Onebill.

Onebill. | **CloudVoice**

How to add a voicemail greeting (user level)

An easy way to manage your greeting message!

How to add a voicemail greeting (user level)

You can access and control your voicemail from your handset, by dialling 1571. From here you can record and save a greeting.

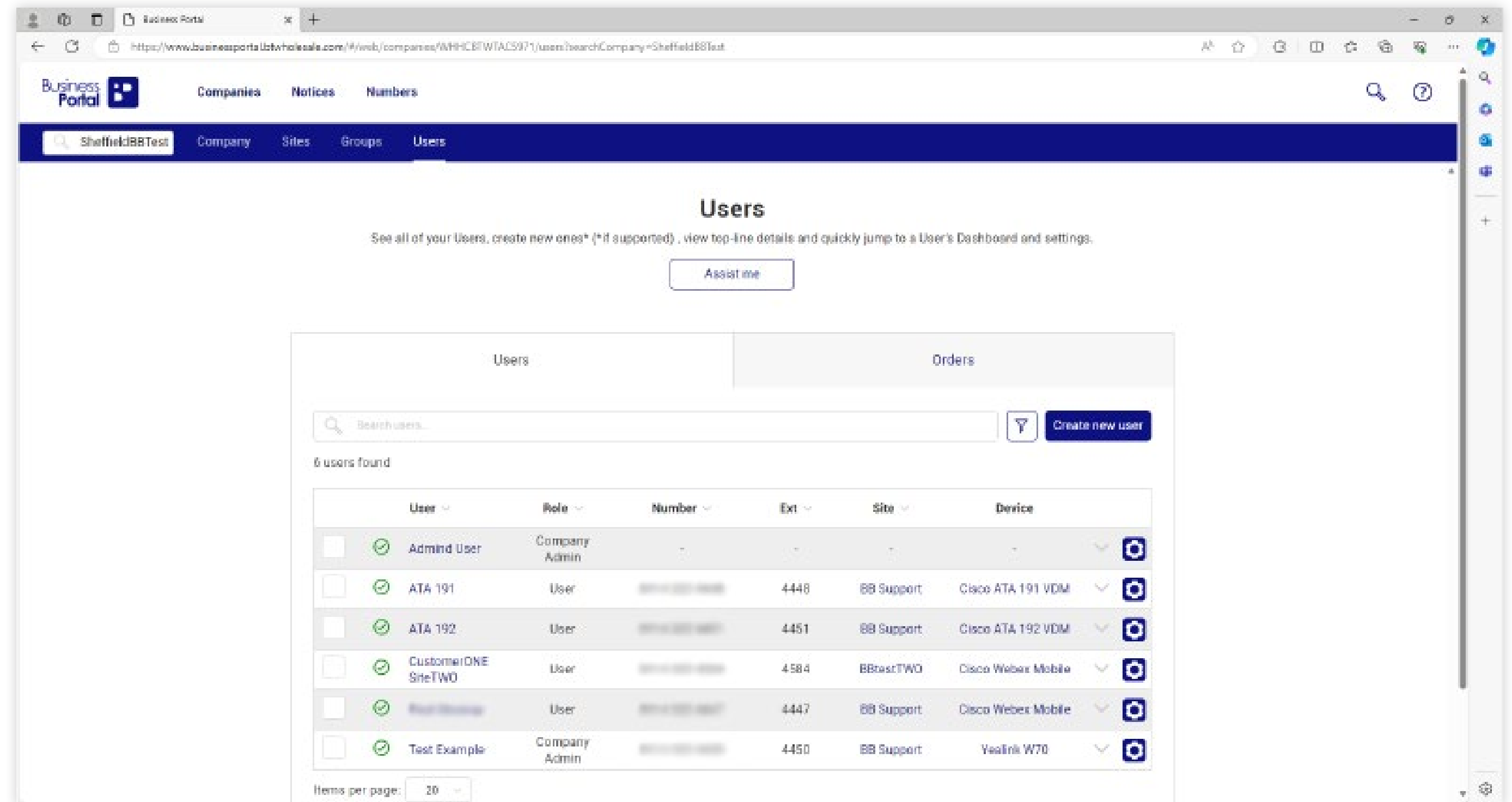You can also manage your user level divert using the '**Business Portal**'.

Prior to your go-live date, you will receive an email with your login details for the Business Portal.

