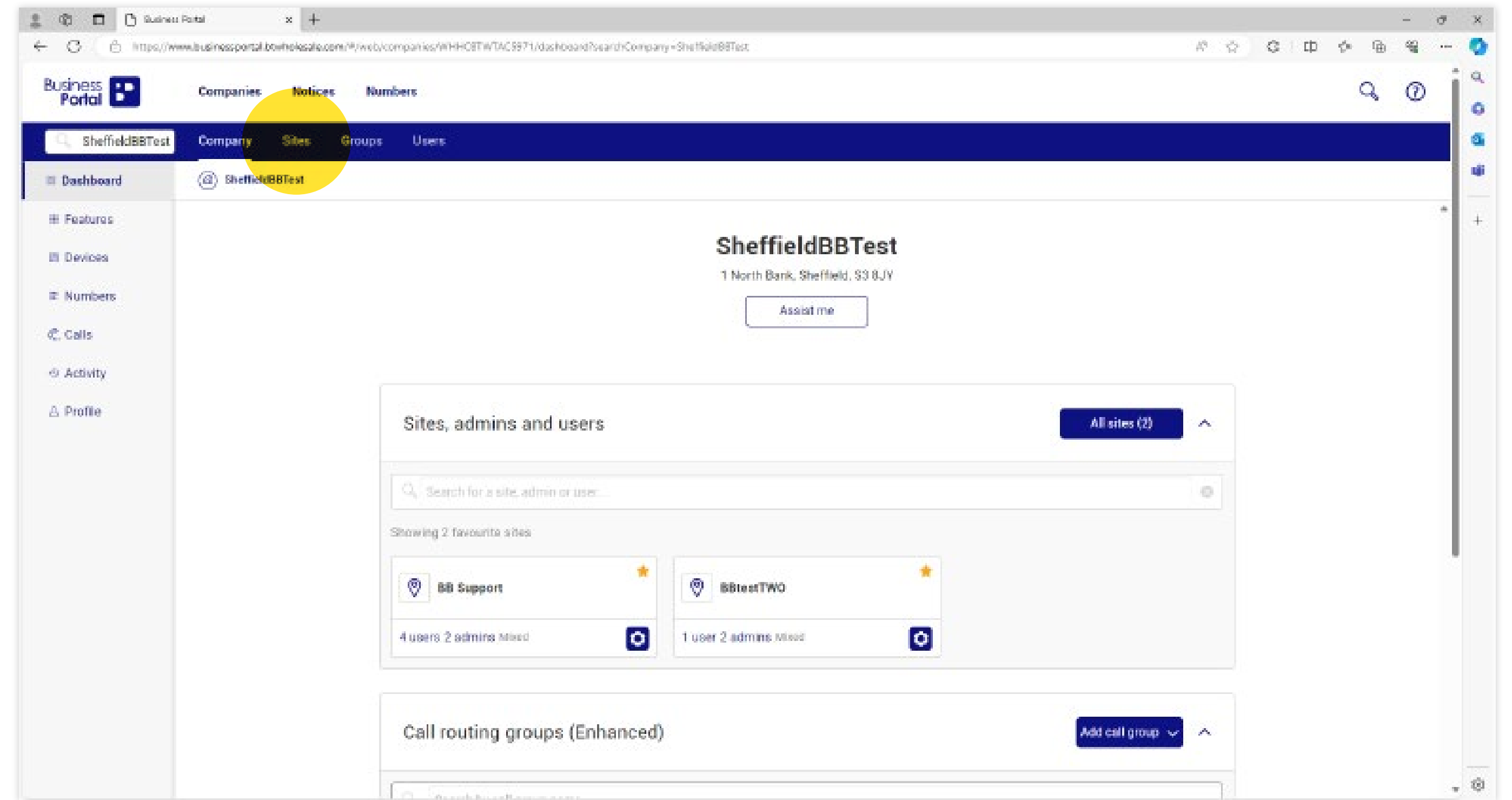


xln | cloud voice

How to add a voicemail greeting (site level)

How to add a voicemail greeting (site level)

