**VTSL**
Hosted Communications

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.
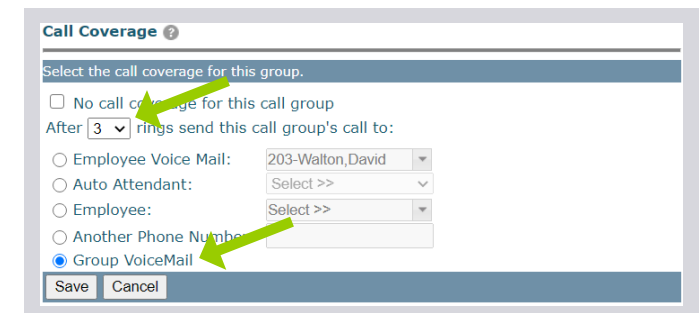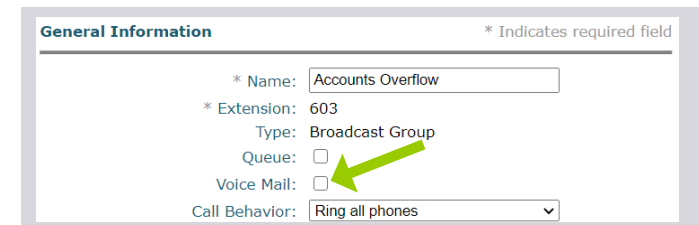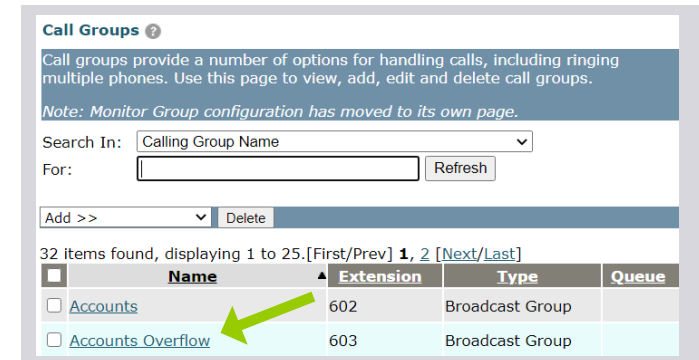
3. You will then see a list of call groups. **Select the call group that you would like to set up group voicemail for.**
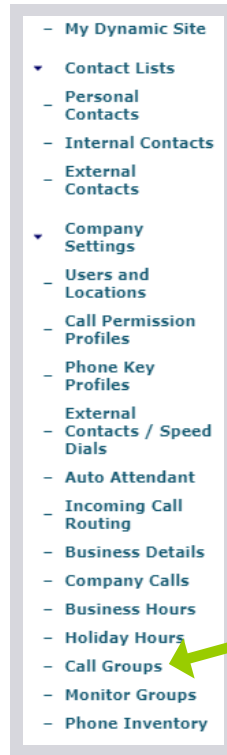
4. Once in the call group settings, tick the box that says "Voice Mail" at the top.

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.

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**".

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.

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**.

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 ❓

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: 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 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 delete ▼ 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: Select >> ▼
○ Call Group: Select >> ▼
○ Auto Attendant: Select >> ▼

Time Zone

Time stamp group voicemails with the following time zone:
(GMT+00:00) Europe/London ▼

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:

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.