



## Frontmatter information

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## Acknowledgements

The content herein is based on the following document provided to Cloud Direct as a service provider and reseller of this product:

- BroadCloud PBX – Unified Messaging QRG, Version 3.2, ©BroadSoft.com.

The original document remains untouched except, where appropriate, contact details and web links amended to ensure a positive experience for customers of Cloud Direct.

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BROADSOFT

# BroadCloud

**BroadCloud PBX**

Unified Messaging QRG

Version 3.2

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05/28/2015	3.2	Add Extended Away Greeting	Kareem Rifaat

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## Feature Overview

In today's business world, fixed-mobile convergence (FMC) isn't a luxury — it's a necessity. With more and more employees working out of the office, it's becoming increasingly difficult for customers and colleagues to reach these remote workers given the number of different devices and numbers (mobile, office, home) they may be using. In such a disjointed environment, there is a need for a solution that makes communications as seamless as possible — whether an employee is working from the office, on the road or at home.

The Unified Messaging feature allows users to access their voicemails and faxes via multiple options beyond direct phone access. This enables users to be on the go, not in the office but have their finger on the pulse of their business at all times. Voice messages and fax messages can be retrieved for playback/viewing or download via My Messages on the MyPhone dashboard, or via email with copies sent to any email address. Voicemails are sent in.WAV format, while Faxes are .TIFF.

Additionally, if you just want a notification that a message was received, notifications can be sent to your cell phone via text or email. This allows users to be mobile and also have real time access to their voicemails and faxes as if they were in the office.

### **NEW FUNCTIONALITY ACCESSIBLE VIA VOICE PORTAL ONLY**

As part of the recent BroadCloud upgrades, the **Extended Away** greeting is now available to users in the **Voice Portal**. This greeting type disables the ability for a caller to leave a message. It is useful as an announcement only greeting, including the following scenarios:

- User who are on extended leave or vacation and do not want to fill their mailboxes
- An employee hotline for information concerning an office schedule (inclement weather)
- An instructional message option for use by an Auto Attendant

Additionally, when listening to a message, users now have the ability to play the previous message (pressing "4") or to skip to the next message (pressing "6").

## 1 Feature Prerequisites

Before the Unified Messaging feature can be used the following conditions must be met:

- At least one inbound number must be available to be assigned to a Premium User Station, Standard User Station, Hosted Square Key Station, or Hosted PRI User.
- If Fax Messaging is desired, an available inbound or two way number must be available to be assigned as a Fax number to each fax user.

## 2 Using Unified Messaging

Once at least one inbound or two-way number and station has been assigned in the My Site dashboard and the User has configured the Unified Messaging feature in the My Phone dashboard, the Unified Messaging feature is ready for use.

The following sections describe how to configure the Unified Messaging feature.

## 3 Feature Setup

To use this service, log into to My Account, and then simply follow the steps detailed below.

### 3.1 Administrative Setup

#### 3.1.1 Go to My Site and select the appropriate Site to configure



### 3.1.2 Go to User Features

The screenshot shows the Eruption Audio dashboard. At the top, there is a navigation bar with links: Home, Profile, Orders, Account Admin, My Site, Call Recording, and My Reports. Below this, a secondary navigation bar contains: Phone Assignment, Device Management, Site Services, **User Features** (highlighted with a red arrow and callout '1'), Call History, and Notes. The main content area displays 'My Site' and a list of quick links: Add/Modify Users, Set Up Auto Attendant, Share a Line, and Set Business Hours.

### 3.1.3 Select the Unified Messaging Tab

The screenshot shows the Unified Messaging interface. It features a table with columns: First Name, Last Name, Phone Number, and Extension. A callout box with the number '1' points to the first row of the table, which contains the name 'erix' and phone number '2123901135'. The table also includes a search bar, navigation arrows, and a footer with pagination information: Page 1 of 1, Records per Page 10, and Clear Filters.

