



AP_{MAX} Voicemail Web Interface Guide

Mailbox Management
Notification Management
Greeting Management

Publication History

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Accessing the Voicemail Web Interface:

Logging into Voicemail Web Interface:

1. Portal URL.

- A. <https://maxmail.irontron.com/Voicemail>



Please enter your Username and Password to sign in to your maxmail.irontron.com/Voicemail account

Enter Username

Password

Sign In

[Forgot Password?](#)

2. Login information:

- A. Enter the Username in the text field
- I. Enter the Mailbox Number.
 - II. 10 digit Phone Number.
- B. Enter the Password in the text field.
- I. Enter the password entered during Mailbox setup.
 - II. New Users:
 - a. Default password is 0000.
- C. Select the "Sign In" button.

- D. A PIN Confirmation screen will appear.
- This Pin is the same as the telephone Interface PIN number.
- I. Enter the PIN number in the text field.
 - II. Select the "Set" button.
 - a. The Message Screen will Open.
 - III. Select the "Cancel" button to exit the Login procedure.
 - a. The "Sign Out" screen will appear.
 - b. Select the "Yes" button to complete.

Please enter your PIN to continue

....

Set

Cancel

Sign Out

Canceling or Closing this dialog will log you out of the maxmail.irontron.com/voicemail application. Do you wish to continue?

Yes No

Resetting the Voicemail Web Interface Password:



Please enter your Username and Password to sign in to your
maxmail.ironton.com/Voicemail account

Enter Username

Password

Sign In

[Forgot Password?](#)

1. Forgot Password?

- A. Select the "Forgot Password?" Link.

2. The Reset Password screen.

- A. Enter your 10 Digit Phone number in the text field.
- B. Select the "OK" button.

Reset Password

Please enter your Username, then click OK to have an Email sent to your account with instructions for resetting your password.

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OK Cancel

3. No E-mail address is on file for the mailbox.

- A. The "Unable to Change Password" Screen will open.
- B. Select the "OK" button to proceed.
 - I. Contact Technical Support for assistance.

Unable to Change Password

No email address on file, please contact your service provider

OK

4. An E-mail address is on file for the mailbox.

- A. The "Reset Password" screen will open.
- B. Select the "OK" button to proceed.

Reset Password

Please check your Email for instructions to complete resetting your password.

OK

5. Password Reset E-mail Notification.

- You will receive the notification request in all E-mail addresses on file in the voicemail account.
- A. Select the "Reset Password" link in the E-mail to proceed.

VoiceMail Powered by Ironton Telephone

Forgotten Password

[Reset Password](#)

We have received a password reset request for your account. If you have initiated the request, click the provided link. If you have not initiated the request, ignore this email.

This link will be active for 2 hours.

6. Changing the Password.

- A Reset Password screen will open in your default browser.
- A. Enter the desired password in the "New Password" field.
 - I. The Strength Bar will indicate how secure the new password is.
 - B. Re-enter the password in the "Verify New Password" field.
 - C. Select the Rest Password button to complete the change.

ResetPassword

Please enter a New Password, then click Reset Password

Your new Passwords match

Reset Password

7. Password Reset Verification.

- A. The Reset Password Verification screen will open when the change has been completed.

