



Voice Manager is an advanced mobility tool designed to give you the ability to make calls and manage your voice service when you are out of the office. The Voice Manager is compatible with iPhone and Android phones. You can also log in from a tablet or your PC. All you need is an Internet connection.



The MP icon at the top of each page will return you to the home page.

Logging In

1. Obtain your initial login credentials from your company administrator. Your login credentials consist of your 10-digit phone number plus an initial password that you will change when you log in the first time.
2. Go to <http://mv.megapath.com> to access the Voice Manager.
3. Once you've logged in, the system will prompt you to change your password. Once you change it, you will not be prompted again. However, you can change it at any time from the Account Settings page. When you log in with your new password, you can select the "Remember Me" option to log in without your credentials each time.

Note: If you forget your password, your company administrator can reset it.

Home Page

The home page of the Voice Manager has icons, that when clicked, allow you to do things like place outbound calls, review your voice and fax messages, view your call logs, and configure your settings. If you have the Receptionist Console, Call Center or Conferencing products, you will also see a software icon.

Inbound Call Handling

Inbound Call Handling tells the system how you want incoming calls routed. In addition to the default settings, you can also configure custom profiles. Custom profiles provide the ability to preset how you want to have your calls handled beyond the default settings. You can configure more advanced features like Find Me Follow Me (Simultaneous and Sequential Ring).

The default settings are:

- › In the office
- › Send all calls to Voicemail (Do Not Disturb)
- › Forward call to (This option requires that you enter a forwarding number.)

Messages Settings

Take advantage of advanced messages capabilities like Voicemail to Email, Voicemail Transcription and Fax Messaging. To turn your messaging capabilities on, select the ON radio button at the top of the page. When your settings are on, the radio button illuminates in green. Once you have turned on your messages settings, you can also configure the following:

Transcription

Receive a text transcription of your voice messages (you can read the text of a message by selecting it on the Messages page. This is an on or off setting.

Fax Messaging

Receive a fax message. When you have a fax message, it will display on the Messages page. Fax messages have a document icon next to the phone number. This is an on or off setting.

Change Voicemail PIN

Change your voicemail PIN. If you select this option, you will be prompted to enter and confirm the new PIN. You can also change your PIN by dialing into the voicemail system. Your company administrator can change your PIN for you if necessary. **Note:** Your voicemail PIN is also tied to your MegaPath Anywhere service.

Call to Update Greeting

Call the voicemail system to update your greetings. You will be prompted to enter your voicemail login information. Once logged in to your mailbox, you can change your greetings by following the prompts.

Email a Copy (aka Voicemail to Email)

When this service is turned on, the system will send a copy of your voice messages to a designated email address, attached as an audio file. The email is sent from messages@megapath.com. If you have turned Fax Messaging on, the system will send the fax message to the designated email address as an attachment. If Caller ID information is available, it will be displayed in the email subject line.

Location Number

Your Location Number is the number the system will use to call you if you are not in your office. The system is set up to call both your desk phone and your Location Number at the same time. You can set up a new Location Number by clicking the Location Number field or by going to Settings. Clicking Add enables you to enter a new Location Number – for example: your cell phone, home phone, or even an alternate office location.

It is important to change your Location Number if you are working out of the office. When you make calls using the Voice Manager, the system performs a “click-to-dial.” This means, when you call a phone number; the system will call the Location Number first. When you answer the incoming call on your location device, the system will then place the call to the phone number you entered. Your Location Number(s) are also used by the MegaPath Anywhere service. You can read more about Location Number and MegaPath Anywhere on the Voice Learning Center (www.megapath.com/VLC).

Make a Call



When you make a call using the Voice Manager, the system performs a “click-to-dial”. What that means is, when you call a phone number; the system will call your location device first.

Once you answer the incoming call, the system will place a call to the phone number you entered. To place a call, click the **Make a call** icon on the home page, enter a phone number in the space provided, and click the blue dial button. Again, the system will call you first on your location device, and after you answer, it will call the number you entered.

Note: When you make calls using the Voice Manager, the called party will see your MegaPath Caller ID, not the Caller ID of the device you are using.

Call Logs



Call logs are a list of calls received, missed and placed from your phone. By default, all calls are displayed. You can view your missed calls by clicking **Missed**. Outbound calls are noted with a blue arrow.

You can return calls from call logs by clicking a call from the call log, and then clicking the Call button.

Messages (Voice and Fax)



You can access your voice and fax messages from the Voice Manager by clicking the Messages icon. Both your voice and fax messages are available in a single list. If you click on a voice message, the audio player will play the recorded message. If you have opted to transcribe your voice messages, you will see a text transcript of the recorded. You have the ability to return the call or delete the message on a message-by-message basis.

Turn Fax Messaging on to receive faxes in PDF format through the Voice Manager. When you receive a fax, you will see a document icon next to the phone number.

Conference



The Conference icon is only displayed if your company has enabled the audio conferencing service. Your local conference numbers (and toll free if purchased) are displayed next to the icon. By clicking the blue arrow next to the conference number, you can click-to-dial your bridge number. Your Conference code and Leader PIN are displayed as well. You can record and playback conference calls from within the Voice Manager. Additional information on Audio Conferencing is located on the Voice Learning Center (www.megapath.com/VLC).

Help



Find helpful resources including a tutorial, directions to add a bookmark to your desktop and phone, and links to our Voice Learning Center (www.megapath.com/VLC) where you can find a wealth of information.

Log Out



Click the **Log Out** icon to log out of the Voice Manager.
