

Voice Mail with E-Forward Online User Guide

Check voice messages from any phone, your e-mail or online! Discover the ultimate convenience of managing your home and family life using Ponderosa Voice Mail with E-Forward, wherever you go! E-Forward is included with all of our basic mailbox installations†.

Get the complete [E-Forward FAQs](#) now!

†Basic mailbox installation means one mailbox per phone number. Group/multiple mailboxes on one phone number will include 1 E-Forward account on Mailbox 1.

Contact Us: 559.868.6000, customercare@goponderosa.com

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The Magic Key Is *

When working with the telephone keypad it's easiest to just let the voice prompts be your guide – If you lose your way in the voice prompt menu just press * (the star key) to back up to the previous menu and hear instructions again!

ACCESSING AND SETTING UP YOUR NEW VOICE MAILBOX

ACCESS VOICE MAIL FROM YOUR TELEPHONE

- 1. From the phone subscribed to the service:**
 - Dial XXX-5100 (XXX is your prefix) or press *98
 - If prompted, enter your PIN and then #
- 2. From a different phone:**
 - Dial 868-5100
 - Enter your 7-digit mailbox number
 - Enter your PIN and then #. Your PIN is your 7-digit phone number, until you change it.

MAILBOX SETUP

- 3. RECORD YOUR FIRST GREETING**
 - Access your Voice Mailbox
 - Press * for setup menu
 - Press 9 for the mailbox setup menu
 - Press 1 for greeting options
 - Press 4 to record your greeting
 - Record your greeting and then press #
 - Press 2 to keep your greeting
 - Press * to exit or simply hang up
- 4. CHANGE AN EXISTING GREETING**
 - Access your Voice Mailbox
 - Press * for setup menu
 - Press 9 for the mailbox setup menu
 - Press 1 for greeting options
 - Press 2 to rerecord your existing greeting OR
 - Press 5 to select or record another greeting. Select a greeting number.
 - Record your greeting and then press #
 - Press 2 to keep your greeting
 - Press * to exit or simply hang up
- 5. CHANGE YOUR PIN**
 - Access your Voice Mailbox
 - Press 9 for the mailbox setup menu
 - Press 2 to change your password
 - Enter your new password and then press #
 - When prompted to verify the password, enter it again and then press #

ADMINISTRATOR SETUP FOR GROUP/FAMILY MAILBOXES

Use these instructions to set up the group announcement and settings when you have multiple mailboxes. You can have up to 9 mailboxes on the same phone number. Only Mailbox 1 has Voice Portal features.

6. RECORD YOUR FIRST GROUP GREETING

From the phone subscribed to the service:

- Dial XXX-5100 (XXX is your prefix) or press *98.
- Listen to the recording explaining that you must record a group greeting.
- Wait until the end of the recording, then press * to administer the group greeting.
- Enter your PIN and then #. Your PIN is your 7-digit phone number, until you change it.
- Press 4 to record your group greeting.
- Record your greeting. When finished recording, press #.
For example, *“You have reached the Doe residence. To leave a message for John, press 1. To leave a message for Jane, press 2.”*
- Press 2 to keep your greeting.

7. CHANGE AN EXISTING GROUP GREETING

From the phone subscribed to the service:

- Dial xxx-5100. (XXX is your prefix)
- When prompted to enter your mailbox ID, press * to administer the group greeting.
- Enter your PIN and then #.
- Press 4 to record your group greeting.
- Record your greeting. When finished recording, press #.
- Press 2 to keep your greeting.

8. CHANGE YOUR PIN

- Access your Voice Mailbox
- Press 9 for the mailbox setup menu
- Press 2 to change your password
- Enter your new password and then press #
- When prompted to verify the password, enter it again and then press #

ACCESS E-FORWARD SERVICES ONLINE

Your Voice Mail includes an Internet Voice Portal enabling access from a computer or smart phone. [Get the E-Forward FAQs here.](#)

- a) Listen to, organize delete and download new Voice Mail messages
- b) Automate sending new voice messages to your e-mail
- c) Organize save or delete message files
- d) Download message files to your computer
- e) Schedule custom greetings by time of day, event or by Caller ID
- f) Set up distribution groups
- g) Change your passwords

9. Login from the Internet:

- Go to www.goponderosa.com

- Click the big button with the phone icon
- Login using your pre-established User ID and Password. This is different from your telephone keypad PIN.
- If you need assistance, please contact Customer Care during business hours.

