

GCI VOICE

*Auto Attendant Voicemail
Customer User Interface
Onboarding Guide*



gci.com/business

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Note: Please do not attempt to setup or change your Auto Attendant feature by calling in to the MediaBox. The Auto Attendant feature and greeting can only be added, changed or removed via the Customer User Interface.

ACCESSING THE CUSTOMER USER INTERFACE

1. Log into the Customer User Interface at <http://voicemail.gci.com/>.



The screenshot shows the GCI Voicemail login page. At the top left is the GCI logo with the tagline "We are all connected". Below the logo is the text "GCI Voicemail" and "Authentication". A welcome message reads "Welcome to the GCI Voicemail." The login form consists of two input fields: "10 Digit Phone Number:" and "Access Code (PIN):". A link "Forgot your access code?" is located below the PIN field. A red "Log In" button is positioned on the right side of the page. At the bottom, a copyright notice states "Copyright © 2012 General Communication Inc. All rights reserved."

2. Enter the ten digit phone number.
3. Enter your Access Code or PIN.
4. Click **Log In**.



This screenshot shows the same GCI Voicemail login page as the previous one, but with the input fields filled. The "10 Digit Phone Number:" field contains "907XXXXXXXX" and the "Access Code (PIN):" field contains "*****". The "Forgot your access code?" link and the red "Log In" button are still visible.

5. After you have successfully logged into to the Customer User Interface, the following screen will appear.

The screenshot displays the GCI Customer User Interface. At the top left is the GCI logo with the tagline "We are all connected". Below the logo is a phone icon and the number "907" followed by a series of small square icons. In the top right corner, there are two links: "Refresh" and "Log Out". The main content area is divided into two sections. The left section contains a sidebar menu with the following items: "Inbox", "New Messages", "Settings", "Personalized Greetings", "Auto-Attendant", and "Company Directory". Each item has a red dot next to it. The right section contains the text "You don't have any new messages." and a "New Messages" link. The footer of the page reads "Copyright © 2012 General Communication Inc. All rights reserved."

CUSTOMER USER INTERFACE OVERVIEW

Inbox

The Customer User Interface Inbox will display received messages from the Mediabox. **New Messages** will appear in the New Message folder. Any previously saved or played messages will display in the **Saved Messages** folder.

The screenshot displays the Customer User Interface with the following elements:

- Header:** GCI logo with the tagline "We are all connected" and the phone number "907 677 3608".
- Navigation:** A sidebar on the left contains menu items: "Inbox", "New Messages", "Settings", "Personalized Greetings", "Auto-Attendant", and "Company Directory".
- Message List:** A table under "New Messages" with columns: "Call From", "Date", "Duration", "Listen", "Download", and "Transfer". A single message is listed with "Call From: 907 868 6828", "Date: 13-03-2014 04:43:30 PM", and "Duration: 2'".
- Actions:** Above the message list are "Listen", "Download", and "Transfer" icons. Above the "Refresh" button are "Delete" and "Log Out" buttons.
- Annotations:** Red arrows and text boxes explain the actions: "Refresh the MediaBox" points to the "Refresh" button; "Delete selected messages" points to the "Delete" button; "Log out of the Customer User Interface" points to the "Log Out" button; "Listen to the displayed message" points to the "Listen" icon; "Download messages to your computer" points to the "Download" icon; and "Transfer allows messages to be sent to an e-mail address, or another phone number." points to the "Transfer" icon.

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SETTINGS

Message Order

Customize the order in which messages are displayed in the New Messages or Saved Messages folders. You have the options to display your messages in chronological order or reverse chronological order.

Greetings

The Greetings option allows for customized options for Busy and No Response situations. Set the main greeting, Default Greeting, Temporary Greeting or Name Greeting without the Auto-Attendant setup.

- **Default Greeting** - Prerecorded system messages that notifies the caller that the person is unavailable and to please leave a message.
- **Personal Greeting** - A customized personal greeting.
- **Temporary Greeting** - A customized temporary greeting used for seasonal periods, holidays, etc.
- **Name Greeting** - A customized greeting that allows for a name or company name to play.

Access Code

Disable, enable or change the access code required to log into the Customer User Interface. The call in access and the web access password are the same. When the code or pin is changed the call in access code and Web access code will both update.

