

# Voicemail Features



<b>Call Notify</b>	If an incoming call meets user-specified criteria, an email is sent to the notify address informing the user of the details of the incoming call. The user controls the service via a web interface, which provides the ability to set the notify email address and the criteria sets for determining which calls trigger a notification. A criteria set is based on incoming caller-ID (including pattern matching), time of day, and day of week. Multiple criteria sets can be defined.
<b>Outgoing MWI</b>	Outgoing MWI enables the system to send a message to other devices to allow your Message Waiting Indicator (MWI) to work with SMDI devices. It is not normally required.
<b>Voice Management</b>	<p>Enables users to record messages for incoming calls that are not answered within a specified number of rings, receive busy treatment, or are transferred directly to voice mail. Incoming callers are given the options to review and change their message and will get a warning tone if their message is about to reach the maximum configured length.</p> <p>Users can configure the service via their personal web portal or by calling into their voice portal from any phone. The personal web portal enables users to control whether their voice mail messages are to be delivered to their e-mail account as .WAV attachments and/or to the voice messaging system repository for retrieval from a phone. Users can also set their password and elect to give callers the option of connecting to an attendant by pressing 0.</p> <p>By accessing the Voice Portal from any phone, users can listen to, save, and delete each message, as well as move to the previous or next message. During the playback of a message, users have the option of skipping forward, skipping back, or pausing. Replies to message senders can be sent, and messages can be forwarded with an introductory message to one or more group members, or to the entire group. Messages can also be composed and sent to one or more users in the group, or the entire group.</p> <p>Users have the option of marking a message as Urgent or Confidential. Users can also pre-configure lists of users to whom voice messages may be sent. The Voice Portal also enables users to record their name and multiple personal greetings for busy and unavailable. Users also have the option to enter a feature code on their phone to clear their message-waiting indicator (MWI).</p>