

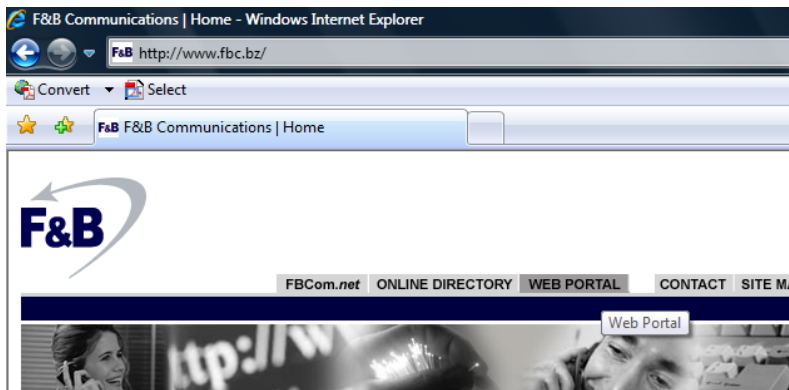


## Using the Web Portal to Access VoiceMail Messages

(Revised October 2009)

### Logging in to the Web Portal

(If you do not have a Web Portal username and password, contact the F&B Communications office or request it online at [www.fbc.bz/vm](http://www.fbc.bz/vm).)



1. In a Web browser, go to [www.fbc.bz](http://www.fbc.bz). Click **Web Portal**.

A screenshot of the login form for the F&B Web Portal. The form is blue and contains the following elements: a 'Hide Login' link at the top right; a 'Username:' label followed by a text input field containing the number '5633741236'; a 'Password:' label followed by a password input field with four black dots; a 'Remember Password' checkbox; and a 'Login' button.

2. Enter your username and password. Click **Login**.

*Note: In most cases, your username is your 10-digit telephone number.*

*Note: The Web Portal requires Microsoft Silverlight. If you do not have this free plug-in loaded on your computer, you will be prompted to download the application before you can login to the portal.*

## Listening to Messages

The screenshot shows a web portal interface for listening to messages. At the top, there are navigation tabs for 'Home' and 'My Settings', and a 'Welcome,' message with a 'Logout' button. A 'Refresh' button is located in the top right corner. Below this is a table of messages with the following columns: checkboxes, Type, Number, Length, and Date/Time. The table contains three rows of messages. The second row, with the number '563-374-1236' and a length of '10s', is highlighted in blue. A play button and a volume slider are overlaid on this highlighted message. At the bottom right of the interface, there are two buttons: 'Mark Read' (with a green checkmark icon) and 'Delete' (with a red X icon).

<input type="checkbox"/>	Type	Number	Length	Date/Time
<input type="checkbox"/>	Private		31s	Today 09:04 AM
<input type="checkbox"/>		563-374-1236	10s	Today 09:02 AM
<input type="checkbox"/>		563-374-1935	25s	Today 09:01 AM

1. In the **Home** tab, click the envelope next to the message you wish to listen to so that the message is highlighted.
2. Click the ► (**Play**) button to listen to the message.
3. To adjust the volume, slide the volume bar to the right or left.
4. To delete the message, select the check box to the left of the message envelope and click

**Delete.**

*Note: Deleting the message from the Web portal will remove the message from the VoiceMail system.*

5. To save a message, select the check box to the left of the message envelope and click **Mark Read**.
6. To save a message as new, do nothing.

## Adjusting VoiceMail Settings

The screenshot displays a web portal interface for adjusting VoiceMail settings. At the top, there are navigation tabs for 'Home' and 'My Settings', a 'Welcome,' message, and a 'Logout' button. The main content area is divided into two sections: 'Categories' on the left and 'Settings' on the right. Under 'Categories', 'General' and 'Voicemail' are listed. The 'Settings' section is currently displaying the 'General' settings window, which includes a 'PIN Number' field with the value '1234'. Below the 'General' window, there are expandable sections for 'Notification' and 'Greetings'. A 'Save' button with a green checkmark is located at the bottom right of the settings area.

### VoiceMail Settings: General

1. Click the **My Settings** tab.
2. Click the **VoiceMail** category.
3. Select the **General** settings window.

After making changes on the Settings screens, be sure to click the **Save** button to save your changes.

**PIN Number:** This is the access number that you would use to access messages on your phone if you call in to access messages remotely or do not use the Auto Login feature.

## Adjusting VoiceMail Settings (continued)

The screenshot shows a web portal interface for adjusting VoiceMail settings. At the top, there are tabs for 'Home' and 'My Settings', and a 'Welcome,' message with a 'Logout' button. The main content area is divided into two sections: 'Categories' on the left and 'Settings' on the right. Under 'Categories', 'General' and 'Voicemail' are listed. Under 'Settings', there are three expandable sections: 'General', 'Notification', and 'Greetings'. The 'Notification' section is expanded, showing 'Email Notify' set to 'On' and an 'Email' field containing 'username@fbcom.net'. A 'Save' button is located at the bottom right of the settings area.

