



# WebMessage<sup>SM</sup> User Guide



VOICE SERVICES



INTERNET SERVICES



INTEGRATED SERVICES



PRIVATE NETWORKING



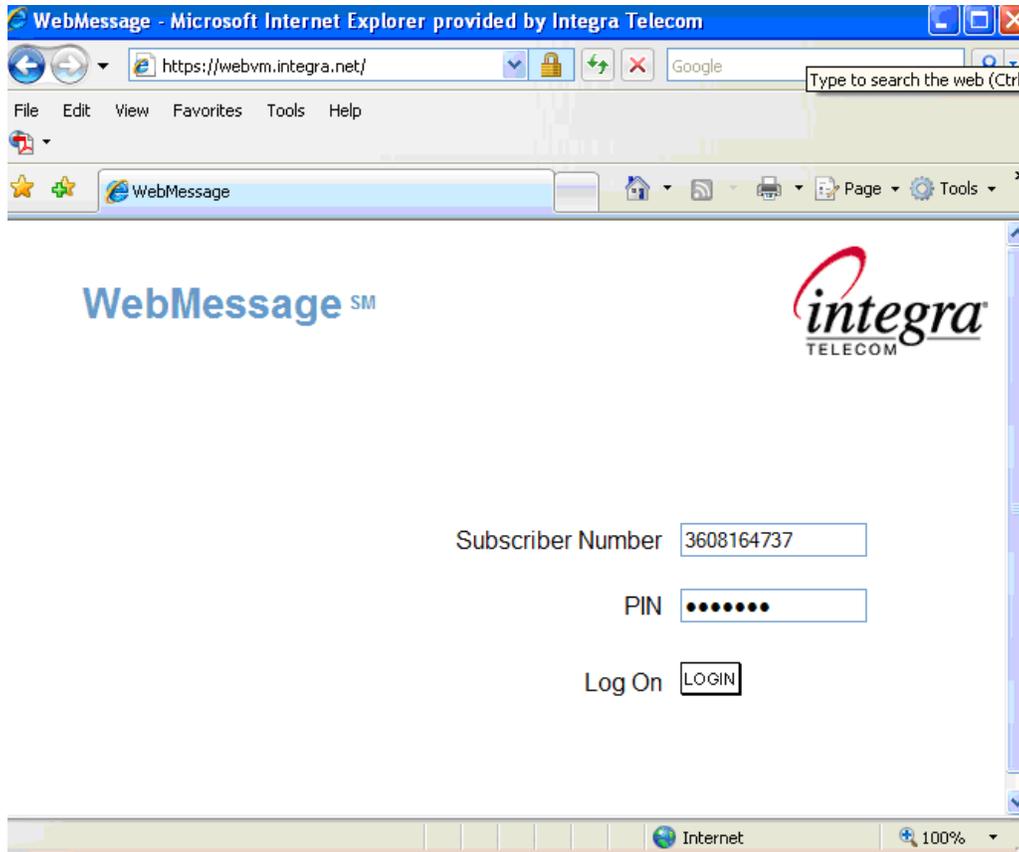
BUSINESS TELEPHONE SYSTEMS

**RESPONSIVE. RELIABLE. LOCAL.**

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## Introduction: Log-In Screen



The WebMessageSM application is accessed at the following link: <https://webvm.integra.net>

Note for New Users: It is highly recommended that you first enter the voice messaging application using the phone interface. When you enter your voice mailbox for the first time using the phone interface you will be prompted to record a mailbox greeting, record your name, and change your password.

You can then use your personalized password to enter the WebMessage(SM) application.

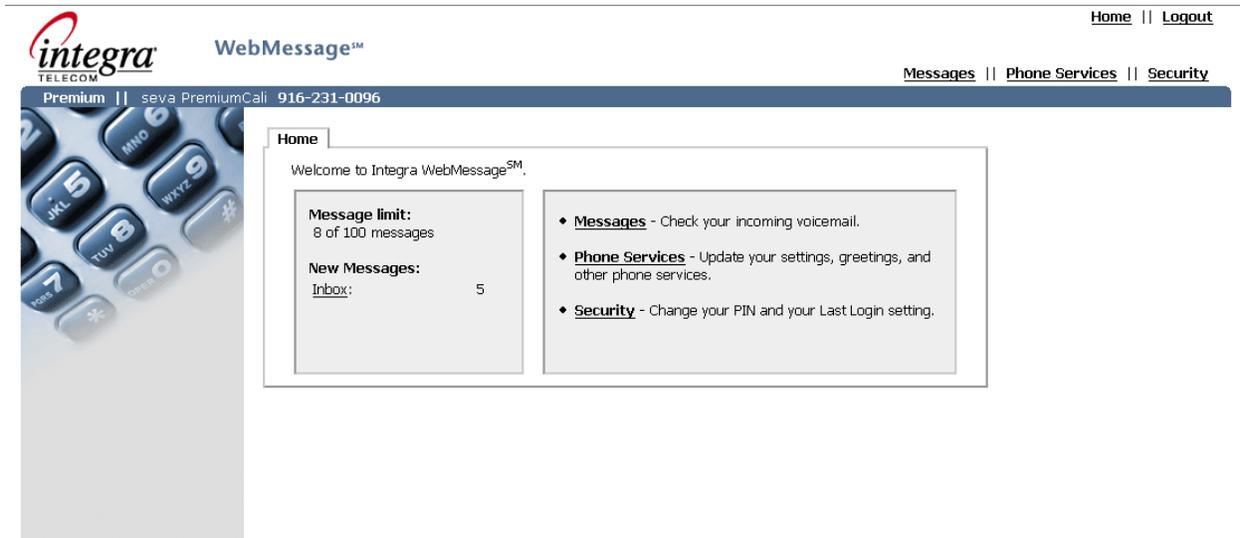
At the log-in screen you will enter your authentication information. The same password is used for both the phone interface and the WebMessageSM interface.

Subscriber Number: Enter your 10-digit mailbox number

PIN: Enter your personal password

If you are interested in upgrading to the Premium offering, please contact your sales representative.

