VOICE MAIL

Playing Messages
You can play voice mail messages through your phone or on the PC using the Web Portal.
1. Click on the Voice Mail tab, and select the Inbox or Saved tab.
2. Find the message you want to play.
3. You can play the message two ways:
• Click the speaker icon to listen to the message through your PC speakers.
• Click the telephone icon to listen to the message on your phone.
4. When the message finishes playing, the voice mail system hangs up.

VOICE MAIL PAGING NOTIFICATION

Voice Mail Paging Notification
The Razorline system provides the ability for you to be alerted on your mobile phone or pager that you have received a voice mail message.
1. Click on the Voice Mail tab and select the Paging tab.
2. From the Notification for pull-down menu, select the type of calls you want to be notified of (Urgent Calls or All Calls). Select **"None"** to disable paging.
3. Click on the Pager Type pull-down list and select the type of pager (Numeric, Voice Call or E-Mail).
4. In the Pager Number field, enter the phone number for a numeric or voice pager or the e-mail address for an e-mail page.
5. In the Pager Message field, enter text information that you want to be sent to a numeric or e-mail pager.

DISTRIBUTION GROUPS

Create a New Voice Mail Distribution Group

1. Click on the Voice Mail tab, and then select Dist. Groups. Click Add.
2. Click the Add Members button.
3. Click the Select checkbox next to each entry from the Corporate Directory that you want to add to the Distribution Group.
4. By default, the new distribution group will be named "Dist Group NN" where NN is a sequential number. To give the group a more specific name, click Change Distribution Group Name.
5. Click Save.

WEB PORTAL

Baton Rouge web address:
http://webportal.razorline.com

New Orleans web address:

http://webportal.razorline.com

**For Technical Support please email
support@razorline.com or call 877-733-1700**

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504-274-1700

5555 Hilton Ave.

Suite 605

Baton Rouge, LA 70808

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RAZORLINE
the business communication pipeline

Quick Reference Card
For
Web Portal

LOGIN

Phone Number: Enter your full phone number

Password: Default is the last 4 digits of your phone number. You will be prompted to change the password after the first login.

If you want the ability to make calls from Web Portal make sure the "**Click to Call**" box is checked.

MAKING A CALL

Calls can be made from Web Portal Call Control dialog by typing the number in the field next to the Dial button. This feature will activate the speakerphone feature of the phone.

External Call
1. Enter the phone number for the outside line you wish to call.
NOTE: The outside access digit (such as 9) is NOT required to dial externally.
2. Click Dial.
The speakerphone is turned on, an outside line is automatically selected, and the call is connected.
3. Conduct the call using the speakerphone, a headset, or pick up the handset to continue the call.
Internal Call

1. You may enter the desired extension (e.g., 1105) or click the extension on the Corporate Directory tab. The speakerphone is turned on, an internal line is automatically selected, and the call is connected
2. Conduct the call using the speakerphone (if available), use a headset, or pick up the handset to continue the call.

TRANSFER

Click in the blank text window next to the Transfer button. On your PC keyboard, type in the number to transfer the call to. Tell the caller you are going to transfer them and click Transfer. The call is transferred and your line is released and ready to make additional calls.

RELEASING A CALL

To hang up a call, click Release on the Call Control dialog. To access the Call Control dialog, click the Call Control link in the upper right corner of the screen.

HOLD

On the Call Control dialog, the Hold button allows you to place a call on hold and retrieve the call from hold. Since the Web Portal supports only a single line appearance, no other action should be taken through the Web Portal when a call is controlled by the Web Portal. Use the buttons on your physical telephone if you need to make additional calls or perform other actions while the call is on hold.
To put a call on Hold:
1. Tell the caller you are putting them on hold.
2. Click Hold.
• A message that the call is on hold is displayed in the lower left hand corner of the Call Control Window and notification that hold is active may be displayed on your phone to remind you about the held call.
3. To resume the conversation, click Hold and begin speaking.

FIND-ME FORWARDING

The Find-Me feature lets you specify a list of phone numbers where a call will be forwarded if you do not answer your phone.
1. Under the Call Management tab, click the Find-Me tab.
2. Click Add to create a new list.
3. On the Numbers page, click Add to add a phone number to the list.
4. Enter a name and phone number where the phone should be forwarded if you do not answer.
5. If desired, use the pull-down lists to set the following
• No Answer Timeout – the number of seconds the system will attempt to connect to this phone number.
• Menu Timeout – the number of seconds the user has to respond to menu options.
6. Click the Save button to create a new Find-Me List with one phone number. Once it has been initially created, you can add more phone numbers to the list or you can modify the forwarding method used (sequential or ring all). You can also specify whether or not to display the caller ID for the incoming call.

To configure the Find-Me Options:
1. After creating a list and adding a number, you should be on the Numbers page. If not, click on Call Management, and click the edit button under the Functions column next to the list you want to configure.
2. On the Numbers page, select the Options button.
3. Next to Find-Me Strategy, select either Sequential or Ring All.
4. Click Save to store the changes.