



unified communications (UC) Managing Voicemail Greetings

There are two ways to manage your Unified Communications voicemail greetings:

1. Dial in from your phone or any phone on your company's UC platform
2. Log into the Control Panel (for designated Administrators of your company's UC service)

DIAL IN

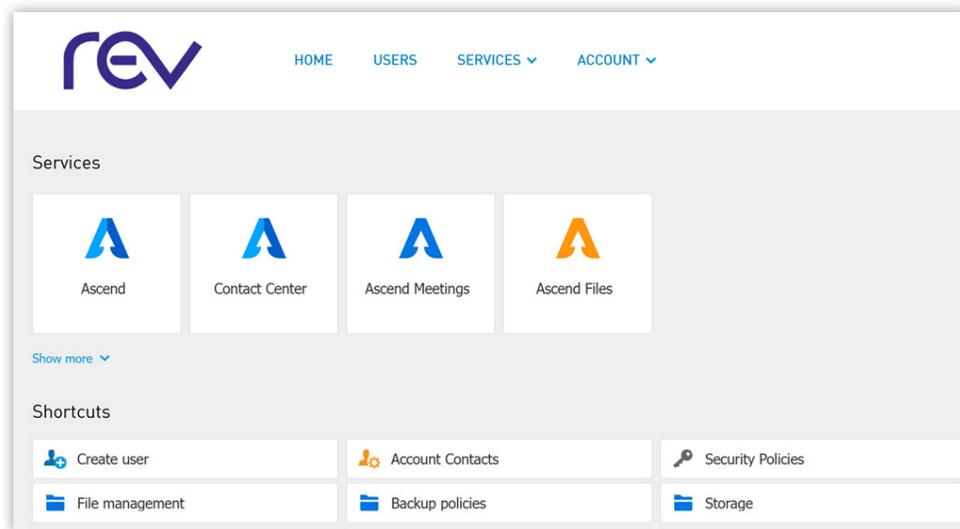
From the Ascend mobile or desktop app, or any phone on your company's UC platform:

1. Dial * + the **extension number**.
Example for a user with 100 as their extension: *100
2. When you hear the greeting, press # followed by the **extension number** and #.
Example: #100#
3. Enter the **PIN** for this voicemail box, followed by #.
4. Follow the instructions to listen to the existing greeting and record a new greeting.

LOG INTO CONTROL PANEL

Log into the UC Control Panel with your provided credentials, then click the Ascend icon under Services.

Control Panel Login: <https://cp.serverdata.net/>



From here, where you go to manage voicemail settings – including greetings – depends on the type of line the voicemail is associated with:

- User
- Auto Attendant
- Hunt Group

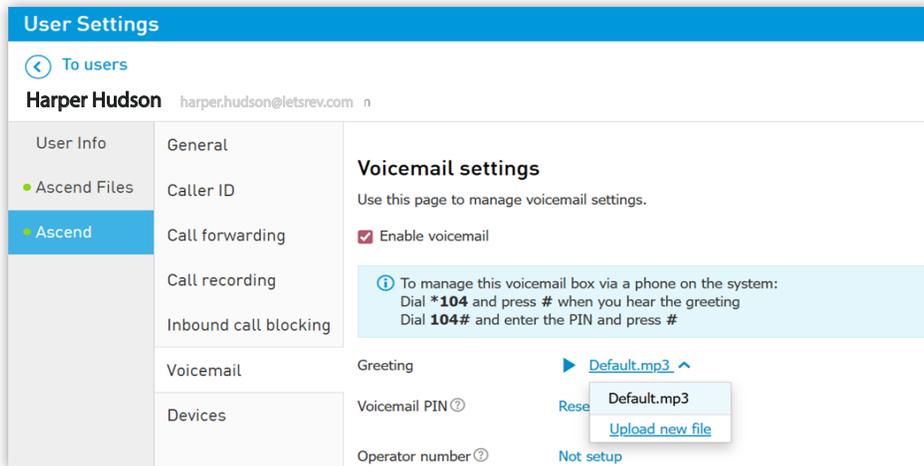
For Resource lines, if you know the extension number, follow the “Dial In” instructions in this guide or contact REV support for assistance.