Reset Password

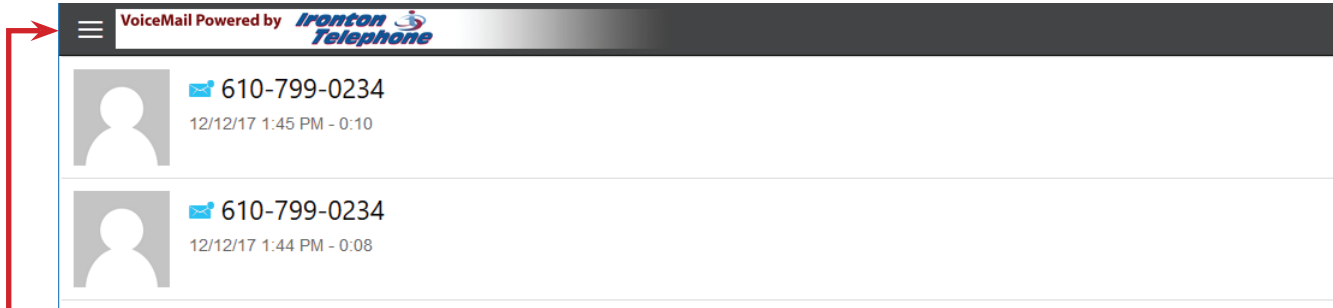
Your Password has been set. Please return to the original application to sign in again.

OK

Voicemail Web Interface Layout:

Default Screen:

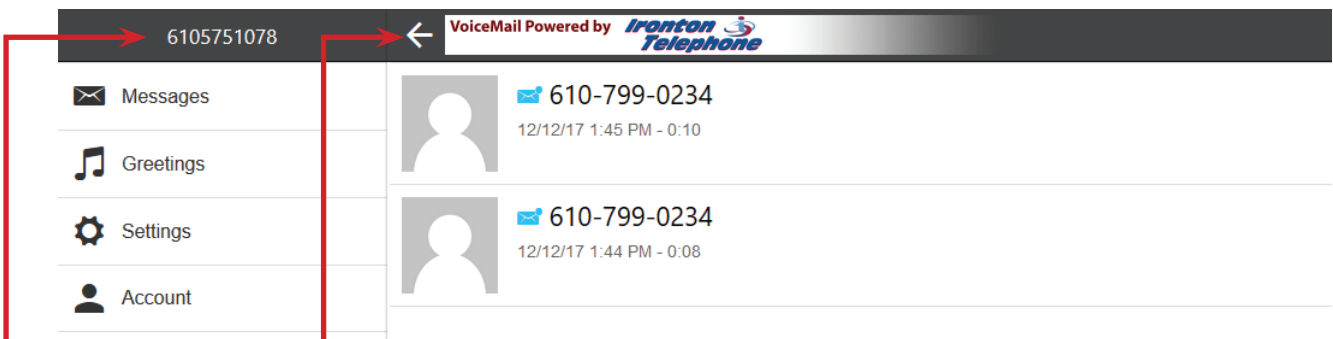
- The Message Screen will open after logging into the interface.



Navigating the Interface:

1. Accessing the Menu:

- Select the "Menu Icon" to open the Interface Menu on the left side of the screen.
 - Once a menu option is selected the menu will close.
 - The selected section will open.



- Close Menu.
 - Select the "Left Arrow" Icon.

2. Mailbox Number:

- The Mailbox number is displayed on the top of the Menu Bar.

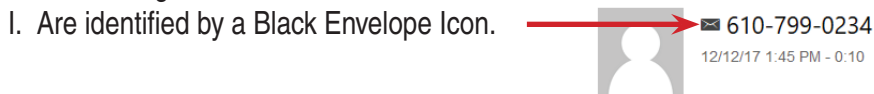
Messages:



The Messages Screen:

1. Screen Layout.

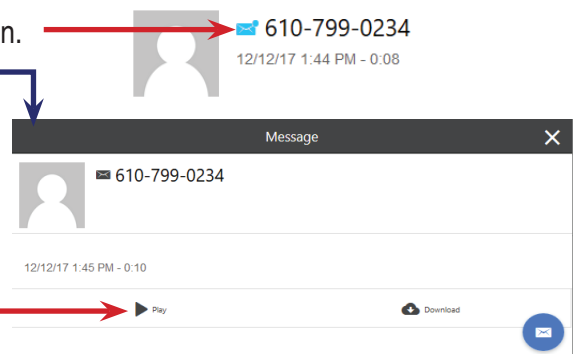
- A. Messages will be listed by date received.
 - I. The Newest message will be listed First.
 - II. The Oldest message will be listed Last.
- B. The Caller ID of the party who left the message is displayed.
- C. Read Messages.



