

Accessing Voicemails

Voicemails help businesses to give their customers more pleasant experiences and ensure that customer calls don't go unattended.

Sangoma Phones and **Switchvox** provide users *multiple* ways for them to access their voicemails!

Sangoma Desk Phones



Sangoma D60-D62 / D65 / D70



Voicemails can be accessed directly from the **D60-62 / D65 / D70** phones by:
Pressing the  icon on phone.

Sangoma P315 – P330



Voicemails can be accessed directly from the **P-Series** phones by:
Pressing the  icon on phone.

Sangoma D80

Voicemails can be accessed directly from the **D80** phones by:



- 1) Pressing the  icon to access the navigation drawer. (Top left)
- 2) Press the  icon to access voicemails.

Sangoma P370

Voicemails can be accessed directly from the **P370** phones by:



Pressing the  icon on bottom toolbar.

Dial Voicemail Extension

After pressing the Voicemail icon/button, an auto attendant will prompt the user to enter their **Voicemail Password** followed by the “#” sign.

Once entered:

Press **(1)** for **New Messages** Press **(2)** for **Old Messages**
Press **(3)** to **Change Folders** Press **(4)** to **Change VM Password**

Press **(0)** for
ADVANCED OPTIONS:

- Press **(1)** to Record **UNAVAILABLE Greeting**
- Press **(2)** to Record **BUSY Greeting**
- Press **(3)** to Record your **NAME**.

Switchvox Switchboard

Switchboard ✓

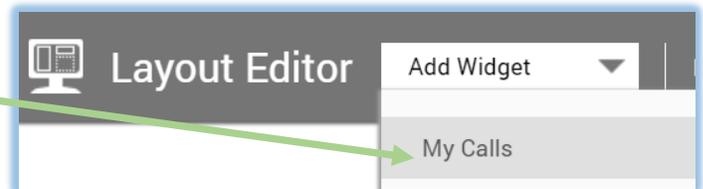
Once user is logged into the **Switchvox** User Portal, click on the **Switchboard** ✓ tab on top toolbar.



Users will be prompted to fill the Switchboard with “Widgets”.

See Switchvox Switchboard User Guide

The *Widget* needed on **Switchboard** to access voicemails is in the *My Calls* tab.

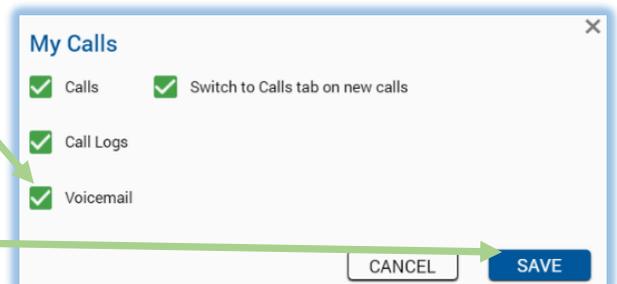


It is recommended that users every tab.

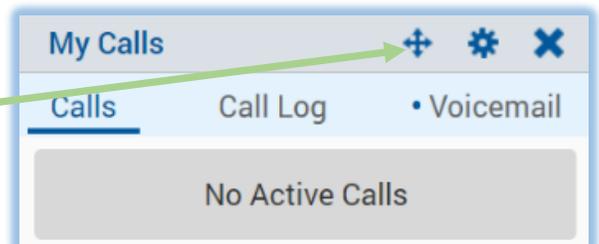
All features are important to daily operations.

The **Voicemail** box is at bottom.

Click “**Save**” when completed.

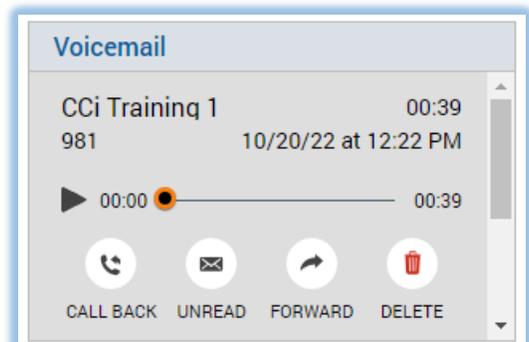


After *Widget* is added to **Switchboard**, click on **Voicemail**.