10. Activate E-Forward Service

- Click My Settings tab
- Click Voice Mail link at left
- Click Notification to set up e-mail notify

RETRIEVE MESSAGES

11. From E-Mail

- You must first activate your E-Forward. See previous section.
- Open your e-mail with the voice message in you in box and double-click the attachment to play message. An audio program on your computer, such as Microsoft Media Player® should launch automatically and play the message.

12. From Voice Portal

- Go to www.goponderosa.com
- Click the big button with the phone icon
- Login using your pre-established User ID and Password. This is different from your telephone keypad PIN.
- Click Home
- Select message and click on play arrow

13. From your Telephone

From the phone subscribed to the service:

- Dial XXX-5100 (XXX is your prefix) or press *98
- If prompted, enter your PIN and then press #

From a different phone:

- Dial 868-5100
- Enter your 7-digit mailbox number
- Enter your PIN and then press #. Your PIN is your 7-digit phone number, until you change it.

Your first new message may play immediately, or listen to the voice prompts to proceed:

- Press 1 to listen to new messages
- Press 2 to listen to saved messages
- To exit Voice Mail, simply hang-up

14. ACTIONS FOR MANAGING MESSAGES BY PHONE

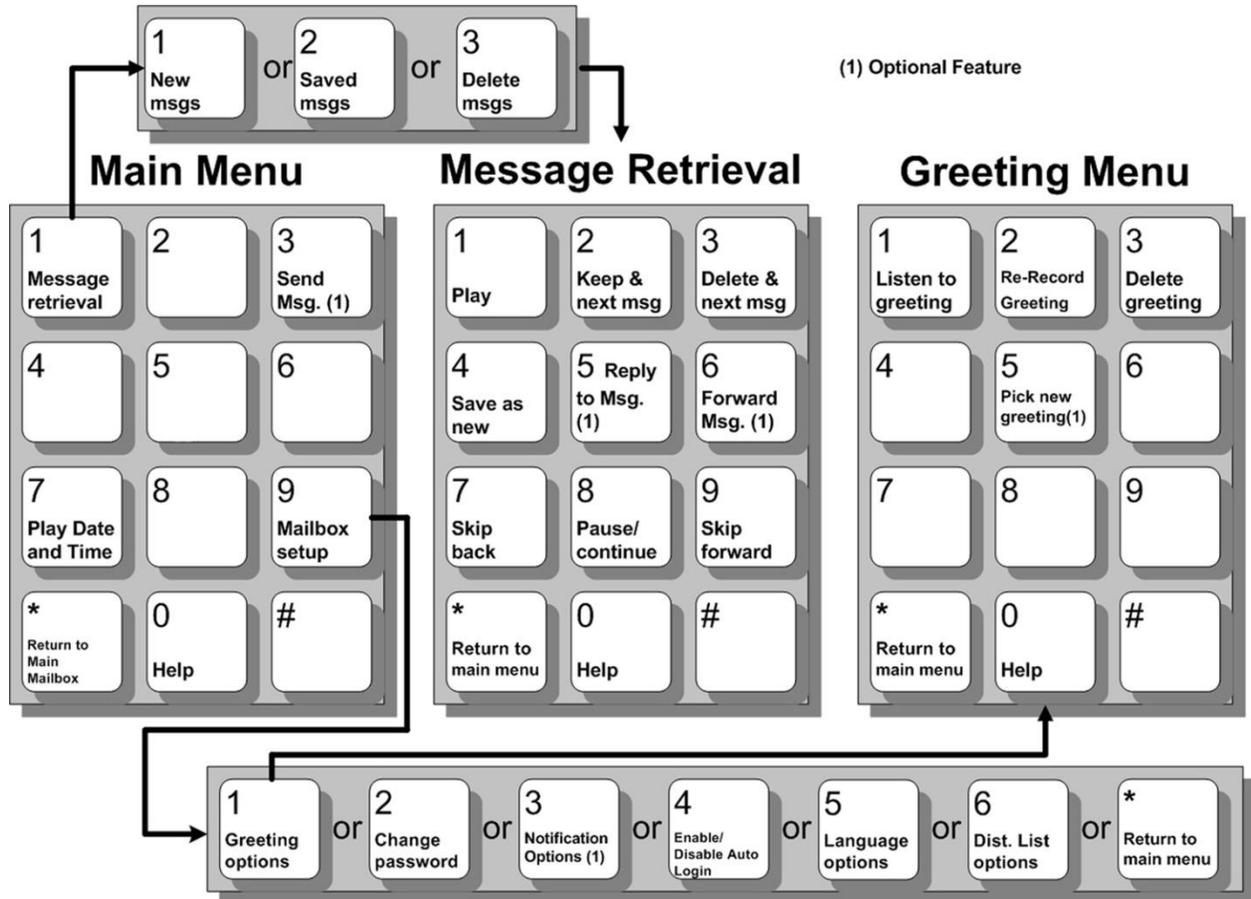
- Press 1 - Play the message again
- Press 2 - Save the message and play the next
- Press 3 - Delete the message and play the next
- Press 4 - Save the message as new
- Press 5 - Reply to a Ponderosa Voice Mailbox message
- Press 6 - Forward the message to another phone #
- Press 7 - Skip backward in the message
- Press 8 - Pause the message

