

Set Up a Group / General Voicemail

Scope:

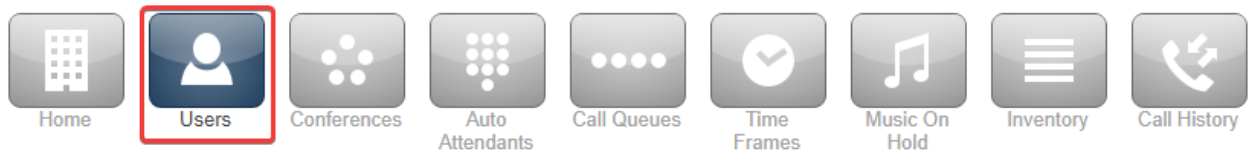
The following steps will show you how to configure a Group/General voicemail for company or department-wide use

Requirements:

- Reseller Access to Manager Portal

Add General Voicemail User

1. Log into the manager portal
2. Navigate to the **Users** tab



3. Click on **Add User**



4. Fill out the user information
 - a. **Scope:** No Portal
 - b. **Add Phone Extension:** No

Add a User



First Name	<input type="text" value="General"/>
Last Name	<input type="text" value="VM"/>
Extension	<input type="text" value="9006"/> Note: Cannot be changed
Department	<input type="text" value="Dev"/>
Email Address(es)	<input type="text" value="info@info.com"/>
User's Scope	<input type="text" value="No Portal"/>
	<input checked="" type="checkbox"/> Enable Voicemail
	<input type="checkbox"/> Add Phone Extension

New password and voicemail PIN are both optional.

New Password	<input type="text"/>
	Minimum length of 8 characters, minimum of 1 capital letter(s), minimum of 1 number(s).
Confirm Password	<input type="text"/>
Voicemail PIN	<input type="text" value="8590"/>
	Minimum length of 4 characters.

Cancel

Add User

5. Click on **Add User** to create the new user

Configuring the Voicemail User

1. With the user now created, search for it in the portal and click on its name to **Edit**

<input type="checkbox"/>	Name ▲	Extension	Department	Scope
<input type="checkbox"/>	General VM Password Required	9006	Dev	No Portal

2. Now Navigate to the **Voicemail** tab

Users / General VM (9006) Password Required

Profile Answering Rules **Voicemail** Phones Advanced

3. On this page, you will now be able to configure your newly created voicemail user.

4. You will also be able to route missed calls to this inbox so that any voicemails received will be left here