

**xln** | cloud voice

# 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.

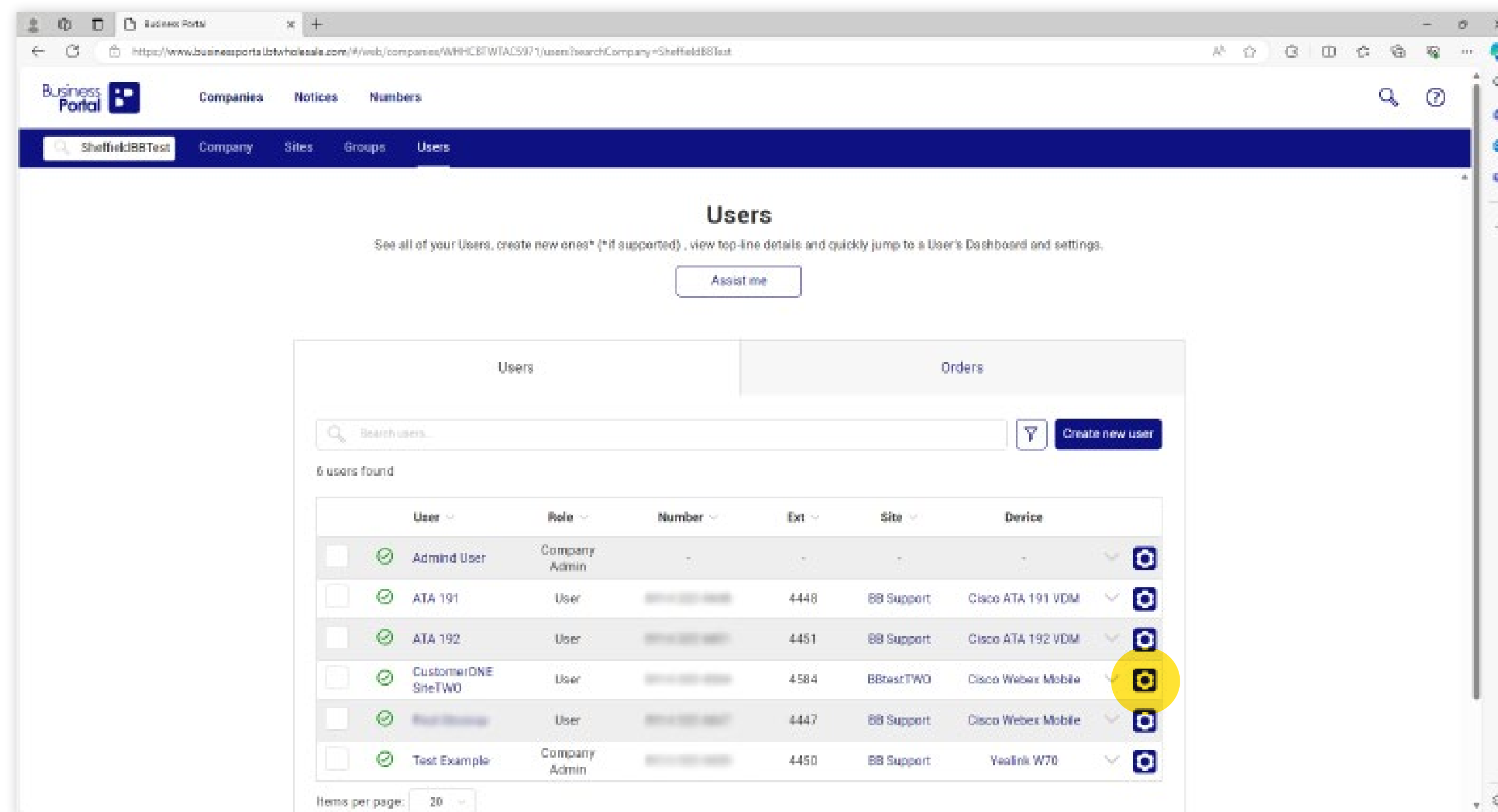
You can also manage your user level divert using the '**Business Portal**'.

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



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- 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.



