

# Telecommunications at RegalPC Explained

## Voicemail Setup

Dial **121** from your VOIP Phone, press '0' for Voicemail Setup and follow the prompts to record your voicemail greeting.

**Note:** For Call Hunt Groups, dial 171 instead. 'Mailbox' number is the call group number and 'Password' is the PIN code for that Call Group. The PIN code is available from the 'Call Group' page in the **MyAccount Portal (usually done by the centre's admin person)**

Login to the **MyAccount Portal** and select '**My Voice Service**'.

Click '**Follow Me and Voicemail**' in the top menu and select '**Redirect to Voicemail on Busy or No Answer**'. Click '**Update**'.

The Voicemail service is now active. To also set up 'Voicemail to Email' redirection, follow a few extra steps:

In the '**Voicemail to Email**' box on the same page, select either:

- a) '**Forward Voicemail to Email, Delete from Server**' – the voicemail will be automatically forwarded to your nominated email address and **the voicemail content will be erased immediately from our server**,
- b) '**Forward Voicemail to Email, Leave on Server (Collect via 121)**' – the voicemail will be automatically forwarded to your nominated email address, but will also be **retained on our server, which you can access by dialing 121** from your VoIP line.

Enter your **email address and recipient name** and click '**Update**'. You're done!

To switch OFF the 'Voicemail to Email', select '**No Follow Me**' at Step 2.

Each Line on your phone has its own Voicemail Box, so depending on the number of Lines on your phone, you may have up to 8 separate Voicemail Boxes.

## Accessing Voicemail

Press the Line Key on your phone for which you want to check messages

Press the **Messages** button or dial 121 on the Keypad. An audio cue will inform you if there are any new Voicemail messages, and will provide a list of options to proceed. Simply follow the voice prompts to listen to, save or delete messages.

You may opt to receive your Voicemail via Email. You can even listen to this via your internet enabled smartphone.

## Caller ID

Caller ID's can be associated with one or more of your lines (buttons) on your VOIP phone. In general, the idea is to have at least your 1st line programmed so that is has your Caller ID is communicated to the receiver that you are calling, then they are more likely to answer your call.

This is setup in 2 steps, 1) via the VOIP Provider's portal (with Reception's assistance), then 2) Calling a 1300# from the relevant Line on the VOIP Phone and entering the provided Code. Programming lasts for 6 months only at a time, then needs to be renewed.

*Staff Note: As an option a bulk list can be provided to the VOIP provider and they will take care of.*

After programming, you might like to check that your Caller ID is working from your line 1 by ringing your mobile phone number from your line 1 to see that your caller ID is displayed. If for some reason you wish to conceal your caller ID from a certain call, you may simply use line 2 or 3. Double-check this is the case, also by ringing your mobile phone, in which case it should say "Caller Unknown" or something like that.

# Introduction to the VOIP Fax System

Rather than install a separate phone line and meet the ongoing costs of line rental to operate a fax, a cost-effective alternative is to utilise a VOIP Fax Adaptor that plugs into an internet connection.

A fax adaptor needs to be programmed with an incoming phone number.

## Recommended Fax Settings when using a VOIP Fax Adapter

- 1) DX/RX (Transmit/Receive) – 9600 BPS
- 2) ECM (Error Code Correction) – Disabled
- 3) G3/G4 – Disabled
- 4) International Mode – Enabled

# Introduction to the Internet Network

To connect to the internet or network printers in the building, it is possible to connect via the LAN or Wi-Fi.

LAN (Local Area Network) is cabled to the white LAN Sockets in offices accessible via a CAT-5 cable (usually blue). The wired LAN is recommended for greater speed and reliability.

The Wi-Fi is accessible (without cables) via a Password. This password may change from time to time and is not to be shared with other parties unless they are authorised by management/reception.

For sending email, at the time of writing the recommended setting for SMTP is mail.mynetfone.com.au