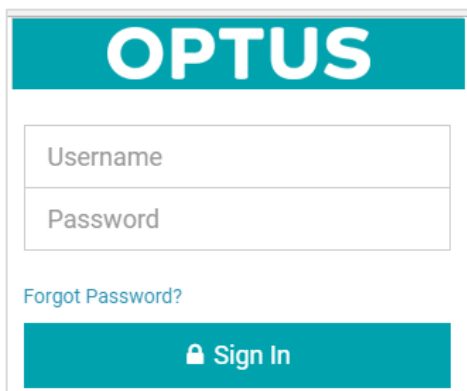


Feature Overview

A voicemail account is automatically available to a user as part of the users initial setup. A user has the ability to make changes to the way they would like to have their voicemail delivered.

Signing In

1. Enter the url ***https://loop.optus.com.au/rep***
2. Enter your ***Username*** and ***Password*** (provided to you by Optus)
3. Click ***Sign In***



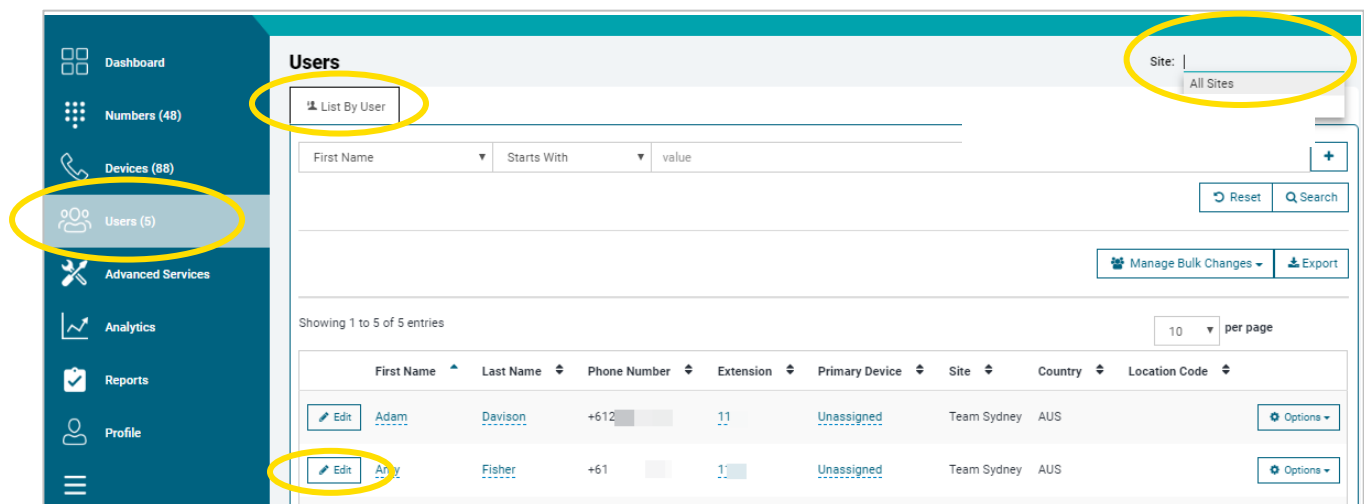
The image shows a login form with the Optus logo at the top. Below the logo are two input fields: 'Username' and 'Password'. There is a link for 'Forgot Password?' and a 'Sign In' button at the bottom.

Voicemail Management

Voicemail needs to be activated at the **User** level.

Switching Voicemail **On**

1. Click on ***Users*** in the ***Navigation*** menu
2. Select the ***Site*** from the drop down menu
3. Select the ***List by User*** tab
4. Click ***Edit*** on the user you want to change



The screenshot shows the 'Users' management page in the Optus Loop interface. The left sidebar contains a navigation menu with items: Dashboard, Numbers (48), Devices (88), Users (5), Advanced Services, Analytics, Reports, and Profile. The 'Users (5)' item is highlighted. The main content area is titled 'Users' and includes a 'List By User' tab, a search bar, and a table of users. The table has columns: First Name, Last Name, Phone Number, Extension, Primary Device, Site, Country, and Location Code. Two users are listed: Adam Davison and Amy Fisher. The 'Edit' button for Amy Fisher is highlighted. The 'Site' dropdown menu is also highlighted, showing 'All Sites'.