- D. Unread Messages.
 - I. Are identified by a Blue Envelope Icon.

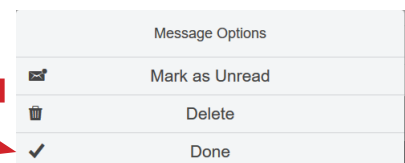
2. Playing a Message:

- A. Select the desired Message by clicking on the Envelope Icon.
 - I. A message playback screen will open.
- B. Select the "Play" Icon to listen to the message.



3. Message Options:

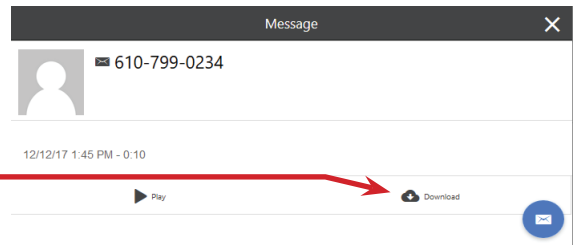
- A. Select the Message Icon to open the Options window.
- B. Select the desired Option.
- C. Select "Done" when completed to close the options window.



4. Downloading a Desired Message:

- This feature allows the user to download any message to their computer if they wish to save the message for their records.

A. Select the "Download" Icon.

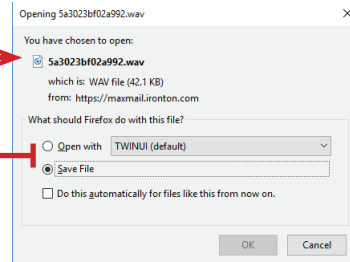


I. A Browser Screen will open depending on the Operating System.

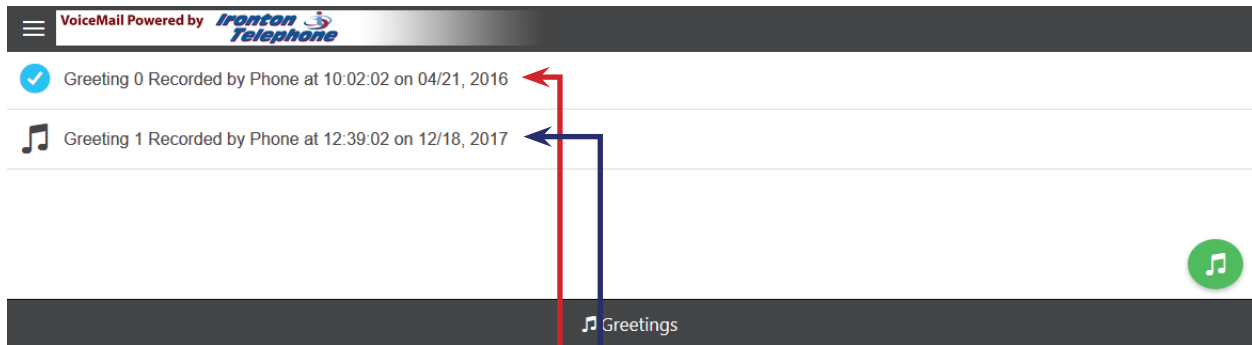
a. File Name.