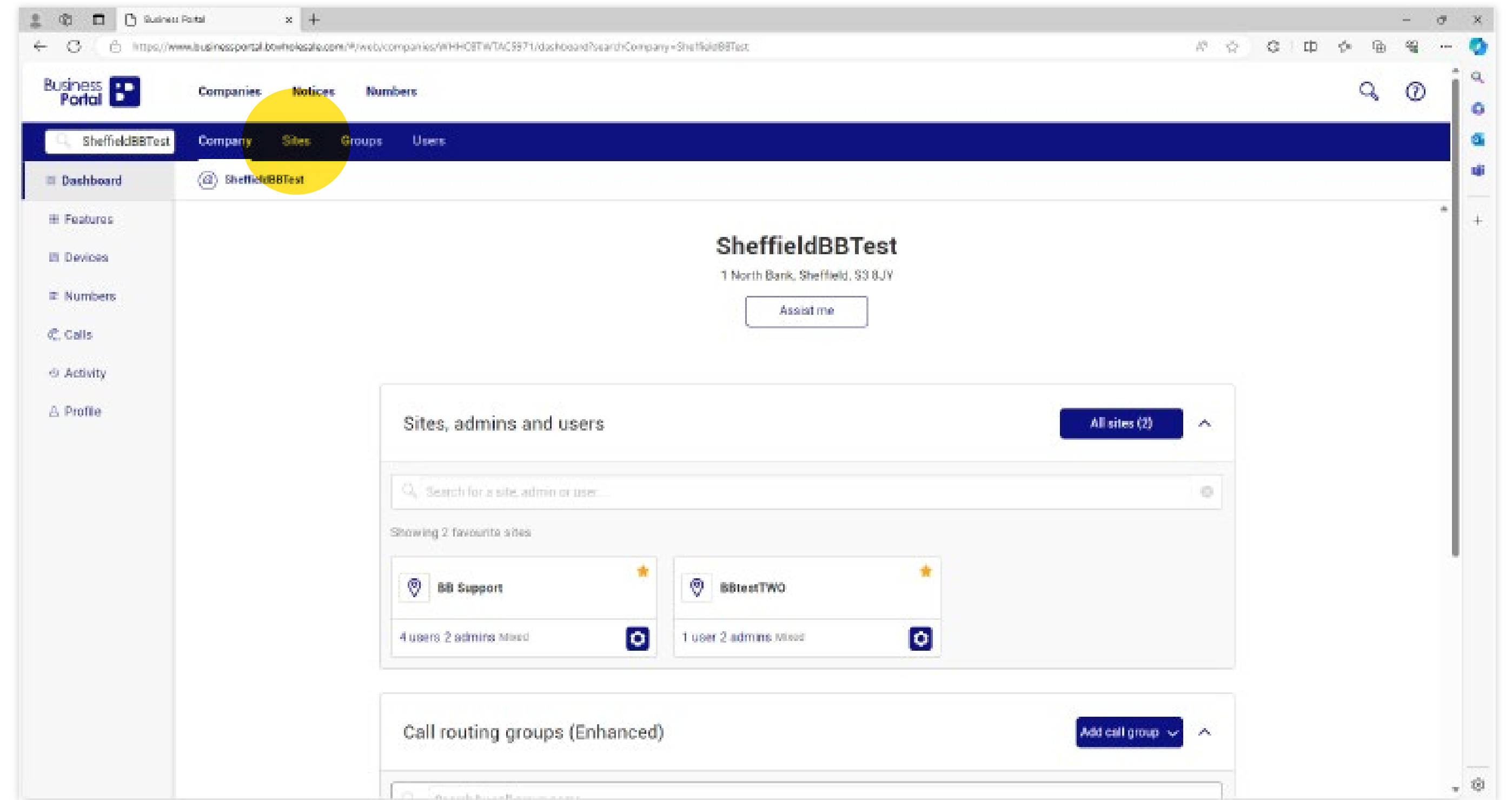
- You will manage your site level divert using the **'Business Portal'**. Prior to your go-live date, you will receive an email with your login details for the Business Portal.
- Once you log in, navigate to your company dashboard and find the **'Sites'** section, as highlighted.



