

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**.

Open Visual Voicemail

After pressing the Voicemail icon/button, the desk phone's screen will display the voicemail messages:

Due to certain security protocols, this option may be removed by your System Administrator

Sangoma D60 – D70

▶ CCI Training 2 <982>	12:20 pm	2s
▶ CCI Training 1 <981>	12:20 pm	7s
▶ CCI Training 4 <984>	12:20 pm	11s

Sangoma D80

CCI Training 1 981	0:05 6/19/23 12:13 PM
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Sangoma P315 – P330

▶ CCI Training 2 <982>	12:27 pm	0m 9s
▶ CCI Training 4 <984>	12:26 pm	0m 7s

Sangoma P370

CCI Training 1 981	00:03 Wed, May 10, 2023, 1:43 pm
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You then will have options to:

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

Switchvox User Portal

Switchvox®

Voicemails can also be accessed by logging into the user's **Switchvox User Portal**.

Voicemail/Fax Tab → Mailbox



Delete

Mark as
Read/Unread

Forward Voicemail to
another Extension.

Choose **Extension**
to Forward VM to.

Caller ID ▼	Date Received ▲	Original Mailbox ▼	Duration ▼	Actions
CCI Training 2 <982>	7/24/2023 12:27 PM	981	9s	
CCI Training 4 <984>	7/24/2023 12:26 PM	981	7s	

Select Voicemail

Play Voicemail message
from device.

Switchvox Switchboard

Switchboard ✓

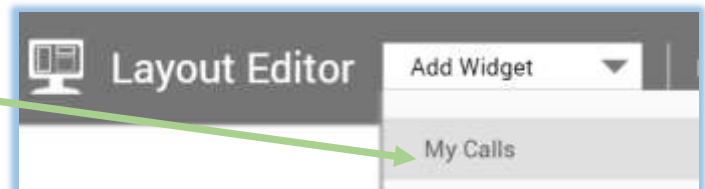
Once user is logged into the **Switchvox User Portal**, click on the **Switchboard ✓** tab on top toolbar.



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.

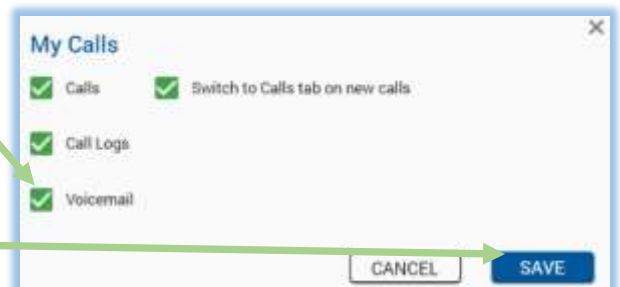


It is recommended that users ☒ every tab.

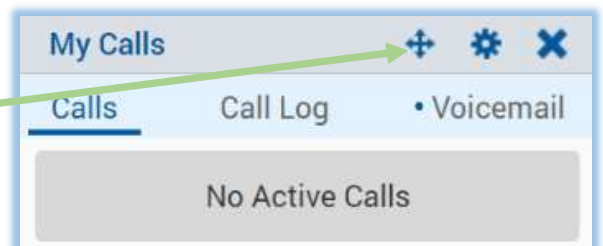
All features are important to daily operations.

The **Voicemail** box is at bottom.

Click “**Save**” when completed.

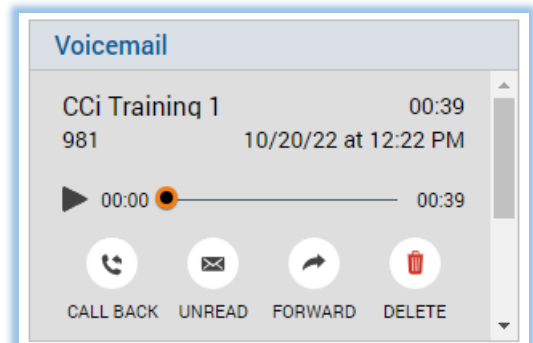


After Widget is added to **Switchboard**, click on **Voicemail**.