First Name	Last Name	Phone Number	Extension	Primary Device	Site	Country	Location Code
Adam	Davison	+612	11	Unassigned	Team Sydney	AUS	
Amy	Fisher	+61	1	Unassigned	Team Sydney	AUS	

1. Select **Station Enhancements**
2. Select the **Unified Messaging** tab
3. Select **On** (busy and unanswered calls go to voicemail) or
4. Select **Save**

The screenshot shows the 'Station Enhancements' configuration page for 'Unified Messaging'. The left sidebar contains a menu with 'Station Enhancements' highlighted. The main content area has a 'Push To Talk' tab and a 'Unified Messaging' tab. Under the 'Unified Messaging' tab, there are sections for 'Settings', 'Messaging', 'Message Storage', and 'Greetings'. In the 'Messaging' section, the 'Voice Messaging' options are 'Off (no voicemail)', 'On (busy and unanswered calls go to voicemail)', and 'Always (all calls go directly to voicemail)'. The 'On' option is selected. The 'Save' button at the bottom right is also highlighted.

To switch Voicemail **Off**:

1. Select **Off** (no voicemail)
2. Scroll to the bottom of the page and Select **Save**

This screenshot shows the 'Voice Messaging' section of the 'Unified Messaging' settings. The 'Off (no voicemail)' option is selected and circled. The 'Save' button is not visible in this view, indicating it is at the bottom of the page.

VoiceMail Notifications

There are numerous ways in which you can receive notification when a new voicemail message is received:

1. Phone
2. Phone and Email
3. Via SMS
4. Alternative Email Address
5. Transfer on '0' to another number

Messages received on the Phone

To receive voicemail messages on your phone

1. Place a tick in the **Notify me when a new message is received** checkbox
2. Scroll to the bottom of the dialog box and select **Save**

Edit User (Jess Whyte - +61 2 9550 1234) Site: Team Sydney

4 of 5

Station Enhancements

Push To Talk Unified Messaging

Settings

☒ Notify me when a new message is received

☐ Via email

Email

☐ Via SMS

☐ Send a copy of all new message to another email address

☐ Transfer on '0' to phone number

Messages received on the Phone and Email

To receive voicemail messages on your phone and email

1. Place a tick in the **Notify me when a new message is received** checkbox
2. Select **Via email**
3. Type the email address where you want to receive notifications in the **Email** field
4. Scroll to the bottom of the dialog box and select **Save**

Edit User (Jess Whyte - +61 2 9550 1234) Site: Team Sydney

4 of 5

Station Enhancements

Push To Talk Unified Messaging

Settings

☒ Notify me when a new message is received

☒ Via email

Email

☐ Via SMS

☐ Send a copy of all new message to another email address

☐ Transfer on '0' to phone number

Messages received Via SMS

If you wish to receive a text message notification when you receive a new voicemail

1. Select **Via SMS**
2. Select your **Network Operator** from the **Network Operator** dropdown
3. Enter your mobile number in the **Mobile Number** field
4. Scroll to the bottom of the screen and select **Save**

The screenshot shows the 'Station Enhancements' settings page. On the left is a navigation menu with options: Station, User Info, Device Type, Call Forwarding, Calling Permissions, Visibility Options, On The Go, and Station Enhancements (selected). The main content area has tabs for 'Push To Talk' and 'Unified Messaging'. Under 'Settings', the checkbox 'Notify me when a new message is received' is checked. Below it, 'Via email' is unselected and 'Via SMS' is selected. A yellow circle highlights the 'Via SMS' section, which includes a 'Network Operator' dropdown menu and a 'Mobile Number' input field. At the bottom, there are two unchecked checkboxes: 'Send a copy of all new message to another email address' and 'Transfer on '0' to phone number'.

