WESTCOAST CLOUD VOICE
powered by **Blueface**

CONFIGURING VOICEMAIL

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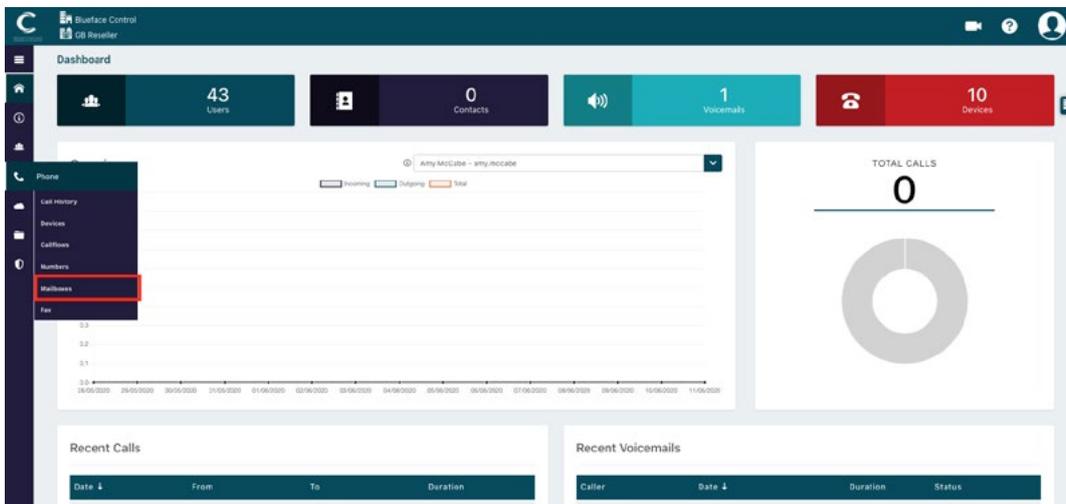
Mailboxes: in the **Mailboxes** section as shown above (Phone > Mailboxes), an administrator can manage the details of each user's voicemail. You can also create a new mailbox at any time.
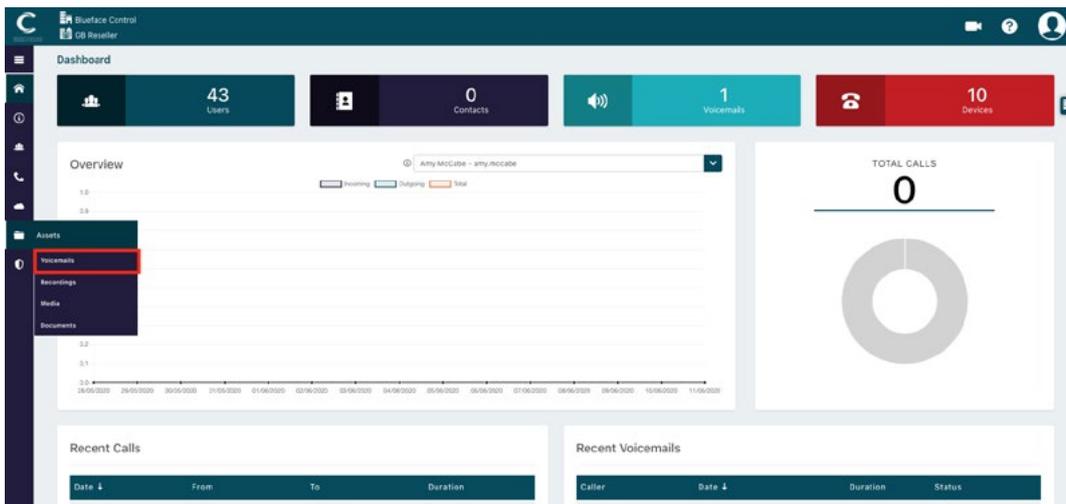
Voicemails: in the **Voicemails** section as shown above (Assets > Voicemails), an administrator can access every user's voicemail mailboxes. A regular user will only have access to their own messages. Voicemails can be accessed from any device linked to your account or downloaded from the Westcoast Cloud Voice portal.
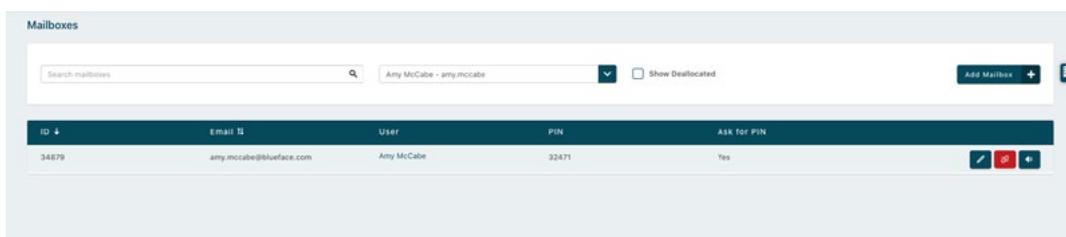
1.	Administrators can choose which mailbox they wish to view from this dropdown menu
2.	Click **'Add Mailbox +'** to create a new voicemail mailbox
3.	Click **'Edit'** to alter the settings of the currently selected mailbox as seen in bullet 1
4.	Click **'Deallocate Mailbox'**, denoted by a link icon, to deallocate the mailbox from a user
5.	Click **'Voicemails'**, denoted by a speaker icon, to view/listen to the voicemails of the current selected user. This will be explored further in the section below

