

xln | cloud voice
Voicemail
Set Up Guide

Adding a voicemail using the phone.

If you dial 1571 on your phone, this will direct you to a guide on how to add voicemail.

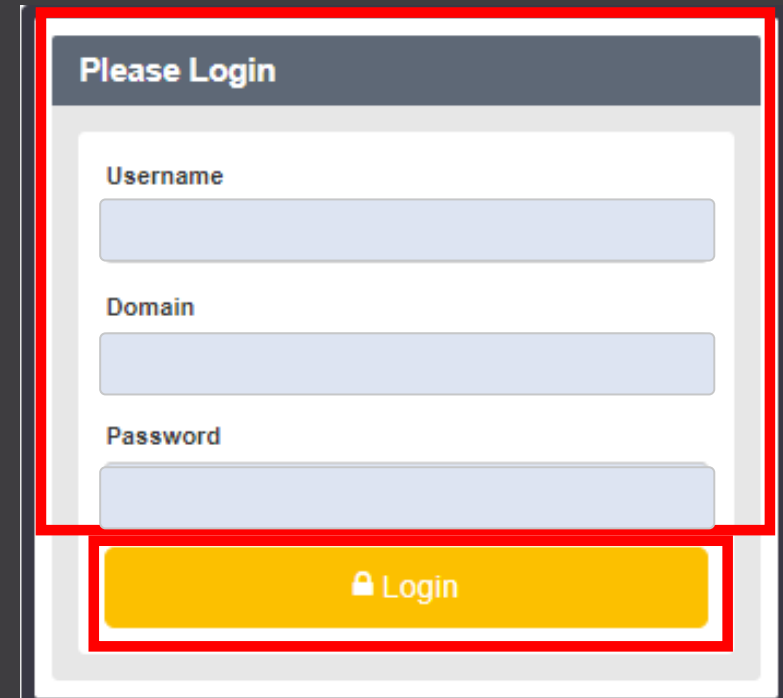
If you have a Hunt Group or a menu (Auto Attendant) active, this option will not work.

To add voicemail to a Hunt Group or Auto Attendant, please see the information in the Hunt Group Set Up Guide and/or the Auto Attendant Set Up Guide.



You will have received username and password and a link to the Cloud Voice portal via email from a member of the XLN team.

Log-in to the portal using the link, username and password provided.




The screenshot shows a login form titled "Please Login". It contains three input fields: "Username", "Domain", and "Password". Below these fields is a yellow "Login" button with a lock icon. Red boxes highlight the input fields and the button.

Please Login

Username

Domain

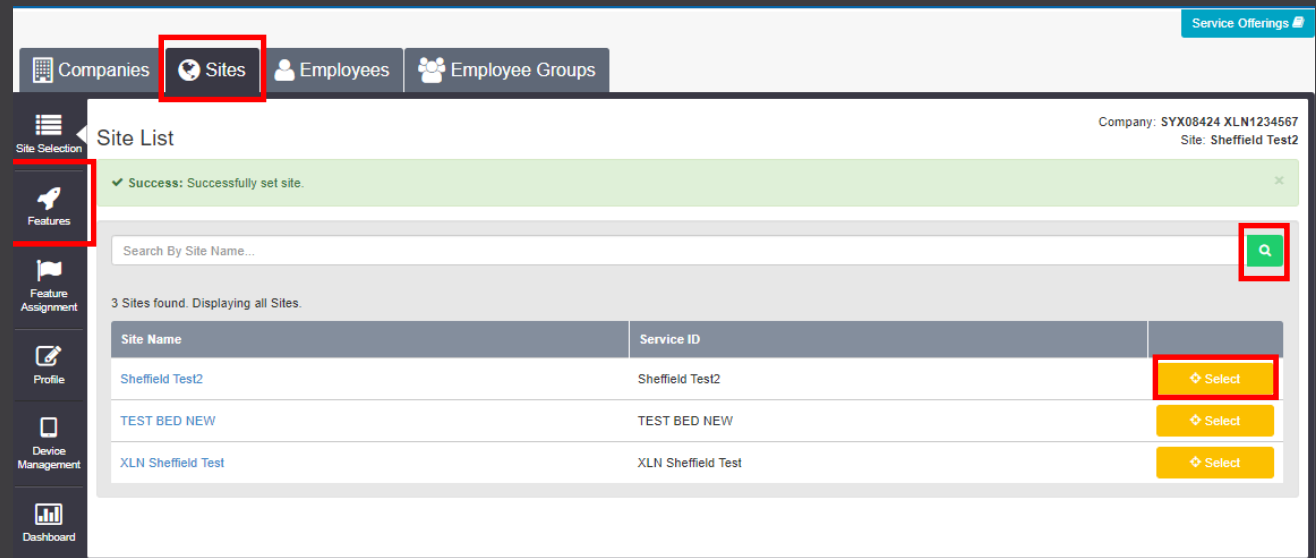
Password

 Login

Once you have logged in, click **Sites** on the top navigation bar followed by the **green search button**.

You should then see the name of the site that has been created for you.

