

# Voice Messaging User

## Overview

The Voice Messaging User service enables voice messaging on a user seat or virtual user service. This guide explains there various options available when configuring voice messaging.

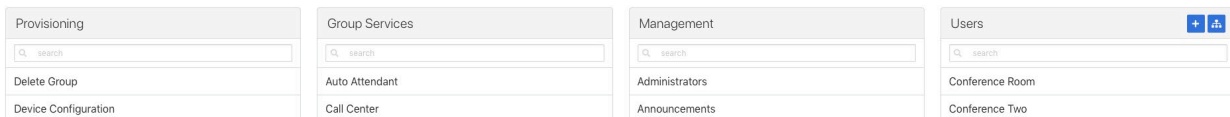
## Feature Prerequisites

- Users must have a one of the following service packs in order to use the Voice Messaging User service.
  - Basic Seat
  - Standard Seat
  - Premium Seat
- Virtual User Services (Hunt Group, Auto Attendant, Call Center, etc.) automatically have this service available when the virtual user is created.

## Feature Setup

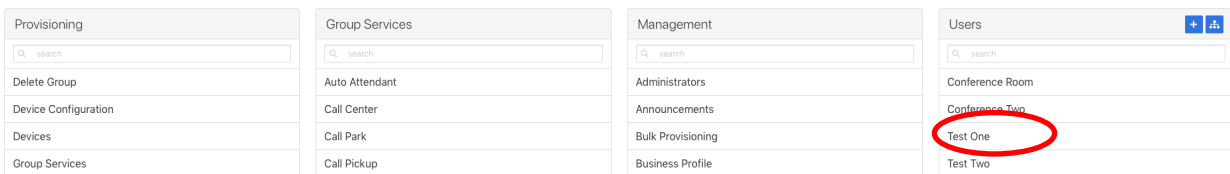
1. Go to the group admin dashboard.

Dashboard / Service Providers / AllCoveredSP / Groups / demo-lab-dev



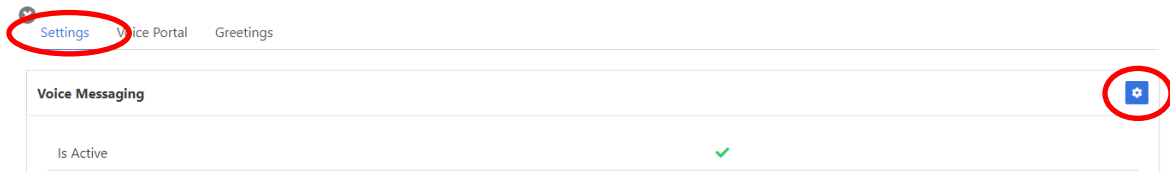
2. Select the user or service on which you want to configure voice messaging.

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3. Click **Service Settings** in the left column navigation.
4. Select **Voice Messaging User** from the services list.

5. Select the **Settings** tab and click the gear icon to configure general voice mail settings



- **Enabled** – Activates the voicemail service
- **Enable Phone Message Waiting Indicator** – Turns the message waiting light feature on for any desk phones connected to the user
- **Send Voice Message Notification Email** – Allows an email to be sent with a notification anytime you have a new voicemail
- **Send Carbon Copy Voice Message** – Can be set to send a copy of your voicemail message as an audio file via email. When enabled, you can enter the desired email for delivery in the *Carbon Copy To* field.
- **Transfer on Zero** – Allows users to dial 0 during the voicemail message greeting and then be transferred to another number or extension. The desired transfer location can be entered into the *Transfer To* field.
- **Always Redirect to Voicemail** – If enabled, all calls will go straight to Voicemail
- **Redirect Busy to Voicemail** – If enabled, all busy calls will go straight to Voicemail
- **Redirect No Answer to Voicemail** - If enabled, all unanswered calls will go straight to Voicemail
- **Processing** – The processing type selected determines how voicemails will be delivered
  - **Unified Voice and Email Messaging** – This will send voicemail to phones, UC-One apps and to the *Carbon Copy To* field
  - **Deliver to Email Address Only** – This will ONLY send voicemails to the *Delivery Email* address. Voicemails will NOT go to phones or UC-One applications.

### Edit Voice Messaging ✕

- Enabled
- Enable Phone Message Waiting Indicator
- Send Voice Message Notification Email
- Send Carbon Copy Voice Message
- Transfer on Zero
- Always Redirect to Voicemail
- Redirect Busy to Voicemail
- Redirect No Answer to Voicemail

Processing	Unified Voice and Email Messaging <span>▾</span>
Delivery Email	<input type="text"/>
Carbon Copy To	<input type="text"/>
Transfer To	<input type="text"/>

6. Click **Save** to retain changes.
7. Click the **Voice Portal** tab and then the gear icon to access voice portal settings.
8. Click the gear icon beside **Portal Passcode** to reset their voicemail passcode
9. Click the gear icon beside **Voice Portal** to configure voice portal preferences
  - *Auto-login When Calling From Your Phone* – Prevents the portal from asking for a passcode when calling from the user's desk phone or UC-One
  - *Use Personalized Name* – Enables the use of your recorded name within default greetings. New name recordings can be uploaded here as well.

Edit Voice Portal ✕

Auto Login  
 Auto-login When Calling From Your Phone

Personalized Name  
 Use Personalized Name

Upload File

10. Click **Save** to retain changes.

11. Click the **Greetings** tab and then the gear icon to access greetings settings

#### Message Deposit

- *Disable Message Deposit* – Stops voicemails from being left in the voicemail box

#### Busy Settings

- *Announcement Selection* – Determines whether the greeting uses the default audio or personalized audio selected in the *Personal Greeting* field

#### Extended Away Settings

- *Extended Away Enabled* – Sets the standard away greeting and settings to override the settings under *No Answer*.
- *Extended Away Disable Message Deposit* - Stops voicemails from being left in the voicemail box while Extended Away is enabled.
- *Extended Away Greeting* – Selects the greeting used while Extended Away is enabled.

#### No Answer Settings

- *Rings before Greeting* – Sets the number of rings before voicemail pickups up an incoming call.
- *Announcement Selection* – Determines whether the greeting uses the default audio or personalized audio selected in the *Personal Greeting* field

#### Alternate Greetings

Allows you to save alternate greeting for later reference. They still must be assigned following the above steps for callers to hear them.

12. Click **Save** to retain changes.