Email Notifications

Email Notifications allows for an email to be sent when a message has been received. There is also the option to send an audio file with the notification, so messages can be played from the designated email Inbox.

Call Notifications

Call Notifications sends a notification by phone when a message is received in the MediaBox.

Record Option

Enables or disables the ability to record a message in the MediaBox.

File Format

Specify the audio file format in which messages are received.

PERSONALIZED GREETINGS

The Manage option under Personalized Greetings will provide the ability to manage all Personalized Greetings. Managing options include the ability to add, listen or delete greetings.

AUTO-ATTENDANT

The Manage option under Auto-Attendant will provide the ability to configure the Auto-Attendant feature. Options include the ability to enable or disable the Auto-Attendant, upload new Auto-Attendant Menu Greetings, add, delete or reconfigure menu keys.

COMPANY DIRECTORY

The Manage option under Company Directory will provide the ability to configure the Company Directory feature. Options include the ability upload a .csv file or manually enter or remove Company Directory Contacts. There is also the ability to import a Zip File for individual name sounds and pronunciations.

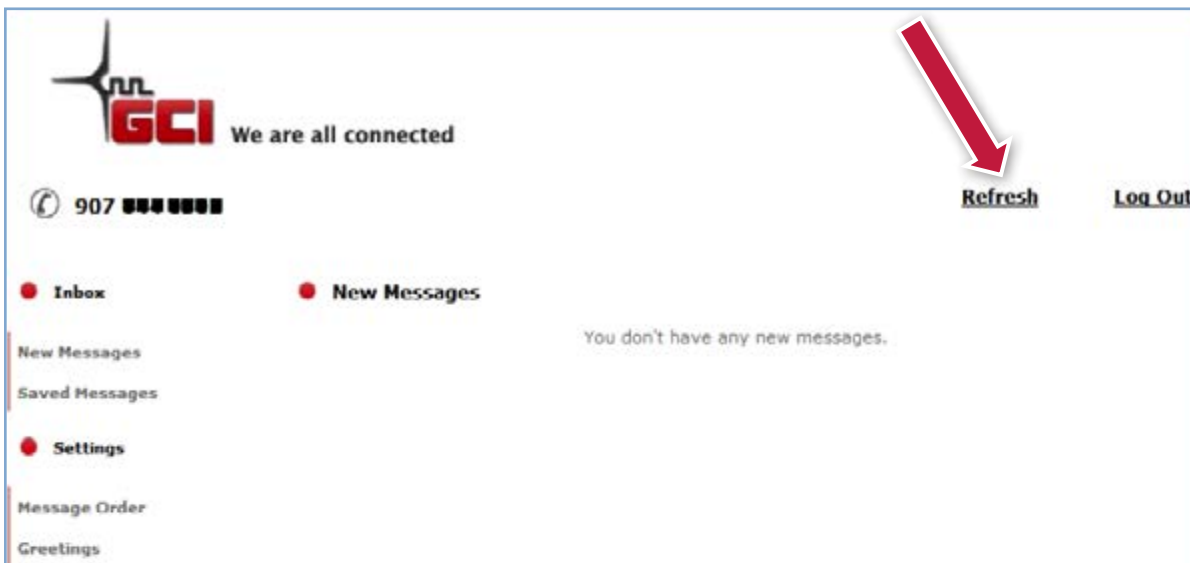
AUTO ATTENDANT MAILBOX MENU SETUP

1. To setup the Auto Attendant mailbox a voicemail needs to be left. You can upload a custom greeting for the Auto Attendant. This greeting must be in a .wav or .mp3 file format. You can even create a .wav file by calling the Auto Attendant mailbox from a different phone and leaving the desired greeting as a message. Follow these steps to create and save the greeting as a .wav file:
2. From a different phone, dial the Auto Attendant mailbox and leave a message stating each desired menu option for the Auto Attendant mailbox.

