

# Managing Voicemail

To manage your voicemails, navigate to the **Voicemails section** by clicking Assets on the main navigation screen. To download your voicemail messages, use the search field on the top of the page to find the voicemail inbox and then click on the **Download button**.

To delete voicemail recordings, click on the **Delete button**. You will be asked to confirm before deleting the files and you can do so by click OK.

## Changing Destination

**To change the destination** Email and the PIN number linked to a voicemail inbox, click the pink edit button by the **User** you wish to modify. You can change destination email addresses for all the audio files received on this mailbox from here.

Click on Cancel to go back or Save to commit the changes.

## Editing the Pin

To edit the PIN options, select the appropriate User using the Search option. Then choose the specific Inbox you want to edit and click on the **Pink Edit button**.

Tick or un-ticking the Ask for PIN box will modify the security on your voicemail PIN.

From here, you can disable the default voicemail instructions that play when you call.

Click on Cancel to go back or Save to commit the changes.

## Adding a Mailbox

Click on Add mailbox in the Unallocated Mailboxes section and fill in the required information.

Here you may also choose whether to **Ask for Pin** and play Default instructions or not. A pink frame highlights the mandatory fields.

**Click on Add** to confirm the configuration and add a new voice mailbox.

To delete a voice mailbox, click on the pink X button on the bottom right corner.

## Unable to access Voicemail:

If a user is unable to access voicemail by calling 171, start by checking that a mailbox has been assigned to the user profile of your choice. To do this:

1. Visit the UC Portal
2. Visit the User Profile tab and select Voicemail.
3. Ensure the voicemail inbox you wish to access is assigned to your profile.

If the mailbox is not allocated to your device:

- Visit the **users section** on the UC Portal.

- Select the User you would like to allocate the voicemail inbox too.
- Click Allocate. A popup will display Add a Mailbox.
- Click Allocate on the displayed drop-down menu to assign the mailbox to this user.