## Section 1: Home Page



The Home Page provides the following functions:

**Message Limit** – provides the Subscriber with a status of the number of messages and the message limit of the subscriber account.

**New message status** – provides the Subscriber with a status of the number of new messages in the inbox.

In addition a description of the Messages, Phone Services and Security links are provided. Subscribers may navigate using these links or the horizontal navigation links.

### Navigation Area

The Horizontal Navigation area is located at the top right of each page and contains common links that are associated with all pages of the WebMessage™ interface, and include:

Home: This link returns the Subscriber to the Home Page.

Logout: This link returns the Subscriber to the Subscriber Login Page (i.e., the general page that the Subscriber accesses to log into their account).

Messages: This link takes the Subscriber to the message center application that contains the Inbox and Trash folders and subscriber options for setting up notifications and personal preferences of their account.

Phone Services: This link takes the Subscriber to the Phone Services page where the Subscriber can set and control options relating to Calling Areas, Voicemail options, Notifications, Distribution List and Greetings.

Security: This link takes the Subscriber to the security features page where the PIN can be changed.

## Section 2: Inbox

Home || Logout

Messages || Phone Services || Security

Premium || seva PremiumCall 916-231-0096

• **Inbox** >> Trash

Showing 1-8 out of 8 messages in **Inbox**.

| <input type="checkbox"/> | Type | Caller                           | Message                             | Date           |
|--------------------------|------|----------------------------------|-------------------------------------|----------------|
| <input type="checkbox"/> |      | seva PremiumCall<br>916-231-0096 | <a href="#">7 sec voice message</a> | 2:49pm         |
| <input type="checkbox"/> |      | 732-335-8129                     | <a href="#">1 page fax message</a>  | 2:15pm         |
| <input type="checkbox"/> |      | 732-335-5400                     | <a href="#">2 sec voice message</a> | 1:45pm         |
| <input type="checkbox"/> |      | 732-335-5400                     | <a href="#">4 sec voice message</a> | 1:42pm         |
| <input type="checkbox"/> |      | 732-335-8129                     | <a href="#">1 page fax message</a>  | Jun 1, 4:49pm  |
| <input type="checkbox"/> |      | 732-335-5400                     | <a href="#">4 sec voice message</a> | Jun 1, 4:33pm  |
| <input type="checkbox"/> |      | 732-335-5400                     | <a href="#">3 sec voice message</a> | Jun 1, 2:09pm  |
| <input type="checkbox"/> |      | 732-335-8129                     | <a href="#">1 page fax message</a>  | Jun 1, 12:01pm |

Delete Cancel

### Messages

The Messages function is the repository for messages left (e.g., voicemail). All messages in the subscriber's account may be accessed and managed from this page.

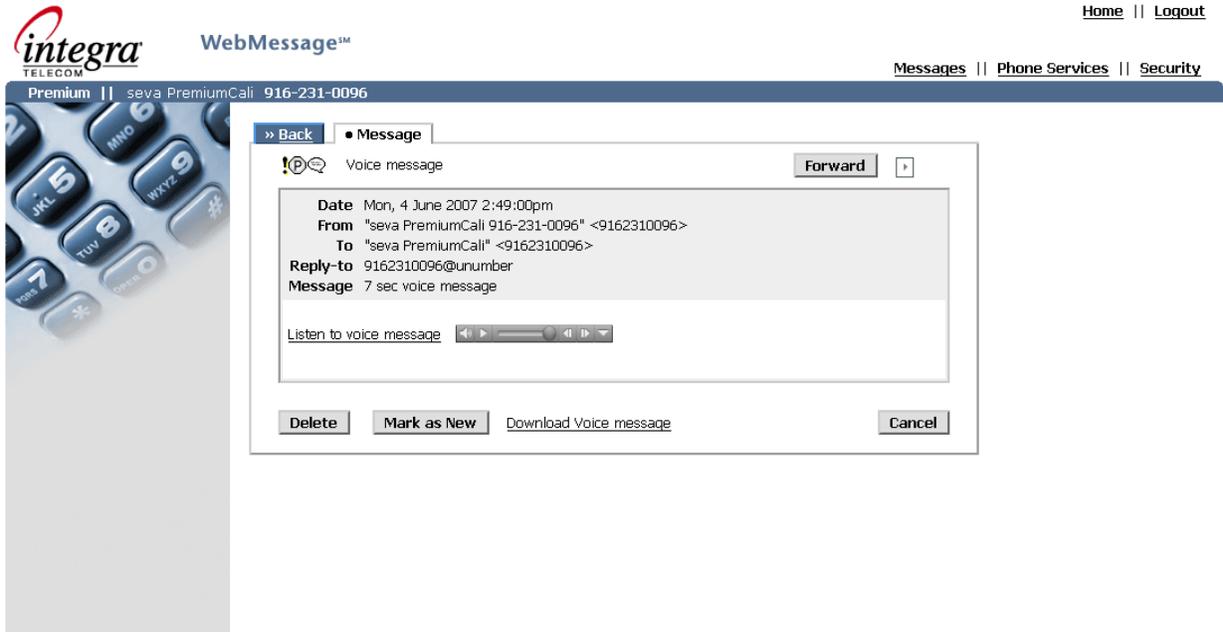
**Inbox** tab - provides a view of the mailbox containing new and read messages. The Inbox tab is displayed when the Subscriber accesses Messages from the Home page.

The Type column provides an iconic representation of the type of message that has been received (voice message or fax). The Caller column contains the information about the caller who left the message ('name' if known and number). The Message column contains the length and subject of the message (e.g., "34 second voicemail message) or the number of pages received in a fax message. The Date column contains the date that the message arrived.

Messages may be sorted by clicking on the appropriate column heading fields (Caller, Message or Date). A global check box (located to the left of the Type column) selects all messages. Individual check boxes to the left of each message allow individual messages to be selected. Selected messages may be deleted using the Delete button. The Cancel button returns the Subscriber to the Home page.

