

**You need to subscribe to NATCO Visual Voicemail account to use the online Web Portal and may begin using the Portal by calling NATCO customer service at 800-775-6682 to obtain a password. Once you have done this, go to the login page and type in your phone number as your Username. Type in the Password you receive to log on.**

The NATCO Web Portal allows you an easy-to-use web page interface for administration of your communication services. You have access to your service anywhere that you have access to the Internet. The Web Portal gives you administrative control over your voicemail services 24/7.

Using the online Web Portal, you can delete, play or save voice messages without having to pick up the phone. It's secure and simple to use. Any changes that you make are effective immediately for real-time service. You have the ability to decide individually how you want your message playback order to be configured. You can add or remove options and rearrange them to fit your needs. This configuration can most easily be changed by using the Web Portal.

**Go to: <http://vm.natconet.com/Portal/>**

You need Microsoft Silverlight software on your computer for the Portal to work. If you see an icon in the left upper corner on the Portal homepage that reads "Install Microsoft Silverlight" double-click on the icon and follow the instructions to download. Once you have Silverlight installed, when you refresh or go to the Portal page, you should see a login box in the right upper corner.

Upon signing in, you will see various tabs across the top for various features you have subscribed to.

## **Home**

The home tab includes a variety of information about your account and allows you to access the benefits of the Unified Address Book and real-time call logging.

## **Recent Calls**

On the left-hand side of your Home screen, the ten most "Recent Calls" (outgoing and incoming) are listed in descending order they were received. In each call box the name of the caller or party called (if known in your contacts list) appears along with phone number and date and time of call. The icon on the right of the call box displays how the call came in to the system- whether dialed or voicemail. To send the message to your email, move your cursor to the right by the green arrow. An envelope will appear. Click on the emblem and the voicemail is

emailed to your email account. If a voicemail message has been left, a play button icon will be there for you to double click and hear the message.

If you would like to add information from a recent call as a personal contact in your address book, double click on the in the call box. A bubble will appear that allows you to enter contact information for the phone number. Hit save to return back to recent calls.

If you click on the number, the Portal will open the Call Manager box and dial the number or from Home page under contacts, click on the call button. Your phone will ring, answer your phone and the call is then connected to the contact. Within the call manager box, you can call from the main tab, listen to any message recordings from the recording tab, or review other information about the calls under settings. To close the call Manager, double click the arrow next to “Call Manager” at the top of the tab. You can click to Call a contact with any of the numbers stored for the contact. If you are already on a call, you can click to Call another contact and add them into the call - essentially turning your conversation into a conference call with just a click of the mouse.

You have a record of all incoming and outgoing calls is available within the Web Portal. The Home screen shows the 10 most recent calls (incoming or outgoing) while all calls are shown in the My Calls view. This is great for record-keeping.

## **Contacts**

On the upper right side of the Home screen, you will see a Contacts tab. This tab is just a shortcut to reference contacts quickly from the Home screen. See “My Contacts” for more information on the Unified Address book feature.

## **Quick Settings**

On the lower right side of the Home screen, you will see a Quick Settings tab. This tab is just a shortcut to reference settings quickly from the Home screen. It lists the current voice mail greeting. If you have multiple saved greetings and need to change your message to an out-of-office-message or other alternative greeting, use the scroll down tab and select the greeting you would like to save as the active voice Mail Greeting. See “My Settings” for more information on other settings.

## **My Calls**

The “My Calls” tab gives a list of all incoming and outgoing calls in your history and provides more detailed information and organizing capabilities for these calls.

At the top is a dropdown menu to choose Filter preferences and the associated icons. “All,” the default setting, lists all incoming and outgoing messages chronologically, “Messages” lists those

calls with voicemail messages chronologically, “Missed” lists any unanswered calls, “Dialed” lists your outgoing calls, “Received” all received calls, and “Blocked” any calls that you have designated as a blocked number. Select your preferred call list filter by scrolling down with the arrow.

Next you see Column functions for the information detail in each call. You can expand or reduce the column size by clicking on the separating lines until arrows appear and moving the border to the right or left. The first column is a check box which allows you to select items for viewing or organization. The second column indicates if a message has been marked as private or urgent by the caller. The third column is “Type” which indicates if the call was an incoming or outgoing call. The fourth column lists the name of the caller if it is available in the portal system or in your contact list. The fifth column lists the phone number if known through the portal system or your contact list. The sixth column shows the call time. The seventh column shows the date and time of the call. The eighth column lists the organization if available through the portal system or your contact list. The last tab shows the location that the call came from if that information is available.

