xln | cloud voice

How to add a voicemail greeting (user level)

An easy way to manage your greeting message!

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You can access and control your voicemail from your handset, by dialling 1571. From here you can record and save a greeting.
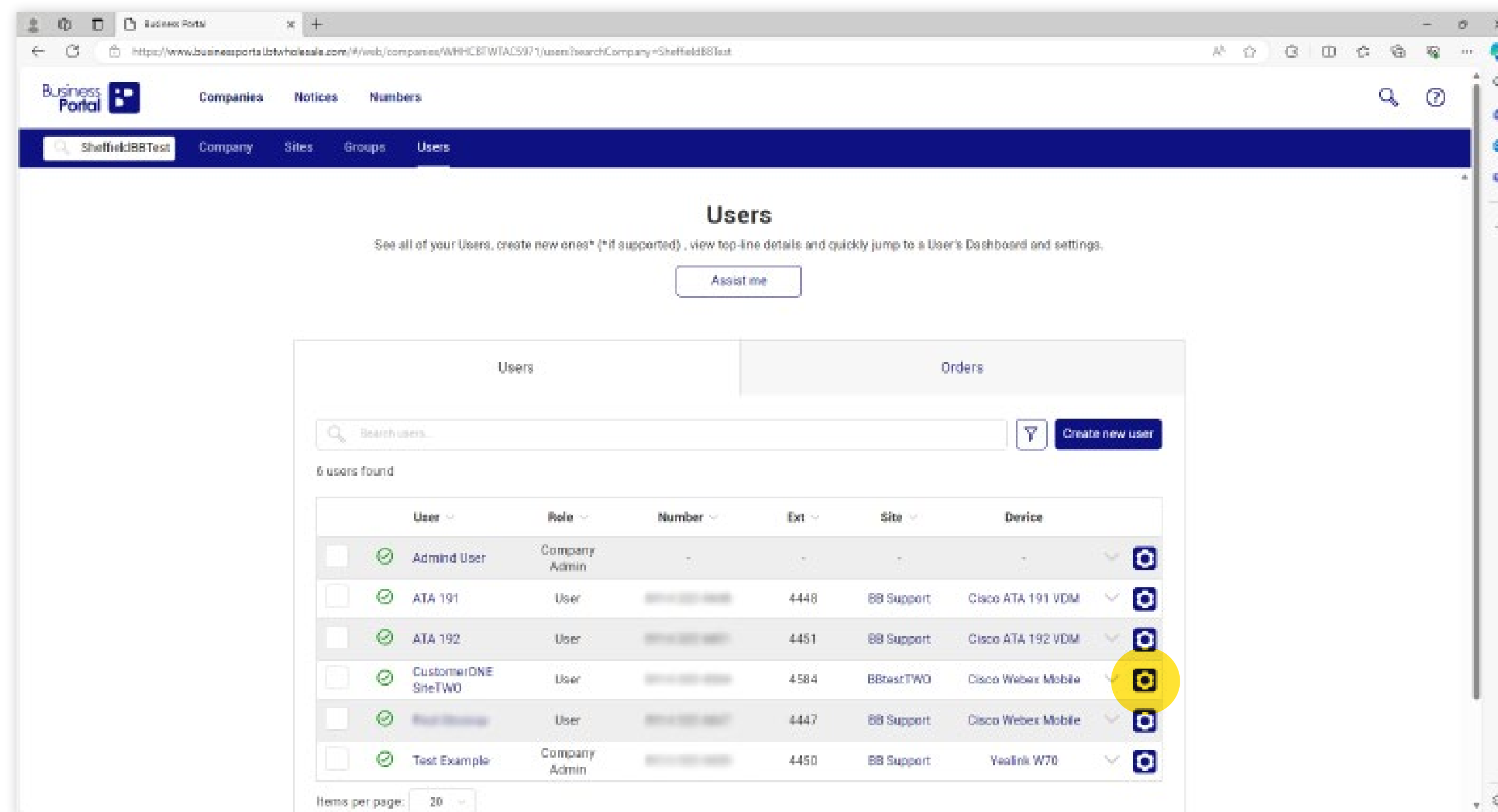
You can also manage your user level divert using the '**Business Portal**'.

