Accessing Voicemail

The Default Voicemail numbers are:

5000

Internal from any extension on the PBX (User will be prompted for their extension number and password).

5001

Internal from the extension of the User checking Voicemail (the user will only be prompted for a password).

Voicemail PINs

The following PIN numbers are blocked for security reasons, and cannot be used in the Portal.

0000, 1111, 2222, 3333, 4321, 4444, 5555, 6666, 6789, 7777, 8888, 9876, 9999, 1234, 12345, 123456, 4321, 54321, 654321, 98765
Users with PIN numbers 1234 and 123456 after 12/24 will have their dial permission set to US and Canada Only. This policy is being implemented in our continuing effort against fraud prevention.

Accessing Voicemail from Outside the Phone System

Get to your voicemail prompt by dialing a DID, or through an Auto-Attendant (AA). Once you hear your voicemail greeting press star(*) to be prompted for your password.

FAQs: SkySwitch has a default max length of 5 minutes per voice mail message. Each user has 100mb of space to utilize. No automatic clean out or deletion is forced, the user has full control.

What is Enhanced Voicemail?

Enhanced Voicemail (also referred to as Enterprise Voicemail) is a treatment that gives the caller an option to try a different extension before prompting them to leave a message.

Note: Forwarding voicemail through the User Portal is a portal feature and will not trigger the Email Notification of the intended user the voicemail is forwarded to.

Call Flow with Enhanced Voicemail

1. The caller dials a DID or extension number

2. The caller hears the called party's voicemail greeting

3. The caller hears "To dial another extension press 1, to leave a voicemail press 2 or simply stay on the line" (at this point, the caller can also dial 0 to reach the Operator extension).

4. If option 1 is chosen and the domain has an auto-attendant, the caller will be directed to the auto-attendant and can dial another extension or choose the options available while in the AA menu. If the domain does not have an auto-attendant, a default prompt will play.

5. If option 2 is chosen, the caller hears "Please leave a message after the tone".

Warning: Pressing 0 to reach the Operator extension is not enabled by default. To turn on you will need to set Operator Forward to which extension it will route to.

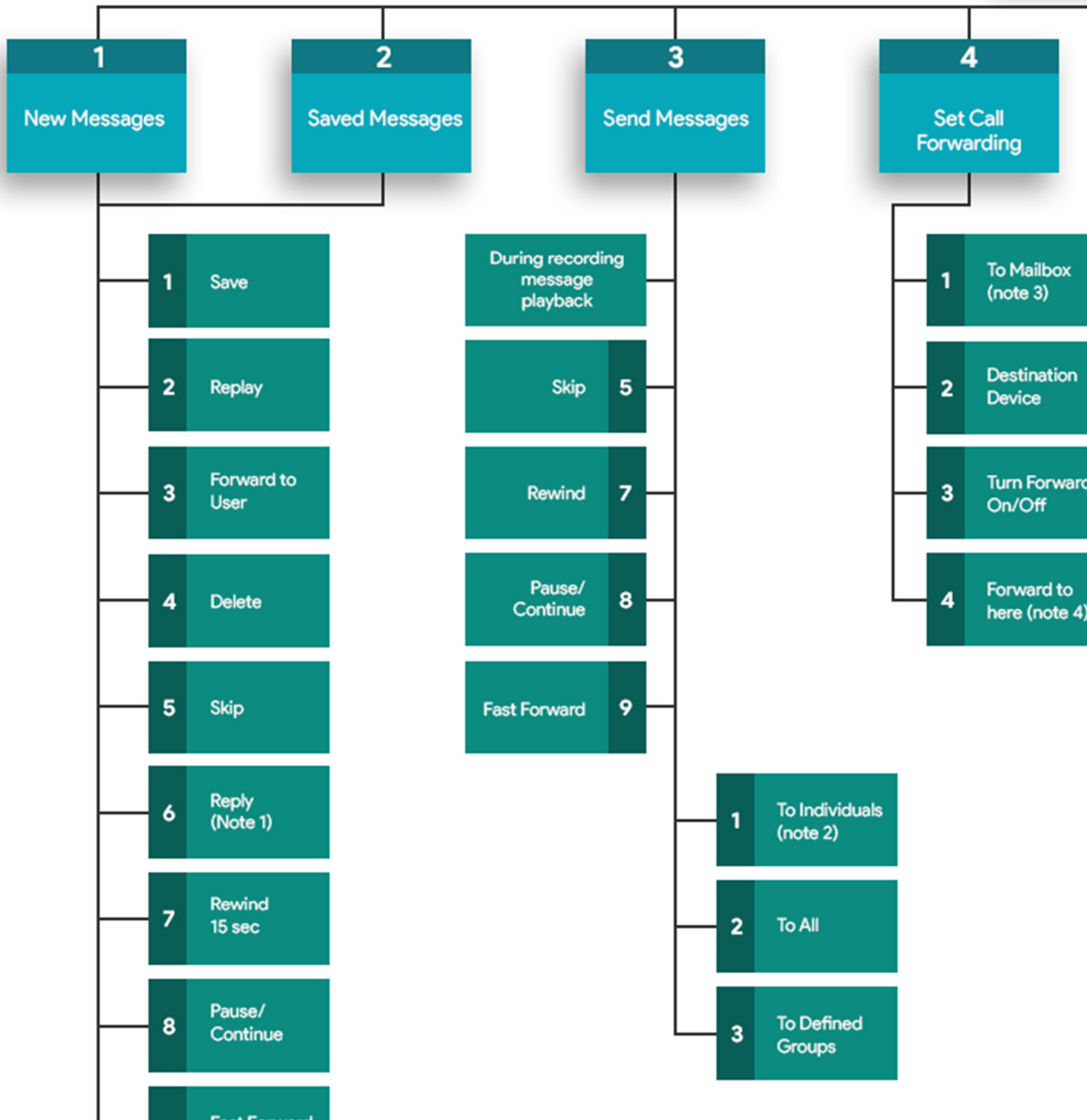A custom voicemail greeting that announces the option when pressing "0" should also be uploaded.