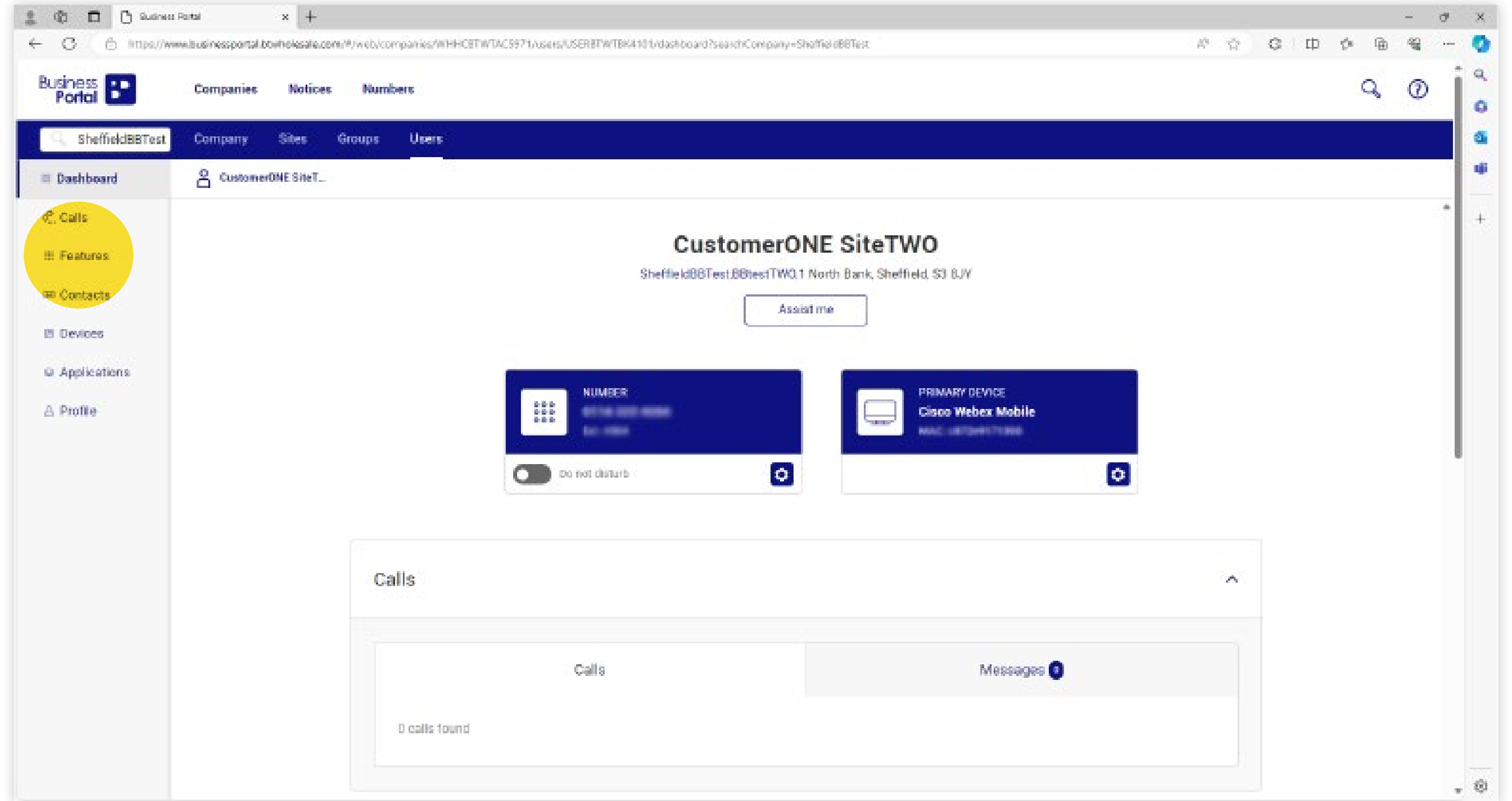
The screenshot shows the Business Portal interface. The main heading is "Users" with a sub-heading: "See all of your Users, create new ones\* (\*if supported), view top-line details and quickly jump to a User's Dashboard and settings." Below this is a search bar and a "Create new user" button. A table lists 6 users found:

User	Role	Number	Ext	Site	Device
Admin User	Company Admin	-	-	-	-
ATA 191	User	4448	4448	BB Support	Cisco ATA 191 VDM
ATA 192	User	4451	4451	BB Support	Cisco ATA 192 VDM
Customer ONE SiteTWO	User	4584	4584	BBastTWO	Cisco Webex Mobile
Test Example	User	4447	4447	BB Support	Cisco Webex Mobile
Test Example	Company Admin	4450	4450	BB Support	Yealink W70

The cog icon for the "Customer ONE SiteTWO" user is highlighted with a yellow circle. The "Items per page" is set to 20.