How to add a voicemail greeting (site level)

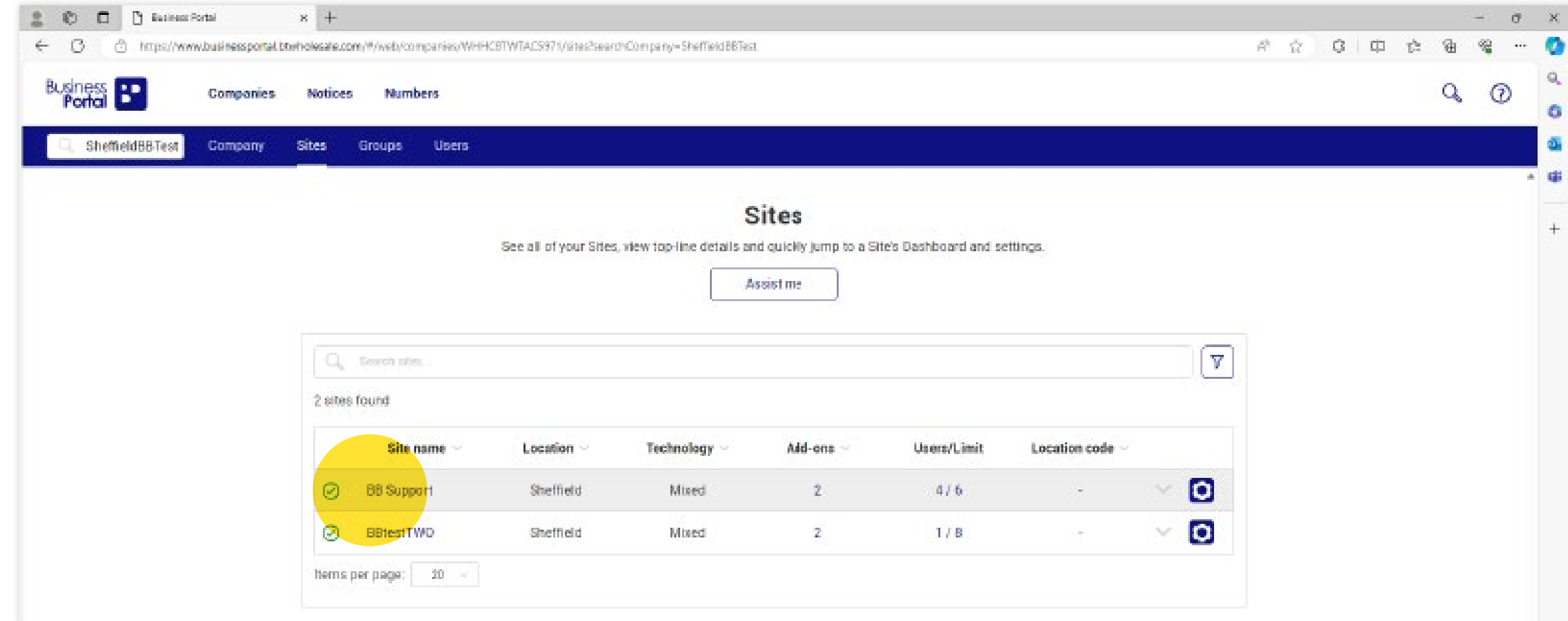
- To set up a voicemail greeting, use the BroadSoft* Recorder app to record it. If you choose to upload your own file, ensure it's in u-law WAV format at 8kHz.

* The BroadSoft Recorder app can be downloaded on Android or Apple devices by searching 'BroadSoft Recorder' in the app store.