B. Select the desired option to save the file.

I. The file will be saved as associated with the browser settings.



Greetings:



The Greetings Screen:

1. Active Greeting.

A. Indicated by the the “Blue Check” Icon.

2. Listening to a Greeting.

A. Select the desired greeting.

I. The Greeting window will open.

B. Select the “Play” Icon.

I. The user may Pause the greeting during playback by selecting the “Pause” Icon.

3. Greeting Options:

A. Select the Greeting Options Icon to open the Options window.

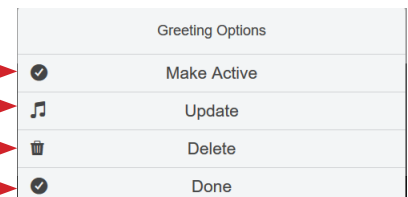
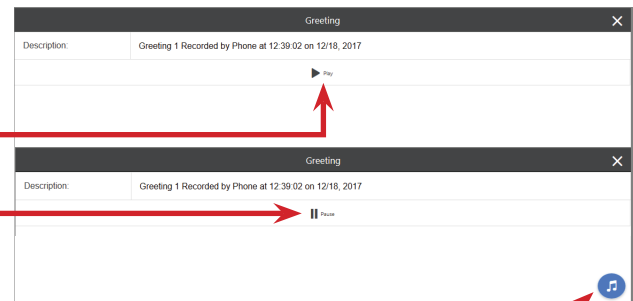
B. The following options are available.

I. Make the selected greeting the Active greeting.

II. Update the stored greeting to the interface.

III. Delete the selected greeting.

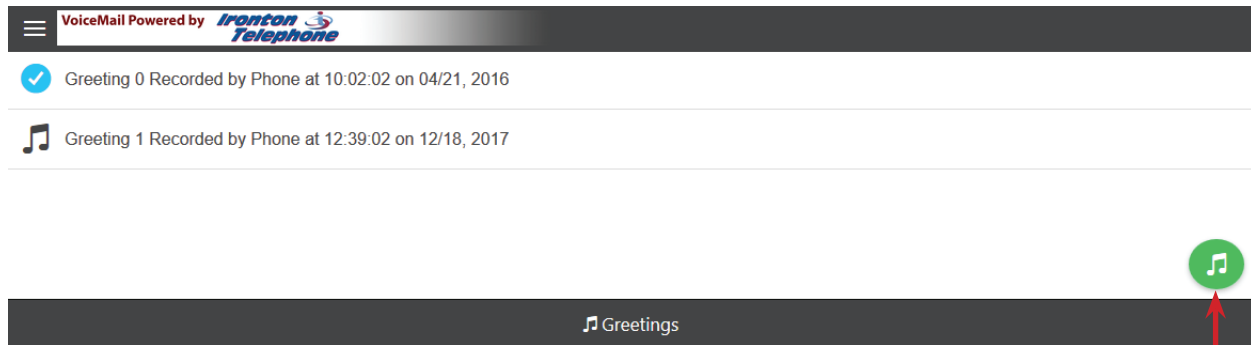
C. Select “Done” to close the window.



continued

Adding a Greeting through the interface:

- Greetings should be in a WAV format.
- The Greeting should also be a Mono Recording.