First Name	Last Name	Phone Number	Extension
erix	erix	2123901135	1135
john	doe	2123901136	1136
sikki	who	2125413101	3101
-	john	2125413100	3100
-	jack	2125413102	3101

### 3.1.4 Configure the Unified Messaging Preferences – Voice Messaging

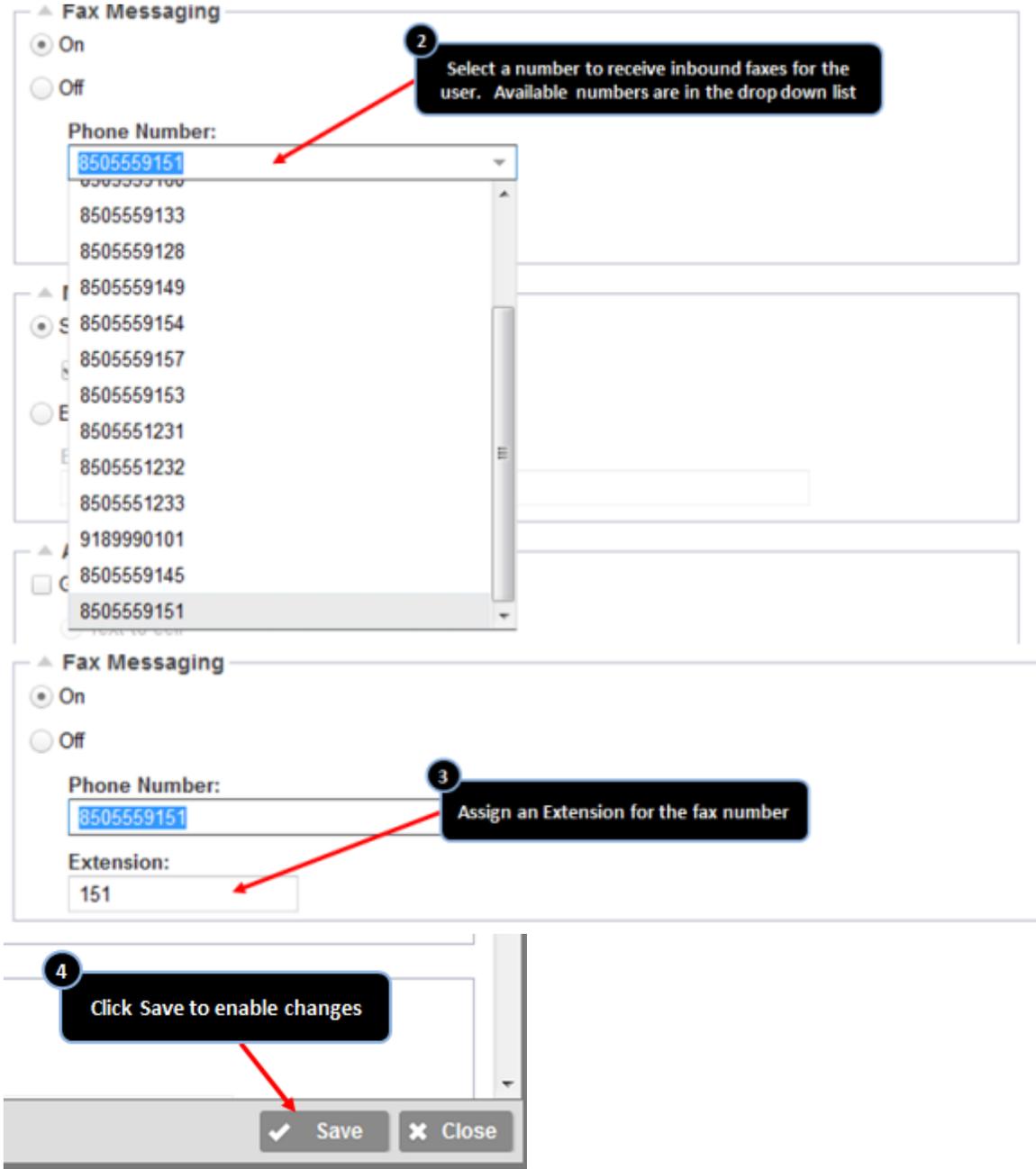
The screenshot shows a configuration window for Unified Messaging Preferences. The 'Voice Messaging' section is expanded, showing three radio button options: 'On (busy and unanswered calls go to voicemail)', 'Always (all calls go directly to voicemail)', and 'Off (no voicemail)'. A red arrow points from a callout box to the first option. The callout box contains the number '1' and the text 'Select when the voicemail function should be active or deactivated'. Below this, the 'Fax Messaging' section is expanded, showing 'On' and 'Off' radio buttons, with 'Off' selected. It includes a 'Phone Number' dropdown menu and an 'Extension' text field. The 'Message Storage' section is expanded, showing 'System Mailbox' selected, with a checked 'Message waiting indicator on phone' checkbox and an 'External Mailbox' option. Below it is an 'Email' text field. The 'Additional Settings' section is expanded, showing a checked 'Get notified when new message is received via' checkbox and a 'Text to cell' radio button. At the bottom right, there are 'Save' and 'Close' buttons.

