

# VOICE MAIL TO EMAIL - MY SERVICES MANAGEMENT

Included with your subscription to Voice Mail to Email

## VOICE MAIL MANAGEMENT INTERNET ACCESS

My Services web access allows you to administer your Voice Mail account settings and to play, delete and save your messages. You can also save messages to files on your computer.

### LOGIN



In your web browser type in [www.myservices.gondtc.com](http://www.myservices.gondtc.com). Enter your Username (ten-digit phone number; *example*: 7016621100) and Password. Your default Password is 0000. Please change your password when you login for the first time.



Once you have logged in to your My Services account you will see two upper tabs: [My Calls](#) and [My Settings](#). The [My Calls](#) tab will automatically be displayed showing a list of the voice messages that you have received.







### MY CALLS

Calls that resulted in a new Voice Mail message will have a closed envelope icon  in the Type column of the call list. If the Voice Mail message left by a caller has been previously marked as read, it will be indicated by an open envelope icon  in the Type column.


<input type="checkbox"/>		Type	Number	Length	Date/Time
<input type="checkbox"/>			? 701-662-1234	4s	Today 04:05 PM
<input type="checkbox"/>			? 701-662-4321	7s	11/13 08:25 PM
<input type="checkbox"/>			? 701-776-9000	6s	11/13 08:21 PM
<input type="checkbox"/>			? 701-662-1111	11s	10/20 01:23 PM
<input type="checkbox"/>			? 701-662-1234	15s	10/17 06:14 PM

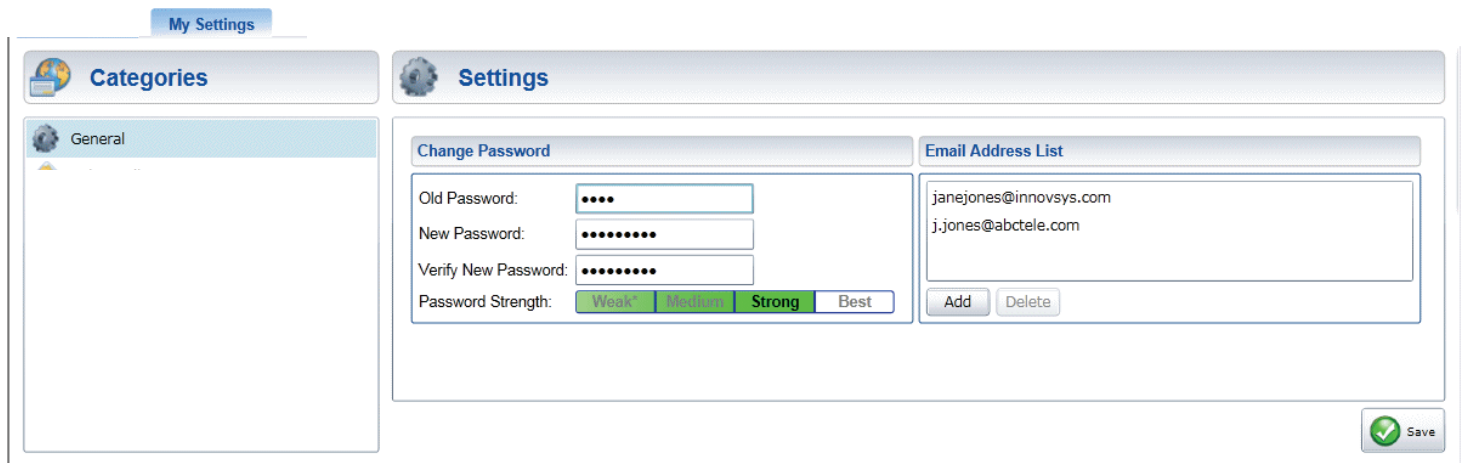
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Messages with the Red  Mark have been designated by the sender as urgent.