HOW TO CHANGE A USER'S VOICEMAIL GREETING

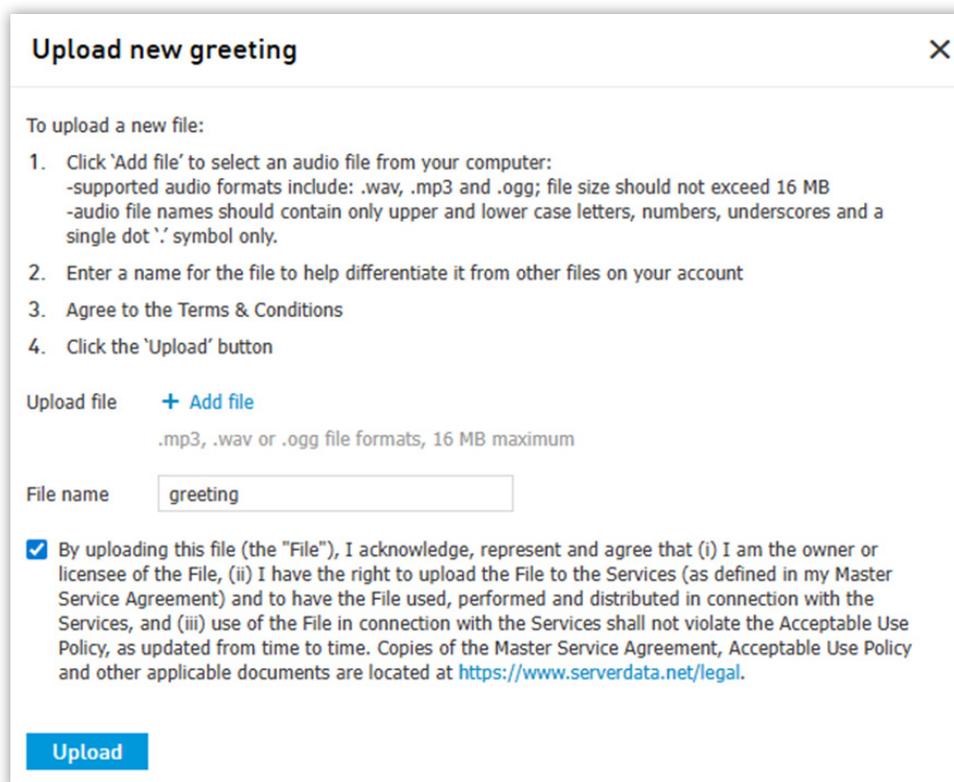
1. Select the Users tab from the left-hand menu, and then click the name of the user you want to manage.



2. On the next screen, select Voicemail from the submenu. You'll be presented with a screen that provides instructions for how to dial in and set a new voicemail greeting, as well as the option to listen to the current greeting and upload a new greeting.

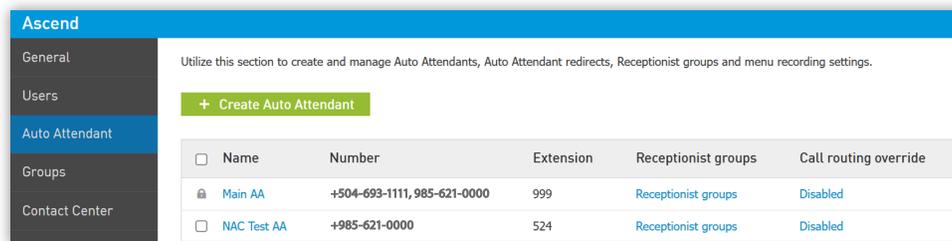


3. To upload a new greeting, click the down arrow next to the mp3 file name and select Upload new file. You'll be presented with a new window where you can upload a wav, mp3, or ogg file. You may then enter the File name and then click the Upload button.