CREATING A MAILBOX
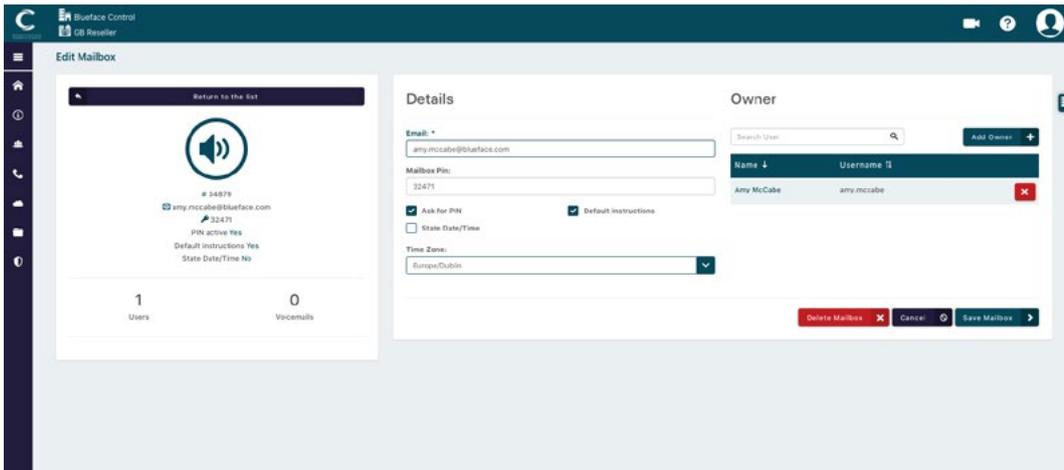
1.	Insert the email address of the user this mailbox will be allocated to. **Note:** voicemail details and an attached file of the voicemail will be sent to this email address
2.	Insert a mailbox PIN that will be used to access this mailbox by the user
3.	Check the **'Ask for PIN'** box to enable the PIN access
4.	Check **'Default Instructions'** to enable the automated voicemail messaging
5.	Clicking **'Add User'** will show a window where you can allocate this mailbox to selected users

Once satisfied that all the details you have entered above are correct, select **'Add Mailbox +'** in the bottom right-hand corner to create the voicemail mailbox.

ACCESSING VOICEMAILS
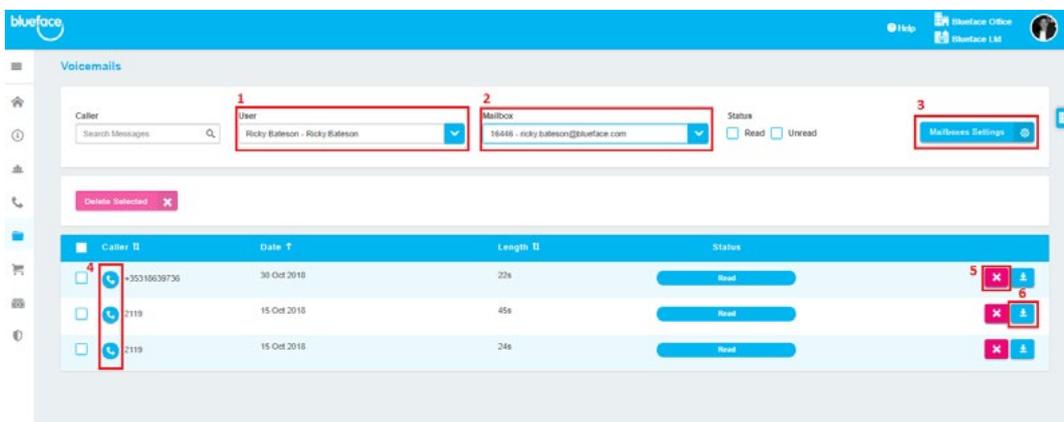
1.	Administrators can select from every user linked to their account from this dropdown menu
2.	If a user has multiple mailboxes, each one can be viewed individually using this dropdown
3.	**Mailbox Settings** allows you to edit the configuration of the selected mailbox
4.	**Click-to-Call** allows you to return the call of the person who left the voicemail
5.	Click **'X'** to delete a voicemail
6.	Click **'v'**, beside the **'X'** to download the voicemail for offline listening

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USEFUL CONTACTS

To set up partner or customer accounts on
Westcoast Cloud Voice portal please email:
admin@westcoastcloud.co.uk

For sales info: **voice@westcoastcloud.co.uk**,
or support: **support@westcoastcloud.co.uk**