



Create and Enable Voice Mail for a Hunt Group

Log into Broadsoft as the Administrator.

To Enable Voicemail

From the Options menu

- Select Groups
- Select the group you want to edit

Options:

- ▶ Profile
- Resources
- Utilities

Groups

Add a new group or manage existing groups.

OK Add Add Group Wizard Cancel

Group ID ▲	Group Name	User Limit	Edit
0032900001	Velocity Networks	3	Edit

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Group ID Starts With [Find](#) [Find All](#)

OK Add Add Group Wizard Cancel

From Options: Select Services

- From the Advanced Menu
 - Select Hunt Group

Options:

- Profile
- Resources
- ▶ Services
- Acct/Auth Codes
- Utilities

Services

<p>Basic</p> <p>Auto Attendant Serves as an automated receptionist that answers the phone and provides a personalized message to callers. Callers have the option to connect to the operator, dial by name or extension, or connect to configurable extensions.</p> <p>Call Pickup Enable users to answer any ringing line in their call pickup group.</p> <p>Conference Bridges Enable groups to set up, use, and monitor conferences for internal and external participants.</p> <p>LDAP Integration Enable users to access contact names and phone</p>	<p>Advanced</p> <p>Call Capacity Prevent a group from making more than a specified number of concurrent calls.</p> <p>CommPilot Call Manager Configure the CommPilot Call Manager settings for your group's users.</p> <p>Hunt Group Automatically process incoming calls received by a single phone number by distributing them among a group of users or agents.</p> <p>Series Completion Provide key system functionality by hunting through a set of lines according to a pre-arranged order.</p>
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- o Select Edit for the Hunt Group.

Options:

- [Profile](#)
- [Resources](#)
- [Services](#)
- [Acct/Auth Codes](#)
- [Utilities](#)

Hunt Group

Create a new hunt group and manage existing hunt groups. Defining hunt groups allows you to redirect overflow calls to a destination when the group cannot accept calls.

OK Apply Add Cancel

Active	Group Name	Phone Number	Extension	Department	Edit
<input checked="" type="checkbox"/>	Sales Hunt	None	5000		Edit

OK Apply Add Cancel

From the Advance Menu

- Select Assign Services

Advanced

Assign Services

Assign or unassign services and service packs.

- From Available Services
 - o Select Voice Messaging User
 - o Select Add>
 - o Select <Apply>
 - o Select <OK>

Options:

- [Profile](#)
- [Messaging](#)

Assign Services

Assign Services allows you to assign or unassign services and service packs for a user. If a service or service pack is unassigned the service data that has been filled out will be lost.

OK Apply Cancel

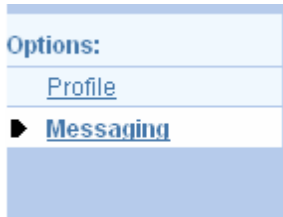
Available Services	User Services
<ul style="list-style-type: none"> Alternate Numbers Anonymous Call Rejection Call Forwarding Always Call Forwarding Busy Call Forwarding Selective Call Notify Do Not Disturb Priority Alert Selective Call Acceptance Selective Call Rejection 	Voice Messaging User

Add > Remove < Add All >> Remove All <<

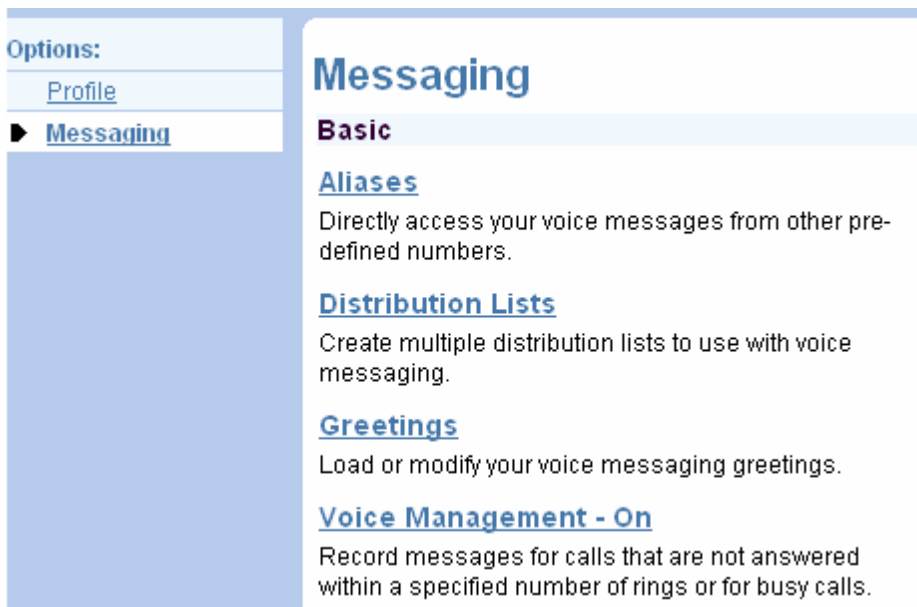
OK Apply Cancel



- Notice Messaging appears on the Options Menu



- From The Options Menu Messaging



- Select Voice Management
 - ⌚ Radio button to ON
 - ⌚ <Apply>
 - ⌚ Radio button Use unified messaging
 - ⌚ Select “Advanced Settings...”
 - ⌚ Radio button the Group’s Mail Server
 - ⌚ 003290000100004@VM.CPNA.NET ⌚ User ID plus domain (all enterprise voice mail goes to this domain)
 - ⌚ 003290000100004 ⌚ User ID without domain
 - ⌚ 003290000100004 ⌚ User ID without domain
 - ⌚ <Apply>
 - ⌚ <OK>



Options:

- [Profile](#)
- ▶ [Messaging](#)**

Voice Management Advanced Settings

Voice Management allows you to specify how to handle your voice messages. Use Unified messaging if you want to use your phone to retrieve voice messages. You can also just choose to send the message to your e-mail and not use the phone for voice messaging.

OK
Apply
Cancel

Store voice messages on...

the Group's Mail Server

E-mail Address:

User ID:

Password:

Full Mailbox Limit:

a Personal Mail Server

Mail Server ID:

Mail Server Protocol:

E-mail Address:

User ID:

Password:

To Enable the Voicemail

- From the Options menu
 - Select Profile
 - Select Profile
 - From the No Answer Settings
 - Check "Enable No answer time out"
 - Set the Number of rings before voicemail picks up
 - <Apply>
 - <OK>

Group Policy: Circular Regular Simultaneous Uniform

No Answer Settings

Enable No Answer Timeout

Number of rings before going to the next agent:

Calls Forward to:

Available Users
Assigned Users



To Set Password

- From the Options menu select Profile
 - Select Password
 - Type Password
 - Re-type Password
 - <Apply>

Options:

- ▶ Profile
- [Messaging](#)

Passwords

Passwords allows you configure your passwords for the web portal and/or voice portal.

OK Apply Cancel

Set voice portal password

Reset Password

* Type new password:

* Re-type new password:

To Check Voicemail

- Call the voice portal (check admin document for phone number or internal extension)
- Dial *
- Dial the hunt group extension
- Check messages