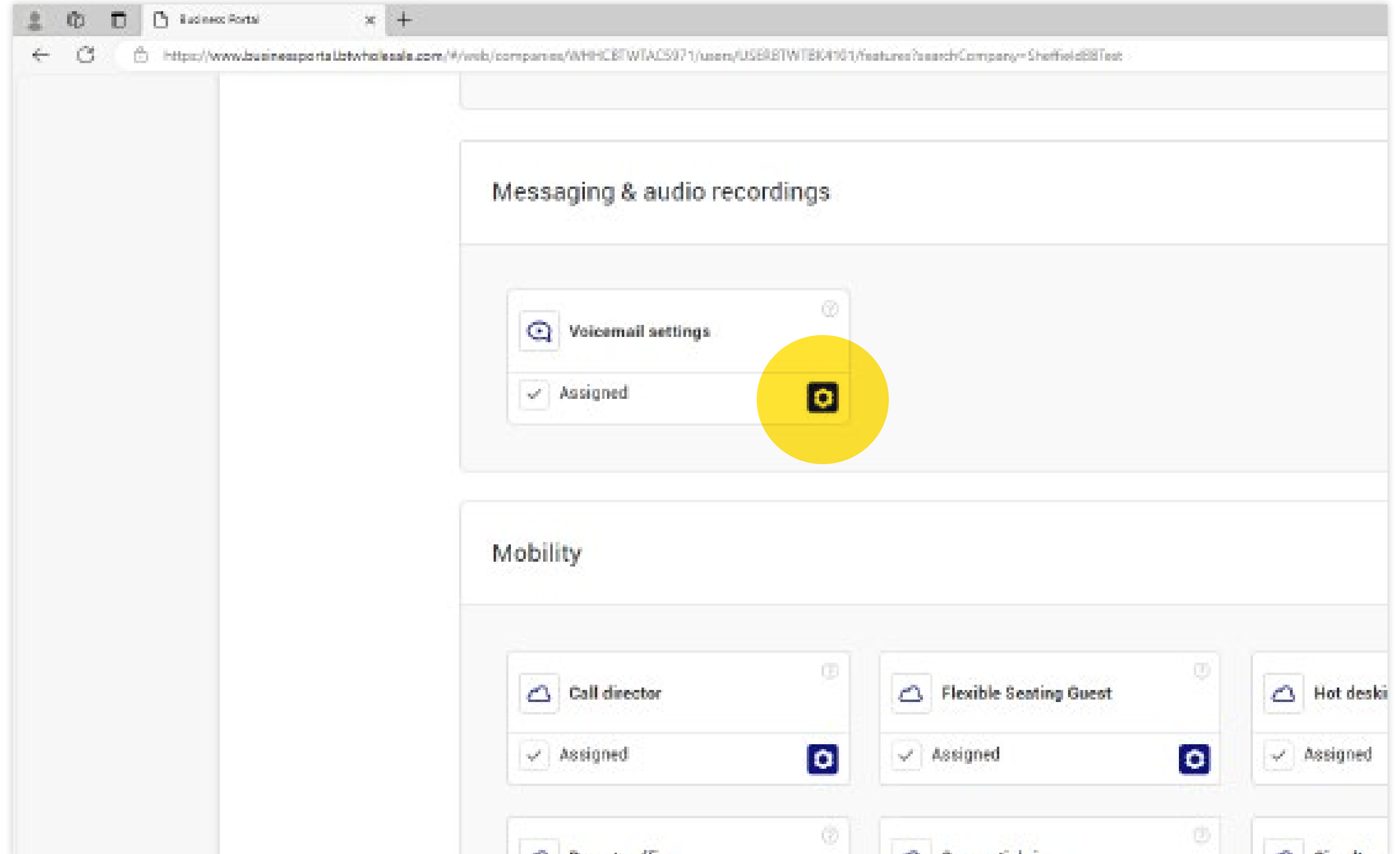
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- The second step is to click **'Features'**.



