



## Voicemail Service

Santiago Garcia - 2024-07-24 - Inbound

### 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.