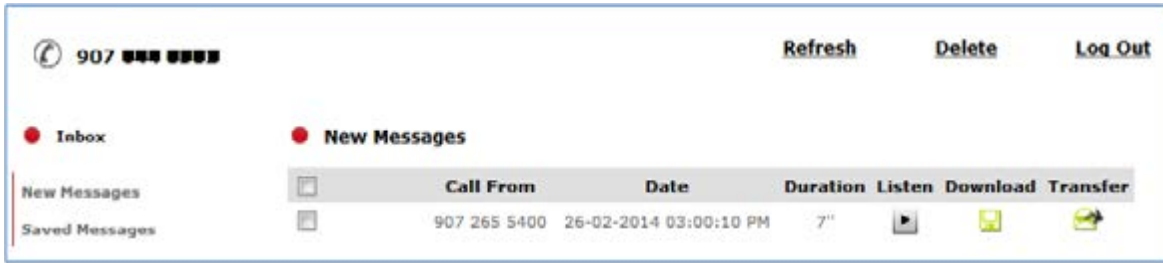
Note: This voicemail message will be used as the .wav file for the main menu tree.

Example: You've reached GCI, to speak with John press one, to speak with Jane press two, and to leave a message press 3.

3. Once a message has been left, click Refresh.

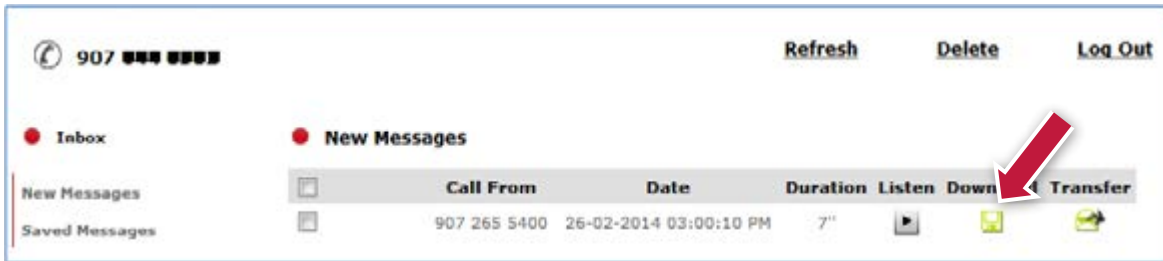


4. The voicemail message will now appear under New Messages.



5. Click **Download**.

By downloading the message it will move the message from new messages to saved messages.