Alternative Email Address

If you wish to receive a copy of a voicemail notification at a different email address

1. Select **Send a copy of all new messages to another email address**
2. Enter the alternative email address in the **Email** field
3. Scroll to the bottom of the dialog box and Select **Save**

The screenshot shows the 'Station Enhancements' settings page. On the left is a navigation menu with options: Station, User Info, Device Type, Call Forwarding, Calling Permissions, Visibility Options, On The Go, and Station Enhancements (selected). The main content area has tabs for 'Push To Talk' and 'Unified Messaging'. Under 'Settings', the checkbox 'Notify me when a new message is received' is checked. Below it, 'Via email' is selected and 'Via SMS' is unselected. A yellow circle highlights the 'Via email' section, which includes an 'Email' input field containing 'jes'. Below this, the checkbox 'Send a copy of all new message to another email address' is checked, followed by another 'Email' input field containing 'kbi@'. At the bottom, there is an unchecked checkbox: 'Transfer on '0' to phone number'.

Transfer on '0' to another number

You can have your voicemail notification transferred to a different number when the caller presses '0' whilst leaving the message. To activate:

1. Select **Transfer on '0' to phone number**
2. Type the alternative phone number in the **Phone Number** field
3. Scroll to the bottom of the screen and select **Save**

The screenshot shows the 'Edit User' interface for Jess Whyte. On the left is a sidebar with navigation options: Station, User Info, Device Type, Call Forwarding, Calling Permissions, Visibility Options, On The Go, and Station Enhancements. The main content area is titled 'Station Enhancements' and has tabs for 'Push To Talk' and 'Unified Messaging'. Under 'Settings', there are several options: 'Notify me when a new message is received' (checked), 'Via email' (selected), 'Email' (input field), 'Via SMS' (radio button), 'Send a copy of all new messages to another email address' (checkbox), and 'Transfer on 0 to phone number' (checked and circled in yellow). Below this is a 'Phone Number' input field containing '0411'.

Voicemail Greetings

It's possible to determine how many times your phone will ring before your voicemail message plays.

To choose the number of rings:

1. Below **Greetings** in the **Number of Rings before Playing a Greeting** select the number of rings the default is 3
2. Select **Save**

The screenshot shows the 'Greetings' settings section. It has a title 'Greetings' and a section 'Number Of Rings Before Playing A Greeting' with a dropdown menu set to '6' (circled in yellow). Below this are two sections: 'Busy' and 'No Answer', each with 'Default' and 'Custom' radio button options. At the bottom right, there are 'Cancel' and 'Save' buttons, with the 'Save' button circled in yellow.

Customized Greetings

You can upload two customized greetings – **Busy** greeting and **No Answer** Greeting.

To upload a customized **Busy** voicemail greeting

1. Select **Custom** below **Busy**
2. Click on the **Upload** button  to upload the file

The file must be in a .wav file format

3. Browse to the file you want to upload and double click on the file
4. Select **Save**



Greetings

Number Of Rings Before Playing A Greeting
6

Busy

☐ Default

☒ Custom

Description  

Use CITT u-Law 8.000 kHz, 8 bit Mono .WAV file format.

No Answer

☒ Default

☐ Custom

To upload a customized **No Answer** voicemail greeting:

1. Select **Custom** below **No Answer**
 2. Click on the **Upload** button  to upload the file
- The file must be in a .wav file format**
3. Browse to the file you want to upload and double click on the file
 4. Select **Save**

Greetings

Number Of Rings Before Playing A Greeting

6

Busy

☒ Default

☐ Custom

No Answer

☐ Default

☒ Custom

Description

Use CITT u-Law 8.000 kHz, 8 bit Mono .WAV file format.

Cancel

Save