- Press 9 - Skip forward in the message
- Press * - Back up to previous voice prompt or exit menu

15. Auto-Login

Selecting auto-login allows you to turn off/on the login step on your telephone keypad. To protect privacy when group/multiple mailboxes are present on one phone number, the auto-login feature will be blocked.

16. Telephone Key Pad Function Map



17. E-FORWARD FAQS

Quick Links

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3. [Voice Message Handling](#)
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7. [Greeting & Scheduling Options](#)
8. [Upload a Greeting](#)
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1. What is E-Forward?

E-Forward is Ponderosa's integrated messaging Internet companion, included with your telephone Voice Mail service at no additional charge. With E-Forward you can check your Ponderosa Voice Mail messages on your phone, your e-mail or online. The online web portal also gives you the ability to self-manage your E-Forward preferences, manage greeting schedules, distribution lists, and more. Go online to explore your new features today!

2. Are sub-mailboxes activated with the E-Forward/Web Portal Service?

No. Only the primary mailbox has this service option.

3. Do I have access to all of the features available from my telephone keypad?

No. The web portal offers a select set of basic features to allow you to access and manage your voice mail from the Internet. The telephone keypad has a set of much more robust features and is location specific, (although you can access your telephone voice mail features remotely as well.)

4. How do I activate my E-Forward?

To activate your E-Forward the first time, you will first need to login and set up your account preferences:

- a) Go online to www.goponderosa.com
- b) Click on the "Check Voice Mail" button
- c) Login using your 10-digit phone number (Example: 5598686000) and your password (see #7 below).
- d) Click the tab "My Settings" then "General" to change your password to something you choose (see #8 below).
- e) Click "Voice Mail" to set up your account preferences.
- f) Click the "Home" tab to view/hear your messages.

5. If I delete a message from the web portal will it delete the message in my telephone mailbox?

Yes, deleting from the telephone or from the web portal will delete the other copies, except from e-mail.

6. If I delete the message from my e-mail will it delete copies on the web portal or my telephone?

No.

7. What is my user ID?

User ID is your phone number. Enter it like this: 5598686000

8. What is my password?

A password was supplied to existing customers with the letter communication about this enhancement. New customers will establish their password when they place their subscription.

A password can be a maximum of 20 characters—alpha numeric only. We recommend at least 10 characters with at least one capital letter and 1 numeral for security reasons.

9. Forgot your password?

Call Customer Care during business hours to reset the password.

10. Is the web portal password the same as the Voice Mail PIN?

These are two different authentication procedures. The PIN is telephone keypad access code, which is all numeric. The Password is the Web Portal login code that is alpha numeric for higher security online.

