

# Setting Up Your Voicemail to Email – 81XXX accounts

In order to have voicemail established on your account you must first call our support team on 8152005 (Option 2) to have the Voicemail feature enabled on your account. After Voicemail is enabled follow the instructions below.

## Recording Voicemail Greetings from your Extension

Call 90912345 to access your mailbox. You will be asked to enter your password. Default password is the same as your IP Number.

- Press 0 to access and change your Mail Box Options
- Press 1 to record your Unavailable message – then follow the prompts to record and save the message that callers will hear when you do not answer your phone.
- After saving your Unavailable message simply hang up.:

Your message recording is complete.

Note: There is no need to record your busy message or your name. These options are not used for 81XXX accounts.

## Enable & Configure Call Forward

Log on to your account from [www.ittelenet.com/myaccount](http://www.ittelenet.com/myaccount)

Please Login to access your Account.

Language Select

Phone Number

Password

Verification Code  ← Copy the numbers from the right to the left

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**Step 1** Click “Features” to enter “Features” page.

**Step 2** Click on the “Enable” button in call forward section to setup call forward and enter configuration page.

**Step 3** Set up call forwarding, See below

**Step 4** Click on “Modify” to finish setting up call forward, click on “Reset” to clear the input.

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**Forward according to my phone status(default)**

When my phone is Offline:

Send busy tone

Forward to my Cellphone/Landline

Forward to My Voice Mail

When my phone is Online:

Ring my phone

If Busy, forward to  My Cellphone/Landline

My Voice Mail

If No Answer in  seconds, forward to  My Cellphone/Landline

My Voice Mail

**Always forwarded to:**  My Cellphone/Landline

My Voice Mail