Onebill. **CloudVoice**

How to add a voicemail greeting (user level)

- Once you have received your login details, you can login to the Business Portal.

- Once you're logged in, you will see the dashboard as shown.

- Select the User that you are setting up a voicemail greeting for, by clicking on the cog, as highlighted.
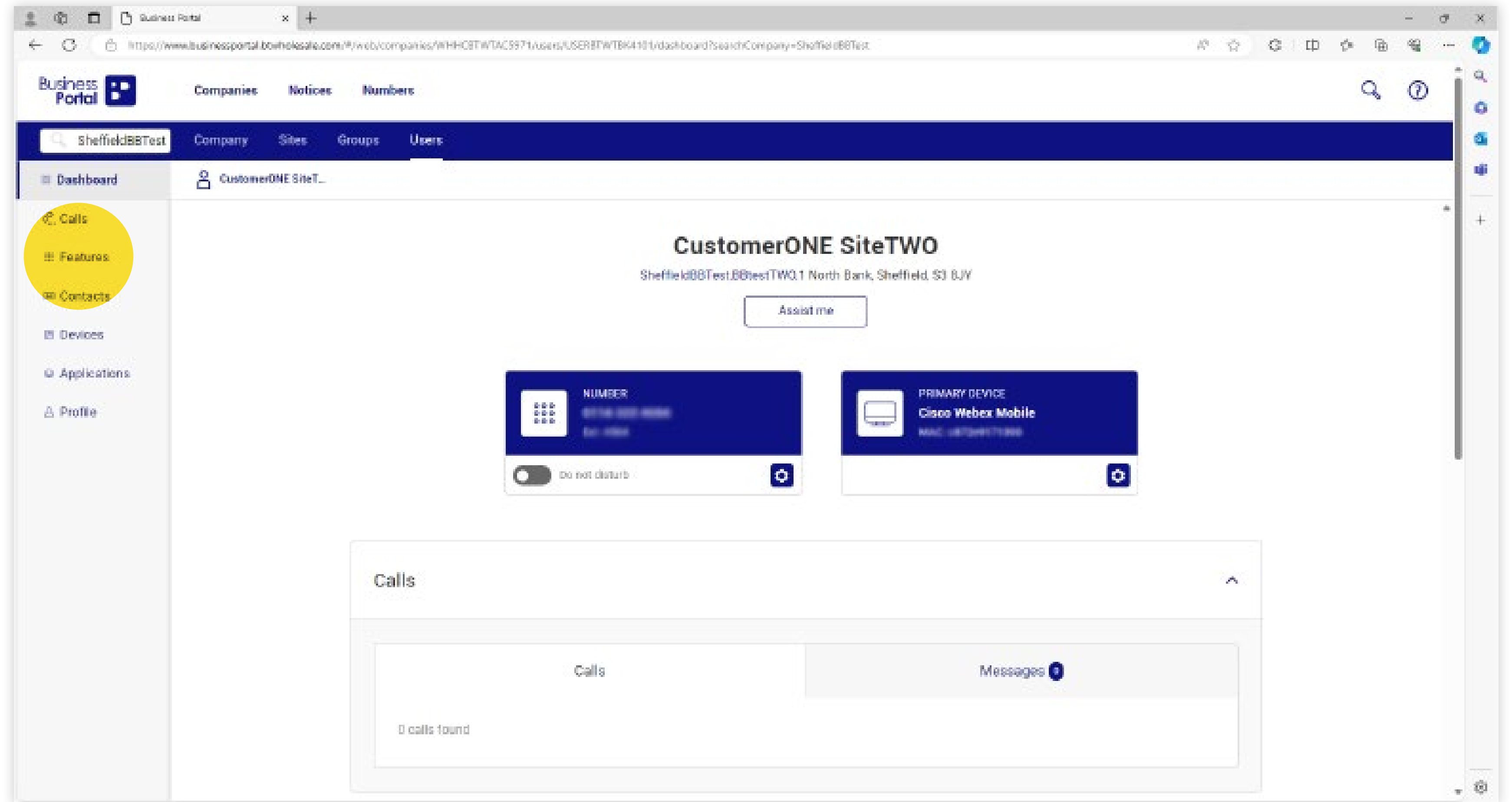
Onebill. CloudVoice

How to add a voicemail greeting (user level)

• The second step is to click '**Features**'.