### 3.1.5 Configure the Unified Messaging Preferences – Fax Messaging

The screenshot shows a configuration window for Unified Messaging Preferences. It is divided into four sections:

- Voice Messaging:** Contains three radio buttons: "On (busy and unanswered calls go to voicemail)" (selected), "Always (all calls go directly to voicemail)", and "Off (no voicemail)".
- Fax Messaging:** Contains two radio buttons: "On" and "Off" (selected). A callout box with a red arrow points to the "On" radio button, containing the text "1 Enable or disable Fax Messaging using the radio buttons". Below the radio buttons are two input fields: "Phone Number:" with a dropdown menu showing "Select Phone Number", and "Extension:" with an empty text box.
- Message Storage:** Contains two radio buttons: "System Mailbox" (selected) and "External Mailbox". Under "System Mailbox", there is a checked checkbox for "Message waiting indicator on phone". Below the radio buttons is an "Email:" text input field.
- Additional Settings:** Contains a checked checkbox for "Get notified when new message is received via" and a radio button for "Text to cell".

At the bottom right of the window, there are "Save" and "Close" buttons.



### 3.1.6 Configure the Unified Messaging Preferences – Message Storage and Additional Settings

— v Voice Messaging

— v Fax Messaging

▲ Message Storage

System Mailbox

Message waiting indicator on phone

External Mailbox

Email:

**1** If System Mailbox is selected then your messages can be accessed via the phone or portal. If External Mailbox is selected then all of your messages will be sent as a file in .wav (voicemail) or .tiff (fax) format to the email address entered below

▲ Additional Settings

Get notified when new message is received via

Text to cell

Email

Send a copy of all new message to another email address

Email:

Transfer on '\0\' to phone number:

**2** To be notified that you have a message (fax or voicemail) via a text or email alert, check this box

▲ Additional Settings

Get notified when new message is received via

Text to cell

AT&T Wireless

T-Mobile

Verizon Wireless

Sprint (Nexttel)

Email:

**3** If notification is to be by Text, enter the cell phone number and select the wireless provider from the drop-down

▲ **Additional Settings**

Get notified when new message is received via

Text to cell

**Email**

Send a copy of all new message to another email address

Email:

Transfer on '\0\'' to phone number:

**4** To be notified that you have a message via a email alert, select Email and enter the email address

**5** To Send a copy of your messages (both fax and voicemail) to an email address, check the box and enter your email address

**6** To specify a number where callers can transfer from voicemail by dialing the '0' key, check the box and enter the number

### 3.1.7 Number of Rings and Greeting Upload (Optional)

▲ **Greetings**

Number of rings before playing greeting:

**1** Select the number of rings before the voicemail greeting is played

**Busy:**

System

Personal Upload:  Upload

**2** Select the type of message the caller will hear when your phone line is busy. You can select either a system generated message or upload a personal one

**No Answer:**

System

Personal Upload:  Upload

**3** Select the type of message the caller will hear when your phone line is busy. You can select either a system generated message or upload a personal one

Save Cancel

Note: Uploading a Voicemail Greeting requires a user defined file formatted as CCITT u-Law 8,000 kHz, 8 bit Mono .WAV file.

## 3.2 End User Setup

The Unified Messaging feature is automatically available to all Premium User, and feature control is located in the My Phone dashboard.