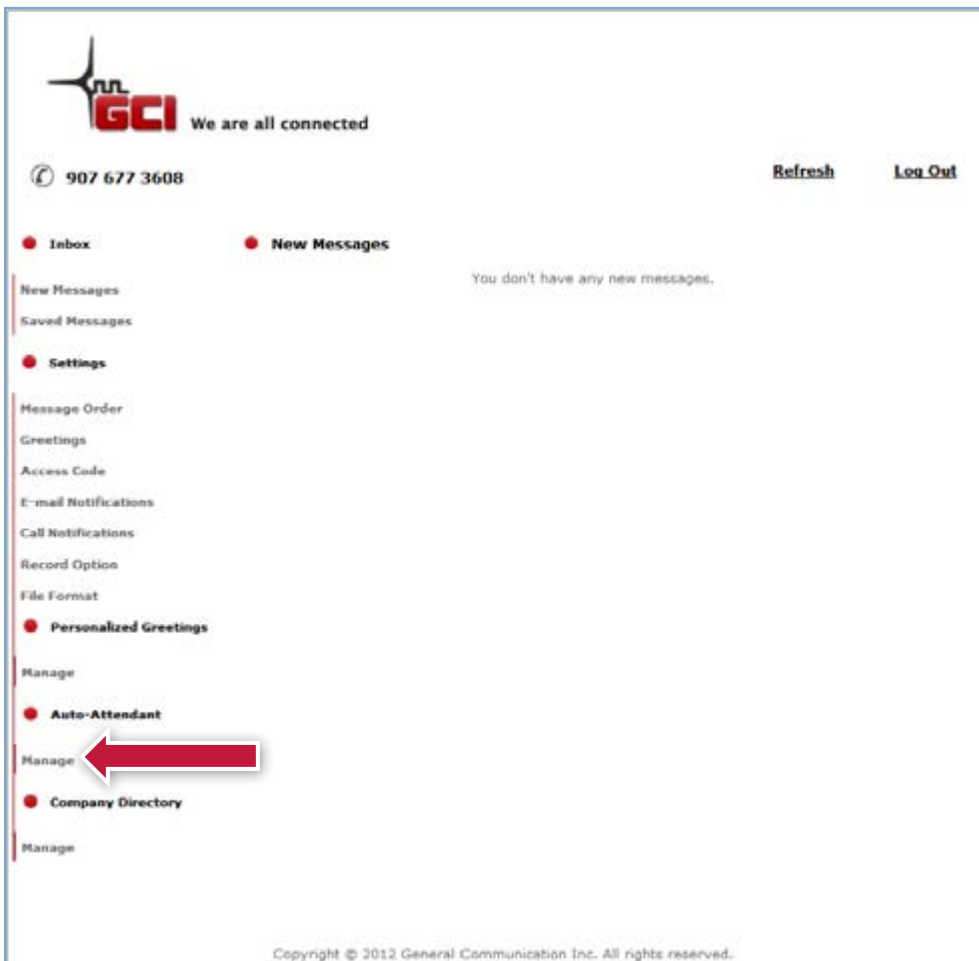


6. Select **Save As**.

7. Save the file to your computer and name the file **MENU**.

8. Select **Save**.

9. Click the **Manage** option underneath Auto-Attendant.



10. Select, **Yes** under **Enable Auto-Attendant** and click the bottom **Submit** button.

GCI Voicemail
GCI We are all connected

907 677 3608 [Log Out](#)

Inbox

New Messages
Saved Messages

Settings

Message Order
Greetings
Access Code
E-mail Notifications
Call Notifications
Record Option
File Format

Personalized Greetings

Manage

Auto-Attendant

Manage

Company Directory

Manage

Create Auto-Attendant

Use this screen to configure your auto-attendant. You can:

- Enable or disable the auto-attendant.
- Upload your auto-attendant menu.
- Add or delete keys by clicking the keypad and clicking the first Submit button.
- Configure each key to transfer to a phone number, leave a message, or transfer to your company directory.

Warning: The audio file (WAV/MP3) must not exceed 3 MB.

Select Active Menu Keys:

1 2 3
4 5 6
7 8 9
* 0 #

Audio File:

Enable Auto-Attendant: Yes No

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11. Click the **Browse** button.

Audio File:

Enable Auto-Attendant: Yes No

12. Select the Menu file from your computer.
13. Click **Open**.
14. Click on the bottom **Submit** button. The follow confirmation message will appear.

Warning: The audio file (WAV/MP3) must not exceed 3 MB.

Confirmation: Auto-Attendant updated.

Select Active Menu Keys:

ACTIVATING MENU KEYS

1. To activate menu keys, click on **each number** that is desired.
2. Click the bottom **Submit** button.

The screenshot shows the GCI web interface. At the top left is the GCI logo with the tagline "We are all connected" and the phone number "907 677 3608". At the top right is a "Log Out" link. The left sidebar contains a navigation menu with items: Inbox, Settings, Personalized Greetings, Auto-Attendant, and Company Directory. The main content area is titled "Create Auto-Attendant" and includes instructions on how to configure the auto-attendant. Below the instructions is a keypad with buttons for numbers 1-9, 0, *, and #. The keypad is currently empty. Below the keypad is an "Audio File:" field with a "Browse..." button. Below that is an "Enable Auto-Attendant:" section with radio buttons for "Yes" and "No", where "No" is selected. There are two "Submit" buttons: one above the "Audio File:" field and one below the "Enable Auto-Attendant:" section. A red arrow points to the bottom "Submit" button. At the bottom of the page is the copyright notice: "Copyright © 2012 General Communication Inc. All rights reserved."

3. When changes are saved a confirmation message will be displayed above the Menu Keys.

Warning: The audio file (WAV/MP3) must not exceed 3 MB.

Confirmation: Auto-Attendant updated.

Select Active Menu Keys:

4. Once keys have been chosen and submitted, the following options will appear below:

Key 1 :	<input type="radio"/> Transfer to: <input type="text"/>
	<input checked="" type="radio"/> Leave a Message in the Mediabox
	<input type="radio"/> Transfer to Company Directory
Key 3 :	<input type="radio"/> Transfer to: <input type="text"/>
	<input checked="" type="radio"/> Leave a Message in the Mediabox
	<input type="radio"/> Transfer to Company Directory
Key 5 :	<input type="radio"/> Transfer to: <input type="text"/>
	<input checked="" type="radio"/> Leave a Message in the Mediabox
	<input type="radio"/> Transfer to Company Directory
Key 6 :	<input type="radio"/> Transfer to: <input type="text"/>
	<input checked="" type="radio"/> Leave a Message in the Mediabox
	<input type="radio"/> Transfer to Company Directory
Enable Auto-Attendant:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Submit	

5. Configure each key as desired and click the bottom **Submit** button.


- **Transfer to** - Allows the caller to be transferred to another number or voicemail box.