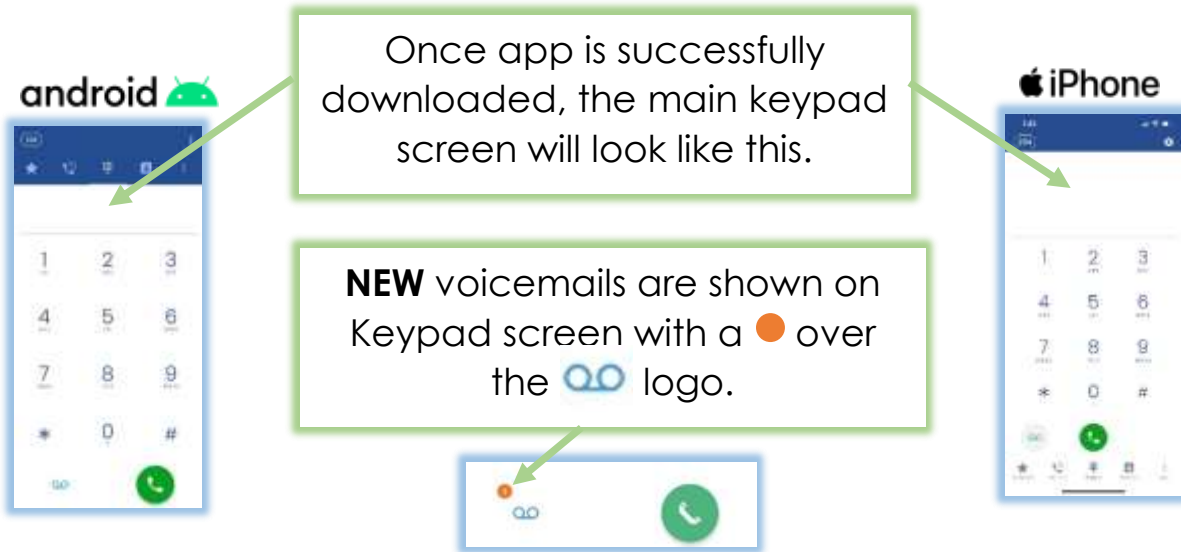


You then will have a Voicemail Widget that gives you options to:

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

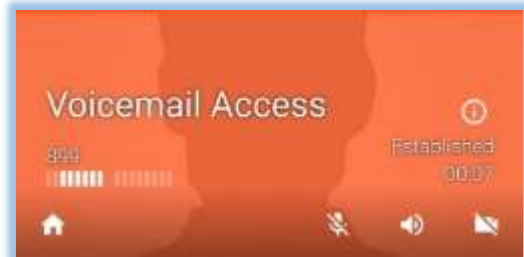


Sangoma Talk Mobile App



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.

Press the  icon on the bottom toolbar.



Play Voicemail

Opens the **Sangoma Talk Mobile App** to call contact back!



Details

Delete

Toggle Read/Unread

Sangoma Phone Desktop App

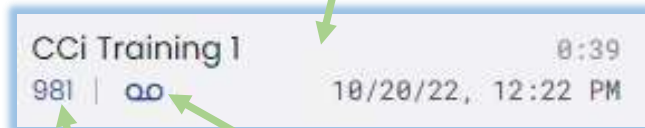


Once app is successfully downloaded, the main keypad screen will look like this.

Press the  icon on the top toolbar.



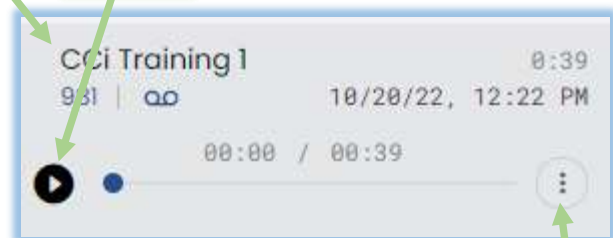
Click anywhere in **Gray** to open **VM**.



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.