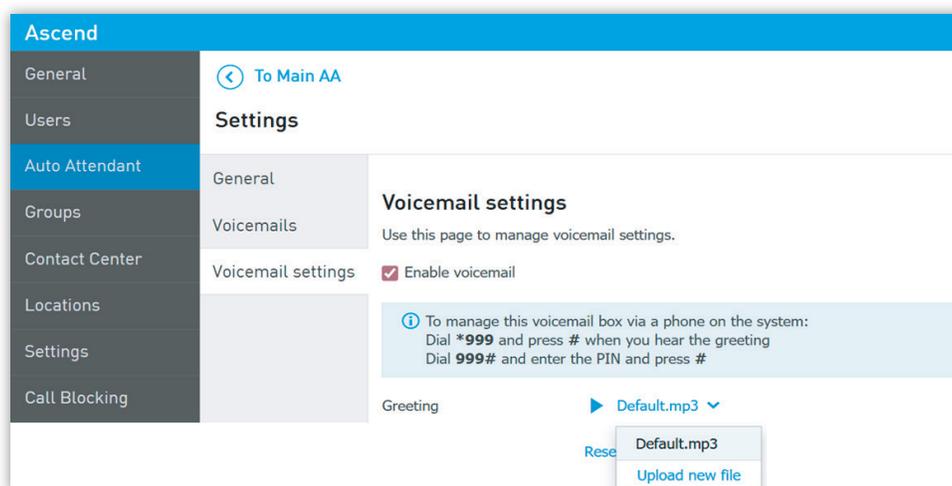


AUTO ATTENDANT

1. Select the Auto Attendant tab from the left-hand menu, and then click on the Auto Attendant that you want to manage.



2. From that page, click the  **Settings** button on the top right.
3. Next, click the Voicemail settings submenu option and you'll be presented with instructions on how to dial in and set a new voicemail greeting. You'll also have the option to listen to the current greeting and upload a new greeting.



4. To upload a new greeting, click the down arrow next to the mp3 file name and select Upload new file. You'll be presented with a new window where you can upload a wav, mp3, or ogg file. You may then enter the File name and then click the Upload button. (For visual reference, see the Upload New Greeting image on pg 2).

Hunt Groups

1. Select the Groups tab from the left-hand menu, and then click the hunt group that you want to manage.

Ascend

General | Call groups | Company messaging groups

Users

Auto Attendant

Groups

Contact Center

Locations

Settings

Call Blocking

Quality

Reports & Analytics

Apps & Integrations

Call Recordings

AI Applications

A Group is a set of members organized to perform certain actions, such as distributing incoming phone calls.

Advanced Hunt Groups are Basic Hunt Groups with extended functionality.

[Manage Advanced Hunt Groups users](#)

[+ Create group](#)

Search All types [v](#)

<input type="checkbox"/> Group +	Type	Extension	Phone number	Members
<input type="checkbox"/> Advanced HG	Advanced Hunt	502		0
<input type="checkbox"/> Default	Call park	980-986, 987, 989		18
<input type="checkbox"/> Lance Page	Paging	515		3
<input type="checkbox"/> NAC Advanced Hunt	Advanced Hunt	505	+5046931111	4
<input type="checkbox"/> NAC Basic Hunt	Basic Hunt	500	+9856210000	5
<input type="checkbox"/> Paging Group	Paging	501		4
<input type="checkbox"/> Temp adv hg	Advanced Hunt	109		0

2. Next, click the Voicemail settings submenu option and you'll be presented with instructions on how to dial in and set a new voicemail greeting. You'll also have the option to listen to the current greeting and upload a new greeting.

Ascend

General | [To groups](#)

Users

Auto Attendant

Groups

Contact Center

Locations

Settings

Call Blocking

Quality

Reports & Analytics

General

Menu

Greetings

Agents

Call recordings

Voice-mails

Voice-mail settings

Reports

NAC Basic Hunt

Voicemail settings

Use this page to manage voicemail settings.

Enable voicemail

[i](#) To manage this voicemail box via a phone on the system:
Dial *500 and press # when you hear the greeting
Dial 500# and enter the PIN and press #

Greeting [▶ Default.mp3 v](#)

Voicemail PIN [?](#) [Reset](#) [Default.mp3](#)

[Upload new file](#)

Operator number [?](#) [Not setup](#)

3. To upload a new greeting, click the down arrow next to the mp3 file name and select Upload new file. You'll be presented with a new window where you can upload a wav, mp3, or ogg file. You may then enter the File name and then click the Upload button. (For visual reference, see the Upload New Greeting image on pg 2).