Note: The "Transfer to:" option requires **ten digits** and must be a local number, 8XX, or toll free number.


- **Leave a Message in the Mediabox** - Allows the caller to leave a message in the main Mediabox.
- **Transfer to Company Directory** - Allows callers to search for an employee and will transfer the call to the desired employee.

Confirmation: Auto-Attendant created.

Select Active Menu Keys:



Submit

Audio File: 

Key 1 : Transfer to:
 Leave a Message in the Mediabox
 Transfer to Company Directory

Key 3 : Transfer to:
 Leave a Message in the Mediabox
 Transfer to Company Directory

Key 5 : Transfer to:
 Leave a Message in the Mediabox
 Transfer to Company Directory

Key 6 : Transfer to:
 Leave a Message in the Mediabox
 Transfer to Company Directory

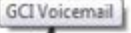

Enable Auto-Attendant: Yes No

Submit

EMAIL NOTIFICATIONS

E-mail notifications allow you to receive notifications by e-mail when you receive messages in your Mediabox. E-mail notifications with attachments allow you to receive notifications by e-mail with the voice message attached.

1. From the Customer User Interface, select **E-mail Notifications** under Settings.
2. Enter the e-mail addresses you wish to receive voicemail notifications.
3. Specify if you want to receive notification by checking enable or disable; or select Attachment if you would like an email notification sent with the .wav file as an attachment.
4. Enter the schedule permissible hours to receive e-mail notification messages and select the **Submit** button under each item.

We are all connected

Log Out

007 677 3608

- Inbox**
- New Messages
- Saved Messages
- Settings**
- Message Order
- Greetings
- Access Code
- E-mail Notifications
- Call Notifications
- Record Option
- File Format
- Personalized Greetings**
- Manage
- Auto-Attendant**
- Manage
- Company Directory**
- Manage

E-mail Notifications

Standard e-mail notifications allow you to receive notifications by e-mail when you receive messages in your mediabox. E-mail notifications with attachments allow you to receive notifications by e-mail with the voice message attached.

E-mail Address: <input style="width: 80%;" type="text"/>	<input type="radio"/> Attachment	<input type="radio"/> Enable	<input checked="" type="radio"/> Disable
E-mail Address: <input style="width: 80%;" type="text"/>	<input type="radio"/> Attachment	<input type="radio"/> Enable	<input checked="" type="radio"/> Disable
E-mail Address: <input style="width: 80%;" type="text"/>	<input type="radio"/> Attachment	<input type="radio"/> Enable	<input checked="" type="radio"/> Disable
E-mail Address: <input style="width: 80%;" type="text"/>	<input type="radio"/> Attachment	<input type="radio"/> Enable	<input checked="" type="radio"/> Disable

Submit

Permissible Hours for Sending E-mail Notifications for Deposited Messages:

0 AM	1 AM	2 AM	3 AM	4 AM	5 AM	6 AM	7 AM	8 AM	9 AM	10 AM	11 AM
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
12 PM	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM	7 PM	8 PM	9 PM	10 PM	11 PM
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Submit

Select the type of filtering list you want to use for your e-mail notifications.

- A denial list is a list of contacts from whom you will not receive any e-mail notifications.
- An acceptance list is a list of the only contacts from whom you can receive e-mail notifications.

Acceptance List
 Denial List
 Enable Filtering

Submit

Filtering list is empty.

Add

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CHANGING THE ATTENDANT MAILBOX MENU

Changing the Auto Attendant Menu can be accomplished by following the Auto Attendant Mailbox Menu Setup process (See page 8).