Clicking on a specific message will open the audio player allowing you to listen to the message by clicking the Arrow  on the left side of the player. You can control the volume by using the Slider next to the speaker.  Clicking on the Red Down Arrow  allows you to download the message to a file on your computer. To Mark as Read or to Delete a message, click on the check box  and then make the appropriate selection. The Refresh button  when clicked will add any new messages that your service has received while logged in to My Services.

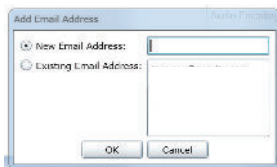
## MY SETTINGS - General

Select the General category in the My Settings tab. This is where you change your password for web access to your myservices account. Fill out the Old Password, New Password, and Verify New Password. The Password Strength indicator will show the security strength of the new password. Press the Save button  in the lower right-hand corner of the screen to save the new password.






The Email Address List contains a master list of all possible email addresses that may receive your voice mail notification messages. Actual addresses receiving notification are found under the Voice Mail category.

To add an email address, press the Add button.  An Add Email Address window will be displayed.




Enter the new address and press the OK button  to complete the addition or click the cancel button at anytime to exit. 

To delete an email address, select to highlight the address to delete and press the Delete button  located below the list. A delete confirmation prompt will be displayed. Choose OK  in the prompt to complete the deletion.

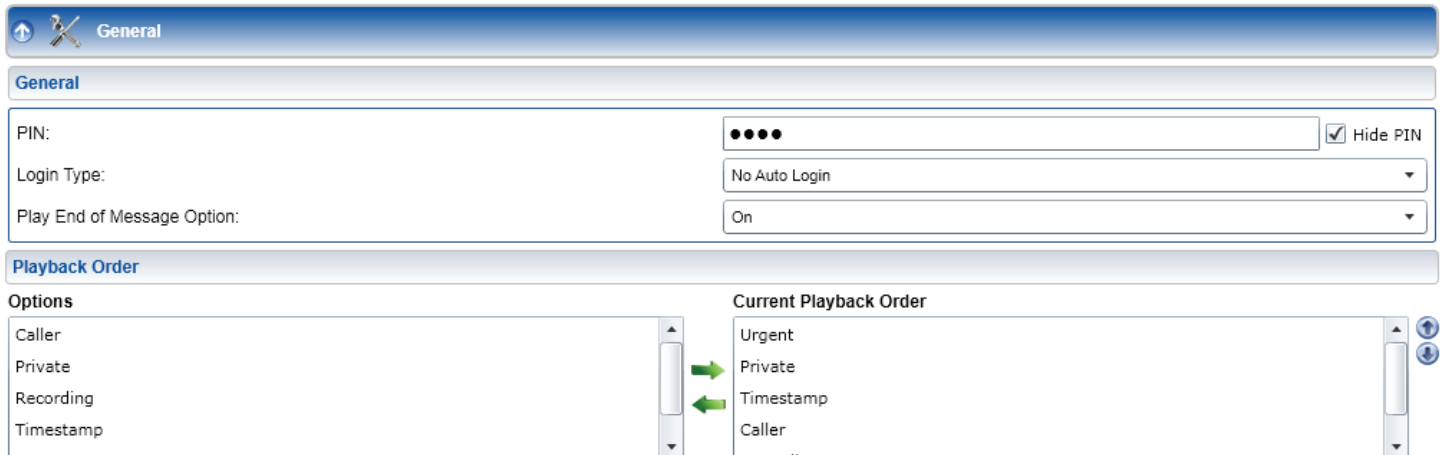
After changes to the Email Address List are complete, press the Save button in the lower right-hand corner of the screen to save the new additions or deletions. 

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## MY SETTINGS - Voice Mail

Select the Voice Mail category  Voice Mail in the My Settings tab (left-hand column). There will be different options associated with the Voice Mail category.

