

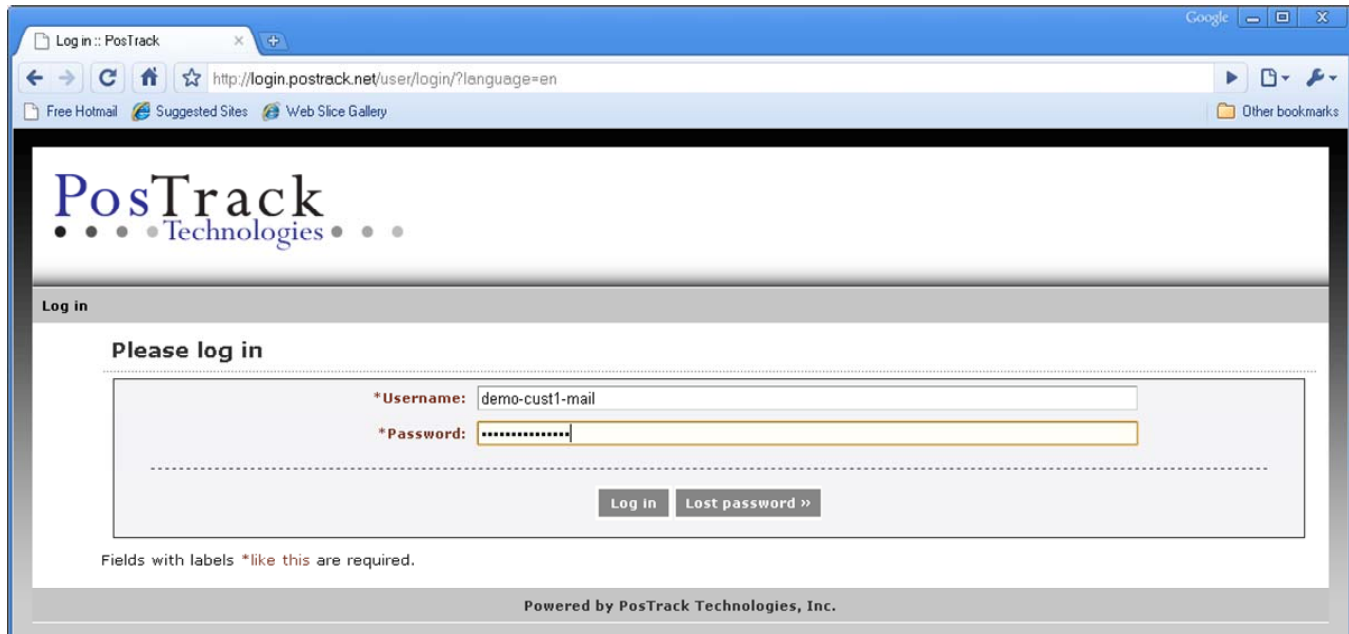


IP Voice Services Mailbox User Guide

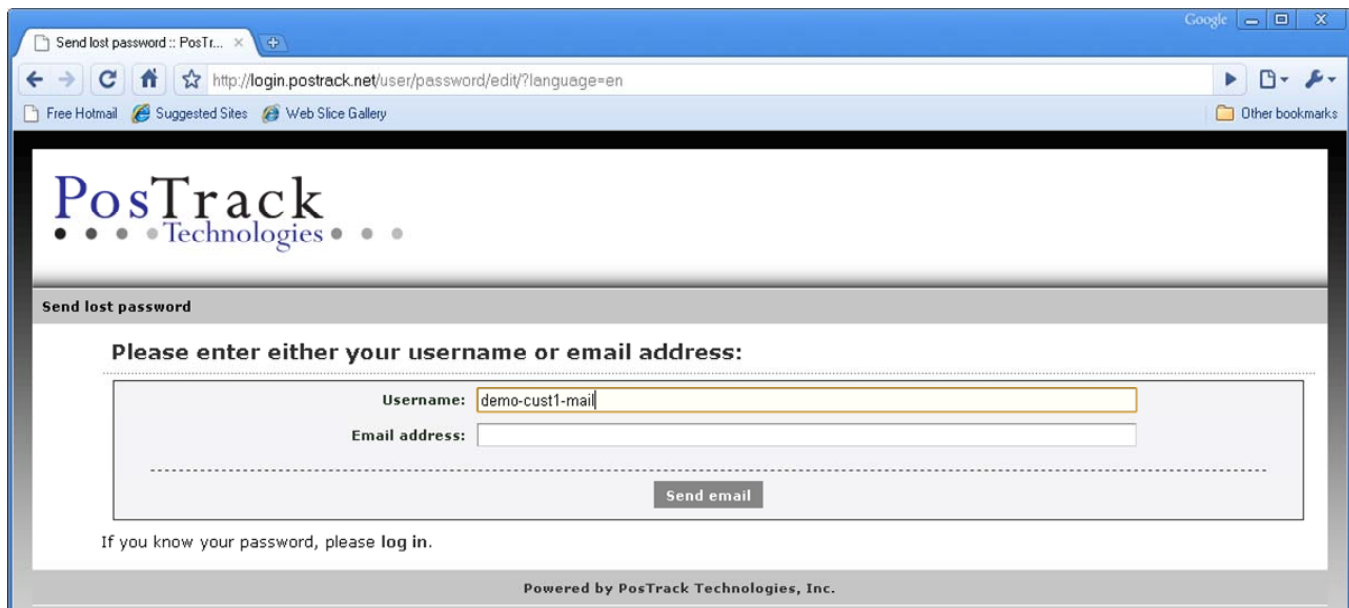
Table of Contents

Access the Web Interface.....	2
Messages.....	3
Accessing Messages on the Web Interface	3
Accessing Messages via Telephone	4

Access the Web Interface



1. To log in to the PosTrack web interface:
 - a. <http://login.postrack.net>
 - b. Enter the Username and Password provided by the Administrator.
 - c. Select **Log In**.



2. To recover a lost password:

- a. Choose **Lost Password** from the PosTrack web interface.
- b. Enter either the Username or Email address in the associated text box. The password will be sent immediately to the account.
- c. Select **Send email**. Check the email account for the password and attempt to log in as instructed on page 2.

Messages

Accessing Messages on the Web Interface

The screenshot displays the PosTrack web interface for accessing messages. The browser address bar shows the URL: <http://login.postrack.net/messages/list?directory=INBOX&type=all&mailbox=2001>. The page title is "Inbox messages for 2001".

The interface includes a navigation menu on the left with options: Home, Messages, All messages, Voicemail, and Faxes. The main content area is titled "Inbox messages for 2001" and contains a search and filter section. The search criteria are:

- Directory: Inbox
- Start date: 2005 December 14
- End date: 2009 December 14
- Minimum duration (seconds): 0
- Maximum duration (seconds): No limit
- Calling number contains: (empty field)

The sort options are:

- Sort by: Date and time
- Direction: Ascending

An "Update" button is located below the search criteria. Below the search section, a single message is listed:

Voicemail from "POSTRACK TECHNO" <1815 > 0:03 on 12/13/2009 01:41:50pm

Below the message are three buttons: "Select all", "Delete selected", and "Copy or move selected >>".

