

VoiceMail Access Summary

- VoiceMail Access Number = XXX-XXX-XXXX
- VoiceMail Portal = <https://vm.skywayuc.com>
- VoiceMail Mailbox = your ten digit PSTN DID
- Default Password = 1111 (tutorial will ask you to change)

Forwarding a Message

- Press **#,3** (either during or after the message is played) to forward a message to another recipient.
- When prompted, record your introductory message and press **#** when finished.
- Select an action:

KEY	ACTION
2	Review message
3	Re-record message
4	Mark as private/high priority <i>*Private messages are not able to be forwarded.</i>
5	Add recipient(s) <i>*You will be prompted to enter mailbox extension or to press * to dial by name.</i>
6	Schedule delivery
*	Cancel

Composing a New Message

- Access your voicemail box.
- Press ***** to skip to the Main Menu.
- Press **4** from the Main Menu to compose a new message.
- When prompted, record message and press **#** when finished.
- For a list of available actions, refer to table provided on the following panel.

Email Notification

If desired, you can configure the VoiceMail system to automatically forward a copy of every VoiceMail message that you receive to a specified email address. Email notification is configured via your VM Web Portal account — <https://vm.skywayuc.com>

VoiceMail Main Menu

KEY	FEATURE
1	Listen to voice messages
6	User options
*	Exit

User Options Menu

KEY	FEATURE
2	Greetings/Name announcements
4	Mailbox preferences
6	Administer Attendant
7	Notifications
8	Additional Options
*	Return to Main Menu

Message Playback Options

While listening to your VoiceMail/fax messages, the following options are available.

ACTION	During Message	End of Message
Save message	1	1
Reply to message <i>OR</i> Dial by name		#,1
Delete message	2	2
Play next	3	3
Forward/Send message		#,3
Replay message	4	4
Play envelope info		#,6
Previous message		7
Return to Main Menu	*	*

For more information, visit
www.skywayuc.com



VoiceMail



Quick Reference Guide

Accessing Your Kandy Voicemail

As a Kandy subscriber, you can use your cloud-based voicemail to retrieve messages from outside callers and send messages by using the telephone to call other subscribers on or off the platform.

From Your Desk Phone

- Pick up handset/press speaker button and press Voicemail softkey
- **NOTE:** You can still access your voicemails when you are not at your desk. Internally, pick up the handset and dial **6245**. If dialing in externally, dial **604-424-8464**.
- You will be prompted to enter your PSTN DID followed by #
- Enter PIN followed by # (default PIN is 1111)
- If you have new messages, they will be identified and played. After hearing any new messages, you will be presented with the Voicemail Main Menu. The Main Menu options are listed on the back panel

From Your Computer

There are 3 ways to access your voicemail via your computer.

1) **Email:** When you receive a voicemail, an email containing a .wav file as well as the transcribed message will be sent to your inbox.

- To hear your message, simply open the email and double click on the .wav file attachment.

2) **Kandy VM Portal:** If you have an VM account, you can retrieve messages and manage your Voicemail account using your web browser: <https://vm.skywayuc.com>

3) **GENCom Client Outlook Integration:** You can access your voicemails directly from Outlook if you have the GENCom Outlook connector installed.

- In Outlook, select the **GENBAND GENCom** tab
- Click on the Voicemail button. This will open your softphone on GENCom for Windows and dial into voicemail for you.
- When prompted, enter your extension followed by #
- Enter PIN followed by # (default PIN is 1111)
- If you have new messages, they will be identified and played. After hearing any new messages, you will be presented with the Voicemail Main Menu. The Main Menu options are listed on the back panel.

From Your Mobile/Tablet

With Intelligent Messaging, you can have a similar user experience via your mobile devices. There are 3 ways to access your voicemail via your smartphone/tablet.

1) **Email:** When you receive a voicemail, an email containing a .wav file as well as the transcribed message will be sent to your inbox.

- To hear your message, simply open the email and double click on the .wav file attachment.

2) **Kandy VM Portal:** If you have an IMM account, you can retrieve messages and manage your Voicemail account using your mobile browser — <https://vm.skywayuc.com>

3) You can access your voicemails directly from your Nteract Android and/or iOS apps.

- Log into the Nteract client.
- On the “Phone” screen, click the **Quick Start Menu** icon
- Click on the **Voicemail** button. This will dial into voicemail for you.
- You will be prompted to enter your extension followed by #
- Enter PIN followed by # (default PIN is 1111)
- If you have new messages, they will be identified and played. After hearing any new messages, you will be presented with the Voicemail Main Menu. The Main Menu options are listed on the back panel

Personal Greetings/ Name Announcements

- Access your Voicemail box.
- If messages auto start to play, press * to skip to the Main **OR**
- Press **6** from the Main Menu to access User Options
- Press **2** to access Greetings
- Select the greeting you'd like to record:
- Press **1** to review current greeting **OR** press **3** to select Default greeting
- To record greeting, wait for the beep. After the tone, record your greeting. Press # when finished.

KEY	GREETING TYPE
1	Generic
2	Extended absence
3	Busy
*	Return to previous menu

- After recording your greeting:

KEY	ACTION
1	Keep greeting recording - Press 1 to enable/disable Generic greeting - Press 2 to enable/disable Extended Absence greeting - Press * to exit
2	Delete and re-record greeting
3	Choose default greeting

NOTE: If you don't record a personal greeting, a generic greeting will be played.

Changing Your PIN

- Access your voicemail box
 - If messages auto start to play, press * to skip to the Main
- OR**
- Press **8** from the Main Menu to access User Options
 - Press **1** to modify your PIN
 - Enter new PIN when prompted, followed by #
 - You will be prompted to re-enter new PIN followed by #
 - Your PIN was successfully changed.

Replying to a Message

When listening to a message you have the ability to call the sender back or forward message to another recipient.

To Call Sender Back

- During or at the end of the message press **#,1** to call sender after listening to message.
- Follow instructions to place call/change call back number.
- Press ** to cancel.

To Forward Message to Additional Recipient(s)

- Refer to “Forward a Message” section in following panel for details.

NOTE: This capability will not work if the Voicemail system was not able to record the Caller ID information when the original Voicemail was received or if your phone is configured with call restrictions which prevent you from calling the originator's number.

For more information, visit
www.skywayuc.com