MyVoice
User Guide

DirectLink

Welcome

Thank You for Choosing DirectLink!

Additional information about your telephone service may be found in the white pages of the North Willamette Valley Directory and on our website. In addition, our friendly Member Services Specialists are happy to answer your questions.

Member Services Hours

Canby   Monday through Friday, 8:00 a.m. to 5:00 p.m.

Mt. Angel   Monday through Friday 8:00 a.m. to 12:30 p.m. and 1:30 to 5:00 p.m.

Important Telephone Numbers

Member Services Center

Canby......................503.266.8111
Mt. Angel..............503.845.2291

24/7 Repair

Canby......................503.266.2258
Mt. Angel..............503.845.1120

Directory Assistance..411

Table of Contents

⬛ Getting Started

MyVoice is an interactive web based program that allows you to check your voice mail, set preferences and manage your calling features online. You may listen to your messages in any order, and not just the order in which they were received. You can even forward a voice mail message as an email, or forward it to a mobile device.

Accessing MyVoice
To access the MyVoice online system, visit www.directlink.coop/MyVoice. Enter your DirectLink telephone number and create a password to log in.

New Voice Mail Customers
You must first set up your voice mail service and PIN number by calling in to the system using your home telephone before using this service.

Current Voice Mail Customers
Log into your MyVoice account using your DirectLink telephone number and current MyVoice password.

NOTE: For maximum account security, if your current password does not meet the criteria below, it is strongly recommended to change it after initial log in.

PIN Tips
Your PIN is the numeric code to access your MyVoice system from any phone. The number may be 6 to 10 numbers in length, cannot repeat more than two numbers in a row, use any portion of your home telephone number, or use more than two numbers sequentially.

Password Tips
Your Password is an alpha-numeric combination with at least one symbol that is used to log into your MyVoice account using a web browser.

Program Assistance
Should you have questions about a tab or the various features contained within the tab, click on the help button ✿ located on every screen in the top right hand corner.

If the help options do not answer your question, please call our Technical Support Team at **503.266.8111 in Canby or 503.845.2291 in Mt. Angel** for additional assistance.

Home

Phone Status

Call Manager allows you to view and configure settings for all of your incoming calls.

Summary

The summary tab provides a description of how calls you receive will be handled, taking into account the settings for all of your incoming call services and any interactions between them.

This description enables you to confirm that services you have configured will have the desired effect on your calls. If the description does not match the behavior you would expect, then it is possible that services you have configured are interacting or overriding one another. If a service is interacting with another service, or being overridden, then a icon will appear on the configuration page for that service. Click this icon for further information.

Forwarding

You are subscribed to the following call forwarding services.

Immediate. Calls are forwarded as soon as you receive them.

Busy. Calls are forwarded whenever your line is busy. If you have multiple (twinned) devices then this service only applies if all of your devices are busy (or reject the call).
No Answer. Calls are forwarded if you do not answer your phone within a certain time.
The forwarding tab also provides access to your Forwarding Destinations. These are numbers that you regularly forward calls to, and that you preconfigure for ease of use.

Screening
• Do Not Disturb
  When do not disturb is enabled your phone will not ring. Callers will either be forwarded to another number or hear an announcement that you do not wish to be disturbed, depending on your other call service settings.

Screening list editing
A number of incoming call services require you to configure a list of callers that the service will selectively apply to. Such a list is referred to as a screening list.

You should always use the full number including the area code. It is not possible to add callers with other number types (e.g. international callers).

Screening lists may also contain entries for anonymous callers (people that withheld their number when calling you). Such entries may only be added to the list by dialing the appropriate service access code on your telephone after receiving such a call (and before receiving any other calls). The last entry in the list view tells you how many anonymous callers are currently in your list (if there are any). To remove all such numbers from your list, click on the icon for this entry. It is not possible to remove anonymous numbers from your list without removing all of them.

Warning: once you have removed anonymous callers from your list, it is not possible to add them back until they call you again.

Messages and Calls

| Home | Messages and Calls | Contacts | | | | | |

| Messages | Missed | Dialed | Received | Rejected | Deleted | | ⚙ |

New Voicemail   Delete All
There are no messages.