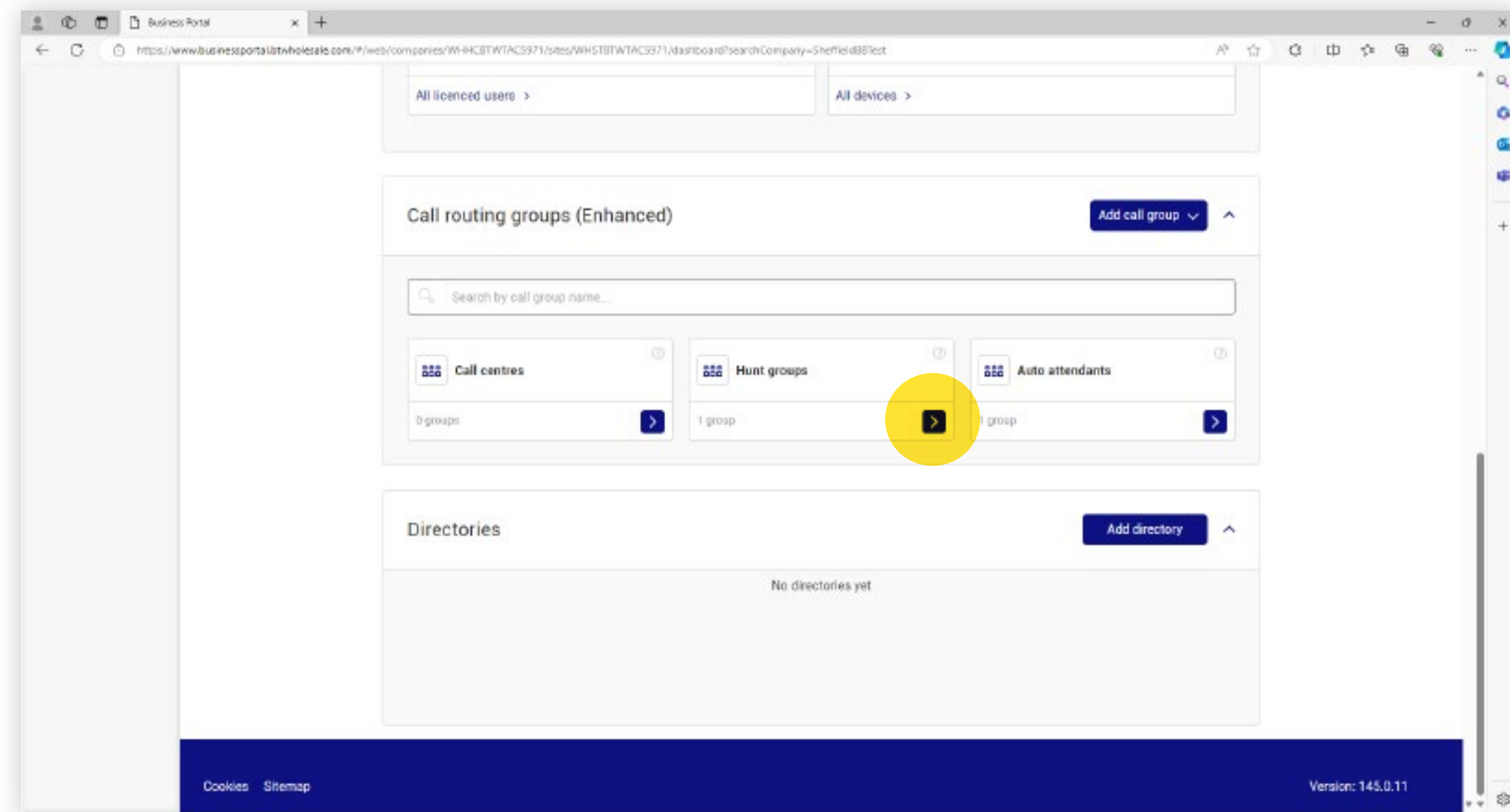


How to add a voicemail greeting (site level)

- Select the site name.