### General



### PIN Number (Password):

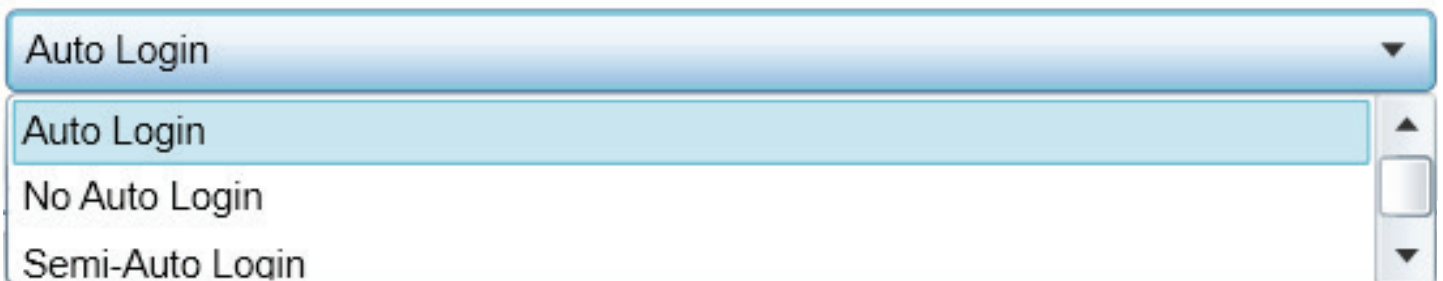
Your pin number is used to access your voice mailbox. You can select up to a 16 digit number. If you make a change to this number, select save  in the bottom right hand corner before exiting.

7016621100

### Login Type:

This will determine whether or not the system will ask you for a mailbox number and password information upon login. Click the down arrow ▼ and highlight one of the following options to select:

- Auto Login - The user will be logged in completely (no prompt for mailbox number or password) if the system can determine the mailbox number (i.e., the user calls from their home phone which is subscribed to the Voice Mail Service).
- No Auto Login - The user is asked for their mailbox number and then their password.
- Semi-Auto Login - The user will not be prompted for a mailbox number if the system can determine the mailbox number (i.e., the user calls from their home phone which is subscribed to the Voice Mail Service), but they will always be prompted for a password.







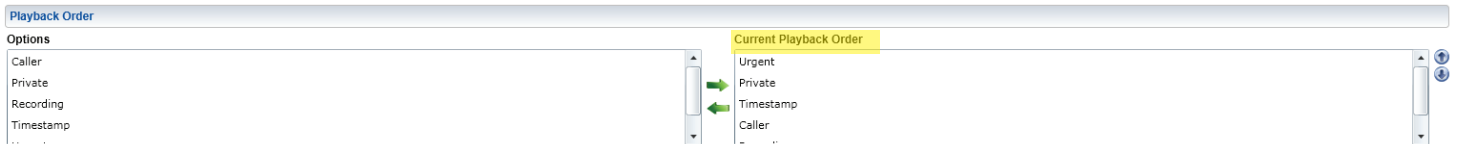
### Play End of Message Option:

This determines whether or not the “End of Message” announcement should be played at the end of voice messages.

