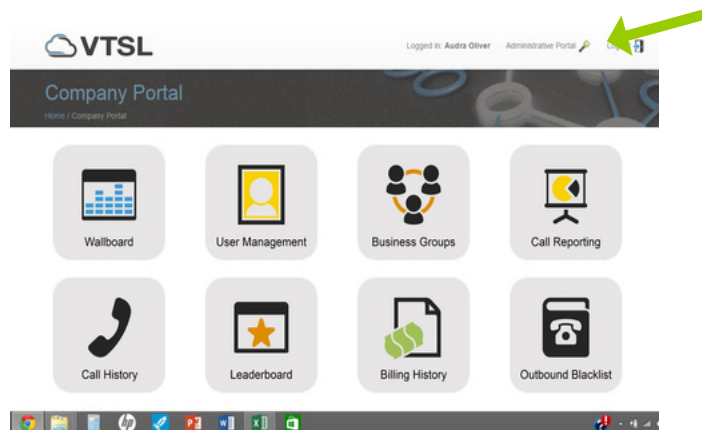


# VOICEMAIL

Benefit from voicemail with busy greetings, holiday greetings, a DIAL 0 option and more...

## ACTIVATING VOICEMAIL FOR A USER (ADMINISTRATORS)



1. Only Administrators can activate voicemail for a user. Note: If you need to purchase more voicemail licenses, please contact [provisioning@vtsl.net](mailto:provisioning@vtsl.net).

2. To activate voicemail for a user, log in to the Administrative Portal. Select **Users & Locations** from the menu on the left. Click on the last name of the user you wish to activate (or deactivate) voicemail for.

3. Once in the User Details, scroll down to the **Services** section.

Tick the box for 'Enable Voice Mail'. Or un-tick it if you wish to remove the user's voicemail account. Press **Save** at the bottom.

**Then email the user and tell them voicemail has been activated and their pin for their mailbox is 1234.**



# ACTIVATING VOICEMAIL & SELECTING OPTIONS (USERS)

**Call Coverage (Busy/No Answer) ?**

Call coverage specifies how unanswered calls are handled. When none is selected, call coverage is inactive and your phone will ring until answered or the calling party hangs up.

None

My Voice Mail

Auto Attendant:

My Co-worker:

Another Phone Number:

VM Box Number 23202900001104

Select >>

Select >>

907896945467

Number of rings before call coverage is invoked: 10

Save Cancel

1. To set-up your voicemail account, you will need to log into the VTSL Portal. Click **Administrative Portal** in the upper right hand corner. Once in the Administrative Portal, click, **My Call Handling** on the left hand side. Once in My Call Handling, scroll down to **Call Coverage**. Select **My Voice Mail**, and the number of rings you would like callers to hear before reaching your voicemail. Press **Save**.

2. Next, click **My Voice Mail** from the menu on the left hand side. Enter your preferences for each section. Note: The Message Waiting Indicator is a light on your phone that will be lit when you have new messages.

**Dial-0**, when enabled, allows callers to press 0 when they reach your voicemail to be forwarded to one of your co-workers, a call group or an auto attendant. If you activate Dial-0, you will need to tell callers that they can press 0 to be transferred in your voicemail greeting. Otherwise they will not know this function exists.

Press **Save** before exiting.

**My Voice Mail ?**

Select from the options below to control the behavior of your Voice Mail.

To receive voicemails you must configure your Call Coverage (or Call Coverage of a Call Group) to send calls to your Voice Mail.

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

**Receiving Voice Mail**

When I receive a new Voice Mail:

Use phone Message Waiting Indicator (if available)

Send email notification(s) to:

aoliver@vtsl.net

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 option

When a caller to My Voice Mail presses "0", redirect the call to:

My Co-worker: Select >>

Call Group: Select >>

Auto Attendant: Select >>

**Time Zone**

Time stamp my voicemails with the following time zone:

(GMT+00:00) Europe/London

**Voice Mail PIN**

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

New PIN:

Re-enter New PIN:

Save Cancel



## RECORDING YOUR GREETING (USERS)

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

Press the Voicemail 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.

## ACCESSING MESSAGES FROM AN EXTERNAL NUMBER

To access your messages from an external number, such as your mobile phone, you can dial your own DDI and wait for the voicemail to kick in. Once you hear the voicemail prompt, immediately press the star \* key. The voicemail system will ask you to enter your voicemail PIN and from there you can listen to your messages as normal.

## ACCESSING MESSAGES

To listen to messages, press 1 from the Main Menu. Use the keys shown here under Playback for message controls.

For the full voicemail **User Guide**, please click [here](#).

