Pod Connect: Voicemail

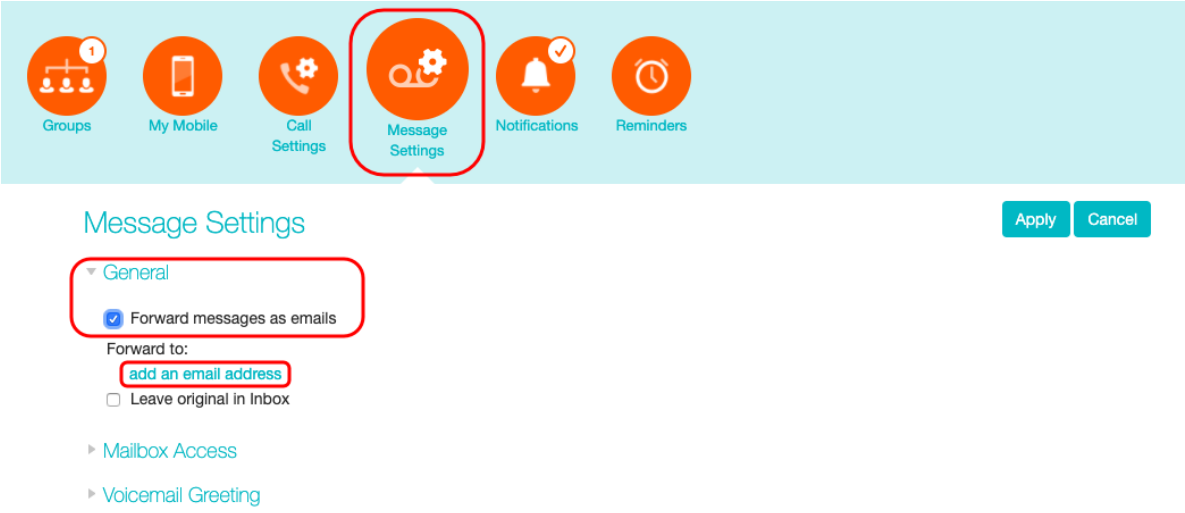
Questions and answers about vociemail.

- Can I Have My Voicemails Sent As Emails?
- How Do I Change Or Reset My Voicemail PIN?

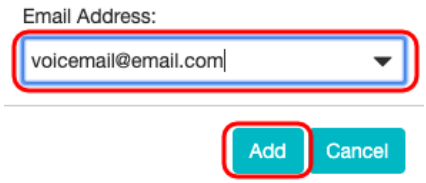
Can I Have My Voicemails Sent As Emails?

Yes. This can be configured from the CommPortal

- Login to the CommPortal and click on **Message Settings**, in **General** section tick **Forward messages as emails** then click on **add an email address**.



- In the pop up window enter your email address and click **Add**.



TIP: You can leave a copy of your voicemails on the server, these will still be accessible by the CommPortal a calling the voicemail number. Tick **Leave original in Inbox**.

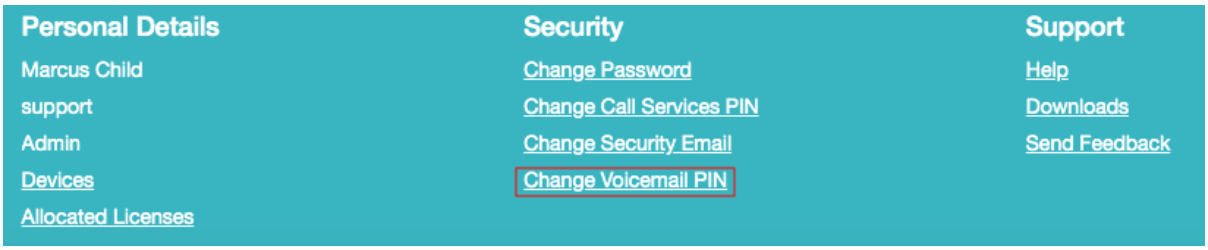
- Your voicemails will now be emailed to you.

How Do I Change Or Reset My Voicemail PIN?

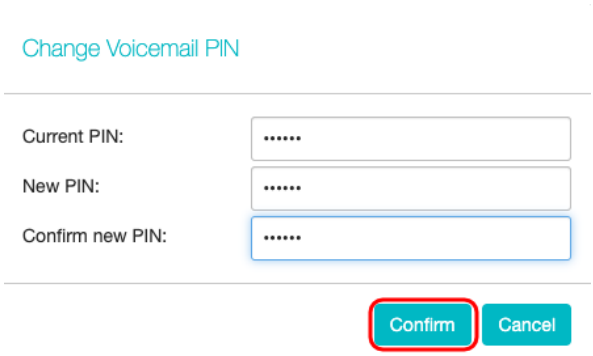
If you know your voicemail PIN this can be change from the CommPortal by following the below:

TIP: If you do not know your CommPortal password, instructions on how to reset this can be found here.