11. What is Notification?

This feature allows you to send a copy of a voice mail to your e-mail box. You specify whether to turn it on or off and where to send the e-mail.

12. Is Notification on by default?

No. You manage this feature to turn it on / off, and you must specify an e-mail address to forward your voice messages to.

13. Device Requirements

Computer, smart phone or any other device with Internet browser and/or e-mail service with audio player software for .wav and mp3 audio files.

E-Forward delivers standards-compliant .wav and .mp3 audio files. Your computer or smart phone will require audio player software to play the .wav message files that are forwarded to your e-mail account, and the .mp3 files that reside on the web portal. The customer will be responsible for personal device troubleshooting and software requirements.

14. I cannot launch the e-mail audio file attachment to hear the message. What do I do?

These applications are typically included in most current computers and will launch automatically when you double click the file. You may need to install a media player, such as Microsoft Media Player or other free-ware applications available online, that can play audio files.

15. What is an “address”?

It is a phone number or mailbox number. Enter addresses like this: 5598686000

16. What is the Greetings window for?

This shows the list of recorded greetings available with management options to create, edit, delete or select a greeting.

17. How can I record and upload a new greeting directly to the web portal?

First you need to login to the web portal and make sure you have turned E-Forward “ON” and entered your e-mail address.

From your designated phone number, login to your Voice Mail box. Press (*) for the main menu. Select (3) “send a message”. Enter your own 10-digit mailbox number; press ##. Record your greeting and send it.

From a different phone number, place a call to your phone with the voice mail service. Leave a message as the greeting you wish to record.

When the E-Forward arrives in your e-mail, listen to your greeting to be sure it is the right one, then download the .wav file to your computer.

Once you are in the web portal, go to My Settings/select Voicemail at the left/scroll in window to Greetings. Click the arrow to open the window, then click the green and white “plus” button to add greeting. Click the (...) box and browse to where you stored the .wave file on your computer. Double click the file to upload it. Name the file and click save.

Select the greeting you wish to play by highlighting it and clicking the (✓) Make Greeting Active

Click Save at bottom of page.

18. What is Greetings/Schedule?

Here you can schedule certain greetings for times of day

19. What are Greetings/Specific Events?

Here you can schedule specific date and time events greetings such as holidays or special occasions

20. What are Greetings/Callers?

Here you can schedule a greeting for a single caller based upon the caller’s phone number.

21. Distribution lists: If a non AP Mailbox phone number is used for a distribution list, what happens if the destination phone does not get picked up? Does the system keep trying?

It will place 1 call to the number and play the message 3 times if it receives answer. An answer could be an answering machine, voicemail system or somebody picking up the phone.

22. If a toll-generating phone number is used for a distribution list, what happens?

Voice Mail will not dial toll numbers unless you request from Ponderosa that an account be established for toll billing for this feature.

18. AUTO-ATTENDANT MENU TREE SET UP

You can configure Auto Attendant to play a message, forward the call to a specific number or instruct callers to dial a party by name or by extension.

IMPORTANT: If your primary auto-attendant greeting is not prerecorded, the system will not answer and route your calls until you complete the set up instruction below.

1. Find a quiet place to make your recordings and a person to record your auto attendant greetings. Have your greeting scripts at hand.
2. Dial XXX-5100 to access the Auto-Attendant login.
3. Enter your main access number as a 7-digit telephone number, (number assigned to Auto Attendant).
4. Your default password is your 7-digit telephone number (same number as instruction #3) until you change it.
5. Follow voice prompts for Auto Attendant set-up.
 - a. Prepare your greeting script before you begin. Reference the Auto Attendant Flow Chart for guidance to creating your recordings and time intervals for those greetings. For new service, Ponderosa will provide a diagram of extension phone number assignments and the voice bulletin board showing greeting time intervals and call flow.
 - b. If you wish to return to the previous menu to or review instructions, press the *key.
6. Users of individual mail boxes on the menu tree (the extensions for Jane or Tom) will need to complete their own Voice Mail with E-Forward mailbox set up. Please [return to page #1](#) in this document for instructions.