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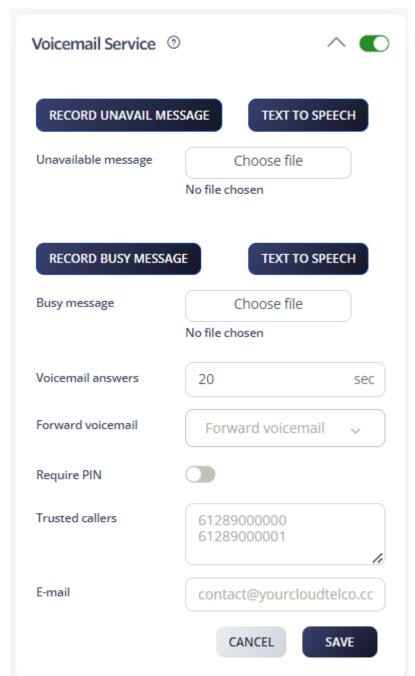
# **Voicemail Service**

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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.