Personal Details   Security   Support
    Change Password   Help
    Change Call Services PIN   Send Feedback
Devices   Change Voicemail PIN
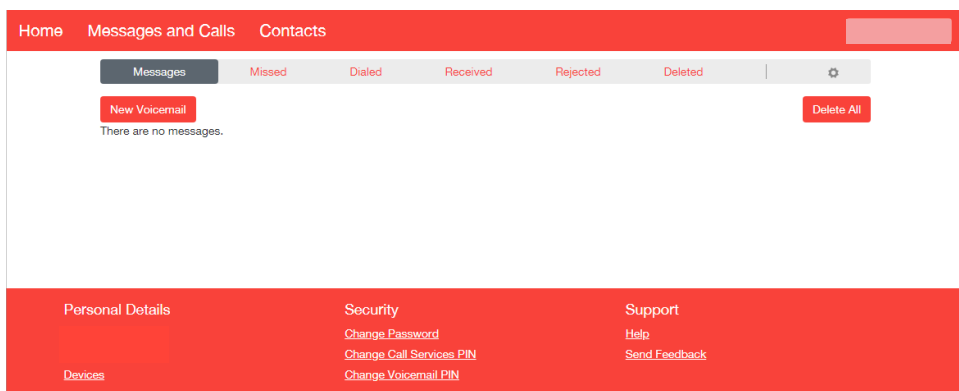
Messages
To save a copy of the message on your computer, right click on the or icon, and select Save Target As... or Save Link As...

Reply to or forward a voicemail
You can record and send a voicemail as a response to callers that support voicemail replies.

You can also forward voicemails (as long as they are not marked as private).

If you wish to forward a voicemail to another user that supports voicemail replies, you can forward the message as a voicemail.

Otherwise, you can forward the voicemail as an email to one or more email addresses (the voicemail will be attached to the email as a WAV file).

Leave someone a voicemail
This feature enables you to leave voicemails for other users of this voicemail system by recording and sending a message through this website rather than phoning them. You can also record a single message in this way to be left for multiple users rather than phoning them each individually.

Missed
▶ You have an unheard message as a result of this call.
▶ You have already heard the message resulting from this call.
▶ A message was left, but it is no longer in your inbox.

Deleted
Manage your messages either by restoring them to your inbox or by permanently deleting them

Mailbox quota
You have restrictions on the total amount of content that can be stored in your mailbox. If you reach this limit, or are close to reaching this limit, you will see a warning icon appear on this page. Clicking on this warning icon will tell you how much content you have, and what your limits are.

If you are close to reaching your limit, then you may wish to delete some of your messages to free up space. If you reach your limit and don't delete any content, you will be unable to receive further messages in your mailbox.

In addition to voicemail content you may be told that you also have "other" content.

You may need to permanently delete some of the deleted messages in the "Deleted" tab in order to reduce the size of your mailbox.
If you have accessed your mailbox using a remote email client (such as Microsoft Outlook) over IMAP and accidentally moved, for example, emails into your mailbox, such content will take up space in your mailbox. However you will be unable to access it through this website - you will need to use your remote email client again to remove it.

Export Calls
This feature allows you to export lists of your calls as a text file in CSV format. This file can then be stored on your computer, and accessed using a range of other applications such as text editors or spreadsheets. If you run a business, you might for example use the data in this file to help you track the calls you have made and received against individual customer

Contacts

Import
Generally, an imported contact is considered to "match" an existing contact if they have the same name. The only exception to this is if you have previously exported your contacts using the native format.

If there is a match, but the two versions do not contain any conflicting information then the import operation will simply add any additional details from the imported version of the contact to the existing version.

Export
This feature allows you to export your contacts as a CSV text file. This is useful if you wish to import your contacts into another application such as Microsoft Outlook or Outlook Express.

Note that the exported data does not include any information about what contact groups the contacts may belong to.

Native format
In native format, each exported contact list entry also includes a unique numerical identifier. If a CSV file containing such identifiers is subsequently re-imported, then contacts in the CSV file are considered to match entries in the contact list if their numerical identifiers match; matching is done on the basis of this identifier in preference to using the contact name.

This is valuable if, for example, you wish to export your contacts to a spreadsheet, make a set of changes and then re-import them - even if you change a contact's name, it will still be correctly correlated with the existing contact list entry.