The first call in the list will automatically appear for you to view graphically on the screen with all of the available information listed in the above columns at the top in the blue tab. A graphic tab will show a photo, name, type and group information if available and allow you to update it for the selected call you are viewing. Use the up/down arrow keys on the right side of the screen to scroll through calls. You open up the detail tab for each call by highlighting it. You can call any of the numbers from your call list by highlighting the call and clicking the “Call” button next to the number.

## **My Contacts**

The “My Contacts” tab is where you manage your address book. Every contact in the Unified Address Book can be associated with valuable contact information.

- Multiple land and Wireless Numbers
- e-Mail Addresses
- Contact Photos
- Associate Contacts by Group and/or Organization
- Contacts address can link with Google Maps

To create a new contact click on the “Add” button in the lower left of the page. A form will appear on the right that allows you to enter information about the contact. To add a photo to your contact, click the person image. Select the file you would like to add and follow the prompts.

To create a Group or Organization to associate the contact with, click the green “+” button to the right of the entry. To select an existing Group or Organization scroll down the drop-down menu. To delete the associated Group or Organization click the red “x.” Click the save button in the lower right of the screen to add the new contact.

To import an existing address book or contact, click the “Import” button on the bottom left of the screen. Select the file you would like to import and follow the prompts.

To Edit a contact, highlight the name of the contact in the name list in the lower right of the screen. Click on the “Edit” button below the list and make changes to the entries at the right.

To Delete a contact, highlight the name of the contact in the name list in the lower right of the screen. Click on the “Delete” button below the list. A confirmation box will come up; click “okay” to delete the contact from your address book.

In the bottom right of the screen is a shortcut to the Calls screen which can be utilized as the other Call list features and will bring you to the Home tab if you click on an item in the list.

## **My Settings**

Within this tab are two boxes: categories and settings. You are asked to select a category from the left to view the settings for that feature, either General, Voicemail, Conferencing or Phone Management

### **General Settings**

Double click on the “general” icon under the “categories” heading. Your personal password information will appear in the “settings” column.

#### **Change Password**

The first setting option is password management. To change your password, you are prompted to enter the “old password” or current password you are assigned. You then enter whatever you would like your new password to be in the “New Password” box. To the right, an indicator rates if the password you have entered is weak, medium, strong or best, in terms of how secure it is. You will increase the strength of your password by increasing the complexity the code by including such things as numbers, non-alphanumeric characters, and capital letters. You are then asked to “Verify New Password.” Re-enter your newly chosen password to confirm and double click the “Save” button in the lower right hand corner of the page.

### **Voicemail Settings**

Double click on the “voicemail” icon under the categories heading. To the right under settings you have three options to select from: General, Notification and Greetings. Double click on the down arrow to the left of each option to expand the option and adjust settings.

## General Voicemail Settings

General and Number Settings are set from this option. Under general you can change your pin number that you log into your voicemail account with. Changing this pin only affects the number you dial into your voicemail account with, not the Portal login. The next option allows you to choose Login Type. The choices in the drop down menu that you can select from are:

**Auto login** – When you dial into your voicemail account from your home phone, the system goes straight in to your messages without requiring your phone number or a pin number.

**No auto** – When you dial into your voicemail account from your home phone, you need to enter your mailbox number then your pin number.

**Semi auto** – When you dial into your voicemail account from your home phone, you just enter your password.

NATCO suggests the semi auto setting for security reasons.

## Number Settings

Number Settings allows you to add information for a call forwarding feature.

**Number to Deliver** is the number that you will see on your phone if you have caller ID when a call is forwarded to you from the voicemail system. You can enter whatever number you like, something you will recognize. It only delivers the number to another end user (portal subscriber).

**Dial 0** is the number that a call will be forwarded to if a caller does not want to leave a voicemail message. At the end of your greeting, you can add a prompt that says ‘if you would like to talk to Joe Smith, please press 0 now.’ The call is then routed to whatever number you have saved in the Dial 0 Number entry. This must be a local number only, long distance number or cell numbers will not work.

