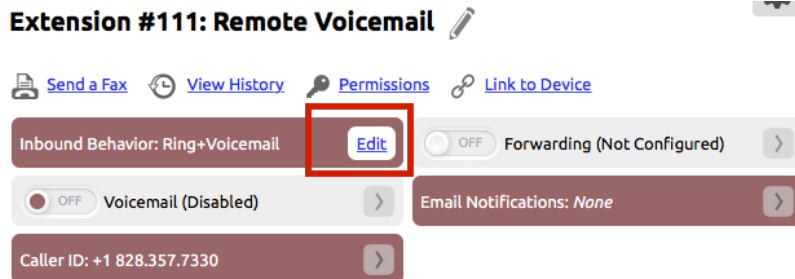


Remote Access to Voicemail Setup

Option 1: The account has a number specified for remote voicemail access.

Use this option to create and link a phone number to an extension menu that is dedicated only to allowing remote access to voicemail for staff.

1. Create a virtual extension (Control Panel > Extensions > Add a New Extension > Add Virtual).
2. Name the virtual extension and assign an extension number. (Note that assigning an extension number is optional in this setup option)
3. Click the **Edit** button in the Inbound Behavior area.



4. Set Step #1 in the drop down list to be **Manage and Listen to Voicemail**.
5. Select **Prompt Caller for Extension** in the drop down menu for, **For which Extension?**

Control Panel → Extensions → Extension #111 → Inbound Behavior

Inbound Behavior

When a call reaches this extension, perform the following actions:

▼ × **Step #1** Manage and Listen to Voicemail ▾

For which extension? Prompt for Extension ▾

▲ × **Step #2** -- Select an Action -- ▾

☐ Allow caller to directly dial an extension number during the above steps.

☐ Allow caller to input a menu option during the above steps

Submit

6. Click **Submit** to save.
7. Click Numbers on the left-hand side of the Control Panel
8. Select the number from the list that will be used for remote voicemail access.
9. In the drop down list next to **Route to Extension**: select the extension that was created for handling remote access.

10. Click **Submit** to save.

Using Remote Voicemail - Option 1

1. Dial the number that has been assigned to access the accounts remote voicemail menu.
2. When prompted by the system enter the extension number of the voicemail box that will be accessed remotely + #
3. Enter the PIN + # to access the voicemail for that extension.

Option 2: The number used to access voicemail remotely is shared with a published number that reaches a menu.

Use this method to add remote access to voicemail to an already existing number that reaches a menu. NocTel recommends that you don't add the voicemail option to the menu audio.

1. Locate the extension that controls the current menu you would like to add the remote voicemail access to and click to open its options.
2. Click the **Edit** button in the *Inbound Behavior* widget to open the options.
3. Locate the buttons section and select a button that is not currently in use. We don't recommend using star (*), pound (#), or 0 for this option as callers often push these to reach an operator.
4. Set the Button action in the drop-down list to be **Manage and Listen to Voicemail**.
5. Select **Prompt Caller for Extension** in the drop-down menu for, **For which Extension?**

6. Click **Submit** to save.

Using Remote Voicemail - Option 2

1. Dial the number that has been assigned to access the accounts remote voicemail menu.
2. During the menu's audio press the button that is linked to the hidden voicemail access.
3. When prompted by the system enter the extension number of the voicemail box that will be accessed remotely + #
4. Enter the PIN + # to access the voicemail for that extension.