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## Playback Order

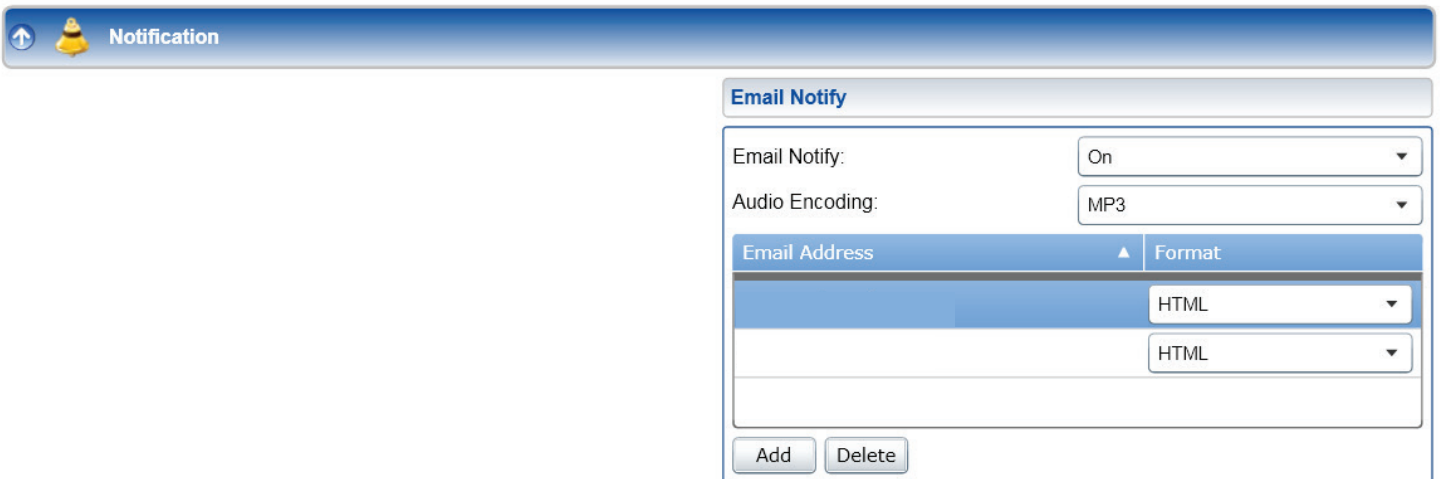
You can customize what components of messages you want to include as well as the order they will be played back. There are five playback options: Urgent, Private, Timestamp, Caller, and Recording. The **Current Playback Order** list shows the options in the order that they will be played back. The **Options list** shows the options that will not be played back. To move an option between these lists, select the option and press the left and right arrow buttons   that are between the lists. To rearrange the order in which options in the Current Playback Order list are played, select the option and use the up and down arrow buttons   on the right side of the window to move the option up and down the list.




## NOTIFICATIONS



### Email Notify

Select **On** to send new voice mail messages or notifications to the email or text addresses in your Email Address list or **Off** to disable email notifications. Unless otherwise suggested, you should not change the Audio Encoding from MP3 to .WAV (MSADPCM) as the MP3 format will allow you to listen to voice messages on your cell phones.




### Adding and Deleting Addresses

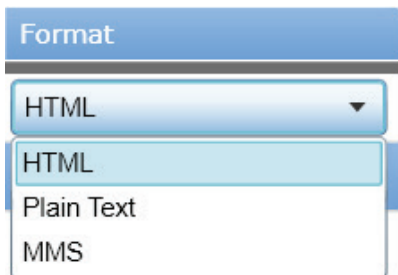
You can add or delete email or text addresses where that would like to receive messages or notifications when you have messages in your Voice mailbox. Selecting **Add**  will open a window that allows you the option of adding email or text addresses. In addition to adding new email addresses, this is where you can add text gateway addresses. A text address is like an email address using your 10 digit cellular number @ your wireless provider's extension like vtext.com or txt.att.net.

To delete an address from the Email Notification; highlight the address and click on the Delete button . Once all changes have been made, click on the green Save button  in the bottom right hand corner.