After editing your Voicemail Settings, click the green Save button in the lower right-hand bottom corner to save your changes.

## Playback Order

Below the General and Number Settings is the Playback Order settings. This controls what information features each message you receive has. For example, when you playback a message, you can choose if the caller and time of the message or played and other information such as if the caller has marked the message as urgent or private.

In the left column are the different options you can include which give information about each message. On the right column you can add or remove options in the order you would like to hear them for your messages. Arrows for add and remove show how it will play. Up & down

arrows on far right change order. Highlight the option you want to include in the left column and click the right-pointing green arrow. If you want to remove an option, highlight it in the right column and click the left-pointing arrow. To change the order in which you hear the options you have selected, highlight the option in the right column and use the blue up and down arrows to put it where you want in the order of options.

When you are satisfied with your options and playback order, click the green save button in the bottom right of the screen.

## **Notification**

The Notification tab allows you to set the system to notify you by phone of any voicemail messages each day at a specific time. You also set your email notification preferences under this tab.

### **Daily Notify**

Daily Notify works like an alarm that reminds you to check your voicemail messages. It will ring whether you have new messages or not. You can use the dropdown menu to indicate whether notification is on or off and enter the time you would like to be called in the Time box. Enter hour, minutes, and AM or PM.

### **Email Notify**

If you want to receive email notification of voicemail messages that you receive, use the dropdown menu to turn the feature on. Enter the email address at which you would like to receive notification in the Email box.

## **Greetings**

The Greetings tab allows you to manage greetings you have recorded and saved through the voicemail system. Each greeting will have a number assigned to it. The current active greeting will have a blue check next to it.

To hear the current greeting, highlight it in the list and click the play button below the box. If you would like to add a prerecorded wav file from your computer, click the green "+" button and follow the prompts to add the file. To edit a file you have saved as a wave file, highlight the greeting and click on the pencil icon. If you would like to delete a greeting, highlight it and click the red "X." To change which greeting is active, highlight the listing and click the blue check mark icon.

## **Phone Management**

### **Selective Call Rejection**

Selective call rejection can be used to block unwanted numbers. Check the “Enable Service” box by clicking. You can either add the last incoming call number by clicking on the blue arrow at the top or enter a phone number to be blocked and click on the blue arrow to the right. To delete a number from the list, highlight the number and click the “Delete List Entry” button at the bottom of the list box. To save changes, click the green save icon at the bottom right of the screen.

### **Voicemail to Email**

As a subscriber to NATCO voice messaging service, you can have all of the voice messages that are left on your telephone emailed to you. The messages will still be accessible from your telephone, but you can also listen to them anytime you log in to your e-mail. The best part is that all you have to do is open your e-mail! You can also choose to have your messages sent to multiple e-mail addresses, please contact your service provider for more information.

When you sign up, you will choose a default password (between 4-12) characters. This will be the same for your phone voicemail pin and your portal login. You may change the password by following the directions in either time, but they are two separate systems and will each need to be changed by either dialing into the voicemail system or logging on to the portal.

### **Checking Voice Messages from Your E-mail Account**

#### **Message Notification**

If someone has left you a message on your telephone, the subject line will indicate you have a “Voice Message from.....” The paper clip indicates the voice message attachment. The instructions in the e-mail tell you how to save and delete the voice message from the system. By clicking on Delete Message, you will be able to conveniently delete your messages without using your telephone.

#### **Listening To Your Messages**

Clicking on a download link or musical note will open a dialog box that will give you two options, open and save. Clicking Open will play the voice message using your media player, depending on the length of the voice message, it may take your media player a few seconds to open and play the message. If the message does not play you may have an outdated version of media player, follow the instructions contained in the e-mail message if this occurs. Clicking on Save will open a box allowing you to save important messages to a file on your computer.

### **Record Messages Without a Microphone**

You can also use your voice messaging service from NATCO as a recording device without the need for a microphone or sound recording software on your computer. It's very easy:

- Call your number that has the voice messaging service from a different phone number.
- When prompted by the service, record the message that you want to save.
- You can then open the message from your e-mail and save it to your computer.

Use it to:

- Send reminders
- Record greetings
- Send personalized audio messages to friends and family