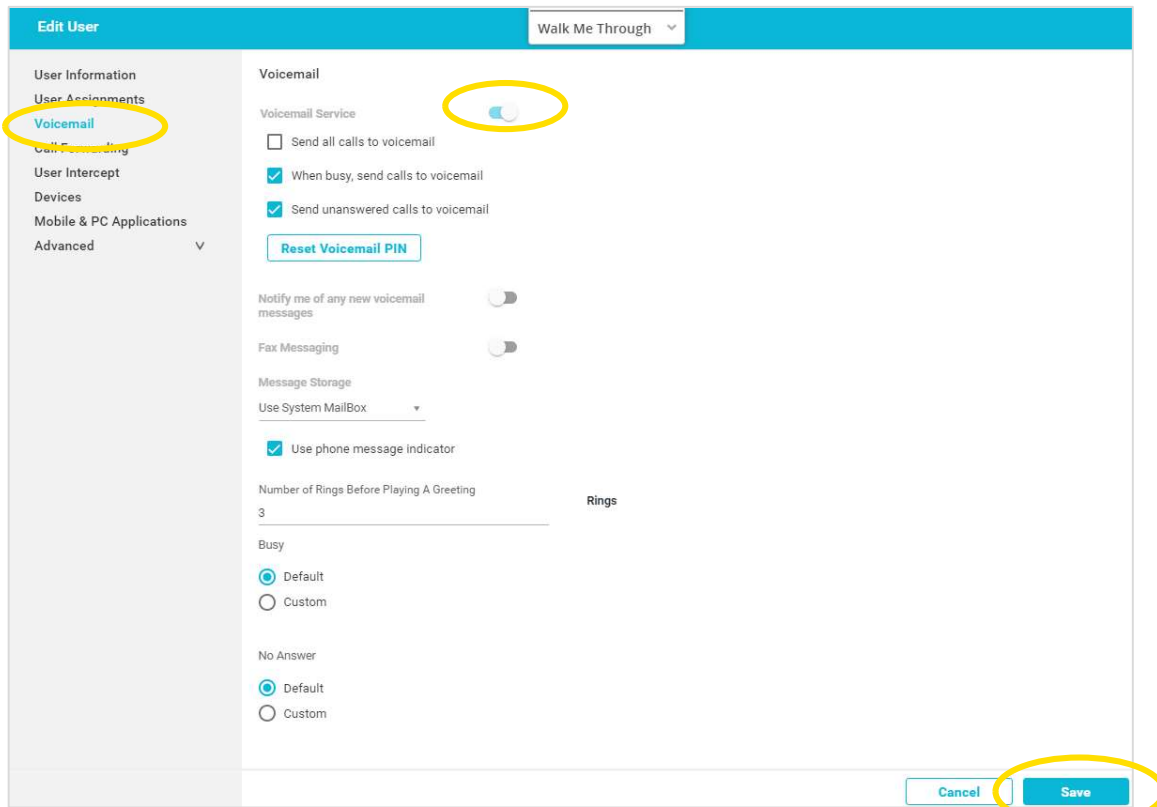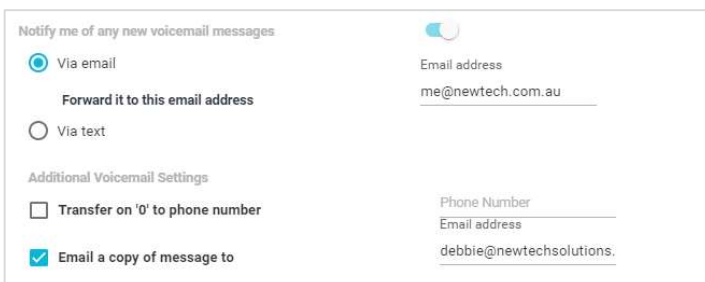

Voicemail Notifications

Turn on the **Notifty me of any new voicemail messages** action button

Notification via email

To receive voicemail message notification via email

1. Select **Via email**

2. Type the email address where you want to receive notifications in the **Email** field

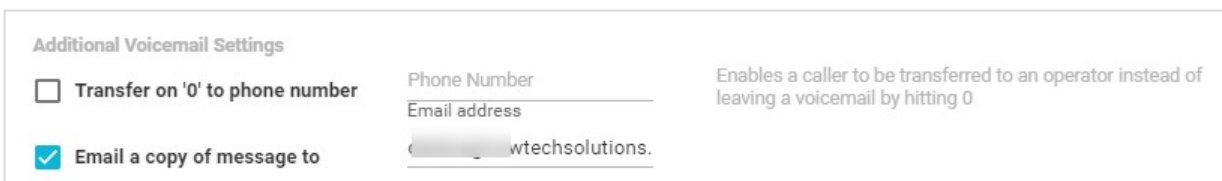3. Scroll to the bottom of the dialog box and select **Save**

Additional voicemail settings

Transfer on '0' to another number

Enables a caller to be transferred to another number instead of leaving a voicemail message

1. Select *Transfer on '0' to phone number*.

2. Type the alternative phone number in the *Phone Number* field.

3. Scroll to the bottom of the screen and select *Save*.

Note: Your voicemail greeting will need to instruct the caller to press "0"

Additional Voicemail Settings

☐ Transfer on '0' to phone number   Phone Number _____   Enables a caller to be transferred to an operator instead of leaving a voicemail by hitting 0
                                     Email address
☑ Email a copy of message to   _____wtechsolutions.

Email a copy of message to

If you wish to receive a copy of a voicemail notification at a different email address

1. Select **email a copy of message to**

2. Enter the alternative email address in the **Email** field

3. Scroll to the bottom of the dialog box and Select **Save**

Message Storage

1. Select **Use System Mailbox** to have your voicemail messages stored on your handset or soft phone

