VOICEMAIL

Content

1 Basic information

Allows you to leave *a message (voice message)* at a given phone number whenever, or if, the called number does not answer or is busy. You can listen to the saved messages by accessing the Voice Portal (available by phone at **+420 273 187 800**) or have them sent to your e-mail as an audio file in **mp3** format. Alternatively, you can set your mailbox to play only the greeting and end the call (without leaving a message).

Who can use the service (licenses required)

For the "Virtual PBX" service with a "Premium User" licence or for the *"Coloured Numbers" service (Green Number+, Blue Number+ or White Number+. Alternatively for Green Number from abroad or Blue Number from abroad)* if voicemail is required in the voice decision tree entry.

Who can set up the service and how

User, group administrator, company administrator - via the *Web portal* _hlas.t-mobile.cz_ or by calling the *Voice Portal* via the voice menu, see chapter **Error! Reference source not found.**.

Important for user activation of voicemail

You must first activate the clipboard for the upload to work. This means logging in for the first time, *changing your password* and speaking your *name* by calling *the Voice Portal* via the voice menu, see Chapter **Error! Reference source not found.**.

More detailed description

If the call is directed to voicemail, the voicemail automatically answers the call, plays *a greeting*, and records a message when the caller's tone sounds. The message is recorded and stored in the mailbox for the caller to retrieve using *the Voice Portal*, or the recorded message is sent to the called user in an email as an *mp3* audio file. Depending on the selected option.

Saved messages are automatically deleted after 30 days.

Setting up a service for Virtual PBX

Voicemail is a part of the Premium user license and its activation is done by TMCZ based on filling in the request in the USER FORM for the user with the "Premium user" license, where it is necessary to select Voicemail settings to Voicemail or Voicemail with attachment. In the case of an attachment, you need to fill in the email to send the recording.

You can also set up a voicemail box after the fact by sending a request to *"business@t-mobile.cz"* or by contacting your sales representative. Unless otherwise agreed, calls are automatically forwarded to voicemail when a call is not answered or when the line is busy. Default greeting: *"**Name** not available to receive call. Please leave a message after the tone. Press the cross to end the recording."*

Establishing a service for Coloured Numbers

If a voice mailbox is required for a voice decision tree, the mailbox will be set up based on individual requirements.

2 Setting up voicemail through the Web Portal

The web portal offers the easiest and most user-friendly way to customize your voicemail settings.

The first step is to log in as a company **administrator** and navigate to **the specific user** for whom you will be setting up voicemail (see **the Login tutorial**).
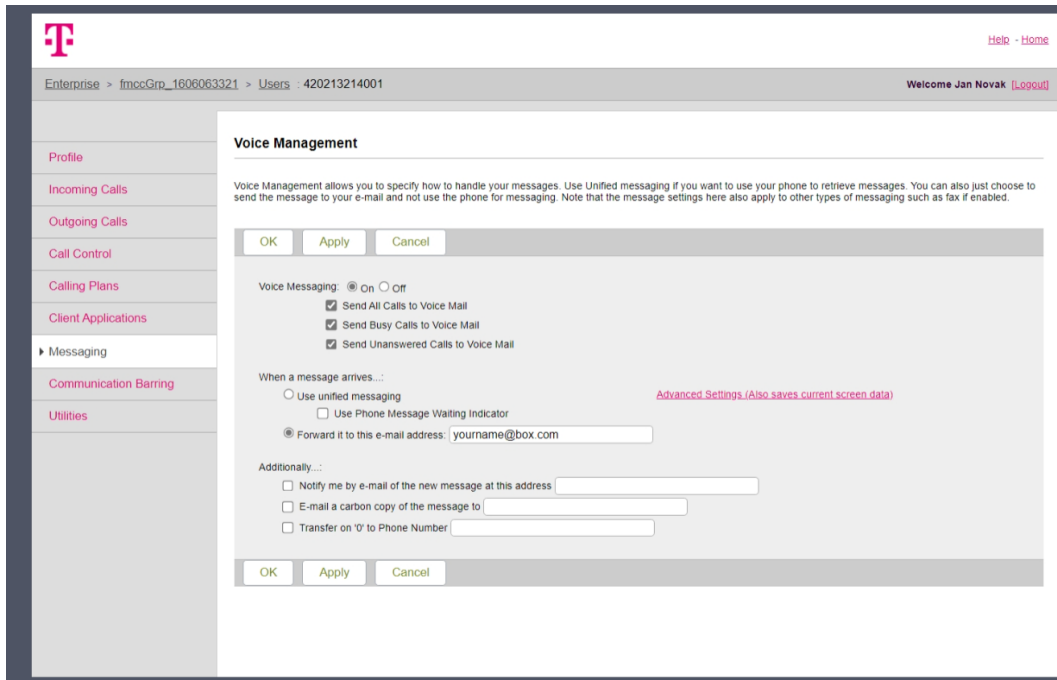
Here's how to access your voicemail management:

Option 1. – fast

Open **New Tab in browser (Ctrl+t)**, copy and paste this link *https://xspweb.t-mobile.cz/User/VM/General/* or

Option 2. - Classic

Message system -> Manage voicemail

Here you can turn voicemail on or off, and use the checkboxes to set when calls should be forwarded to voicemail:

- call forwarding always
- call forwarding busy
- call forwarding no reply

If you want to send the recorded message by e-mail as an audio file in **mp3** format, just select *"Forward to this e-mail address"* and fill in the destination e-mail address. The voice messages will then be sent to you as an attachment to the email, which also contains information about the calling number and time of the call.

Result (example): Unconditional forwarding of all calls to voicemail is set up and recorded messages will be sent as an attachment to your email address.

You can change the voicemail greetings or disable message storage on the web interface:

https://xspweb.t-mobile.cz/User/VM/Greetings/

Message system -> Greetings

If you only want to play a message without the option to leave a voice message, tick the "Turn off message storage" option.

Other sections allow you to set up voicemail greetings, and you can even select different greetings for each type of forwarding. You can either use the system's default greetings, or you can choose a greeting from a menu of your own greetings (stored as audio files in the greetings repository).

You will also find an option in this menu to adjust the ring time before the call is diverted to voicemail when no call is received.

3 Setting up voicemail via the Voicemail menu:

3.1 Access to the Voice Portal

From your phone:

- Dial *86*
- Only for the variant with Virtual PBX

From any other phone:

- Dial *+420 273 187 800*
- When prompted by the voice mail machine, enter your phone number, the access password you received when you activated your service.
- The password can be changed on the web interface *hlas.t-mobile.cz*

3.2 First login

The first time you log in, you will be prompted to change your password. The password must contain 6 digits. You will also be asked to upload your name to introduce yourself to the caller.

Example of a voice menu:

Welcome to the T-Mobile voice portal. Please enter your mailbox number and confirm with a cross.

Please enter your password and confirm with a cross.

1   To access voicemail [1]
2   To change your T-Mobile web portal profile [1]
3   Greetings menu [1]
4   To change call forwarding options [1]
5   To upload a new notification
6   To make a phone call [1]
7   To access hoteling [1]
8   Change password
9   Exiting the voice portal
 #   Repeat menu

3.3 Voice messaging services

1   To listen to your messages
2   To change your voicemail greeting due to busy
3   To change your voicemail greeting due to not logging in
5   To compose and send a new message
7   To delete all messages
       Access code (optional)
       Custom name (optional)
8   To change your voicemail message storage settings
*   Return to previous menu
 #   Repeat menu

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[1] These options are only available if you have been assigned the appropriate services