

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.

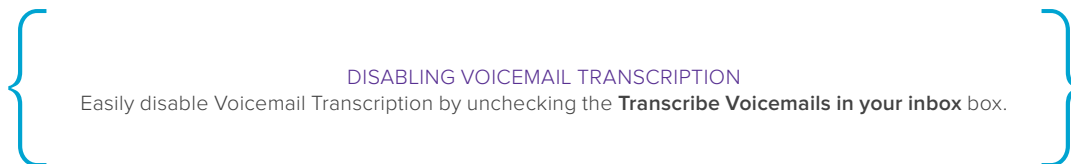
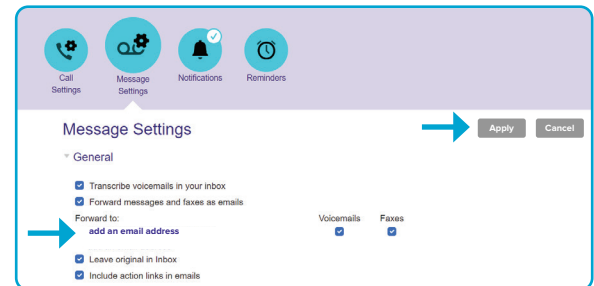
## EMAIL

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.
3. You will notice that **TRANSCRIBE VOICEMAILS IN YOUR INBOX** is checked automatically.

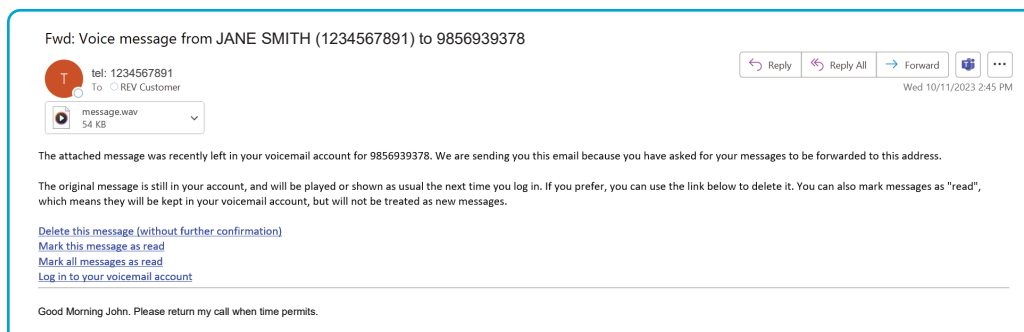
To ensure you receive your voicemails and their transcriptions via email, add your email address into the **FORWARD TO** section.

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



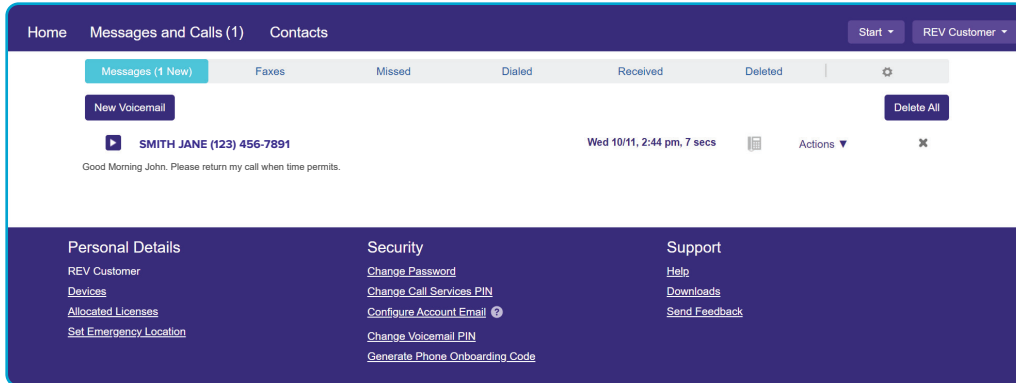
4. Finally, click the **APPLY** button to the right of the Message Settings header to save your changes.

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



## COMMPORTAL

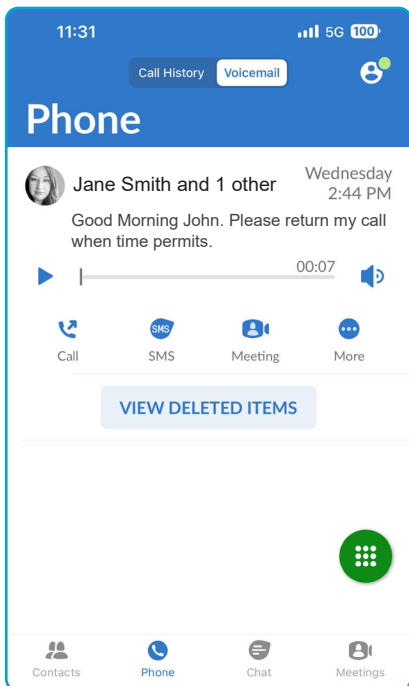
If you have the **LEAVE ORIGINAL IN INBOX** box checked as shown in Step 3, the voicemail transcription will also show up under **MESSAGES** at the top of the CommPortal screen:



## MAX UC MOBILE APP

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

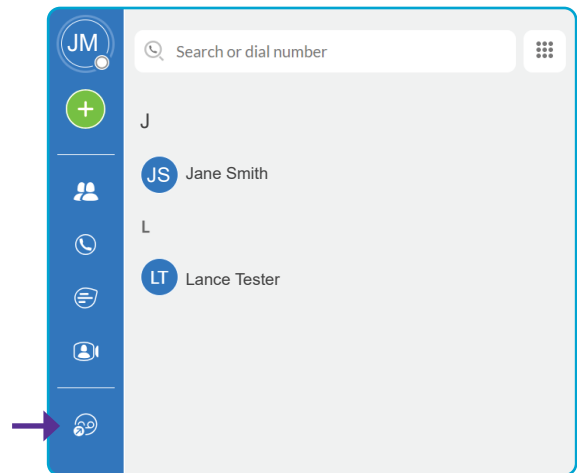
There is no action needed for your voicemail transcriptions to appear under the **VOICEMAIL** tab.



## 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.



## QUESTIONS?

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