Onebill. CloudVoice

How to add a voicemail greeting (user level)

- Scroll further down and click the cog on '**Voicemail**'.

Business Portal

https://www.businessportal.btwholesale.com/#/web/companies/WHHCBTWTAC5971/users/USERBTWTBK4161/features?searchCompany=SheffieldBBTest

Messaging & audio recordings

Voicemail settings

✓ Assigned

Mobility

Call director
✓ Assigned

Flexible Seating Guest
✓ Assigned

Hot deski
✓ Assigned
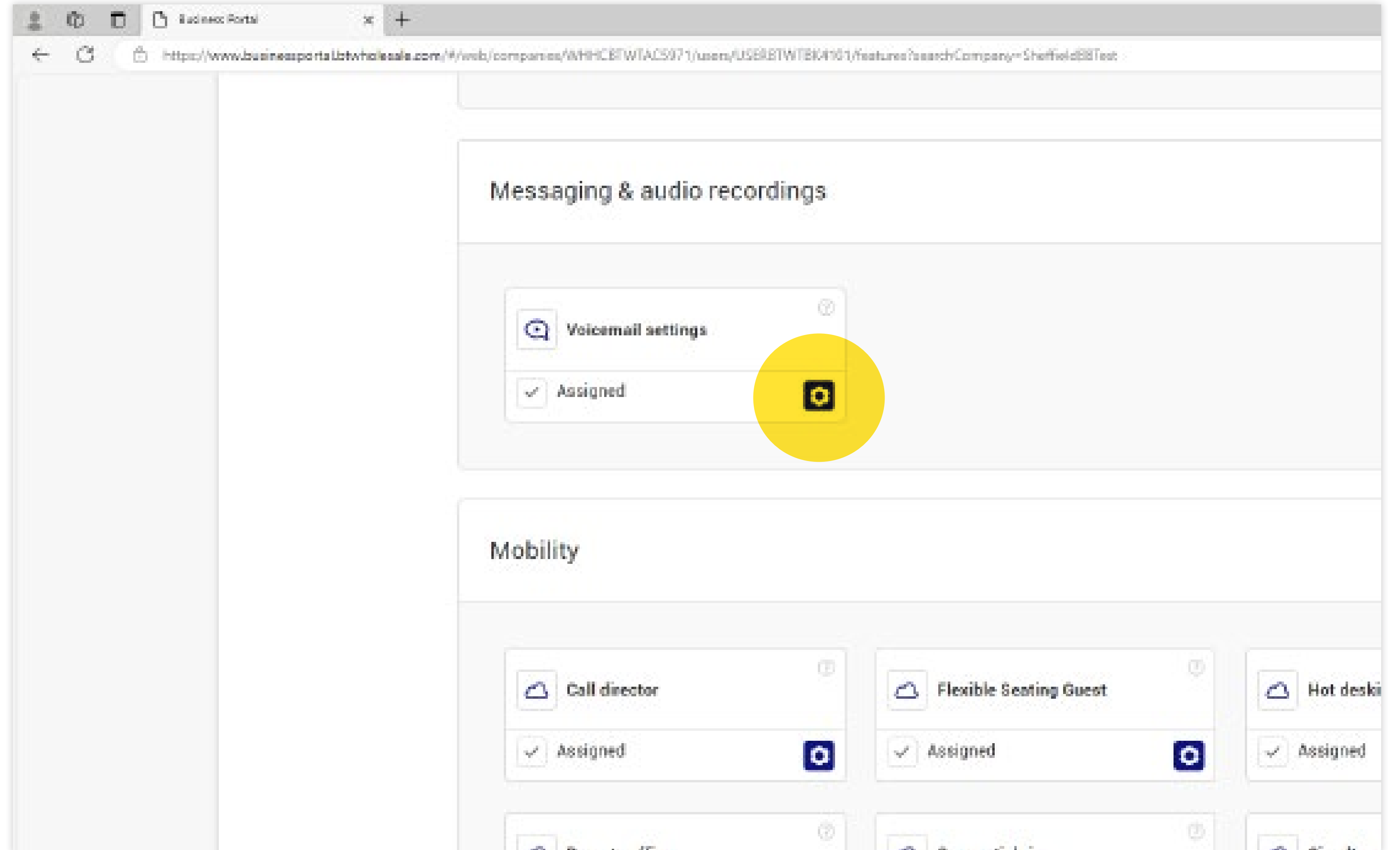
How to add a voicemail greeting (user level)

- Select '**Personal greeting**' within the voicemail settings page, then choose the file you want to include by clicking '**Choose file**' and finally, click '**Save**'.