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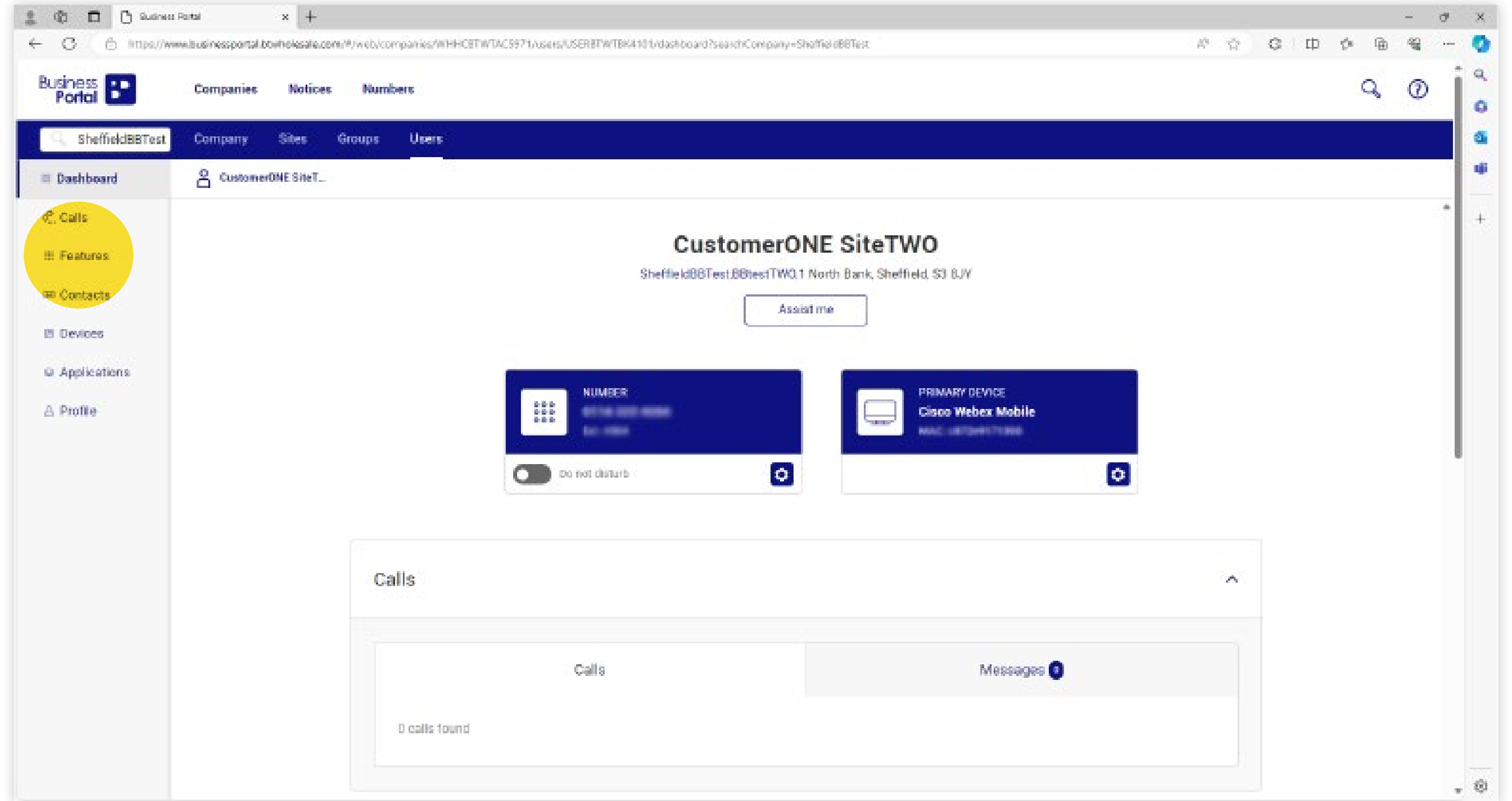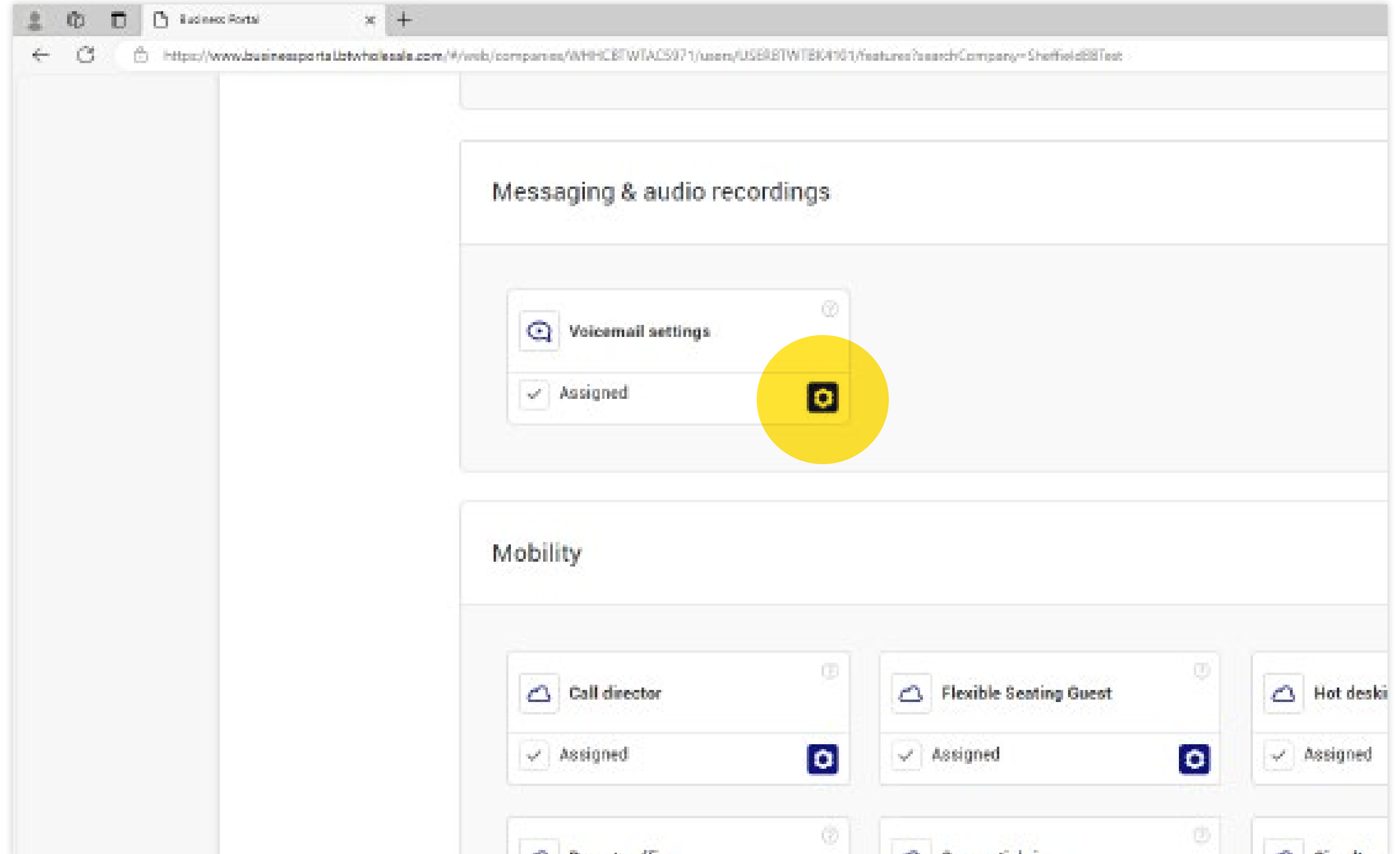