The Subscriber shall be able to listen to messages in the inbox. To listen, the Subscriber selects the Message link associated with a given message. The voicemail message is downloaded and presented in a voice message playback page using industry-standard players pre-installed on virtually all pc machines; no special software or plug-in is required. The system supports compressed and uncompressed WAV files.

### Section 3: Voice Message Playback



The Subscriber shall be able to listen to a voice message by using the appropriate media player client (e.g., Windows Media Player).

The *Delete* Button deletes this message and returns the Subscriber to the Inbox.

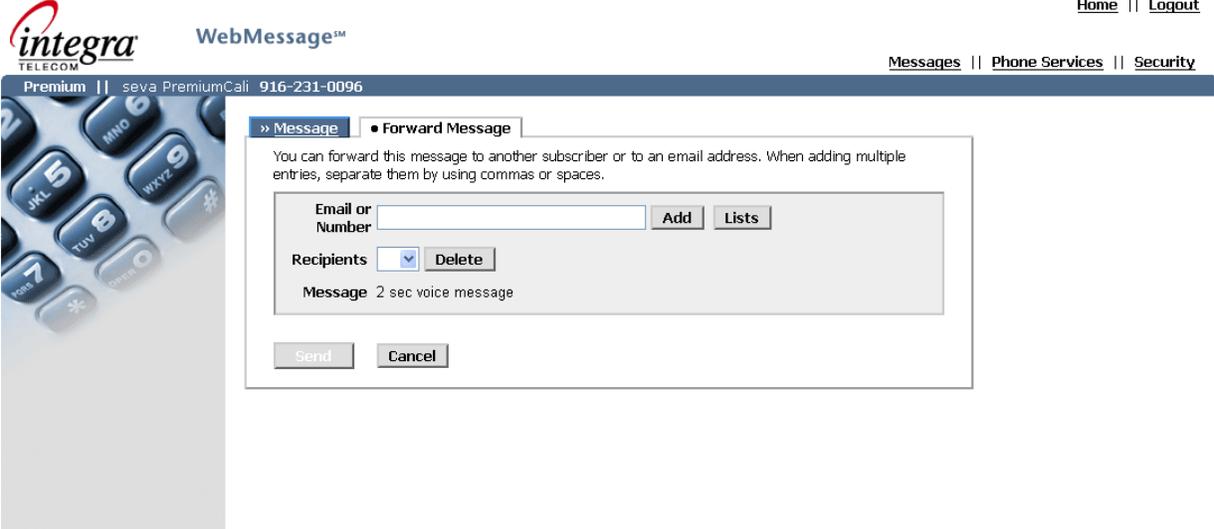
The *Cancel* Button returns the Subscriber to the Inbox.

The *Forward* function moves the Subscriber to the forwarding number page and allows the Subscriber to view and change entries in the Distribution List.

The *Mark as New* button will return the message to the New message state.

The Listen to Voice message link allows the Subscriber to download the voice file.

## Section 4: Voice Message Forward



integra  
TELECOM

WebMessage™

Home || Logout

Premium || seva PremiumCall 916-231-0096

Messages || Phone Services || Security

» Message • Forward Message

You can forward this message to another subscriber or to an email address. When adding multiple entries, separate them by using commas or spaces.

Email or Number  Add Lists

Recipients  Delete

Message 2 sec voice message

Send Cancel

The Subscriber shall be able to enter the email address or telephone number of the person to which the voice message is to be forwarded.

The *Lists* Button moves the Subscriber to the Forward Lists Page.

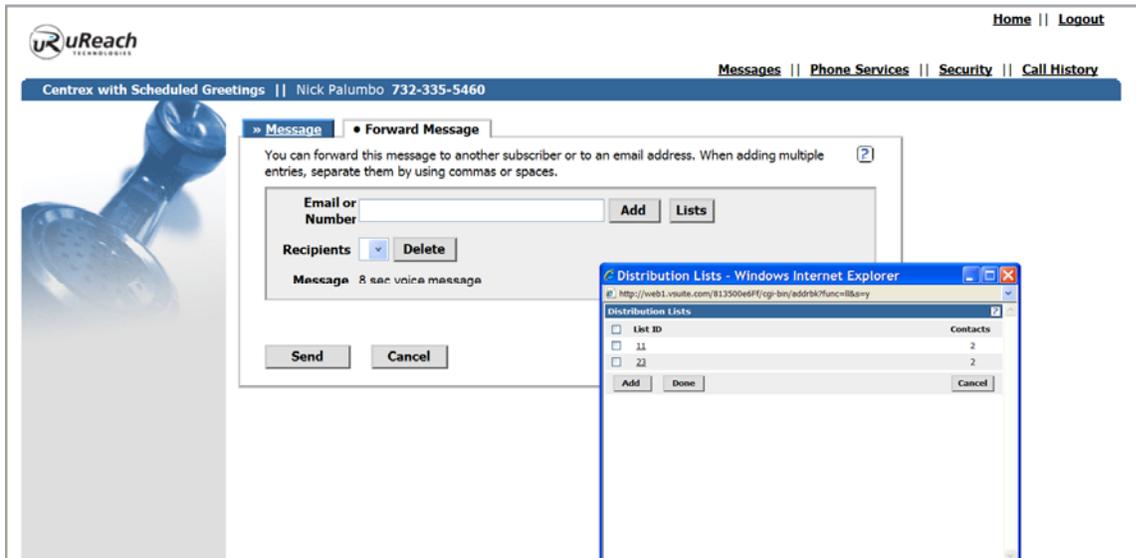
The *Recipients* Pull Down contains the list of addresses to which the message will be forwarded.

The *Delete* Button is used to remove addresses from the list.

The *Cancel* Button returns the Subscriber to the Message Page.

The *Send* Button is used to forward the message.

## Section 5: Voice Message Forward List View



The Subscriber shall be able to select the distribution list for addressing purposes. Distribution lists are selectable via the check box associated with each list.

