

Phone Central software enables Waitsfield and Champlain Valley Telecom customers to manage their Voice Mail settings from their computer desktop. When Phone Central is active, you will be notified immediately when you receive a new Voice Mail message. In addition, you will also be able to listen, save or delete your Voice Mail messages. You can also manage your Voice Mail settings including changing your passcode, e-mail notification address, and create or manage personal distribution lists.



## Installing Phone Central

Please call our Tech Support at 1-888-321-0815 if you experience software problems during installation process.

### PC Requirements

- High-Speed Internet connection.
- Windows 2000, XP or Vista Operating System. **Important:** Phone Central is a Windows based application and is not currently compatible with an Apple Mac.

Note: If you are running Windows Vista operating system:

- You will need to have .NET Framework version 2.0 installed on your PC. When installing the software, the user should login as Administrator and change the location from the default of C:\Program Files\Phone Central to C:\Phone Central.
- Before you download the Phone Central software, you will need to download the following Vista Codec: [http://www.wcvt.com/support/voicemail/Vista\\_Install\\_AcelpNet.exe](http://www.wcvt.com/support/voicemail/Vista_Install_AcelpNet.exe).

- If you are operating behind a firewall, port 443 needs to be open. You will also need administrator privileges to install the software.

### Installing Phone Central Software

- Visit our website at [www.wcvt.com/voicemail](http://www.wcvt.com/voicemail) and click on the link to download and install the Phone Central software.
- When you receive the prompt, “Do you want to run or save this file?” Click “Run” to download the software.
- If you receive the following message, “The Publisher could not be verified. Are you sure you want to run this software?” Click “Run” to continue with your installation.
- Click “Next” to continue the installation.
- Click “Next” to continue after entering your Name and or Organization in the specified fields (these fields are optional and can be left blank).
- When prompted, click “Next” to install Phone Central.
- If you would like Phone Central automatically run each time you start your computer, simply check the box to: “Run Phone Central on Start Up.”
- Click “Install” to begin installation.
- Your computer will advise that the Install Shield Wizard has successfully installed Phone Central.
- Click “Finish.”

### Playing Voice Mail Messages in Phone Central

#### Signing in to Phone Central

1. At the Phone Central User ID and Password prompt, enter your ten digit telephone number as your User ID, and your password.
2. Click Submit.

#### Listening to Messages

1. In Phone Central, open the Voice Mail menu.
2. Click Messages.



3. Highlight the message you want to play and click the PLAY button (green arrow)



#### A Save Voice Mail Messages

1. When you have played a voice mail message, click the SAVE MESSAGE button (the envelope icon).

#### B Delete Voice Mail Messages

1. When you have played a voice mail message, click the DELETE MESSAGE button (the envelope icon with the red x).

### Setting Message Notification Settings

#### New Message Notification:

1. Select Voice Mail on the left side of the Phone Central application.
2. Select Notifications.
3. Select the New Message Notify tab.
4. Select Enable New Voice Mail Popup Notification and Play Sound On New Voice Mail until a check mark appears. You will now receive a popup message when a new voice message arrives.
5. Click Save at the bottom of the screen.

## E-mail Notification:

1. Select Voice Mail on the left side of the Phone Central application.
2. Select Notifications.
3. Select the E-mail Notify tab.
4. At E-mail Notify, click the drop down menu and select On.
5. At E-mail Address, enter e-mail address that you would like notified when a new voice message arrives.
6. Select Save at the bottom of the screen.

## Pager/Phone Notification:

1. Select Voice Mail on the left side of the Phone Central application.
2. Select Settings, followed by the Number Settings tab.
3. In the Number to Deliver field, enter the pager or other phone number you would like notified, and click Save.
4. Select Notifications, followed by the Pager Notify tab.
5. At Pager Status, click the drop down menu and select Pager On All New Messages or Pager On Urgent Messages Only.
6. Select Save at the bottom of the screen.

## Daily Notification:

1. Select Voice Mail on the left side of the Phone Central application.
2. Select Notifications.
3. Select the Daily Notify tab.
4. At Daily Notify select On.
5. At Notify Time, enter the time at which you would like to be notified of new voice messages each day.
6. At Notify Number, enter the phone number at which you would like to be notified each day.
7. Select Save at the bottom of the screen.

## Managing Phone Central Settings

### Set Phone Central to be Visible When You Start Your PC

1. In Phone Central, open the Settings menu.
2. Click Preferences.
3. Check the box 'Start Visible'.
4. Click Save.

### Set Phone Central to Run Automatically When You Log on to the PC

1. In Phone Central, open the Settings menu.
2. Click Preferences.
3. Check the box 'Run at Startup'.
4. Check the button 'Just for Me'.
5. Click Save.

### Set Phone Central to Run Automatically on the PC No Matter Who Logs On to the PC

1. In Phone Central, open the Settings menu.
2. Click Preferences.
3. Check the box 'Run at Startup'.
4. Check the button 'For Everyone'.
5. Click Save.

### Change Your Phone Central Password

1. In Phone Central, open the Settings menu.
2. Click Change Password.
3. Enter your new password in the 'New Password' field.
4. Enter your new password again in the 'Confirm Password' field.
5. Click Save.

## Managing Voice Mail Settings



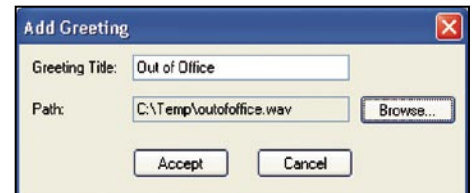
### Change Your Voice Mail PIN From Phone Central

1. In Phone Central, open the Voice Mail menu.
2. Click Settings.
3. Click the General Settings tab.
4. Enter your new PIN in the 'PIN' field.
5. Click Save.

### Change the Current Voice Mail Greeting in Phone Central

1. In Phone Central, open the Voice Mail menu.
2. Click Settings.
3. Click the Custom Greetings tab.
4. Right-click on the greeting that you want to make current and select 'Set as Current Greeting'.
5. Click Save.

### Add a Custom Greeting in Phone Central



1. In Phone Central, open the Voice Mail menu.
2. Click Settings.
3. Click the Custom Greetings tab.
4. Click Add.
5. Enter a Greeting Title.
6. Click the Browse button and locate the greeting.
7. Click Accept.
8. Make the greeting your current greeting if needed.
9. Click Save.