2. Tick the **message indicator** checkbox to turn the message light on your handset or notification on soft phone

3. Select the number of rings you require before a call is sent to voicemail

Use System MailBox   ▼

☑ Use phone message indicator

Number of Rings Before Playing A Greeting

3   Rings
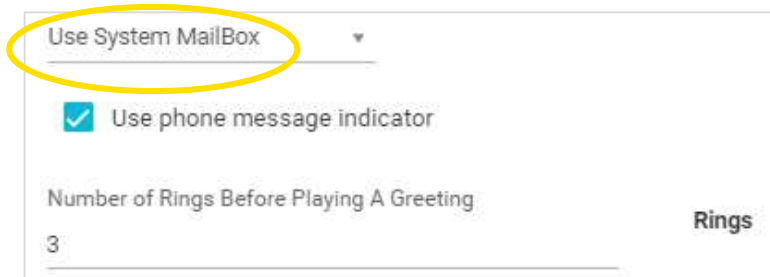
1. Select **Use External Mailbox** to have your voicemail messages directed to an email address

2. Enter the email address

3. Voicemail messages will be emailed to the recipient as an audio file

Message Storage

Use External MailBox ▾

Email Address

phoneuser@ntech.com

Number of Rings Before Playing A Greeting

3   **Rings**

Customized Greetings

You can upload two customized greetings – **Busy** greeting and **No Answer** Greeting.

To upload a customized **Busy** voicemail greeting:

1. Select **Custom** below **Busy**

2. Click on the **Upload** button ⬆ to add the audio file

   Use CITT u-Law 8.000 kHz, 8 bit Mono .WAV file format

3. Browse to the file you want to upload and double click on the file

4. Select **Save**

Busy

○ Default

⦿ Custom

Click on the upload icon to add a file. ⬆   Use CITT u-Law 8.000 kHz, 8 bit Mono .WAV file format.

To upload a customized *No Answer* voicemail greeting:

1. Select *Custom* below *No Answer.*

2. Click on the **Upload** button ⬆ to add the audio file

   Use CITT u-Law 8.000 kHz, 8 bit Mono .WAV file format

3. Browse to the file you want to upload and double click on the file

4. Select **Save**

No Answer

○ Default

⦿ Custom

Click on the upload icon to add a file. ⬆   Use CITT u-Law 8.000 kHz, 8 bit Mono .WAV file format.