At the bottom of the interface, it states: "Files may play or download depending on your browser configuration." and "Powered by PosTrack Technologies, Inc."

1. To access your messages on the web interface:

- a. Go to the **Messages** menu.
- b. By default, all messages are displayed. If you only wish to see a certain type, click on the appropriate menu option. (Fax service is unavailable at this time.)
- c. If you have access to more than one mailbox, you will be prompted to choose one.
- d. Select the search and sort options for the messages you wish to see.
- e. Select the **Update** button.
- f. To download a message, click on it.
- g. To delete, copy, or move messages, select the boxes beside the messages and click the appropriate button at the bottom.

Accessing Messages via Telephone

1. To access your messages via telephone:

- a. Dial the voicemail **access feature code** (*2 by default) from any internal phone to be prompted for a mailbox and password. Alternatively from any location, dial the 11-digit telephone number provided by your administrator and enter your mailbox and password.
- b. Follow the prompts to navigate the menus.

Menu structure

- 1: Listen to voicemail messages
 - 3: Advanced options
 - 1: Reply
 - 3: Envelope
 - 4: Play previous message
 - 5: Repeat current message
 - 6: Play next message
 - 7: Delete current message
 - 8: Forward message to another mailbox
 - 9: Save message in a folder
 - *: Help; rewind during message playback
 - #: Exit; skip forward during message playback
- 2: Change folders
 - A menu is then played of existing folders
 - #: Exit
- 3: Advanced options

- 5: Leave a message
- *: Return to the main menu
- 0: Mailbox options
 - 1: Record your unavailable greeting
 - 2: Record your busy greeting
 - 3: Record your name
 - 4: Record your temporary greeting
 - 5: Change your password
 - *: Return to the main menu
- *: Help
- #: Exit

Fax Service is unavailable at this time.