

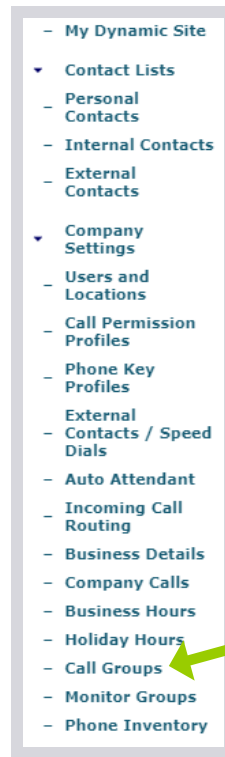
GROUP VOICEMAIL

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.**

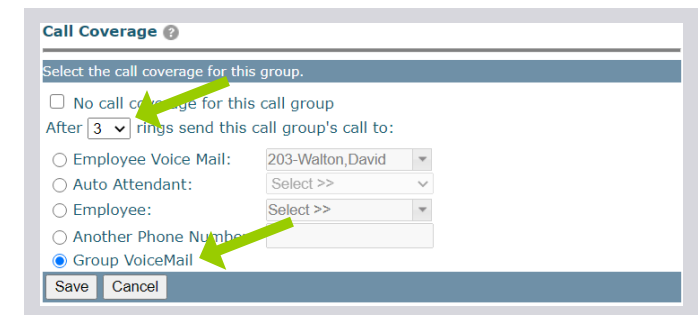
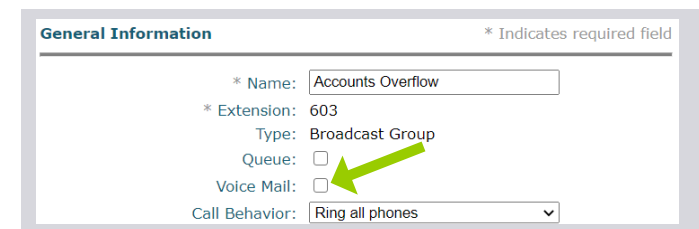
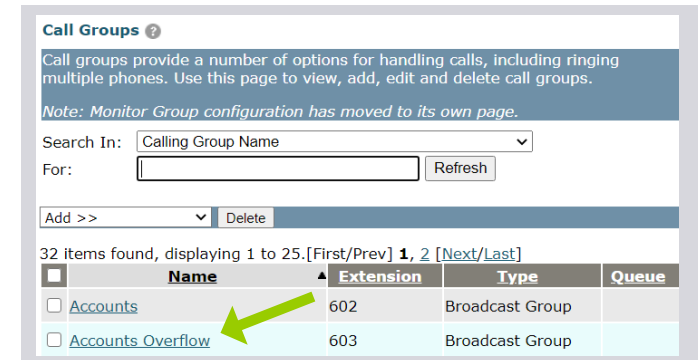


3. You will then see a list of call groups. Select the call group that you would like to set up group voicemail for. (e.g. Accounts Overflow)

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.

Press Save.



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

6. **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.

7. 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 telephones and telephone services for the individual users in your company.

When done select **Save**. Select **Cancel** if you don't want to make any changes.

[Edit User on the User's Behalf](#) ?

User Information * Indicates required field

First Name:

*Last Name:

Email:

Home Phone:

Mobile Phone:

8. 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.

- My Settings
- My Personal Details
- My Phones**
- My Call Handling
- My Voice Mail
- My Call Groups
- My Calls
- My Dynamic Site

9. 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

Phone Name: Current Key Profile:

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.

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:

Label:

Company Speed Dial
Conference Unit
Directed Call Pickup
Directory
Do Not Disturb On/Off
Forward To AA
Forward To Co-worker
Forward To Coverage
Forward To Number
Forward To Prompt
Group Voicemail Monitor
Handsfree Answerback
Headset

10. 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**.

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

VTSL
Hosted Communications

020 7078 3200
support@vtsl.net

Logged in as Lucy Antunes 111 [Home](#) | [Help](#) | [Previous Level](#)

12. 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 Success ?

Broadcast groups ring all available members' phones simultaneously. Broadcast groups can be customized to ring all members' phones (regardless of whether they are on another line or not) or to only ring the phones of members who are not on a call. Use this page to view or edit a broadcast group.

When done select **Save**. Select **Cancel** if you don't want to make any changes.

[Configure Voicemail Settings](#)

General Information * Indicates required field

* Name:

* Extension: 632
Type: Broadcast Group

Queue:

Voice Mail:

Call Behavior:

Call Group Voice Mail ?

Select from the options below to control 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 received:

Use phone Message Waiting Indicator (if available)

Send email notification(s) to:

Send copies of the voicemail as an email attachment to:
 and the copy on the Voice Mail system.

Dial-0 destination

Enable Dial-0
When a caller to Group Voice Mail presses "0", redirect the call to:

Extension:

Call Group:

Auto Attendant:

Time Zone

Time stamp group voicemails with the following time zone:

Voice Mail PIN

To reset the group Voice Mail PIN, enter the new PIN in both of the boxes below:

New PIN:

Re-enter New PIN:

13. 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.