LISTEN ONLY MAILBOX SETUP

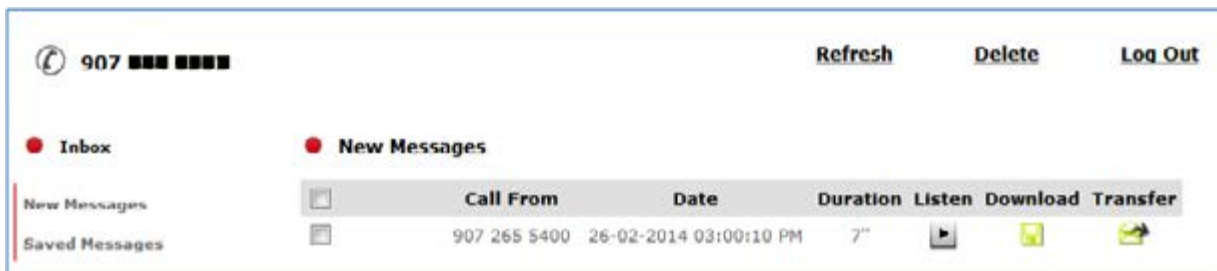
The Listen Only option allows for a greeting without the ability to leave a message after the greeting plays. The **Listen Only** feature allows for the following settings:

- **Default Greeting:** A standard generic greeting pre-generated by the system.
- **Personal Greeting:** A greeting that allows for a personalized message.
- **Temporary Greeting:** An alternative greeting that allows for a specific that will play during the specific scheduled times.
- **Name Greeting:** Greeting that will play name or company name.

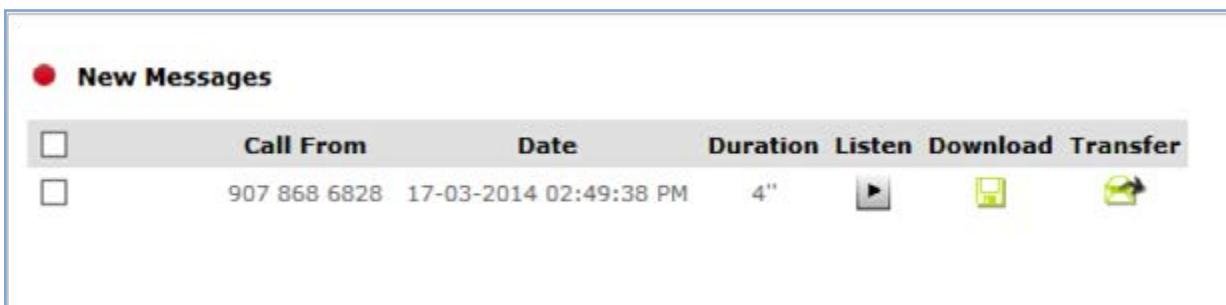
You can upload a custom greeting for the Listen Only option. This greeting must be in a .wav or .mp3 file format. You can even create a .wav file by calling the Auto Attendant mailbox from a different phone and leaving the desired greeting as a message. Follow these steps to create and save the greeting as a .wav file:

1. From a different phone, dial the mailbox and leave a message stating the desired greeting.
Example: You've reached GCI; we are closed until further notice, thank you.
2. Log in to the Customer User Interface.
3. Once a message has been left the message will appear as follows:

Note: Select **Refresh** near the top right corner of the screen if the message does not appear.