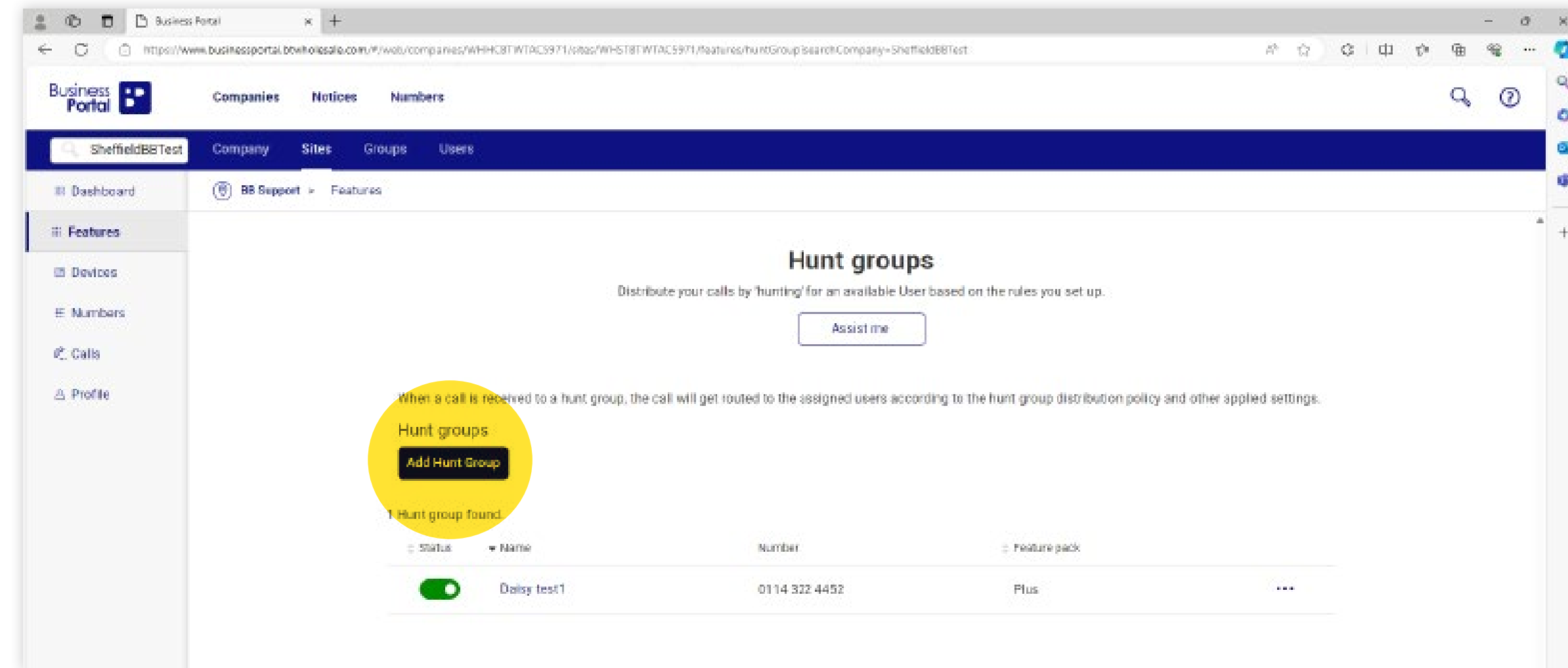


- Scroll further down the page and click the small arrow on **'Hunt groups'**.

