



Hosted VoIP Voicemail Instructions

Change Your Voicemail PIN

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

For specific password recommendations, please refer to your company's password policy. In general, all passwords must be at least 4 digits. The system can accommodate passwords up to 15 digits. The more complex your password, the more secure your voicemail will be. This is an important safeguard against fraud.

► By Phone

You may use one of the following three ways:

- Select the Message button or Icon on your endpoint
 - Enter your current PIN, then #
- Dial your phone number from your endpoint
 - Enter your current PIN, then #
- Call 567-661-0001, then follow the prompts
 - Enter your mailbox number (your ten digit phone number, followed by #)
 - Enter your current PIN

Then:

- Select 9, User Options
- Select 2, Modify PIN
- Enter your new PIN, then #
- Reenter your new PIN, then #
- You will hear a message confirming your PIN has been successfully changed

► By Portal

- Navigate to:
<https://msgcollab.epiphanyic.com/VXView/VXView.do>
- Account number: Enter your ten digit phone number
PIN: Use the same PIN used to access your voicemail by phone
- From the side navigation menu, select Settings
- From the available Settings options, choose Change PIN
- Enter your current PIN
- Enter your new PIN and reenter in the second field to confirm
- Select Save

Access Your Voicemail

► By Phone

You may use one of the following three ways:

- Select the Message button or Icon on your endpoint
 - Enter your PIN, then #
- Dial your phone number from your endpoint
 - Enter your PIN, then #
- Call 567-661-0001, then follow the prompts
 - Enter your mailbox number (your ten digit phone number, followed by #)
 - Enter your PIN

After you have successfully entered your PIN, if you have new messages, those will be presented to you at this time. The message will begin to play, identifying the caller and the time the message was recorded. From there, common in-playback commands include:

- 1 – Replay
- 2 – Save
- 3 – Delete
- 4 – Forward
- # - Skip to next message

► By Portal

- Navigate to:
<https://msgcollab.epiphanyic.com/VXView/VXView.do>
- Account number: Enter your ten digit phone number
PIN: Use the same PIN used to access your voicemail by phone
- From the side navigation menu, select Mailbox
- Your Inbox will appear and display messages not yet opened as well as past messages you have not deleted
- To delete a message select the check box that appears to the left of the message envelope, then select Delete (Trashcan Icon)

Set Up Email Notifications for New Voicemail

This is a feature many customers enjoy as it gives them the ability to stay up-to-date on new voicemail messages without being at their desk. The transcription feature sends a transcribed version of the message to designated email account(s) of your choosing. Setup is simple and can be enabled through the Telesystem voicemail portal.

- Navigate to <https://msgcollab.epiphanyic.com/VXView/VXView.do>
- Account number: Enter your ten digit phone number
PIN: Use the same PIN used to access your voicemail by phone
- From the side navigation menu, select Notification
- From the available Notification options, choose Set Up Notification
- In the Email Address field, enter the email address you would like your notifications sent to and click Add
If you would like an audio recording of the voice message attached to the notification, select Add Attachment instead
- Enter the default subject for the email message in the Subject field. You may use something generic such as, "New Message Notification"
- If you have a default message you would like included with the notification email, include it in the field labeled Body, otherwise leave this blank
- Click Save
- Return to the Notification menu and select Activate Notification
- Select your notification preferences
 - *Notify me through email*: Off, Rule Based, Always
 - *Notify me through Message Wait Indicator (MWI)*: this is the red light on your phone that flashes to indicate a new message. Off, Rule Based, Always. Please note, if you turn this off, you will not have a visual indicator of a new message on your phone
 - *Notify Me When: An Urgent Message Arrives*, List Based (You must have a distribution list set up to use this selection)
- Select Save
- Use these same steps to modify your settings or to turn this feature off

Record Name Announcement

- Dial your phone number from your endpoint
 - Enter your PIN, then #
- Select 9, User Options
- Select 1, Greetings and Name Announcement Options
- Select 8, Modify Name Announcements
- Record Name after the beep, then press #
- You will hear your recording and then be prompted:
 - 1 to keep (saves recording)
 - 2 to change (re-record, after recording you will again be presented with these options)
 - 3 to play your phone number instead (plays number back with greeting)
 - * to exit

Record Outgoing Greeting

- Dial your phone number from your endpoint
 - Enter your PIN, then #
- Select 9, User Options
- Select 1, Greetings and Name Announcement Options
- Select 6, Modify Greeting
- You will then be prompted to select the greeting you wish to modify
 - 1 Generic
 - 2 Extended Absence
 - 4 No Answer
- From there, you may:
 - 1 Review current greeting
 - 2 Opt to use the default greeting
 - 3 Record a new greeting
- After you have recorded your new greeting:
 - 1 Keep
 - 2 Record New
 - 3 Use Default

Please note: Successfully recording a new greeting and saving it does not mean this is the greeting played to your callers. You may follow the voice prompts to accomplish this or refer to Setting Up Your Voicemail Greeting at a later time.

Setting Up Voicemail Greeting

- Dial your phone number from your endpoint
 - Enter your PIN, then #
- Select 9, User Options
- Select 1, Greetings and Name Announcement Options
- Select 3, Set Current Greeting
- The system will identify the greeting currently on and playing to callers
- Your voicemail greeting options include:
 - Busy and No Answer
 - Generic Greeting
 - Extended Absence
- You will have one of these three options active and playing to callers at all times. The other two options will be presented to you as available for activation. Simply follow the prompts to activate the message you would like to use. The system will confirm the message playing to callers.