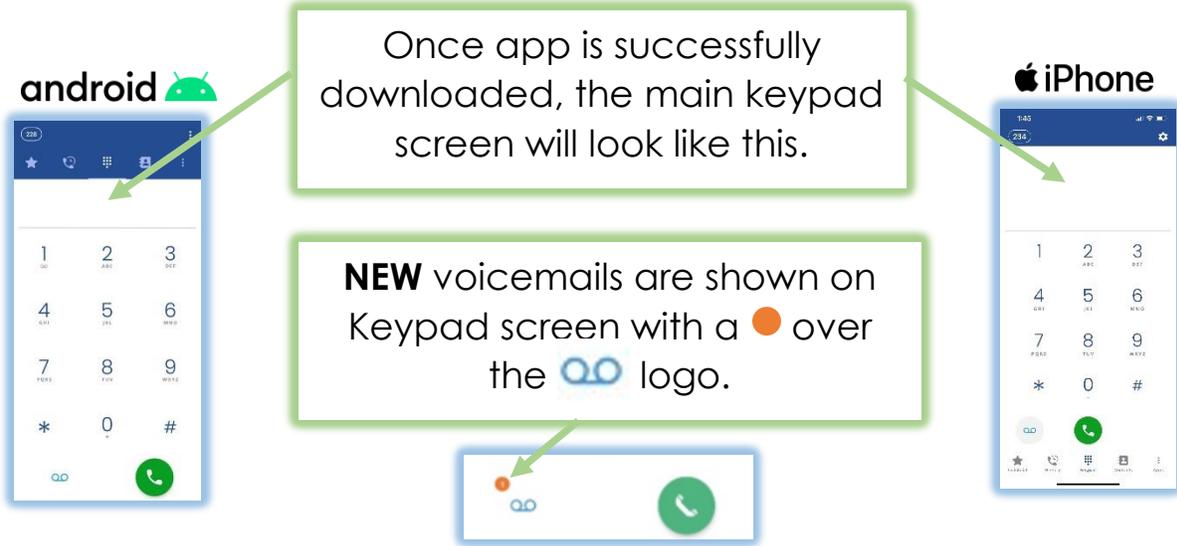


You then will have a Voicemail Widget that gives you options to:

Play – Call Back – Delete – Forward – Move – Toggle Read/Unread - ETC

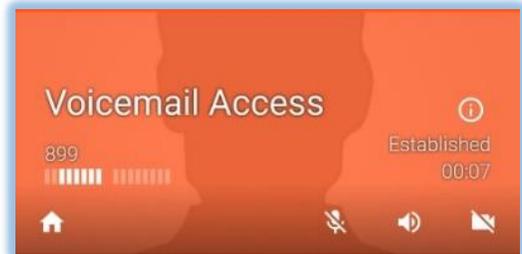


Sangoma Talk Mobile App



When you access your Voicemail on **Sangoma Talk Mobile**, it will prompt you for your Voicemail Password.

Enter it and follow prompts to listen to messages. *(Same as desk phones)*



Sangoma Chat Mobile App



Access your Extension's **Visual Voicemail** from your mobile device.

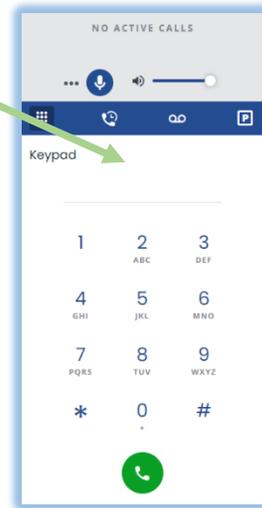


Sangoma Phone Desktop App



Once app is successfully downloaded, the main keypad screen will look like this.

Press the  icon on the top toolbar.



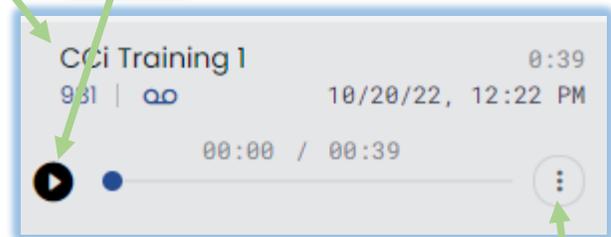
Click anywhere in **Gray** to open **VM**.



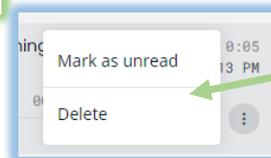
Call Back

Dial VM
(Coworkers only)

Play



Click to toggle
Read/Unread - Delete



E-mailed Voicemails

With **Switchvox**, Users can get a Voicemail notification sent to your email on file!



Every voicemail is sent to the user's **email address** on file.

It contains a **wav**. file of the recorded voicemail the user can listen to!

Voicemail Access Extension

Dial the Voicemail Access Extension number from any of your devices to get the Voicemail Auto-Attendant.

Dial "**899**" from your desk phone / app.

