

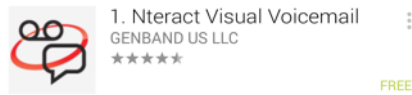
Visual Voicemail Mobile Client Quick Reference Guide



Downloading the Client

Android

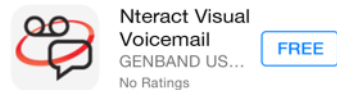
- Go to Google Play application store
- Search for Nteract
- Select Nteract Visual Voicemail



- Tap to install

iPhone

- Go to the App Store
- Search for Nteract
- Select Nteract Visual Voicemail



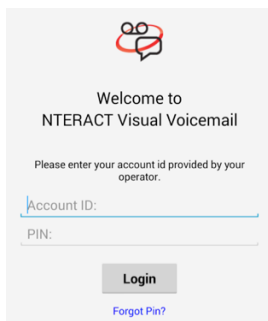
- Tap Free and then install

Logging in

Find the Nteract Visual Voicemail app on your mobile device and start it.

The login window will be presented:

Use your account ID (phone number) and PIN and press Login



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 www.skywayuc.com

Messages

After login, you are presented with the messages screen.



The messaging interface displays a list of the voicemail messages with the most recent messages on top.

The summary view of the messages includes the time when they were recorded (if they happened today) or the date (if it happened earlier), the phone number (if it is a caller that is not in your phone contacts) or a name and photo (if the caller is recognized).

You can open any message by tapping on it. When you do that, you will be taken to the message review screen.

This screen displays the contacts information on top, with the date and time when the message was recorded. Right below it, the message transcription is presented with a little star icon that allows you to mark the message as a favorite.

(Note: the list of available sharing options depends on the operating system and is different in Android and iOS)




The blue play icon allows you to listen to the voice message. You may also select any of the four services below:

- Call the person that left the message
- Send an SMS/Text to the person
- Share the message
- Delete the message

Sharing a message allows you to store the transcribed message and the audio in Dropbox, Evernote, etc., or send it to another user via email, Bluetooth, Skype, WiFi direct, etc.

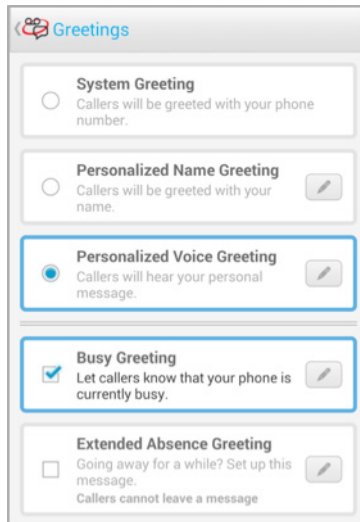
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Settings

Press the cog icon  to access the settings. You can manage your greetings, enter an email address for new message notifications or logout from your account.

Greetings

Tapping Greetings in the Settings menu offers multiple options to manage greetings, as shown below:



Choose outbound greeting options including:

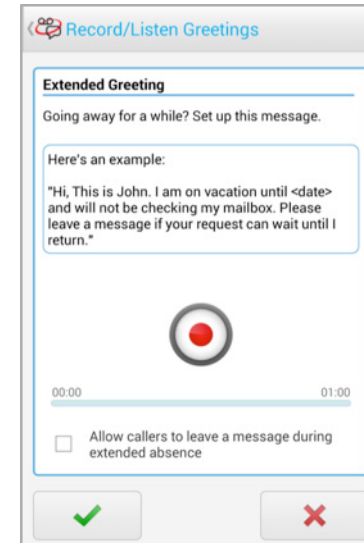
- **System Greeting:** callers are greeted with a prerecorded message that announces your phone number.
- **Personalized Name Greeting:** callers are greeted with a prerecorded message that announces your name (you must record your name).
- **Personalized Voice Greeting:** callers are greeted by a personal message that you recorded.


You can also record and activate two more greetings:

- **Busy greeting:** this greeting can supplement a normal Greeting to alert callers that you are currently on the phone. Typically users include a statement offering to respond more rapidly to the caller.
- **Extended Absence Greeting:** this greeting option alerts callers that you are away and not able to respond to messages immediately.

Recording Greetings

To record a new greeting select the edit  icon next to the greeting type you wish to change.



If there is an existing greeting, you need to discard it first by tapping on the  delete icon at the bottom.

Next, tap on the red record icon in the center of the screen, and speak clearly into the phone's microphone. Once finished, tap the square stop button. You can listen to the recording to be sure you are satisfied. If unsatisfactory, try again by repeating the process.

Once you are satisfied with your recording, tap the green check mark icon to save it.