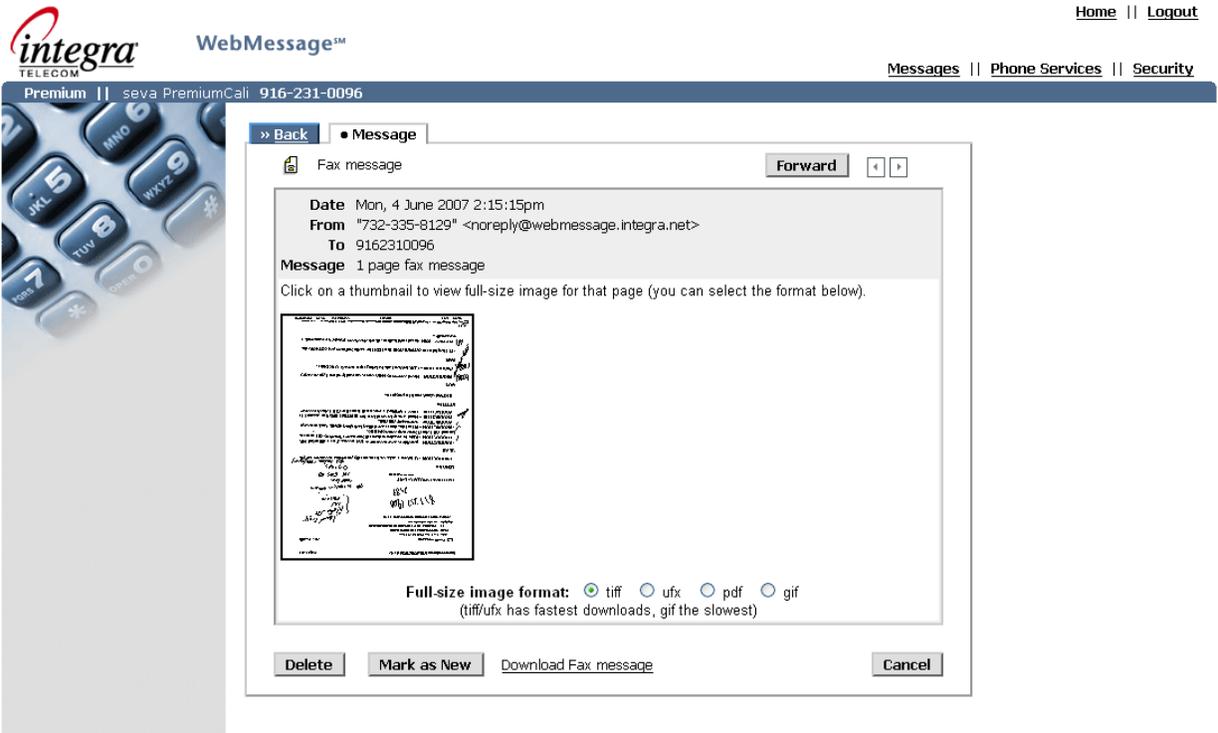
The *List ID* checkbox permits the user to select all distribution lists.

The *Add* Button permits the user to add one or more distribution lists.

The *Cancel* Button cancels the operation and returns the user to the Voice Message Forward page.

The *Done* Button completes the operation and returns the Subscriber to the Voice Message Forward.

## Section 6: Fax Message View



The Subscriber shall be able to view the details of the fax by clicking on the appropriate thumbnail.

The Subscriber may select the format with which to view the full size fax page.

A link permits the subscriber to view all fax pages at once.

The *Delete* Button deletes this message and returns the Subscriber to the Inbox.

The *Cancel* Button returns the Subscriber to the Inbox.

The *Forward* function moves the Subscriber to the forwarding number page and allows the Subscriber to view and change entries in the Distribution List.

The *Mark as New* button will return the message to the New message state.

## Section 7: Trash

Home || [Logout](#)

[Messages](#) || [Phone Services](#) || [Security](#)

Premium || seva PremiumCali 916-231-0096

» [Inbox](#) • **Trash**

Showing 1-20 out of 21 messages in Trash.

| <input type="checkbox"/> | Type | Caller                        | Message  | Date           |
|--------------------------|------|-------------------------------|--|----------------|
| <input type="checkbox"/> |      | seva PremiumCali 916-231-0096 | <a href="#">7 sec voice message</a>                      | 2:43pm         |
| <input type="checkbox"/> |      | 732-335-5400                  | <a href="#">5 sec voice message</a>                      | Jun 1, 4:31pm  |
| <input type="checkbox"/> |      | 732-335-5400                  | <a href="#">2 sec voice message</a>                      | Jun 1, 4:29pm  |
| <input type="checkbox"/> |      | 732-335-8129                  | <a href="#">1 page fax message</a>                       | Jun 1, 4:24pm  |
| <input type="checkbox"/> |      | 732-335-5400                  | <a href="#">5 sec voice message</a>                      | Jun 1, 4:00pm  |
| <input type="checkbox"/> |      | 732-335-5400                  | <a href="#">6 sec voice message</a>                      | Jun 1, 3:58pm  |
| <input type="checkbox"/> |      | 732-335-5400                  | <a href="#">5 sec voice message</a>                      | Jun 1, 3:31pm  |
| <input type="checkbox"/> |      | 732-335-5400                  | <a href="#">4 sec voice message</a>                      | Jun 1, 3:25pm  |
| <input type="checkbox"/> |      | 732-335-5400                  | <a href="#">6 sec voice message</a>                      | Jun 1, 3:21pm  |
| <input type="checkbox"/> |      | 732-335-5400                  | <a href="#">3 sec voice message</a>                      | Jun 1, 3:19pm  |
| <input type="checkbox"/> |      | 732-335-8129                  | <a href="#">1 page fax message</a>                       | Jun 1, 2:47pm  |
| <input type="checkbox"/> |      | seva PremiumCali 916-231-0096 | <a href="#">10 sec voice message</a>                     | Jun 1, 2:20pm  |
| <input type="checkbox"/> |      | 732-335-5400                  | <a href="#">45 sec voice message</a>                     | Jun 1, 2:14pm  |
| <input type="checkbox"/> |      | seva PremiumCali 916-231-0096 | <a href="#">10 sec voice message</a>                     | Jun 1, 2:04pm  |
| <input type="checkbox"/> |      | seva PremiumCali 916-231-0096 | <a href="#">19 sec voice message</a>                     | Jun 1, 2:03pm  |
| <input type="checkbox"/> |      | 732-335-5400                  | <a href="#">6 sec voice message</a>                      | Jun 1, 12:22pm |
| <input type="checkbox"/> |      | 732-335-5400                  | <a href="#">4 sec voice message</a>                      | Jun 1, 12:17pm |
| <input type="checkbox"/> |      | seva PremiumCali 916-231-0096 | <a href="#">2 sec voice message</a>                      | Jun 1, 12:15pm |
| <input type="checkbox"/> |      | seva PremiumCali 916-231-0096 | <a href="#">Fwd: 6 sec voice message (6 sec comment)</a> | Jun 1, 12:14pm |
| <input type="checkbox"/> |      | 732-335-5400                  | <a href="#">2 sec voice message</a>                      | Jun 1, 12:06pm |