1. Uploading a new greeting.

A. Select the Greeting Icon.

I. The Greeting window will open.

B. Select Add Greeting.

I. The New Greeting Setup window will open.

C. Select the drop-down for the Greeting type.

I. Select Active or Default Greeting.

D. Enter the greeting description in the text field.

E. Select the "Upload" Icon.

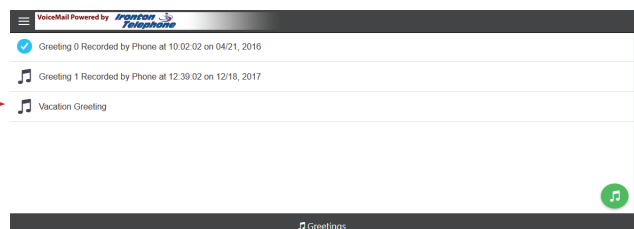
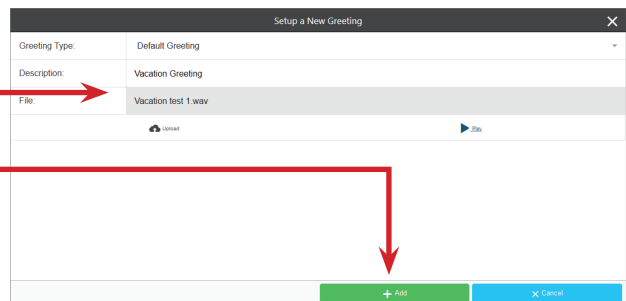
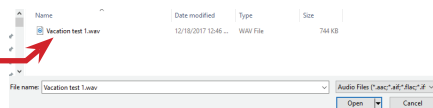
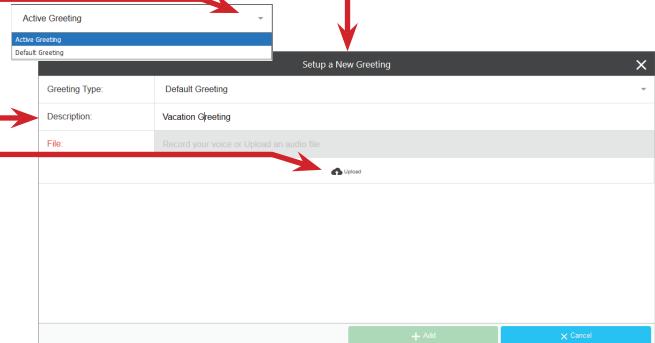
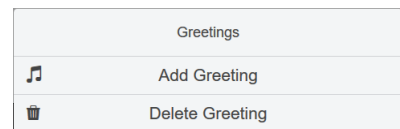
I. A file upload window will open.

F. Select the recording to upload from your computer.

I. The file will be listed in the Setup Screen.

G. Select the "+Add" button to complete the upload.

H. The new greeting will be added to the list.



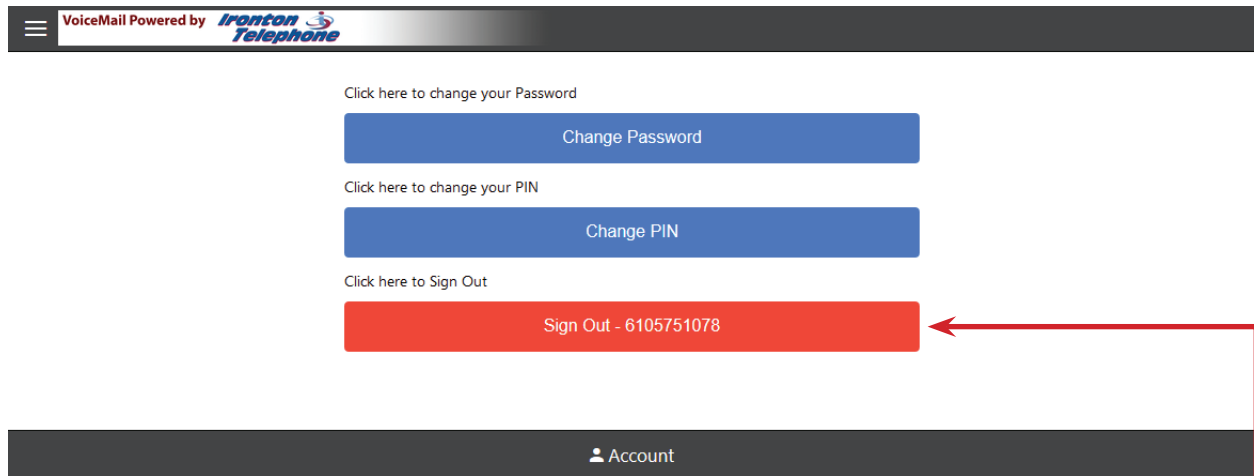
Settings:

VoiceMail Powered by 	
Dial 0 Number:	<input type="text" value=" _ _ _ _ "/>

 Settings
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- This option is a future feature.

