

Voicemail transcription transcribes audible voicemails that are left in your mailbox into text. This convenient feature can improve your efficiency, accuracy, and customer service, while saving time and money.

This guide shows how eligible customers can access their transcribed voicemails via email, CommPortal, and the MaX UC Mobile and Desktop apps.

EMAIL

Below are the steps to automatically send your transcribed voicemails to an email address.

- 1. Login to CommPortal at https://webcare.letsrev.net
- 2. Under Your Services, click the **MESSAGE SETTINGS** button.
- You will notice that TRANSCRIBE VOICEMAILS IN YOUR INBOX is checked automatically.

To ensure you receive your voicemails and their transcriptions via email, add your email address into the **FORWARD TO** section.

You may enter up to 4 email addresses using the **ADD AN EMAIL ADDRESS** option.







4. Finally, click the **APPLY** button to the right of the Message Settings header to save your changes.

You're all set! Below is an example of what the voicemail transcription will look like when you receive your voicemail message via email.

To OREV Customer	Wed 10/11/2023 2:45 PM			
state to the state of the state				
he attached message was recently left in your voicemail account for 9856939378. We are sending you this email because	you have asked for your messages to be forwarded to this address.			
he original message is still in your account, and will be played or shown as usual the next time you log in. If you prefer, you can use the link below to delete it. You can also mark messages as "read", which means they will be kept in your voicemail account, but will not be treated as new messages.				
elete this message (without further confirmation)				
Mark this message as read				
Mark all messages as read				

COMMPORTAL

If you have the **LEAVE ORIGINAL IN INBOX** box checked as shown in Step 3, the voicemail transcription will also show up under **MESSAGES** at the top of the CommPortal screen:



MAX UC MOBILE APP

The image below shows where eligible customers can access transcribed voicemails in the MaX UC Mobile app.

There is no action needed for your voicemail transcriptions to appear under the **VOICEMAIL** tab.

11:31			ntl 5G 100 [,]
	Call History	Voicemail	6
Phor	ne		
Jane Good	e Smith and Morning Joh	l 1 other in. Please re	Wednesday 2:44 PM eturn my call
wnen	time permits		00:07
Call	SMS SMS	Aeeting	 More
	VIEW DELE		
Contacts	Phone	Chat	B I Meetings

MAX UC DESKTOP APP

The image below shows where eligible customers can access transcribed voicemails in the MaX UC Desktop app.

Simply click on the Voicemail icon shown below and it will launch CommPortal where the transcriptions are stored.

	JM	Search or dial number
	+	J
	2	JS Jane Smith
	Q	L
	Ð	LT Lance Tester
-		

QUESTIONS?

For help with voicemail transcription, call us at **866-625-4100.**