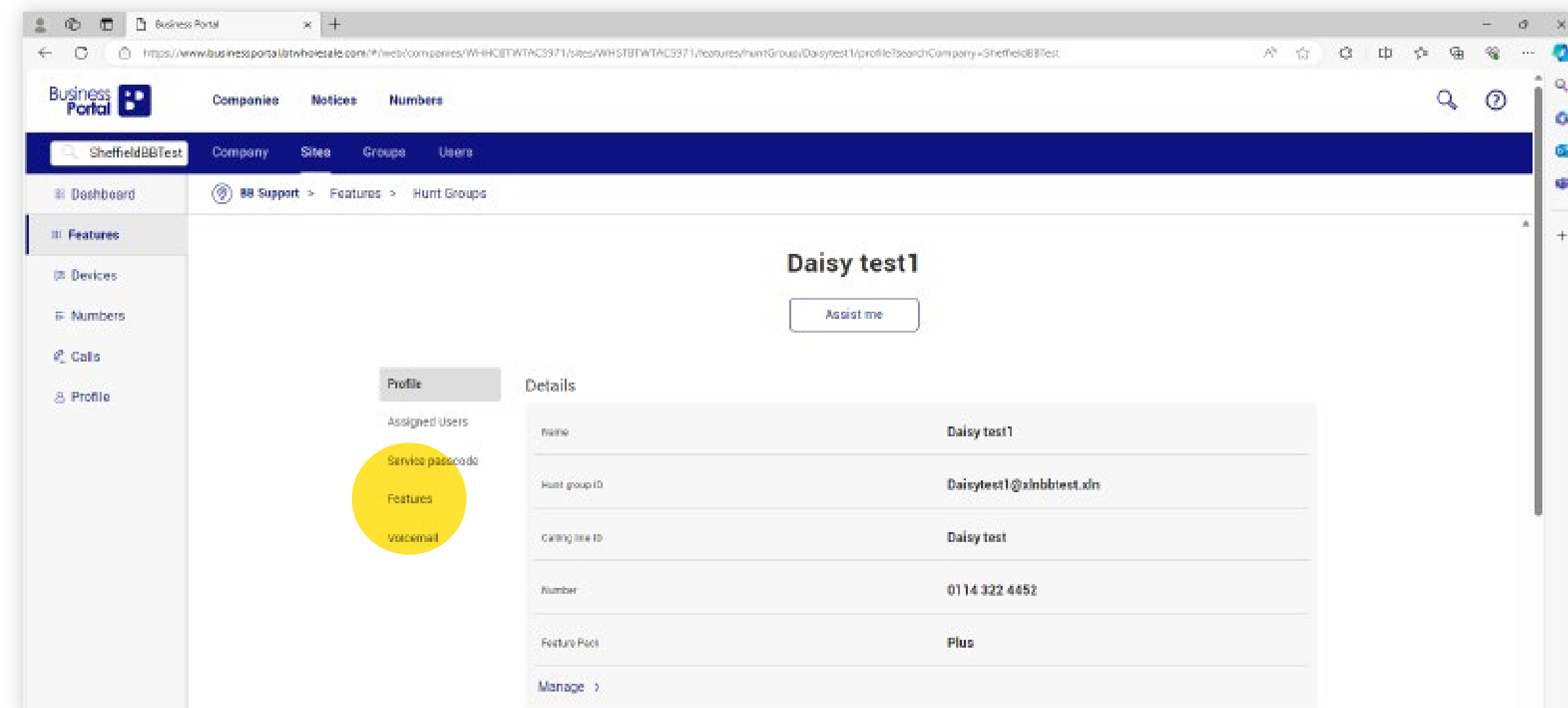


How to add a voicemail greeting (site level)

- Click the **'Hunt group'** name.