[Delete](#)   [Undelete](#)   [Cancel](#)

The following functions are available to the Subscriber from the Trash tab.

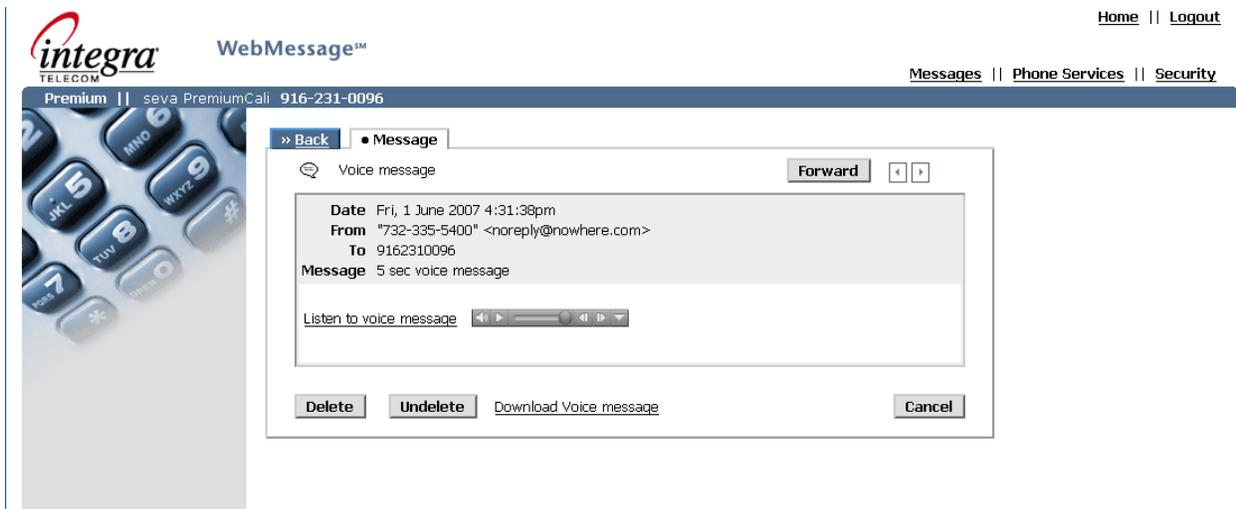
Check boxes allow the Subscriber to select one or more messages.

The top most check box (next to the Type header) permits the Subscriber to select all messages in the Trash folder.

The *Delete* button deletes selected messages and returns the Subscriber to the Inbox.

The *Undelete* button places selected messages back in the Inbox.

## Section 8: Trash Play Message



The *Cancel* button cancels the activity on this page and returns the Subscriber to the Inbox.

Selecting a deleted message brings the Subscriber to the Trash Voice Message Play page.

The Subscriber shall be able to listen to a deleted voice message by using the appropriate media player client (e.g., Windows Media Player).

The *Delete* Button deletes this message from the system and returns the Subscriber to the Inbox.

The *Cancel* Button returns the Subscriber to the Inbox.

The *Undelete* Button places the message in the Inbox.

The Download Voice message link allows the Subscriber to download the voice file to their local computing device.

## Section 9: Settings

### Phone Services

These pages allow the Subscriber to set/examine options and settings, set/examine new message Telephone Notifications and schedules, setup/examine Distribution Lists, set-up/examine attendant assistance service parameters and setting faxing options. The Subscriber selects the appropriate tab to control the desired function.

• **Settings** >> Greetings >> Lists >> Notifications >> Attendant >> Faxing

Specify various settings to tailor your voicemail.

**Envelope**

On  Off Turn message header playback on or off. If turned on, you can then select the level of detail (detailed or brief). Experienced users can select the brief envelope setting to save time.

Detailed  Brief

**Prompt Level**

Detailed  Quick Select the type of prompting used: detailed or quick. Detailed prompts are more verbose than quick prompts.

**Message Ordering**

Newest  Oldest Select the order in which your messages are played back to you. You may choose to have the newest messages played first, the oldest messages played first, messages with priority played first, or messages ordered by the caller's telephone number played first.

Priority  Caller number

**Update** **Cancel**

This page permits the Subscriber to select the mailbox options. Each option contains an associated description.

Mailbox options include:

- **Envelope** – This option controls how the subscriber's phone interface operates during message playback. The option permits the subscriber to elect whether associated envelope information (e.g., calling party number, name, time of message receipt, etc.) is played prior to the message content. When On, envelope information is played back to the subscriber prior to the message content. When Off, envelope information is not played to the subscriber. Messages are delineated by short separators (e.g., First Message, Next Message).
- **Prompt Level** – This option controls the subscriber's phone interface operates during authenticated sessions. The option controls whether prompts are detailed or quick. Detailed prompts are used by most subscribers. Quick prompts may be used by experience subscribers who are familiar with the service.

