Live Call Screening

With Live Screening enabled, you can pick up the telephone and hear the message being recorded without the caller knowing you are listening in. If you choose, you can interrupt the message and connect with the caller.

Notes:
- Live Screening is <u>disabled</u> by default. Feature can be enabled/disabled via the Comportal or Telephone User Interface (see below).

User Instructions:
- After the standard 4 rings, you will hear a pause before a new cycle of rings begin. This indicates a message is in the process of being left in your Voice Mailbox.
- You Screen call by picking up telephone to hear message being left. Caller will be unaware that screening is occurring.
- If you choose, you may interrupt Voice Mail message and connect with caller by **pressing 1**.

Enabling Live Screening Via the Comportal (www.voicemail.wcvt.com)
- Log into the comportal.
- Click on the "Settings" tab.
- Click on the "Messages" tab.
- Select Live Screening.
- Click "Apply".
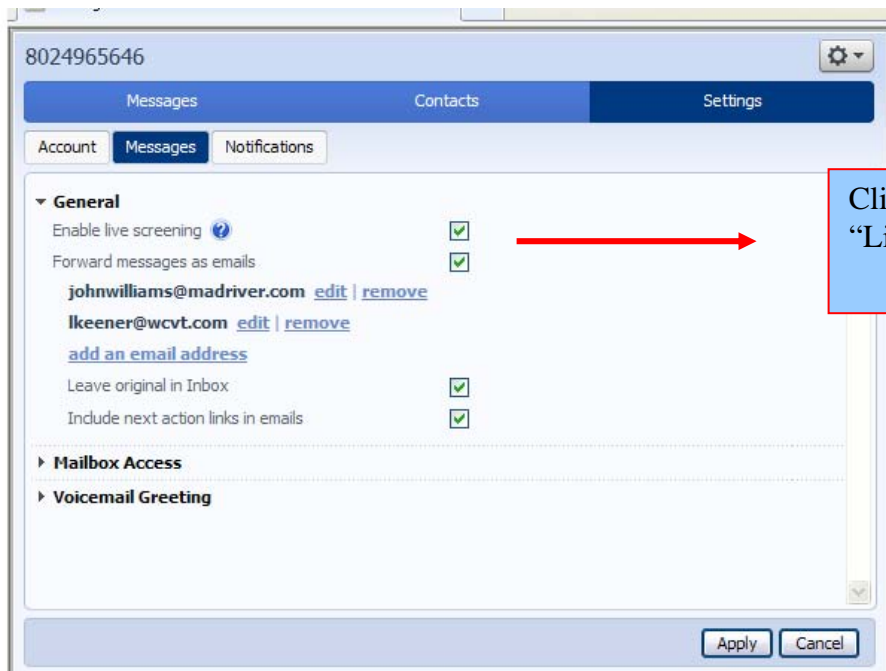
Enabling Live Call Screening via the Telephone User Interface (TUI)
- Dial into the Voice Mail system.
- Press "4" to access the "Change Settings" menu.
- Press "9" for Live Message Screening settings.
- Follow prompts to enable/disable feature.