

Advanced features for your voice mailbox

BRIEFING

You have mastered the basic functions of voicemail. You can record your name, a mailbox greeting, and retrieve messages. Now it's time to look at the advanced mailbox features, such as Call Forwarding, Music on Hold, Faxing, and Hotdesking. Each of these features must first be activated by your administrator, and there may be an additional cost for each one.

LAUNCH

For each of these items, launch the Zang Office Web Interface (ZOWI) and load the User Portal. The Settings Tab shows you all of the options already enabled for your account by the admin.

Options not activated will not appear.

- **Call Forwarding** - When enabled, incoming calls to your extension will be automatically routed to another number. Enter the number in the space provided. If you have a VoIP phone configured, you can have the system ring that number too.
- **Music on Hold** - Your company probably has music-on-hold configured. If you want to replace that with your own music or recording when people call your extension, enable this option and either pick an audio file from the drop-down list, or upload a new one. This will not affect other users or the company system.
- **Find Me Follow Me** - This feature allows you to specify which number associated with your account will ring and when. For example, you can setup your deskphone to ring for 10 seconds, and then the system will move the call to your cell phone or to someone else's extension for another 10 seconds. All configured devices are shown. Disable Do Not Ring for each device you want to use, then move the sliders to set the start and stop times for each phone. If the sliders overlap, then all of those devices will ring at the same time.
- **Faxing** - Send and receive fax messages through Zang Office. Your admin will provide you a number for incoming faxes. Any fax sent to that number will be converted into an email and forwarded to you.
To send a fax, add a PDF or a TIFF attachment to the email, and enter the recipient's fax number followed by your company's Zang Office domain (e.g. +19057079170@yourcompany.office.zang.io). The server will collect the message and resend it as a fax to the selected number.
- **Conferencing** - If your company has a conference number configured, you can enable conferencing. Unlike the conference call feature on the telephone that takes an existing call and adds more people, Conferencing allows all participants to call a central corporate number, enter a room number, and be joined to the meeting automatically. The call can be secured using a PIN. Enable the checkboxes to have the system play a tone when someone enters or leaves the meeting room.
- **Voicemail to Email** - When you turn on this option, whenever a voice message is left in your inbox, the system will send an email to the specified address with the message included as an MP3 attachment. Click to play. The time, date, and caller ID are included in the body of the email.

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- **Hot Desking** - Hot desking is the practice of sharing resources (e.g. desks, telephones) among several people who are not likely to all be in the office at the same time. If you are one of these people, enable this feature, then create an ID and a PIN for yourself. When you sit at a hot desk, pick up the telephone handset and type *11. At the prompt, enter your ID and PIN numbers. The phone is now yours. Calls to your extension will ring on the hot desk phone, and you can retrieve your email more easily too. To turn off hot desking, enter *12. To let another hot desker take over, enter *13 and they will be asked to enter their ID and PIN.

Caller ID settings are made by the administrator.

NEXT MISSION

- Learn how to place a call using Zang Office.
- Check out the software-based desktop app.