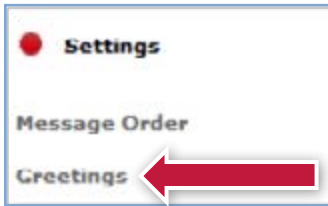


4. Click the **Download** option next to the message.



6. Select **Save As** and save the file to your computer.

7. After saving click the **Greetings** option underneath Settings in the Customer User Interface.

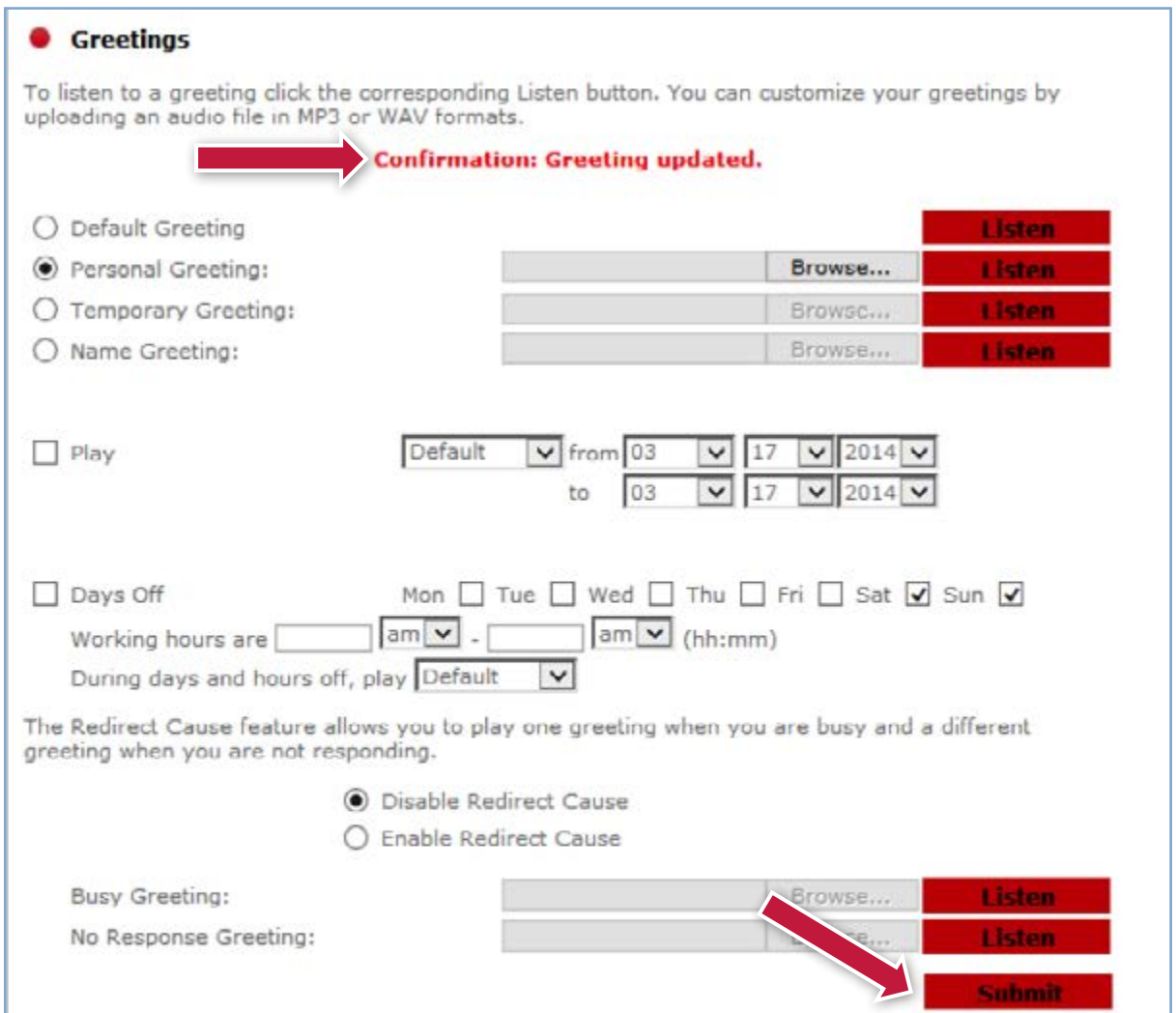


8. Select **Personal Greeting** and click **Browse**.

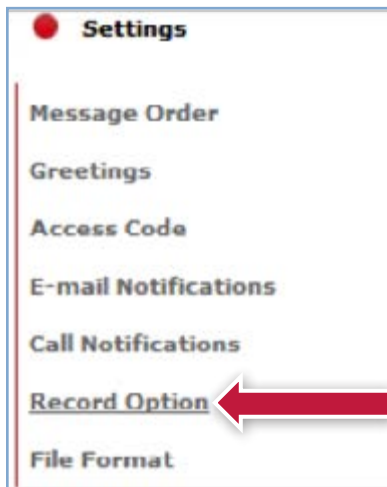


9. Select the file from your computer. Click **Open**.

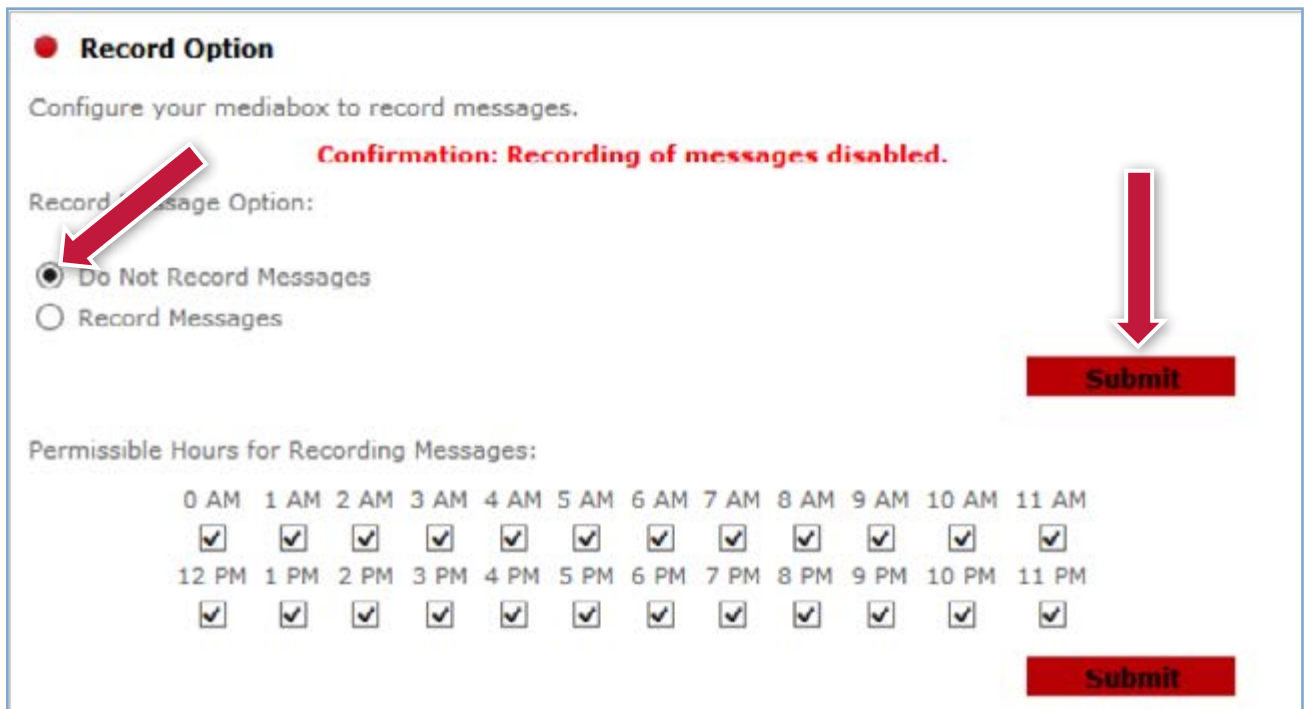
10. Select the desired customized options and Click on the bottom **Submit** button.



11. Next click the **Record Option** under Settings



12. Select the **Do Not Record Messages** and then click the top **Submit** button which should then display a confirmation



COMPANY DIRECTORY MENU SETUP

The Company Directory option provides the caller the ability to search for an employee from a Company Directory menu.

Adding Company Directory Contacts Manually

1. From the Customer User Interface, select Company Directory.
2. Contacts can be added manually by clicking the Add button.
3. A new screen will populate with First Name, Last Name and Phone number fields.
4. Click on **Browse** to upload an audio file, from your desk top that will play the name sound.
5. Click the **Add** button when finished.

Add Company Directory Contact

Confirmation: Company directory contact(s) created.

First Name

Last Name

Phone Number

Audio File:

Add

Close this window.

Upload a File

Contacts can also be added by uploading a saved .CSV file from your computer, formatted with a first name, last name and phone number

Name sounds can also be saved in a .ZIP File and uploaded all at once under Import a .ZIP File for Name Sounds.

Import a CSV File:

Import a Zip File for Name Sounds:

Import

MANAGING COMPANY DIRECTORY CONTACTS

Once Company Directory Contacts have been created, you can manage the list of contacts by deleting, adding or listening to the previous settings from **Manage** under Company Directory.

First Name	Last Name	Phone Number	Listen	Edit	Delete
John	Smith	907 555 1212		Edit	<input checked="" type="checkbox"/> All <input type="checkbox"/>

Add **Delete**