



Voicemail Service

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Voicemail Service

Voicemail puts you in control of setting up and accessing your messages from anywhere. Our standard voicemail features include personal recordings for **BUSY** and **UNAVAILABLE**, save, delete, forward, and the ability to deliver via email. Use our Transcription AI to email both the recording and Transcription to your nominated email account.

1. Log into your [account](#).
2. Select **Switchboard > Number**.
3. Select **Inbound > Voicemail Service**.
4. Click on "**Save**" to update settings.

Recording your VM

To record your **UNAVAILABLE** or **BUSY** functions enter your dial back phone number and record your messages. Once you have recorded your voicemail, follow the prompts to confirm the message or start afresh.

Uploading your VM

For higher quality recordings for Voicemail **UNAVAILABLE** or **BUSY**, you can upload your **MP3 recordings**.

NOTE: We have a maximum file size of 400kb per VoiceMail. For larger voicemails, we recommend a 256kb recording rate.

VM Access and Delivery

- **Accessing your Voicemail box:** You can access your own inbox by dialing *55.
- **Voicemail PIN number:** To access your voicemail from a phone not directly linked to your message box requires a PIN code (see Voicemail PIN number). To access that box enter *55 at any time during the message. You will be greeted by the message..... "please enter your password followed by the # key".
- **Trusted Callers:** Create a trusted caller number list to avoid the

extra step of entering a Voicemail PIN code. To access that box enter *55 at any time during the message. Because your number is on the Trusted caller's list you will not be challenged for a PIN code.

- **“Voicemail Answers”**: Sets the seconds to wait before diverting to voicemail.
- **Email**: This setting enables you to enter the email address where you want your voicemail messages delivered.
- **Transcriptions**: Once the Transcription is enabled, the voicemail will be sent to the user's email address in a text format, plus the voice mail attachment.
- **Voicemail Star Access**: Dial your own number from any phone and wait for it to go to voicemail then press *55 and you will be prompted for your PIN code (this must already be set up) followed by # to access your mailbox messages as normal. You can also set up calling numbers as trusted callers to avoid having to enter a PIN number.
- **From your Account**: Check your new voicemails by logging into your Account and clicking on the messages tab.

Feature Keys

- 4 - Previous message.
- 5 - Repeat.
- 6 - Play next message.
- 7 - Delete.
- 8 - Forward.
- 9 - Save.