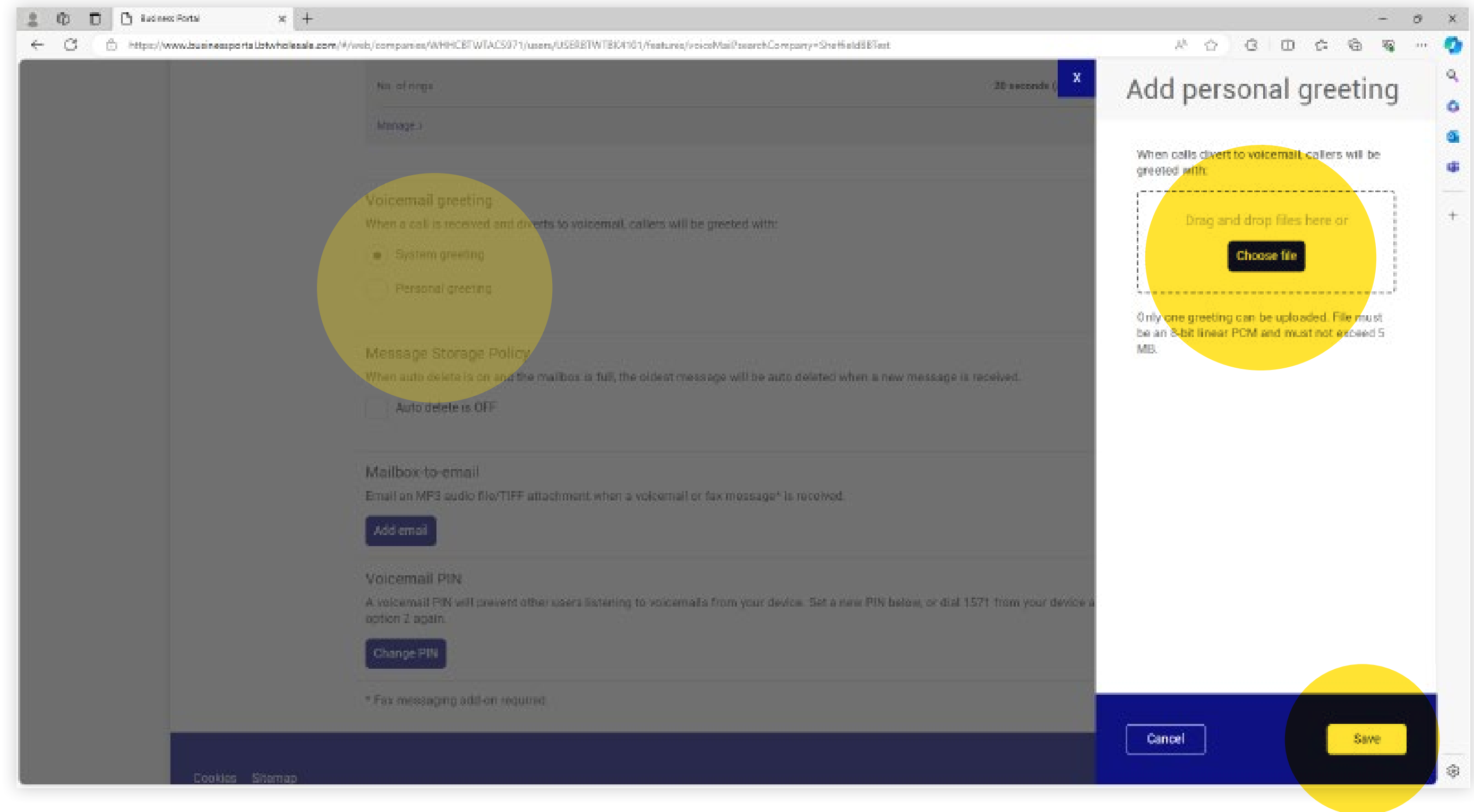
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- Scroll further down and click the cog on 'Voicemail'.



## 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.

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