Account:



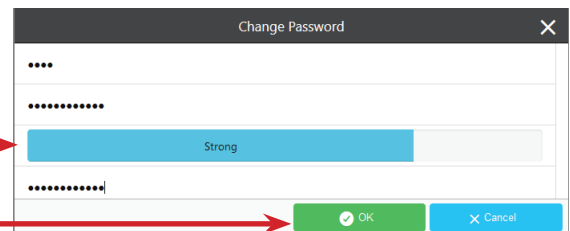
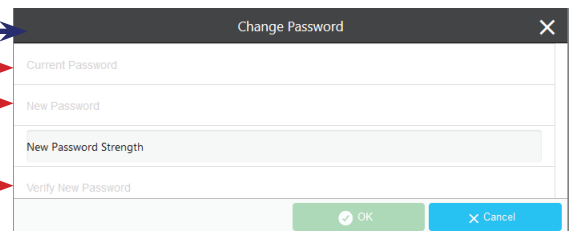
- The Account Screen allows the user to change the Web Interface Password, as well as, the Telephone Interface Pin (password).

Logging Out of the Interface:

1. Select the “Sign Out” button.
 - A. This procedure ensures the session is closed.
 - B. Closing the browser window will not log the user out of the session.

Changing the Web Interface Password:

1. Select the “Change Password” button.
 - A. The Change Password Screen will open.
2. Enter the following information.
 - A. Current Web Interface Password.
 - B. New Web Interface Password.
 - I. The Password can consist of the following.
 - a. Upper Case Letters.
 - b. Lower Case Letters.
 - c. Numbers
 - d. Special Charactors (! @ # \$ % & *)
 - C. Re-enter the New Web Interface Password.
 - D. The Strength Bar will help the user by Indicating how strong the password is.
3. Select the “OK” button to complete the change.



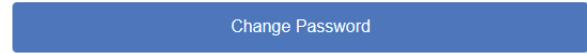
Changing the PIN:

- The PIN is the Telephone Interface Password.

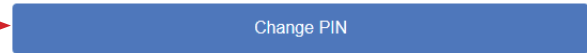
1. Select the “Change Pin” button.

- A. The Chnage PIN screen will open.

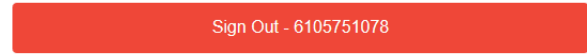
Click here to change your Password



Click here to change your PIN



Click here to Sign Out

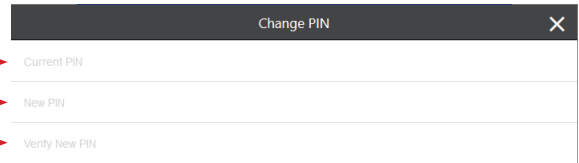


2. Enter the following Information.

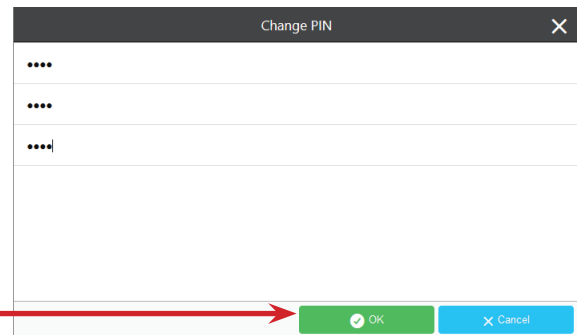
- A. Current PIN.

- B. New PIN.

- C. Re-enter PIN.

A form titled "Change PIN" with a close button (X) in the top right corner. It contains three input fields: "Current PIN", "New PIN", and "Verify New PIN". Red arrows point from the instructions A, B, and C to these respective fields.

3. Select the “OK” button to complete the change.

A form titled "Change PIN" with a close button (X) in the top right corner. The input fields are now filled with masked characters (dots). At the bottom of the form, there are two buttons: a green "OK" button with a checkmark icon and a blue "Cancel" button with an X icon. A red arrow points from the text "3. Select the “OK” button to complete the change." to the "OK" button.