Call Flow with Enhanced Voicemail Disabled

1. The caller dials a DID or extension number

2. The caller hears "Your call is being forwarded please hold"

3. The caller hears the called party's voicemail greeting

4. The caller hears "Please leave a message after the tone".

Voicemail Graphical Options Menu

TSCVoIP

Vo
x

1

New Messages

2

Saved Messages

3

Send Messages

4

Set Call Forwarding

1	Save

2	Replay

3	Forward to User

4	Delete

5	Skip

6	Reply (Note 1)

7	Rewind 15 sec

8	Pause/ Continue

During recording message playback

Skip	5

Rewind	7

Pause/ Continue	8

Fast Forward	9

1	To Individuals (note 2)

2	To All

3	To Defined Groups

1	To Mailbox (note 3)

2	Destination Device

3	Turn Forward On/Off

4	Forward to here (note 4)

Click on the image above for a high-resolution image.

Setting up a General Voicemail Account

Scenario

Your customer would like to have the Message Waiting Indicator (MWI) for a shared voicemail account be activated on multiple phones. You can accomplish this by creating the shared account as an additional line on the desired extensions.

Steps

1. Create a User called "Shared Voicemail."

2. Create a separate device for each extension that wishes to monitor this account. Assuming that the shared voicemail User is 100 and this needs to be shared by extensions 200, 201, and 202, then you will need to create three devices for User 100 (e.g. 100, 100a and 100b).

3. Add one of the User 100 devices as an extra line on the main device for each of the other Users (e.g. User 200 will have device 100 as an extra line, User 201 will have device 100a as an extra line, etc.).

See this document for more information

Sending Voicemail Alerts by Email

Email notifications for voicemail can be setup by going to the Voicemail tab of the user in Manage PBX. In the Unified Messaging section, you can choose one of the notification types listed below:

1. None

2. Notification only (no link or attachment)

3. Send w/ hyperlink

4. Send w/ attachment (leave as new)

5. Send w/ attachment (move to saved)

6. Send w/ attachment (move to trash)

Phone: (877) 200-9005   *Local: (914) 483-3500*

Website: www.tscvoip.com   *Email: info@tscvoip.com*

Unified Messaging

Email Notification

- ✓ None
- Notification only (no link or attachment)
- Send w/ hyperlink

Options

- Send w/ attachment (leave as new)
- Send w/ attachment (move to saved)
- Send w/ attachment (move to trash)

Sending Voicemail Alerts by SMS

It is possible to send voicemail alerts to a user's mobile phone by SMS using the mobile carriers email gateway. Emails sent a mobile phone via the mobile carrier's email gateway will be converted into an SMS message for the user.

To enable this functionality, simply add the mobile phone's email address to the User's profile in the PBX portal.

Note that Voicemail alerts by SMS are only plain text. It does not send the WAV file/link. The user has to log in to the portal or the device to listen.

Another option is to use Direct Inward System Access (DISA)to access voicemail.