### 3.2.1 Log in to My Phone

**Login**

Username:

Password:

**Login**

[Forgot Username?](#)    [Forgot Password?](#)

[Language - English \(United States\) Change](#)

1 Enter your MyPhone username and password then hit Login

### 3.2.2 Go to My Messages tab

**broadsoft**  
**broadcloud**

Jay Betatest  
9168777583  
E911 address

Language: English (United States)    Profile    Support    Sign Out

**My Phone**

Home    **My Messages**    My Features    My Rules    My Numbers    My Call History

Welcome to the BroadCloud User Dashboard

This site allows you full access into your personal phone service settings, allowing you to customize your service to fit your needs. The site is laid out with convenient tabs, allowing you to easily navigate to the desired feature.

**My Messages** — Make sure you get your messages, regardless of your location. By selecting to be notified of messages via text or email, or even receiving voice mails messages via any email address, you can ensure you stay in contact.

**My Features** — Access to user features like Call Forwarding, Call Waiting, and Anywhere. Click on this tab to activate/deactivate these features, as well as enter desired numbers to which calls can be forwarded based on your personal needs.

**My Rules** — Selected call handling based on the phone number of the person calling, the time of day, or both. By combining multiple common features into an easy to use interface, you can create unique solutions to handling calls from key people.

**My Numbers** — An easy to use inventory of numbers that can be selected for feature assignments. By adding your cell phone, home phone, or any other phone number, you will be able to select these numbers when managing your various features.

**My Call History** — A quick view of recent calls, whether they were made by you, answered by you, or missed altogether. The listing provides details of the called/calling party, as well as a simple click to dial option to initiate a call from your desk phone to the number listed.

### 3.2.3 View Messages and Faxes

Home **My Messages** My Features My Rules My Numbers My Call History

You have no new messages and 4 saved messages.  
Select a voice message from the grid, then click play when ready. OR Double click to select & begin auto-play.

0:00 / 0:00

Urgent	Confidential	Caller Number	Caller Name	Call Date	Call Time	Fax
		2814653354	ADAPTION TECH	Fri Oct 10 2014	1:08:29 PM	✓
		2814653354	ADAPTION TECH	Fri Oct 10 2014	1:21:30 PM	✓
		9188775967	ADAPTION T...	Fri Oct 10 2014	1:35:50 PM	
		9188774439	ADAPTION TEC.	Fri Oct 10 2014	2:47:56 PM	✓

Refresh  
Settings  
Delete Selected  
Download Selected

1 Fax messages have a checkmark in the Fax column  
1 Voice messages do not have a check in the Fax column

### 3.2.4 Listen to Voice Messages

You have no new messages and 4 saved messages.  
ADAPTION TECH (9188775967) on Fri Oct 10 2014 at 1:35: pm

0:00 / 0:01

Urgent	Confidential	Caller Number	Caller Name	Call Date	Call Time	Fax
		2814653354	ADAPTION TECH	Fri Oct 10 2014	1:08:29 PM	✓
		2814653354	ADAPTION TECH	Fri Oct 10 2014	1:21:30 PM	✓
		9188775967	ADAPTION T...	Fri Oct 10 2014	1:35:50 PM	
		9188774439	ADAPTION TEC...	Fri Oct 10 2014	2:47:56 PM	✓

2 Hit the Play button

1 Select Voice Message. It will highlight the line.

Note – listening to a voicemail in My Phone does not reset the message waiting indicator light on that user’s desk phone.

### 3.2.5 Download Selected Voice or Fax Messages

Home **My Messages** My Features My Rules My Numbers My Call History

You have no new messages and 4 saved messages.  
ADAPTION TECH (9188775967) on Fri Oct 10 2014 at 1:35: pm

0:00 / 0:01

Urgent	Confidential	Caller Number	Caller Name	Call Date	Call Time	Fax
		2814653354	ADAPTION TECH	Fri Oct 10 2014	1:08:29 PM	✓
		2814653354	ADAPTION TECH	Fri Oct 10 2014	1:21:30 PM	✓
		9188775967	ADAPTION T...	Fri Oct 10 2014	1:35:50 PM	
		9188774439	ADAPTION TEC...	Fri Oct 10 2014	2:47:56 PM	✓

2 Hit Download Selected

1 Check the box for the message(s) you want to download.

Refresh  
Settings  
Delete Selected  
Download Selected

As this is a shared storage area for voicemails and faxes, Users should be aware that the combined storage limit is approximately 35Mb. This equates to about 100 voicemail minutes or around 100 ten page faxes. Users should be judicious about archiving important voicemails and faxes to their network storage areas by using the **Download Selected** option on the right side of the My Messages area.