- To set up a voicemail greeting, use the BroadSoft* Recorder app to record it. If you choose to upload your own file, ensure it's in u-law WAV format at 8kHz.
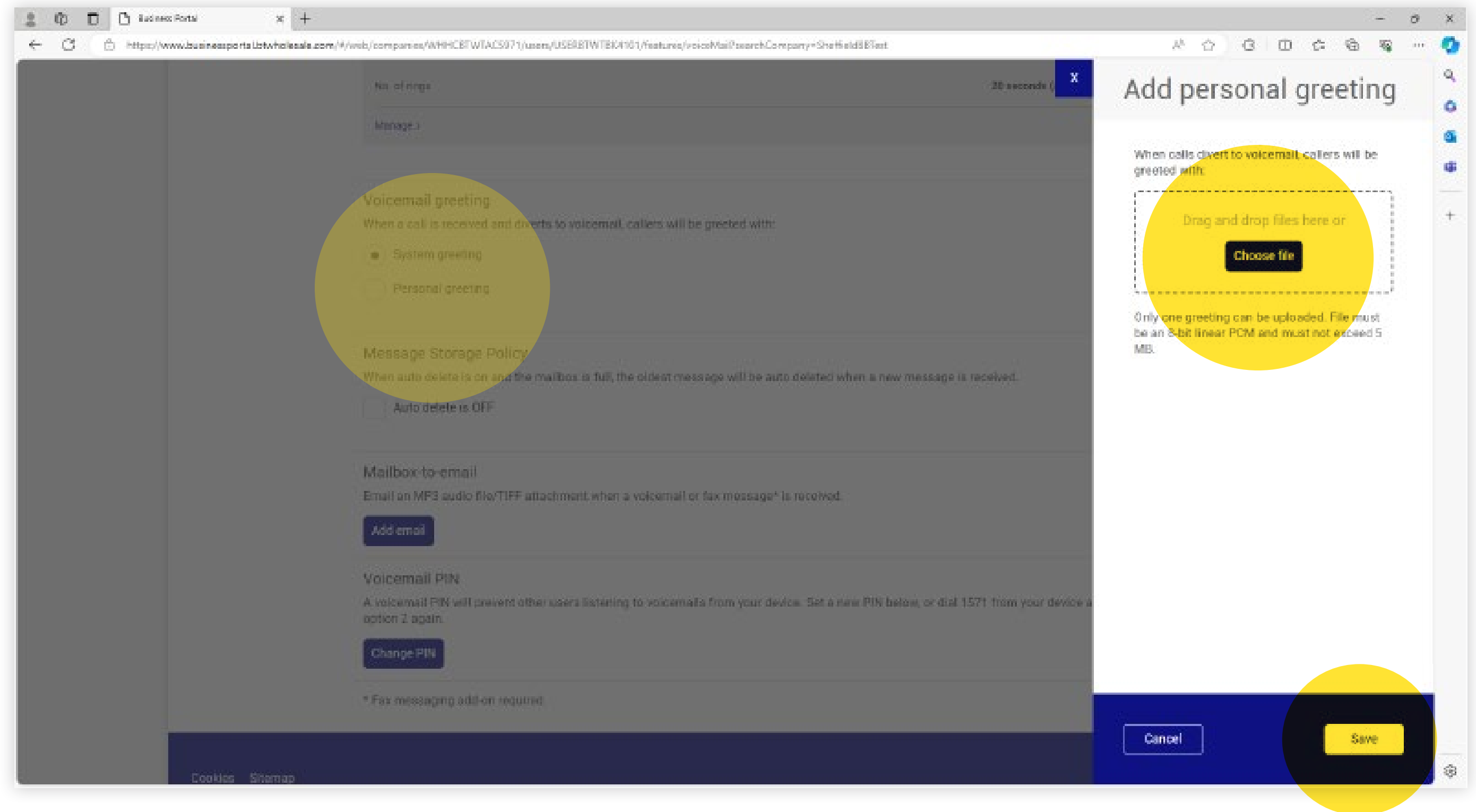
*The BroadSoft Recorder app can be downloaded on Android or Apple devices by searching 'BroadSoft Recorder' in the app store.