Mobile Carrier Email Gateways

Mobile Carrier	Email Address
3 River Wireless	10digitphonenumber@sms.3rivers.net
ACS Wireless	10digitphonenumber@paging.acswireless.com
Alltell	10digitphonenumber@message.alltel.com
AT&T	10digitphonenumber@txt.att.net

Phone: (877) 200-9005

Local: (914) 483-3500

Website: www.tscvoip.com

Email: info@tscvoip.com

Mobile Carrier	Email Address
Bell Canada	10digitphonenumber@txt.bellmobility.ca
Bell Canada	10digitphonenumber@bellmobility.ca
Bell Mobility (Canada)	10digitphonenumber@txt.bell.ca
Bell Mobility	10digitphonenumber@txt.bellmobility.ca
Blue Sky Frog	10digitphonenumber@blueskyfrog.com
Bluegrass Cellular	10digitphonenumber@sms.bluecell.com
Boost Mobile	10digitphonenumber@myboostmobile.com
BPL Mobile	10digitphonenumber@bplmobile.com
Carolina West Wireless	10digit10digitnumber@cwwsms.com
Cellular One	10digitphonenumber@mobile.celloneusa.com
Cellular South	10digitphonenumber@csouth1.com
Centennial Wireless	10digitphonenumber@cwemail.com
CenturyTel	10digitphonenumber@messaging.centurytel.net
Cingular (Now AT&T)	10digitphonenumber@txt.att.net
Clearnet	10digitphonenumber@msg.clearnet.com
Comcast	10digitphonenumber@comcastpcs.textmsg.com
Corr Wireless Communications	10digitphonenumber@corrwireless.net
Dobson	10digitphonenumber@mobile.dobson.net
Edge Wireless	10digitphonenumber@sms.edgewireless.com

Mobile Carrier	Email Address
Fido	10digitphonenumber@fido.ca
Golden Telecom	10digitphonenumber@sms.goldentele.com
Helio	10digitphonenumber@messaging.sprintpcs.com
Houston Cellular	10digitphonenumber@text.houstoncellular.net
Idea Cellular	10digitphonenumber@ideacellular.net
Illinois Valley Cellular	10digitphonenumber@ivctext.com
Inland Cellular Telephone	10digitphonenumber@inlandlink.com
MCI	10digitphonenumber@pagemci.com
Metrocall	10digitpagernumber@page.metrocall.com
Metrocall 2-way	10digitpagernumber@my2way.com
Metro PCS	10digitphonenumber@mymetropcs.com
Microcell	10digitphonenumber@fido.ca
Midwest Wireless	10digitphonenumber@clearlydigital.com
Mobilcomm	10digitphonenumber@mobilecomm.net
MTS	10digitphonenumber@text.mtsmobility.com
Nextel	10digitphonenumber@messaging.nextel.com
OnlineBeep	10digitphonenumber@onlinebeep.net
PCS One	10digitphonenumber@pcsone.net
President's Choice	10digitphonenumber@txt.bell.ca

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Website: www.tscvoip.com   Email: info@tscvoip.com

Mobile Carrier	Email Address
Public Service Cellular	10digitphonenumber@sms.pscel.com
Qwest	10digitphonenumber@qwestmp.com
Rogers AT&T Wireless	10digitphonenumber@pcs.rogers.com
Rogers Canada	10digitphonenumber@pcs.rogers.com
Satellink	10digitpagernumber.pageme@satellink.net
Southwestern Bell	10digitphonenumber@email.swbw.com
Sprint	10digitphonenumber@pm.sprint.com
Sumcom	10digitphonenumber@tms.suncom.com
Surewest Communications	10digitphonenumber@mobile.surewest.com
T-Mobile	10digitphonenumber@tmomail.net
Telus	10digitphonenumber@msg.telus.com
Tracfone	10digitphonenumber@txt.att.net
Triton	10digitphonenumber@tms.suncom.com
Unicel	10digitphonenumber@utext.com
US Cellular	10digitphonenumber@email.uscc.net
Solo Mobile	10digitphonenumber@txt.bell.ca
Sprint	10digitphonenumber@messaging.sprintpcs.com
Suncom	10digitphonenumber@tms.suncom.com
SureWest Communications	10digitphonenumber@mobile.surewest.com

Phone: (877) 200-9005   *Local: (914) 483-3500*
Website: www.tscvoip.com   *Email: info@tscvoip.com*

Mobile Carrier	Email Address
T-Mobile	10digitphonenumber@tmomail.net
Telus	10digitphonenumber@msg.telus.com
Triton	10digitphonenumber@tms.suncom.com
Unicel	10digitphonenumber@utext.com
US Cellular	10digitphonenumber@email.uscc.net
US West	10digitphonenumber@uswestdatamail.com
Verizon	10digitphonenumber@vtext.com
Virgin Mobile	10digitphonenumber@vmobl.com
Virgin Mobile Canada	10digitphonenumber@vmobile.ca
West Central Wireless	10digitphonenumber@sms.wcc.net
Western Wireless	10digitphonenumber@cellularonewest.com

Voicemail Issues

Voicemail to Email not received

If your customer is not receiving voicemail to email, please see this article for more information.

Voicemail Hyperlink does not work

If you are using the Voicemail Hyperlink and the link opens to an error webpage; it is likely because the Voicemail has already been deleted from the user's mailbox. It is recommended to check the voicemail box to make sure the voicemail is still New or Saved.