



Disclaimer: The information in this document is intended for users on the legacy voicemail platform, typically installations of service from prior to 2019.

This guide will assist you with setting up your Telesystem Voicemail to send you email notifications when you receive a new voicemail message. These same steps can be used for Fax Mail users. From your web browser, go to www.telesystem.us/account, then click on the Voicemail Portal link.

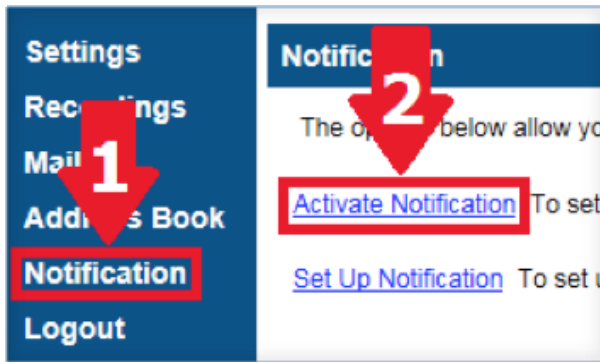
Setting Up Email Notifications

1. Sign into your voicemail box with your Account Number and PIN.

- The **account** is the 10-digit phone number or 11 digit sub-mailbox number.
- The PIN is the same PIN used to access your voicemail box by telephone.

2. Once logged in, click on the **Notification** link in the navigation pane on the left-hand side of the page. Click on the **Set Up Notification** link when you are on the Notification Page.

3. Enter the destination email address where you want your messages delivered then click the **Add Attachment** button. This will deliver the notification as well as the .wav file attachment to the designated email inbox(es). You may add multiple email addresses but they must be entered one at a time. Click **Save** when you are done.



4. Return to the **Notification** page and click the **Activate Notification** link.

A screenshot of a web form titled 'Activate Notification'. At the top, it says 'VX can automatically notify you when you receive a new message. We can notify you by e-mail, telephone, or a message waiting indicator(MWI)'. Below that is a 'Pause All Notifications' section with a 'Pause All' button. The main section is for 'Voicemail'. It has two columns: 'My Notification Choices' and 'My Notification Rule:'. Under 'My Notification Choices', there are two sections: 'Notify me through Email' and 'Notify me through Message Wait Indicator'. Each has three radio button options: 'Off', 'If message meets my Notification Rule', and 'Every time I receive a message'. The 'Every time I receive a message' option is selected in both sections and is highlighted with a red box. Under 'My Notification Rule:', there are two checked boxes: 'An urgent message arrives' and 'Message is from this list of people:'. Below the second box is a dropdown menu showing 'Bosses' and a 'New List' button. At the bottom are 'Reset', 'Save', and 'Cancel' buttons.

5. Set the notification preferences for **Notify me through Email** to “*Every time I receive a message*”, and for **Notify me through Message Wait Indicator** to “*Every time I receive a message*”. Click **Save** to keep your changes.

6. Logout of the voicemail portal and call your number from another phone. Leave yourself a voicemail message to ensure you are receiving your email notification of your voice messages.