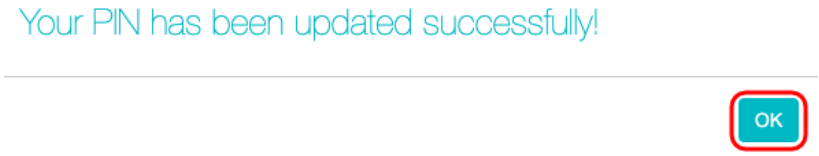
- Login to the CommPortal with your username (phone number) and password.
- At the bottom of page click on **Change Voicemail PIN** under **Security**.



- A window will appear requesting your current PIN and then enter your new PIN then confirm your new PIN. Click on



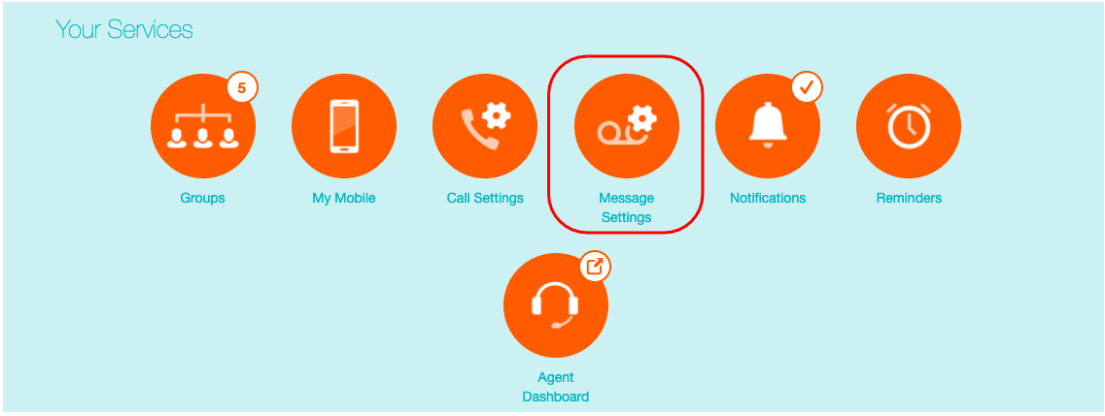
- You will now receive an email confirming your Voicemail PIN has changed.



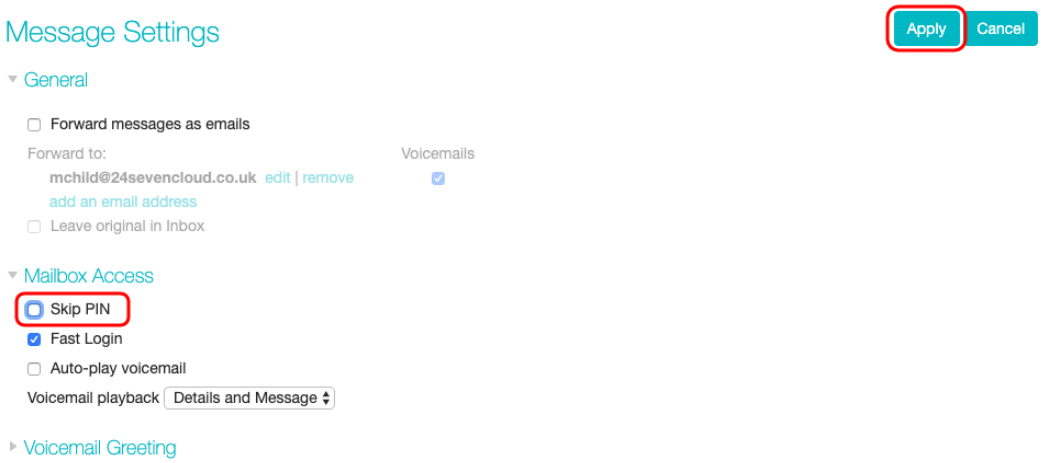
- Click **OK**

If you do not know your current Voicemail PIN you will need to follow the below:

- Login to the CommPortal with your username (phone number) and password.
- Under **Your Services**, click on **Message Settings**



- In **Message Settings** go to **Mailbox Access** and ensure **Skip PIN** is unticked. If it is not, untick this and then click on **Apply**.



- From your Pod Connect client (desktop or mobile) or your desk phone call **121** to access your voicemail.
- In the Voicemail menu press options **4 > 3 > 1**
- Enter a new PIN between 6 - 20 characters and then press **#**
- Repeat your new PIN and press **#**
- Your Voicemail PIN has now been changed, you will also receive an email confirming this change.