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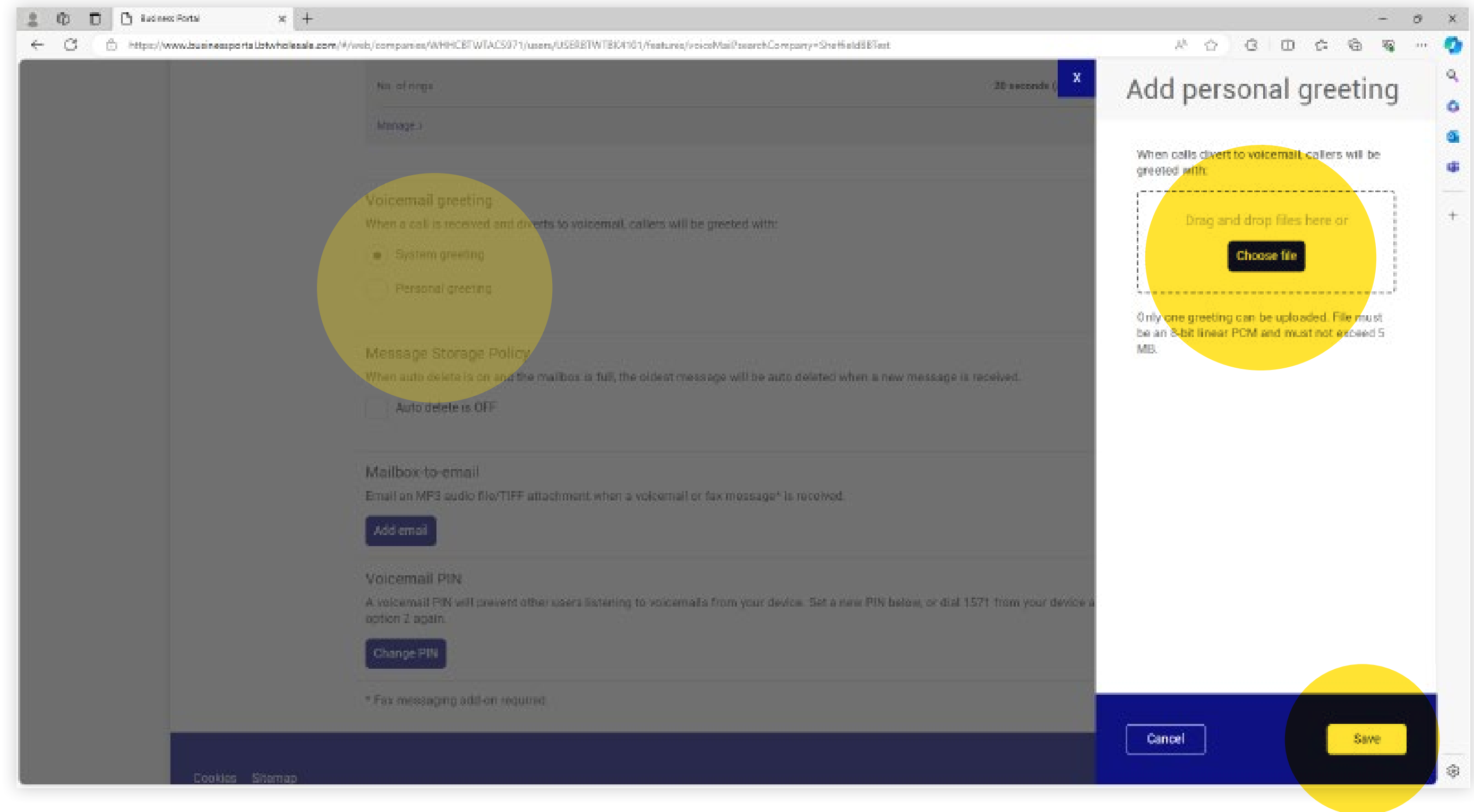
• The second step is to click '**Features**'.

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

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- 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).