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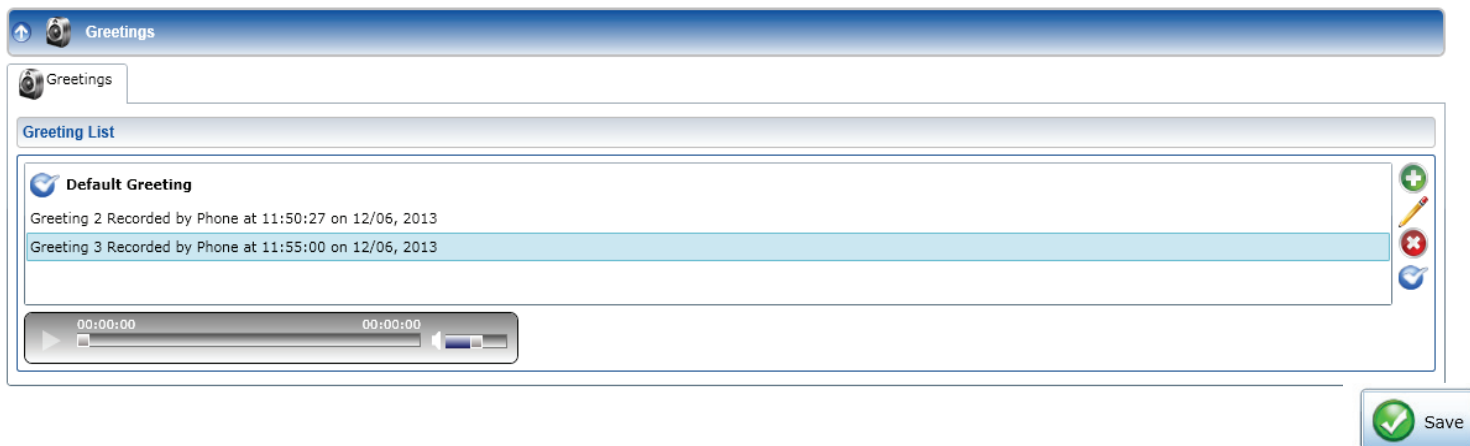
## Format

You have three options for your email/text addresses; MMS is the format you would use to receive text notifications with the attached audio file, Plain Text sends a text only notification of a new voice message with no audio attachment and HTML is the format that should be used when delivering notifications to your email address that include the attached audio file. Once all changes have been made, click on the green Save button  in the bottom right hand corner.



The image shows a dropdown menu titled "Format". The current selection is "HTML". The dropdown is open, showing three options: "HTML", "Plain Text", and "MMS".



## GREETINGS



The image shows a screenshot of the "Greetings" management interface. At the top, there is a "Greetings" header with a speaker icon. Below it, there is a "Greeting List" section. The list contains two entries: "Greeting 2 Recorded by Phone at 11:50:27 on 12/06, 2013" and "Greeting 3 Recorded by Phone at 11:55:00 on 12/06, 2013". To the right of the list, there are three icons: a green plus sign, a pencil, and a red X. Below the list, there is a video player with a progress bar showing "00:00:00" on both ends. At the bottom right of the interface, there is a green "Save" button with a checkmark icon.

### Add Greeting:





To add a new greeting file to your service, press the add button  on the right hand side of the greeting list. An Enter Greeting Information popup window will be displayed. Enter a description of the greeting into the Description field and use the browse (...) button to navigate to a .wav file using the standard file selection mechanism. Once the audio file is selected, the location of the file will be displayed in the File field. Click OK. Press the Save button  in the Enter Greeting Information window to complete the addition of the greeting.

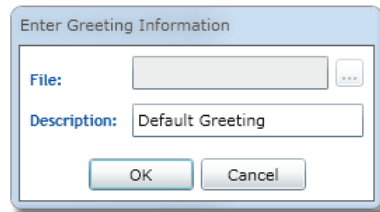
Record new greetings via the phone through your Voice Mail Setup Menu. Your my services account will show that greeting as "Recorded by Phone" and the date it was recorded as seen in the Greeting List example above.

You may also use any other .wav file as a greeting.


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## Edit Greeting:



To change the description or .wav file associated with a greeting, select the greeting in the list and press the edit button on the right hand side of the greeting list.  An Enter Greeting Information popup window will be displayed. The Enter Greeting Information window functions the same as it does when adding a greeting. Once the changes are complete, click OK and press the Save button  to apply the changes to the selected greeting.



## Delete Greeting

To delete a greeting, select the greeting and press the delete button  on the right hand side of the list.

## Activate Greeting:


To change the active greeting for this mailbox, select a greeting in the list and press the activate button on the right hand side of the list.  The active greeting icon  will be displayed next to the selected greeting.

## Preview and Play Your Greetings

Greetings can be played by selecting the greeting in the list and using the audio control bar below the list. There may be a short delay while the selected greeting is loading before it will play.



## Important Note

Click the Save button  in the bottom right hand corner to assure that all of your changes have taken affect.