- **Message Order** - This option controls the subscriber's phone interface operation during message playback. The subscriber may choose the order in which messages are played back during message review.

## Section 10: Greetings

The screenshot shows the WebMessage™ interface. At the top left is the 'integra TELECOM' logo. To its right is 'WebMessage™'. In the top right corner are links for 'Home' and 'Logout'. Below this is a navigation bar with 'Messages', 'Phone Services', and 'Security'. A secondary bar shows 'Premium' and 'seva PremiumCali 916-231-0096'. The main content area has a navigation menu with 'Settings', 'Greetings', 'Lists', 'Notifications', 'Attendant', and 'Faxing'. The 'Greetings' section contains the following text: 'You record and enable the greeting you want to use by dialing your access number and following the instructions. The greeting currently in use is shown below. If your Extended absence greeting is enabled, that overrides all greetings.' Below this text is a table of greeting options:

|  |              |
|--|--------------|
| <input checked="" type="radio"/> Personal greeting 1 | Listen       |
| <input type="radio"/> Personal greeting 2            | Not recorded |
| <input type="radio"/> Recorded name greeting         | Listen       |
| <input type="checkbox"/> Extended absence greeting   | Not recorded |

At the bottom of the settings box are 'Update' and 'Cancel' buttons.

This page permits the Subscriber to manage and listen to greetings. The subscriber may select which greeting to activate; Personal Greeting 1, Personal Greeting 2 or a system 'name' greeting.

If a subscriber-recorded greeting has been recorded, the link associated with that greeting shall be active. Subscribers shall be able to listen to the greeting by selecting the appropriate link. If a particular subscriber-recorded greeting has not been recorded, the control associated with that greeting shall not operate nor shall the associated Listen link be provided to listen to the greeting/name (the 'Not recorded' designation is provided).

Personal Greeting 1, Personal Greeting 2, the Recorded Name Greeting and Extended Absence Greeting shall be selectable in a mutually exclusive fashion.

## Section 11: Select Distribution List

The screenshot displays the 'WebMessage™' interface. At the top left is the 'integra TELECOM' logo. To its right is the text 'WebMessage™'. Further right are links for 'Home' and 'Logout'. Below these are links for 'Messages', 'Phone Services', and 'Security'. A status bar shows 'Premium' and 'seva PremiumCali 916-231-0096'. The main content area has a navigation menu with 'Settings', 'Greetings', 'Lists' (selected), 'Notifications', 'Attendant', and 'Faxing'. Below the menu is a text box explaining that users can view and modify a single Distribution List by clicking on its name. It instructs users to click 'Create List' to create up to 10 lists and 'Delete List' to delete a list. A 'Create List' button is present. Below it is a checkbox labeled 'ID click on ID below to view/edit list' and a 'Number of Contacts' field. A message states 'You do not have any lists. Click on Create List above.' At the bottom are 'Delete List' and 'Cancel' buttons. The background of the interface shows a close-up of a telephone keypad.

This function permits the Subscriber to create a new list and to manage existing distribution lists. These lists may be accessed by the subscriber for purposes of sending voicemail to other members of the Customers system.

This page consists of a list of Distribution lists that may be selected. Each list is identified by a two digit list identifier that is assigned when the Distribution list is created. The number of members of the Distribution List is also identified.

Selected Distribution Lists may be deleted by activating the Delete List button.

The Cancel button returns the subscriber to Home.

The Create List button permits the subscriber to create a new distribution list.

## Section 12: Distribution List Create or Modify

The screenshot displays the WebMessage™ interface for configuring a Distribution List. The page header includes the Integra Telecom logo and the text 'WebMessage™'. Navigation links for 'Home' and 'Logout' are in the top right. A secondary navigation bar contains 'Messages', 'Phone Services', and 'Security'. The main content area shows a 'Distribution List' configuration form for list ID '11'. The form includes a 'Contact' input field with an 'Add' button, a 'Remove from list' button, and 'Update' and 'Cancel' buttons at the bottom. A keyboard graphic is visible on the left side of the page.

The Distribution List ID field is used to enter the 2 digit distribution list identifier located at the top left of the page. If a unique Distribution list ID is entered, the user shall be able to populate the telephone numbers for that list (i.e., create list function). If an existing distribution list is entered, the telephone numbers for that list shall be displayed in the list area (modify list function).

When creating a new distribution list the Subscriber shall enter each address in the Contact field and select the ADD button. As numbers are added, they appear in the List area. All telephone numbers that have been successfully entered by the subscriber (using the phone interface) shall be displayed in the List area.

The Subscriber may remove telephone numbers from the distribution list by selecting the number in the List area and clicking the Remove from List button.

The list is updated when the Subscriber presses the Update button.

The Subscriber may cancel without changes being made to the distribution list by pressing the Cancel button.

## Section 13: Notifications

★ ★
Integra WebMessage

WebMessage™

Premium |

» Settings
» Greetings
» Lists
• Notifications
» Attendant
» Faxing

When new messages are received, you can be notified via email. Check the "Send email notification" box below and enter an email address.

**Send email notification**   
(separate multiple email addresses with a comma)

**Attach message**

---

When new messages are received, you can be notified via text message or pager. Check the "Send text message or pager notification" box below and then choose your method of notification.

**Send text message or pager notification**

**Text message**      Text Messaging Provider:       10-digit Wireless number:

**Pager**      Paging Provider:

Pager number:       PIN:       Type:

**Pager with Email Address**      Email Address:

Note: Please enter the complete email address (e.g. 1234567@provider.com).

---

When new messages are received, you can be notified via phone according to the schedules below.

**Send phone notification**       **Do not send failure notification**

Phone Number:       All       No Delay

**Schedule 1**

Weekday:       12:00 am - 12:00 am

Weekend:       12:00 am - 12:00 am

Phone Number:       All       No Delay

**Schedule 2**

Weekday:       12:00 am - 12:00 am

Weekend:       12:00 am - 12:00 am

Phone Number:       All       No Delay

**Temporary**

Weekday:       12:00 am - 12:00 am

Weekend:       12:00 am - 12:00 am

Temporary active until:

This section allows the Subscriber to examine or to set up notifications for new messages. Subscribers can establish email notifications, SMS text message notifications, Pager notifications or telephone notifications from this page.