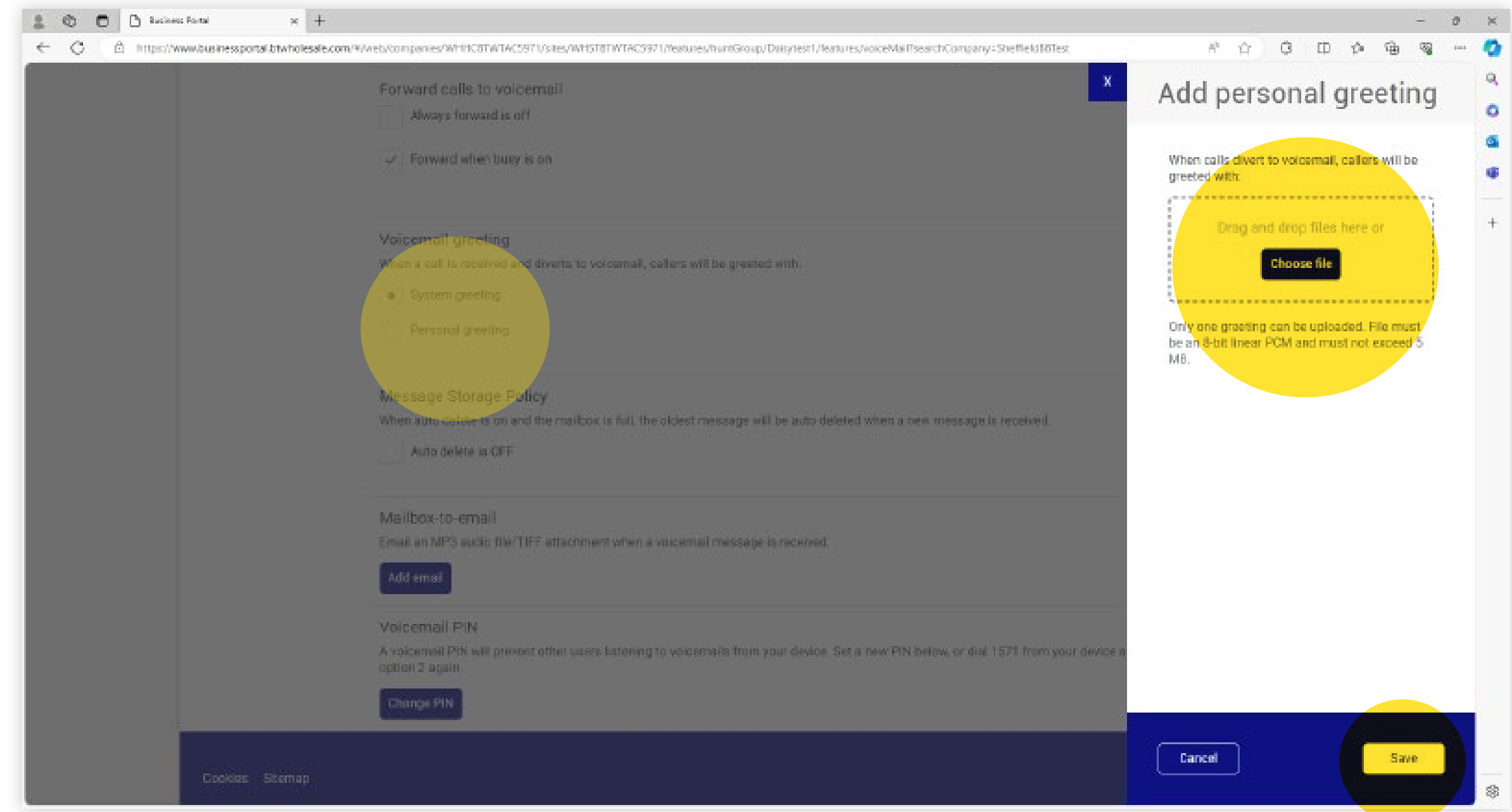
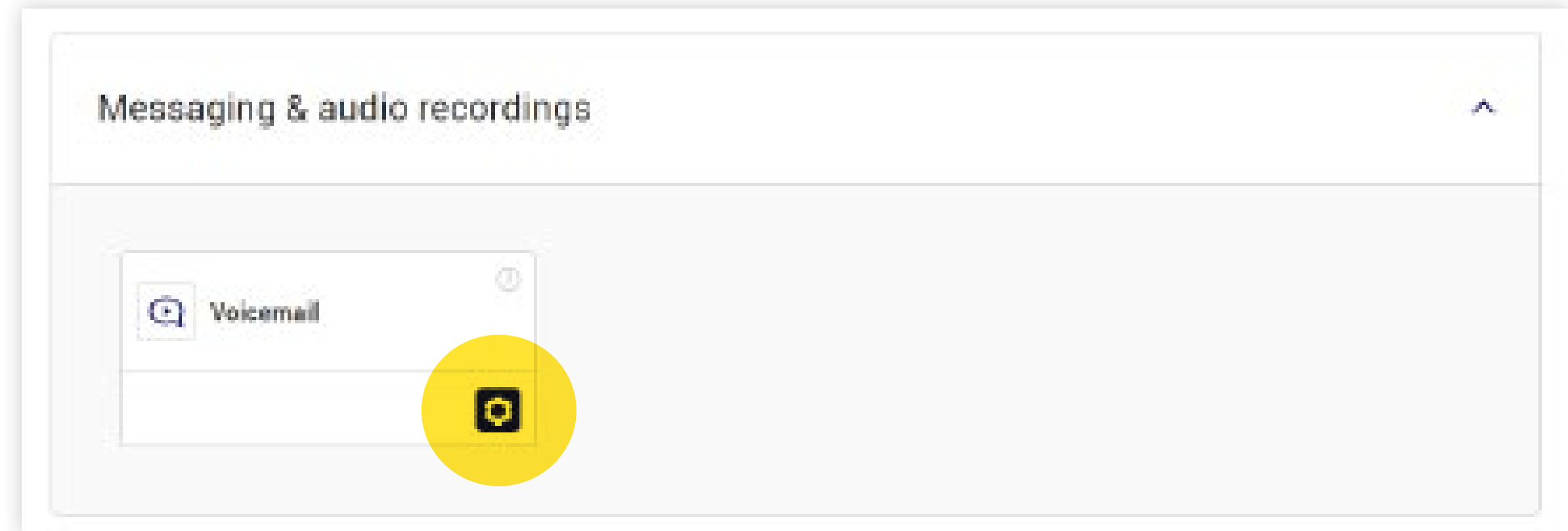


- Click **'Features'**.



How to add a voicemail greeting (site level)

- Scroll down and click the cog on **'Voicemail'**.
- Select **'Personal greeting'** within the voicemail settings page, then choose the file you want to include by clicking **'Choose file,'** and finally, click **'Save'**.



How to add a voicemail greeting (site level)

- **IMPORTANT INFORMATION:** Make sure voicemail is turned on and DOES NOT say **'Always forward is on'** (Picture shows the correct options selected).