Onebill. CloudVoice

How to add a voicemail greeting (user level)

- **IMPORTANT INFORMATION:**
  Make sure voicemail is turned
  on and DOES NOT say
  'Always forward is on'
  (Picture shows the correct
  options selected).
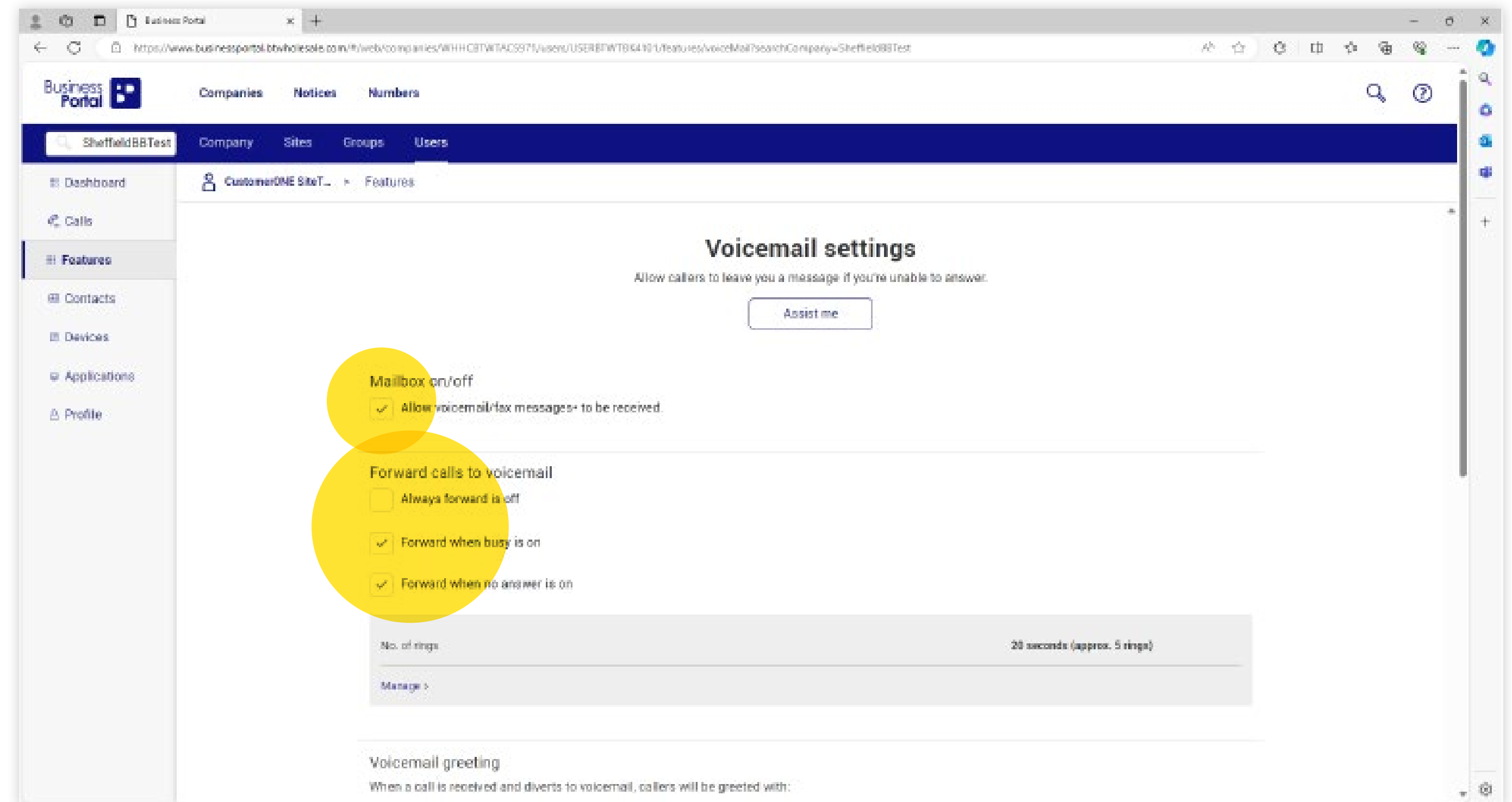
Onebill.

Making.business.**simple**.