### **Email Notification**

The subscriber may set up email notification for new messages arriving in their mailbox by entering a valid email address and enabling the check box associated with this service. In addition, a check box to control whether or not the message is attached and forwarded to the email address may be selected. If the check box is not selected, no Email notifications are sent. With email notification the Subscriber can elect to include the received message as an attachment to the email message.

The subscriber can choose to have message attached as either “.wav” or “.MP3” file format. “.MP3” is the required option for Apple’s iPhone and other “smart phone” devices.

### **Text Message Notification**

The subscriber may set up text message (SMS) notification to their cell phone. The subscriber selects an SMS provider from a pull down list and enables the service by means of the associated check box. If the check box is not selected, no SMS notifications are sent.

### **Pager Notification**

The subscriber may set up Pager notifications for new messages. The subscriber selects the Pager or Mobile Phone Provider from a list of supported service providers. The pager/mobile phone number is entered in the appropriate field. The PIN, if required is entered into the appropriate field. The Type pull-down menu is used to select if the pager is numeric or alphanumeric.

### **Telephone Notification**

The subscriber may set up telephone notifications for new messages. With this service the subscriber is called by the voicemail platform each time a new message arrives in the inbox. When the subscriber answers the call, a voice prompt informs the subscriber that a new message is waiting in their inbox. The subscriber may log into their inbox at this point to examine the new message or may hang up.

To establish telephone notification, the subscriber enters one or more schedules. Three schedules for telephone notification are available; *schedule 1*, *schedule 2* and the *temporary* schedule.

Schedules (notifications) are enabled and disabled by the Enable Notification check box.

For *schedule 1* and *schedule 2*, the Subscriber enters the telephone number for new message notifications in the designated area according to the supported dial plan (10digits). If the subscriber has entered the telephone number via the PHONE INTERFACE, it shall be displayed in this location. The weekday start and stop times and weekend stop and start times are entered in the appropriate fields in a **hh:mm** format from the appropriate pull-downs. The selection for AM/PM is also provided by a pull-down menu. The Alert area gives the type of message (all messages, urgent only, only messages from members of the group distribution list) and may be selected from a pull-down menu. The interval between notifications for each schedule may also be selected by means of the Delay pull-down menu (immediate, 1 hour, 2 hour, 3 hour, 1 day, never).

For the Temporary schedule, the Subscriber will also be able to enter the ending date that the schedule is in effect. This schedule overrides the 1<sup>st</sup> and 2<sup>nd</sup> schedule for that amount of time.

The override time begins at the point (system time) when the Subscriber selects the Update button.

A separate checkbox permits the subscriber to determine whether failure notifications are deposited in their mailbox.

Note that the notification location must be a local telephone number. If your notification phone number is a non-local number or is an 8xx, please contact Integra Customer Care. We have a solution that will meet your needs.

## Section 14: Attendant

sa M premium 360-816-4737

» Settings » Greetings » Lists » Notifications • Attendant » Faxing

Set up Attendant assistance phone numbers and in-hours schedules.

Enable Attendant Schedules

Phone Number 360-901-8555  M  T  W  T  F  S  S

**Schedule 1**

Period 1 Between 12 :00 pm and 1 :00 pm

Period 2 Between 5 :00 pm and 6 :00 am

Phone Number 360-253-1111  M  T  W  T  F  S  S

**Schedule 2**

Period 1 Between 8 :00 am and 8 :00 pm

Period 2 Disabled 12 :00 am and 12 :00 am

Phone Number 360-253-1111 Dates January 1

**Holidays**

Period 1 All Day 12 :00 am and 12 :00 am

Period 2 Disabled 12 :00 am and 12 :00 am

This section allows the Subscriber to establish an “attendant.” Callers press ‘0’ during the greeting and are transferred to the number specified.

Note: Any local number can be used as an “attendant.” If Subscriber requires a transfer to a non-local number, please contact Integra Customer Care team.

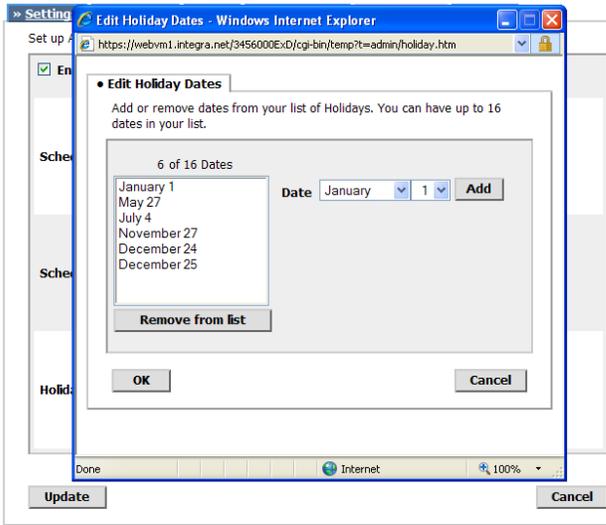
It is the responsibility of the Subscriber to inform callers of this option in their outgoing greeting. For example: “You have reached Lisa Smith. You have caught me away from my desk. If this is urgent, press ‘0’ and you will be transferred to my assistant or my cell phone.”

Subscribers must check the “Enable Attendant Schedules” to activate this option.

There are two schedules and holiday options available.

Each schedule has an “All-Day” option or can be set for two periods.

Pressing the “Edit” button under “Holidays” brings up a screen where Subscriber can enter up to 16 holiday dates.



## Section 15: Faxing

The screenshot shows a web interface for configuring faxing settings. At the top, there's a header with 'Messages' and a user profile 'Lisa M premium 360-816-4737'. Below that is a navigation menu with 'Settings', 'Greetings', 'Lists', 'Notifications', 'Attendant', and 'Faxing'. The 'Faxing' section is active and contains the following content:

With Fax Forwarding you decide how you want faxes you receive to be handled. If you want to have your faxes automatically forwarded, check the **Enable Automatic Fax Forwarding** box and fill in the rest of the applicable information.