### VoiceMail Settings: Notification

1. Click the **My Settings** tab.
2. Click the **VoiceMail** category.
3. Select the **Notification** settings window.

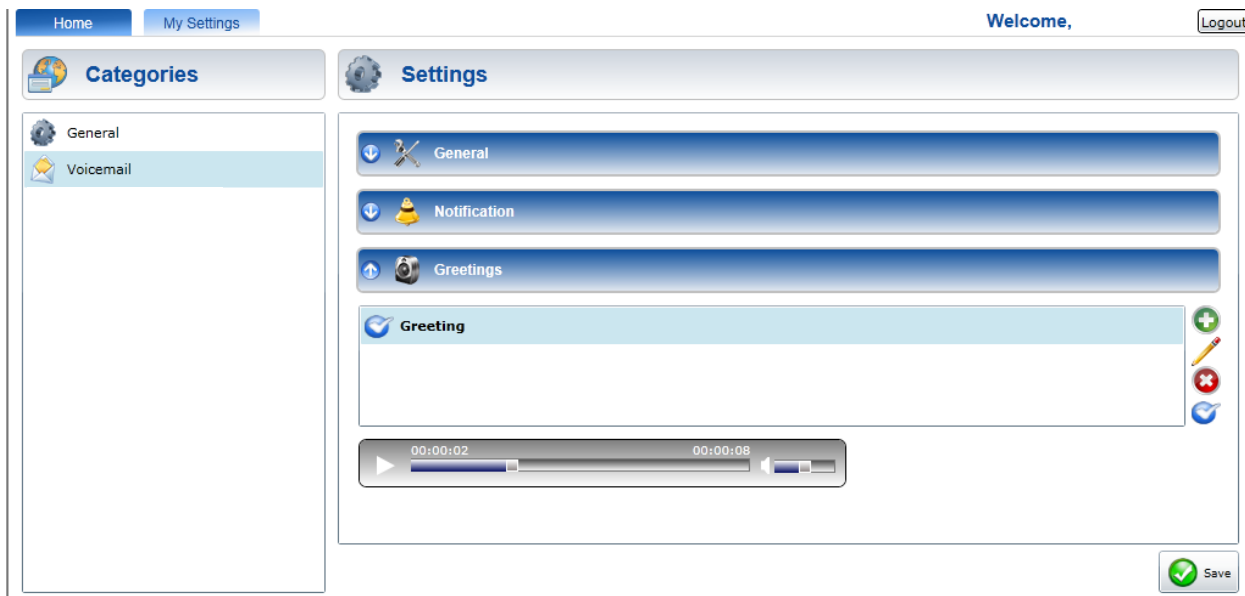
After making changes on the Settings screens, be sure to click the **Save** button to save your changes.

**Email Notify:** If this option is set to On, you will receive a VoiceMail-to-E-mail (eForward) message anytime a new VoiceMail message is left for you. If you set this option to Off, you will not receive an e-mail notification.

**Email:** This field contains the e-mail address(es) that the VoiceMail-to-E-mail message will be delivered. If you wish to enter multiple address, separate them with a “;” (semicolon).

*Example: “username@fbcom.net; johndoe@fbcom.net”.*

## Adjusting VoiceMail Settings (continued)



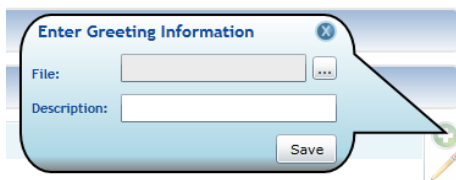
### VoiceMail Settings: Greetings

1. Click the **My Settings** tab.
2. Click the **VoiceMail** category.
3. Select the **Greetings** settings window.

After making changes on the Settings screens, be sure to click the **Save** button to save your changes.

**Listen to Current Greeting:** Select to highlight your current greeting and click the ► (**Play**) button to listen to the greeting. To adjust the volume, slide the volume bar to the right or left.

**Add Greeting:** Click the green + icon. A box will appear that will allow you to choose a .wav file on your computer.



Click the ... button. Navigate and select the .wav file. Enter a description. Click **Save**.

**Edit Greeting:** Select to highlight the greeting you wish to edit. Click the yellow pencil icon. A box will appear that will allow you to rename an existing greeting and/or select a different .wav file.

**Delete Greeting:** Select to highlight the greeting you wish to remove. Click the red x icon.

**Make Active Greeting:** Select to highlight the greeting you wish to make active. Click the blue checkmark icon.

*Note: This feature allows you to have multiple greetings loaded in the system and then you can easily switch between them by making one active.*

## Change Web Portal Password

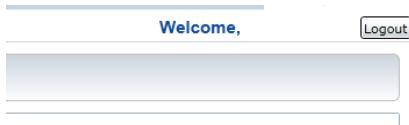
The screenshot shows a web portal interface. At the top, there are navigation tabs for 'Home' and 'My Settings', and a 'Welcome,' message with a 'Logout' button. Below this is a 'Categories' sidebar with 'General' and 'Voicemail' options. The main content area is titled 'Settings' and contains a 'Change Password' section. This section has three input fields: 'Old Password', 'New Password', and 'Verify New Password', each containing seven dots. To the right of these fields is a 'Password Strength' meter with a green bar and the word 'Strong' in bold. At the bottom right of the 'Change Password' section is a 'Save' button with a green checkmark icon.

1. Click the **My Settings** tab.
2. Click the **General** category.
3. Enter your old password in **Old Password** field.
4. Enter your new password in the **New Password** and **Verify New Password** fields.

*Note: The password strength meter will show you the security of your password. We recommend that you at least choose a “strong” password. This can be achieved by selecting a password with letters, numbers, uppercase letters and special characters.*

5. Click **Save**.

## Logging out of the Web Portal



1. When completed with your session, click the **Logout** button.
2. Close your Web browser.