Extensions
Extensions allow you to quickly dial other numbers in the Business Group.

Short Codes
Short codes allow you to quickly dial common numbers.

Call Settings

General
Call transfer number. When a caller is put through to your Voicemail, they are given the option of being transferred to the number set by your business group administrator and specified here.
Provide caller ID for incoming calls. Controls whether information about callers is delivered to your phone.
Provide caller name for incoming calls. Controls whether caller names are delivered to your phone when they are available.

Call Forwarding
These options apply when configuring Call Forwarding via your telephone rather than via this web page.

Message Settings

You can use the Message Settings page to change various settings for the Voicemail service

General
Forwarding calls to voicemail. This allows you to set the time in seconds that your phone rings before the call is sent to voicemail. The acceptable range is from zero to 60 seconds.
You can select to forward all your received messages via email.

When you enable this forwarding, you have the choice of leaving the messages in your CommPortal inbox so you can still access them here, or of deleting them. Check the box if you want to leave the original message in your inbox.

Mailbox Access
These settings allow you to customize your experience when accessing your mailbox via the telephone.

- Skip PIN.
  If Skip PIN is enabled, then when accessing your mailbox from your own telephone you are not required to enter your PIN. This saves you time, but reduces security as anybody with access to your telephone can then access your mailbox.
- Fast Login.
  Generally when you dial into your mailbox you are asked to enter both your phone number and PIN. However, if Fast Login is enabled, then when accessing your mailbox from your own

telephone, your phone number is recognized automatically and you only need to enter your PIN.
• Auto-play Voicemail/Fax.
  If Auto-play is enabled, then when you log into your mailbox, instead of hearing the main menu your messages will start playing immediately.
• Voicemail Playback.
  When your messages are played to you, you can choose whether you wish to hear the message details (who the message is from and when it was left), the message itself, or both.

Voicemail Greeting
The Voicemail Greeting panel allows you to configure which greeting will be played to callers who reach your voicemail. You can choose to either use a standard system greeting, record or upload and use a personal message of your choice.

Setting your default greeting
For your default greeting, you should select a greeting from the list of available greetings in the dropdown box. The list of greetings includes the following standard system greetings.

• System - this plays the normal system greeting, with no identifying information.
• System with Number - this plays the normal system greeting, including your phone number.
• System with Name - this plays the normal system greeting, but includes your recorded name.

You can also choose to use a greeting where you can record or upload a personal message. Greetings that already have a recording will be marked with a * beside the name in the list.

Notifications

The Notifications tab allows you to configure the different kinds of notifications that you can use with your messaging service.

Message Waiting Indicator
For handsets that support message waiting indicators, you can configure the voicemail system to notify your phone whenever you receive a new message. Depending on your phone the notification will either flash an light on your handset, display a notification icon on the screen and/or signal a message with a sound or vibration.

Pager Notification
First you must configure whether you use a *telephone* or *email* pager gateway. If people page you by sending an email then you should select *email*. Otherwise you should select *telephone*.

If you have selected telephone as your pager gateway type then you will need to provide the following information.

- Select your pager provider from the drop-down list. Depending upon your provider you will then be required to enter your pager number and possibly your PIN.
- If your provider is not in the list, then select Custom, and configure the following.

Outdial Notification
This feature enables you to configure the voicemail system to call you whenever you receive a new message. You can choose which types of messages you would like to be notified about.

Override Notification
This feature enables you to configure the voicemail system to notify you differently for a period of time. For example, while you are on vacation, you might only want to be notified of urgent messages and you might want to be notified in a different way from normal. Or, if you are normally notified by outdial, you might prefer to be notified by pager instead.

Notification Schedule
If you configure a pager, outdial or override notification, you can also configure a Notification Schedule. The Notification Schedule allows you to restrict notifications so that they are only generated at particular times of day, and on particular days of the week. For example, you might not want to be called and informed of a new message that you have received in the middle of the night!

Contact Us

For more information about your voice service, visit us online at www.DirectLink.coop.

We appreciate your business and are proud to serve the Canby and Mt. Angel areas with the very best in connected services.

503.266.8111
190 SE 2nd Avenue
Canby, Oregon 97013

503.845.2291
155 North Garfield Street
Mt. Angel, Oregon 97362

DirectLink.coop

02.19