**Enable Automatic Fax Forwarding** Fax Forwarding is in effect only if this checkbox is checked

**Forward to Fax Number:**  Enter the 10-digit phone number of the fax machine where your faxes will be forwarded

**Send fax separator page** Check this box to insert a page before each fax forwarded to a phone number

**Forward to Email:**  Enter the email address to which your faxes will be forwarded. Separate multiple email addresses with a comma.

**Preferred File Format to View Fax:** PDF is the recommended option for most customers.

PDF - all fax pages in one file attachment  
 TIFF - all fax pages in one file attachment  
 TIFF - each fax page in a separate file attachment

**After Forwarding:** Select whether to save the fax in your mailbox after it is forwarded.  
Note: If a fax cannot be forwarded to a fax number, it will always be saved in your mailbox. Faxes forwarded to an email address will always be moved to Trash if you have selected the Delete fax from mailbox option.

Save fax in mailbox  
 Delete fax from mailbox

At the bottom, there are 'Update' and 'Cancel' buttons.

Automatic Fax Forwarding is enabled or disabled by appropriate selection of the check box at the top of the page.

Automatic fax forwarding provides 2 options:

- 1) Permits faxes received to be automatically forwarded to a designated fax machine for printing . The fax forwarding number is entered into the fax forwarding number area as a 10 digit telephone number.

The Subscriber may elect to send a separator page between faxes that are forwarded to a fax machine. The separator page is used to separate faxes that have been printed on the destination fax machine.

- 2) Permits faxes to be automatically emailed. Faxes can be forwarded to multiple email addresses with a comma separating each entry. The total number of characters allowed for all email addresses in this field is 120 characters.

The Subscriber chooses between 3 file format options for receiving faxes via email:

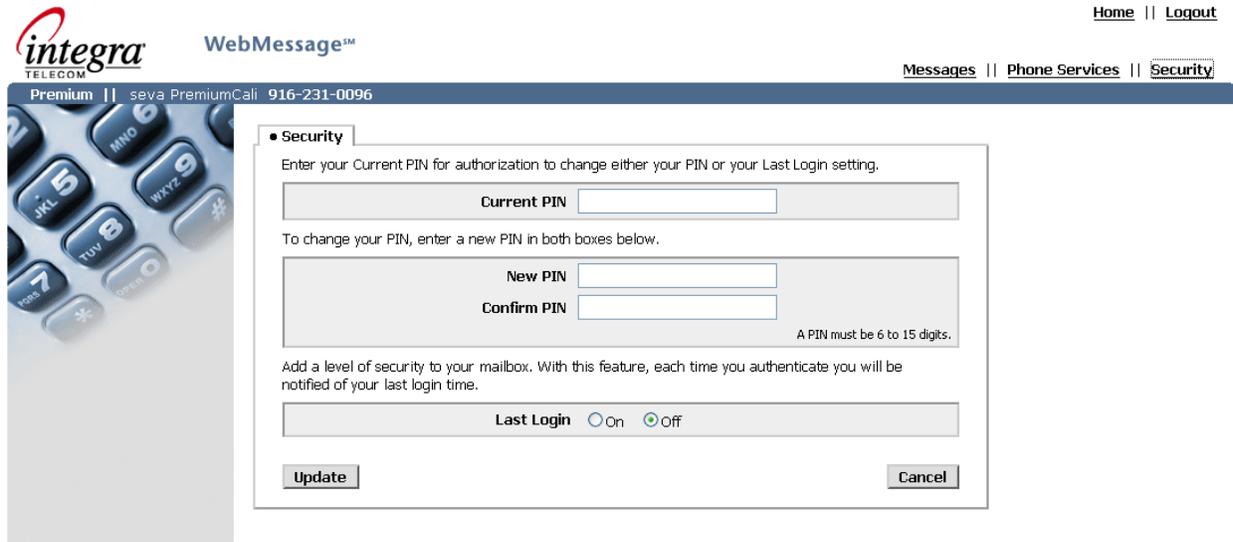
- PDF – all pages of a fax will be in one file attachment
- TIFF – all pages of a fax will be in one file attachment
- TIFF – each fax page will be in a separate file attachment

PDF is the recommended option and will be preferred for most customers.

The Subscriber may select radio buttons to either, *Save fax in mailbox* or *Delete fax from mailbox* after forwarding the fax. If the fax transmission is unsuccessful, the fax shall be maintained in the mailbox even if the *Delete fax from mailbox* has been selected.

If faxes are forwarded to email and *Delete fax from mailbox* is selected, faxes will be moved to the Trash folder after forwarding. Messages in the Trash folder do not count as part of the total allowable messages that customer can store. Messages are automatically deleted from the Trash folder 60 days after they were initially received.

## Section 16: Security



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TELECOM

WebMessage™

Home || Logout

Messages || Phone Services || **Security**

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• Security

Enter your Current PIN for authorization to change either your PIN or your Last Login setting.

Current PIN

To change your PIN, enter a new PIN in both boxes below.

New PIN

Confirm PIN

A PIN must be 6 to 15 digits.

Add a level of security to your mailbox. With this feature, each time you authenticate you will be notified of your last login time.

Last Login  On  Off

To change the PIN the Subscriber enters their current PIN, enters their new PIN and confirms their new PIN. Note that PIN lengths may be from 6-15 digits in length. Select the *Update* button to complete the request. This PIN shall be utilized for both phone access and WebMessage<sup>SM</sup> authentication purposes.

The Last Login feature provides an audible phone interface prompt to the Subscriber on successful authentication. The prompt provides the last time that the Subscriber successfully logged into their account by means of the phone access. This can be used by the Subscriber to determine if unauthorized access has occurred. The proper radio button is selected to turn the Last Login feature On or Off.

Changes are accepted when the Update Button is selected.