Once Users have successfully archived their voicemails and faxes, they should be deleted from the My Messages area to conserve space.

Other useful information regarding the BroadCloud PBX system wide voicemail limits: (These are hard limits and cannot be changed within BroadCloud PBX.)

Time that Voicemails and Faxes can be stored in your mailbox	Unlimited
Longest Voicemail greeting that a User can record	4 minutes
Longest Voicemail message that can be recorded	10 minutes

Downloading messages will follow your default computer/browser settings and either save or open the default application for .wav files (voice messages) or .tiff (fax messages).

### 3.2.6 Delete Selected Voice or Fax Messages

The screenshot shows the 'My Messages' section of the BroadSoft interface. At the top, there are navigation tabs: Home, My Messages (selected), My Features, My Rules, My Numbers, and My Call History. Below the tabs, a message player is visible with a play button and a progress bar. To the right of the player are buttons for Refresh, Settings, Delete Selected, and Download Selected. Below the player is a table of messages:

Urgent	Confidential	Caller Number	Caller Name	Call Date	Call Time	Fax	
		2814653354	ADAPTION TECH	Fri Oct 10 2014	1:08:29 PM	✓	<input type="checkbox"/>
		2814653354	ADAPTION TECH	Fri Oct 10 2014	1:21:30 PM	✓	<input type="checkbox"/>
		9188775967	ADAPTION T...	Fri Oct 10 2014	1:35:50 PM	✓	<input checked="" type="checkbox"/>
		9188774439	ADAPTION TEC...	Fri Oct 10 2014	2:47:56 PM	✓	<input checked="" type="checkbox"/>

### 3.2.7 Refresh List of Messages

The screenshot shows the same 'My Messages' section as in the previous image. The 'Refresh' button is highlighted with a red arrow, and a callout box points to it with the text 'Hit Refresh'. The message table below is identical to the one in the previous image.

Refreshing updates the list of messages to show recent messages that have been added to your message box.

### 3.2.8 Configure the Unified Messaging Preferences

**9188777583 Configuration**

**Voice Messaging:**  On (busy and unanswered calls go to voicemail)  
 Always (all calls go directly to voicemail)  
 Off (no voicemail)

**Fax Messaging:**  On  
 Off  
 Phone Number:   
 Extension:

**Message Storage:**  System Mailbox  
 Message waiting indicator on phone  
 External Mailbox  
 PartyEmailAddress:

**Additional Settings:**  
 Get notified when new message is received via:  
 Text to cell   
 PartyEmailAddress   
 Send a copy of all new messages to another email address.  
 PartyEmailAddress:   
 Transfer on "0" to

**Callouts:**  
 1: Select one option for voice messaging: On, Always, or Off  
 2: Select either On or Off for fax messaging. This will only be active if your station has been configured by your administrator for Fax Messaging  
 3: Select either System Storage or External storage for your voice messages.  
 4: Check box to enable Message Waiting Notification on your phone  
 5: If External Mailbox is chosen enter Email address.  
 6: Hit box to enable a text or email notification when you receive a voice or fax message  
 7: If Notification is enabled, enter a phone number and carrier to receive a text notification or enter an Email address to receive an email notification  
 8: If you wish to receive a copy of the email in a .wav format, check the box and enter an email address  
 9: Hit box to caller to transfer out of voice mail to the entered number.  
 10: Hit Save

**Buttons:** Save, Hit Save

### 3.2.9 Number of Rings and Greeting Upload (Optional)

**Greetings**

Number of rings before playing greeting:

Busy:  System  Personal

No Answer:  System  Personal

- 1 Enter a number of rings after which callers will be sent to your voice mail
- 2 Select either the System (default) or Personal (customized) greeting your callers will hear when entering your voice mail when your line is busy. If Personal is chosen, upload a file.
- 3 Select either the System (default) or Personal (customized) greeting your callers will hear when entering your voice mail when don't answer. If Personal is chosen, upload a file.
- 4 Hit Save

**Note:** Uploading a Voicemail Greeting requires a user defined file formatted as CCITT u-Law 8,000 kHz, 8 bit Mono .WAV file.