

OfficeSuite Voicemail Distribution User's Guide

Building "Voicemail Distribution Groups"

1. Anyone with "tenant administrator" privileges can use the Voicemail Distribution portal to manage membership in Voicemail Distribution Groups.
2. Point any standard browser to
<http://voicemail.broadviewnet.com/OfficeSuiteDistributionGroups>
3. Log in using your OfficeSuite extension and PIN. Behind the @ type any of your company's OfficeSuite phone numbers. E.g.
 UserName: 100@2125551234
 Pin: ●●●●

Adding a Distribution Group

1. Click "Add New Group".
2. Enter a currently unused extension. All voicemail distribution group extensions begin with '8'. If your business uses 3-digit extensions, your voicemail distribution group extensions must be 3 digits long, for example: '801'. If your business uses 4-digit extensions, your voicemail distribution group extensions must be 4 digits, for example: '8012'.
3. Enter a descriptive name for the new group.
4. Click "Insert New Group".
5. From the displayed lists of available members and members in the group, select an individual name. Click a single arrow button to change that individual's membership.
6. To add or remove all members click a double arrow icon.
7. None of these changes take effect until "Commit Change" is clicked.

Editing a Distribution Group

1. From the main page, click "Edit" next to any group extension and name.
2. From the displayed lists of available members and members in the group, select an individual name. Click a single arrow button to change that individual's membership.
 - Voicemail boxes deleted from your OfficeSuite tenant, but not yet deleted from the Distribution Group are displayed in grey letters. We recommend that you remove deleted voicemail boxes from group membership. Otherwise, when that extension is reused for a new voice mailbox, that new mailbox automatically becomes a group member.
3. To add or remove all members click the double arrows.
4. No changes take effect until "Commit Change" is clicked.

Deleting a Distribution Group

1. From the main page, click "Edit" next to any group extension and name.
2. Click "Delete Group"
3. Click "Yes" if you are certain you want to proceed.

Using Voicemail Distribution Groups

A voicemail distribution group is, in many ways, like a voice mailbox. Every voicemail user in your business can send and forward messages to this group (this mailbox) the same way they would forward and send messages to a real extension's mailbox.

For example:

1. Log into your voicemail box.
2. Press '2' to create and send a new message.
3. Enter the extension of the Broadcast (Distribution) Group.
4. Add other recipients and/or press '#'.
5. Record a message pressing '#' to end the recording.
6. To send, press '1'

Every member of the Distribution Group then receives a copy of the message in their inbox, just as if the message had been sent directly. If the recipient uses a message waiting indicator, their MWI lamp will light. If they receive email or SMS notifications of new messages, they will receive those notifications when they receive a group message. If they forward their messages to an email account, the group messages will be forwarded the same way. Every member of the distribution group receives their own copy of the message and can do what they like with that copy. They do not have access to the message copies sent to other members.

Recording a Spoken Name for the Distribution Group

Because a Distribution Group is itself similar to a voice mailbox, it has many of the same properties. In particular, one can record a spoken name for the Group so that when the group extension is entered as the target for a new message, the voicemail system will confirm the correct extension by replaying the recorded name.

1. Connect to the voicemail system, but instead of logging in as yourself, press '*' when requested for your passcode.
2. Log in using the extension of the Distribution Group. The default password is 1234.
 - a. Record the name of the Distribution Group as the name of the account.
 - End the recording by pressing '#' and press '1' to save.
 - b. The greeting is not used by the Distribution Group so you can select the "system greeting". Press 2.
 - c. Select and enter a new passcode.
 - Press '1' to save.
3. You must complete all three phases of the mailbox set-up to permanently preserve the name recording.
4. Test by logging into a personal voice mailbox and by using option 2 to prepare for sending a message. Enter the extension of the Distribution Group and verify that the system plays back the recorded name of the Distribution Group.