Choose the site name by pressing the **Select** button and then click the **Features** button on the navigation bar on the left.



Once you have clicked **Features**,
click on **Employees** at the top.
Click on the **green search button**.
Click on **Select** next to the active
user you want to register and
click on **Features**.

The screenshot shows the 'Employee Selection' interface. At the top, there are tabs for 'Companies', 'Sites', 'Employees', and 'Employee Groups'. The 'Employees' tab is selected. On the left sidebar, the 'Features' icon is highlighted. The main content area shows a search bar with a search button (magnifying glass icon) to its right. Below the search bar, it says '19 Employees found. Displaying all Employees.' A table lists the employees with columns for Username, Status, First Name, Surname, Phone Number, Extension, and Site Name. The 'Customer.Eight' row is highlighted in red. The 'Status' column for this row shows 'Active' in a green box. To the right of each row is a yellow 'Select' button. The 'Admin' row is marked as 'Inactive'.

Username	Status	First Name	Surname	Phone Number	Extension	Site Name	Select
Admin	Inactive						Select
Customer.Eight	Active	Customer	Eight	+44 114 3222834	2834	Sheffield Test2	Select
Customer.Eleven11	Active	Customer	Eleven	+44 114 6980050	0050	TEST BED NEW	Select
Customer.Five	Active	Customer	Five	+44 114 3220475	0475	XLN Sheffield Test	Select
Customer.Four	Active	Customer	Four	+44 114 3220474	0474	XLN Sheffield Test	Select
Customer.Nine	Active	Customer	Nine	+44 114 3220479	0479	XLN Sheffield Test	Select
Customer.Nine09	Active	Customer	Nine	+44 114 6980051	0051	TEST BED NEW	Select
Customer.One	Active	Customer	One	+44 330 1248215	8215	XLN Sheffield Test	Select
Customer.Seven	Active	Customer	Seven	+44 114 3220477	0477	XLN Sheffield Test	Select
Customer.Six	Active	Customer	Six	+44 114 3220476	0476	XLN Sheffield Test	Select
Customer.Ten	Active	Customer	Ten	+44 114 3220480	0480	XLN Sheffield Test	Select
Customer.Ten10	Active	Customer	Ten	+44 114 6980052	0052	TEST BED NEW	Select
Customer.Three	Inactive	Customer	Three				Select
Customer.Three03	Active	Customer	Three	+44 114 3222832	2832	Sheffield Test2	Select
Customer.Twelve12	Active	Customer	Twelve	+44 114 6980053	0053	TEST BED NEW	Select

On the **Features** list, scroll down to **Voicemail**.

The screenshot shows the 'Features' configuration page in the xln cloud voice interface. The page is titled 'Features' and includes a navigation bar with 'Companies', 'Sites', 'Employees', and 'Employee Groups'. The current user is identified as 'Customer.Eight' from company 'SYX08424 XLN1234567'. The interface is divided into two main sections: 'Mobility' and 'Call Control'. The 'Mobility' section contains seven features: 'Call Director', 'Hot Desking Guest (Off)', 'Hot Desking Host (Off)', 'Remote Office (Off)', 'Sequential Ring (Off)', 'Shared Call Appearance', and 'Simultaneous Ring (Off)'. The 'Call Control' section contains three features: 'Alternate Numbers', 'Anonymous Call Rejection', and 'Automatic Callback'. Each feature has a 'Configure' button. A large red arrow points to the 'Configure' button for 'Alternate Numbers'.

Category	Feature Name	Status	Action
Mobility	Call Director		Configure
	Hot Desking Guest	Off	Configure
	Hot Desking Host	Off	Configure
	Remote Office	Off	Configure
	Sequential Ring	Off	Configure
	Shared Call Appearance		Configure
	Simultaneous Ring	Off	Configure
Call Control	Alternate Numbers		Configure
	Anonymous Call Rejection	Off	
	Automatic Callback	Off	

Click **Configure** next to **Voicemail**.

The screenshot displays a configuration interface with the following sections and items:

- Do Not Disturb (off)** - Configure
- Push To Talk** - Configure
- Pre-alerting Announcement (off)** - Configure
- Selective Call Acceptance (off)** - Configure
- Selective Call Rejection (off)** - Configure
- Time Schedule** - Configure
- User Intercept** - Configure
- Contacts** (Section Header)
 - Personal Contacts** - Configure
 - Phone Services** - Configure
 - Speed Dial 100** - Configure
 - Speed Dial 8** - Configure
- Messaging** (Section Header)
 - Voicemail (off)** - **Configure** (highlighted with a red border)
 - Voice Portal** - Configure

Tick the box for **Turn On Voicemail**.

To add a personal greeting, click on **Personal** and click **Choose File**.

Select the file you have recorded using the Broadsoft Recorder.

See below links for the App:

[Google Play](#)

[Apple App Store](#)

Tick the box **Auto Deletion** to auto delete.

Voicemails can be sent directly to an email address. The email will contain the number the customer called on, date/time of the call, and the voicemail's audio file.

Enter an email address, click on **Add**.

Once you have finished, click **Save**.

