



Chipmunk Tel Voice Mail User Guide

VoiceMail Access:

You can access your voicemail with any phone connected directly with your account using the code ***97#** (star-97-pound).

VoiceMail Greeting Set Up

To change the default voicemail greeting on your mailbox follow this procedure. Note: your **password will be sent to you via email by a Chipmunk Tel representative.**

- Dial *97# (star-97-pound) from your phone and enter your Password. When you hear the Voicemail menu press "0" (Voicemail options) and then press "1" to record your Unavailable message. You will be able to record your greeting, preview it and to save it.
- Press 3 to record your Name
- OPTIONAL: Press 2 to record a custom Busy Message that will play if someone calls and you are on the phone.

Remote VoiceMail Access:

If for any reason you do not have access to the Chipmunk Tel network, you can check your Voicemail by just dialing your phone number from any phone. Once the Voicemail system answers your call, press the Star key (*). You will be prompted for the Mailbox ID (or hear the mailbox automatically selected, depending on the server you are using) and Password, once logged in to your Voicemail, press 0 (zero) for options.

Navigate the VoiceMail Menu

Once you access your voicemail you're going to be prompted with the number of new and/or old messages you have in the mailbox. Here's the list of options you have with the voicemail system of Chipmunk Tel.

- 1 - Play the first new/old message available in your mailbox.
- 2 - Change folders. This option allows you to change to another folder in order to hear the messages you have stored in that folder. At the moment it's not possible to change the name of the folders.
- 0 - Voicemail options. In here you can change your greetings and record your name, also you can change the password for your voicemail.



- 1 - Unavailable message
 - 2 - Busy message
 - 3 - Name.
 - 4 - Temporary message
 - 5 - Change Password
 - * - Return to the Main Menu
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- 3 - Advanced Options
 - 4 - Play the previous message.
 - 5 - Repeat the message.
 - 6 - Play the next message.
 - **7 - Delete the current message, without confirmation.**

Voicemail Options

The following are the options available on all Chipmunk Tel accounts. Contact your account representative to configure, add or remove options. A tiny fee may apply.

Skip Password Prompt: If set to Yes, when dialing *97# from an account associated to this mailbox, it will skip the password prompt and login directly.

Email: If an email address is entered here, the Mailbox system will send an Email notification every time you receive a new message. For the moment you can only set 1 email address, however you can optionally configure an Email forward between your email accounts as a work around.

Attached message to email: If set to YES, the Mailbox will attach a .WAV file containing the new message every time it sends an Email notification.

Delete Messages after Emailed: If set to YES, the Mailbox will delete the new message automatically after sending the Email notification with attachment.

Say Time Envelope: If set to YES, when checking your messages you will hear the date and time when the message was received.

Time Zone: The time envelope will use this time zone to provide the correct date and time of the message's reception.

Say Caller ID: If set to YES, when checking your messages you will hear the Caller ID of the message sender.

Play Instructions Before Beep: If set to YES, the caller will hear instructions on how to leave a message to your Mailbox before the beep sound.

Notes:

1. The total allowed voicemail messages on a Mailbox is 100.
2. Voicemail messages must be at least 3 seconds long for the system to recognize it.
3. Please white list the mail domain name noreply@voipinterface.net to ensure your VM goes to your email.
4. The Maximum Time for a Voicemail message is 3 minutes.
5. 5 Seconds of Silence will end a Voicemail Recording.