

GROUP VOICEMAIL

Create a group voicemail for a broadcast, hunt or rollover group and enable users to monitor and access messages

1. Log into your VTSL Portal. Click **Administrative Portal.**

2. In the Administrative Portal, find **Call Groups** on the left-hand menu and click it. Note that this is not My Call Groups, but rather just Call Groups.

3. You will then see a list of call groups. Select the call group that you would like to set up group voicemail for.

- My Dynamic Site
 Contact Lists
- Personal
 Contacts
 Internal Contacts
- External
- Contacts Company Settings Users and
- Locations Call Permission
- Profiles
 Phone Key
- Profiles External - Contacts / Speed
- Dials
- _ Incoming Call Routing
- Business Details
- Company Calls
- Business Hours
- Holiday Hours
- Call Groups
- Monitor Groups
- Phone Inventory

- 4. Once in the call group settings, tick the box that says "Voice Mail" at the top.
- 5. Scroll to the bottom, and in the Call Coverage section, select Group Voicemail. Change the number of rings before going to voicemail.
- Press Save.

Call Groups Call groups provide a number of options for handling calls, including ringing multiple phones. Use this page to view, add, edit and delete call groups. Note: Monitor Group configuration has moved to its own page Search In: Calling Group Name ~ For: Refresh ✓ Delete Add >> 32 items found, displaying 1 to 25.[First/Prev] 1, 2 [Next/Last] Extension Name Type Accounts 602 Broadcast Group Accounts Overflow 603 Broadcast Group

General Information		* Indicates required field
* Name:	Accounts Overflow	
* Extension:	603	
Type:	Broadcast Group	
Queue:		
Voice Mail:		
Call Behavior:	Ring all phones	~





6. Go to Users & Locations in the left-hand menu.

7. **Select the user** you would like to be able to monitor the group voicemail box. Note this user must be a member of the Call Group.

8. Once in the user's settings, click the link at the top that says "**Edit User on the User's Behalf**".

User Details - Edit Lucy Antunes 🔞		
User details allow you to configure t individual users in your company.	elephones and telephone services for the	
When done select Save. Select Can	cel if you don't want to make any changes.	
Edit User on the User's Behalf 🔞		
User Information	* Indicates required field	
First Name:	Lucy	
*Last Name:	Antunes	
Email:	lucy@vtsl.net	
Home Phone:		
Mobile Phone:		

9. You will now need to programme a key on the user's phone that will allow them to access the group voicemail box. To do this click '**My Phones**' on the menu on the left.



10. Select the correct phone in the **Phone Name** drop down menu. Then **click on the soft key** in which you would like to programme group voicemail for.

Maximum Allowed Logged In Devices: 5 Phones: No Device Assigned	Program Memory Key Details Select the Feature for the Memory Key from the drop-down list. Additional details may be required to complete the configuration.
Phone Name: Current Key Profile: Mitel 5212 IP Phone 5340 Imassigned Imassigned Imassigned Imassigned Imassigned Imassigned Imassigned Imassigned	When done select Save. Select Close Window if you don't want to make any changes. Programming a phone key to Unassigned disables the phone key. Feature: Unassigner Label: Company Speed Dial Conference Unit Save Cito Directory Do Not Disturb On/Off Forward To Co-worker Forward To Coverage Forward To Number Forward To Number Forward To Prompt Group Twinning On/Off

11. In the new window that opens,
select Group Voicemail Monitor
from the drop down menu, give the
key a label (such as Sales Team
Voicemail) and then click Save.

Handsfree Answerback

Headset

12. Click **Previous Level** at the top, to return to the main menu.



13. To enable other members of the group to be able to monitor the group voicemail box, **repeat steps 5-10 for each of them.**

Setting up Voicemail to Email & Re-setting the Pin

Call Group Details - Edit Customer Sucess 🔞			
be customized to ring all members' pho	mbers' phones simultaneously. Broadcast groups can ones (regardless of whether they are on another line embers who are not on a call. Use this page to view		
When done select Save . Select Cancel if you don't want to make any changes.			
	Configure Voicemail Settings		
General Information	* Indicates required field		
* Name:	Customer Sucess		
* Extension:	632		
Type:	Broadcast Group		
Queue:			
Voice Mail:			
Call Behavior:	Only ring phones not in use		

14. To set up voicemail to email notifications, or to reset the pin. You will need to go to **Call Groups** (as done in step 2), and select the call group.

At the top you will see a link to **Configure Voicemail Settings**. There you can configure settings, including set up email notifications and reset the pin.

Call Group Voice Mail 🔞				
Select from the options below to co	ontrol the behavior of group Voice Mail.			
To receive group voicemails you must configure your Call Coverage to send calls to the group Voice Mail.				
When done select Save . Select	Cancel if you don't want to make changes.			
Receiving Voice Mail				
When a new Voice Mail is receiv	ved:			
 Use phone Message Waiting Indicator (if available) Send email notification(s) to: 				
□ Send copies of the voicemail as an email attachment to: and delete → the copy on the Voice Mail system.				
Dial-0 destination				
Enable Dial-0				
When a caller to Group Voi	ce Mail presses "0", redirect the call to:			
Extension:	Select >>			
Call Group:	Select >> 💌			
Auto Attendant:	Select >> 🗸			
Time Zone				
Time stamp group voicemails with the following time zone: (GMT+00:00) Europe/London				
To reset the group Voice Mail PIN, enter the new PIN in both of the boxes below: New PIN: Re-enter New PIN:				
Save Cancel				



Accessing Group Voicemail from VTSL Soft Client

ACCESSING GROUP VOICEMAIL:

To action this you will need to know the extension of the call group that you wish to access voicemail / greetings for

- Dial *98
- You will hear a recorded prompt asking you to press * if you are not calling from your own phone
- Press*
- Enter in the extension number of the call group
- Follow the voice prompts to listen to messages or customise your greeting and listen to messages
- Please note you will need to have voicemail to email notifications set up to alert you when a message has been left

Recording your Greeting

After you have made your selections in the VTSL Portal, you will need to record your voicemail greetings.

Press the Group Voicemail Monitor button on your phone. Your temporary pin is **1234**.

If you are setting up your mailbox for the first time, you will hear prompts that will instruct you on how to record your name announcement, standard greeting, etc. Make sure to tell callers about the Dial-0 option in your greeting if you have enabled it.