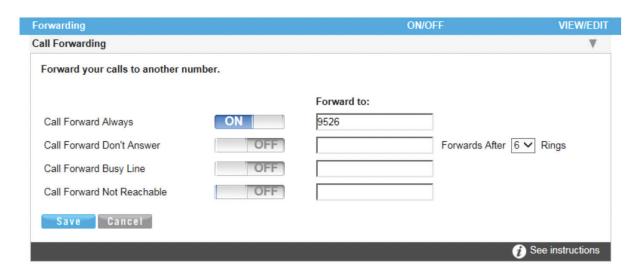


Exiting Employees / New Employee Set-Up

With Vast TeleCloud, there are simple ways to handle exiting employees and set up new employees using the portal.

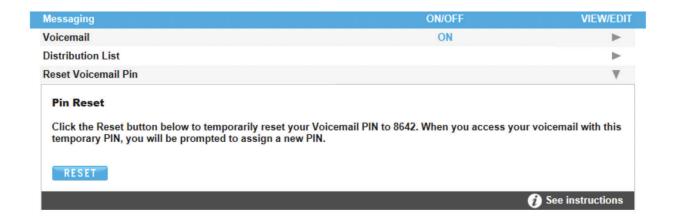
Exiting Employees

- » Call forward their phone to a supervisor until the new employee starts.
 - In the portal at www.telecloud.vastbroadband.com select the Settings tab.
 - **Select the phone number you wish to change** from the dropdown in the upper right hand corner.
 - Click on the triangle associated with Call Forwarding. This will provide another menu.
 - In the **Call Forward Always** area, type in the phone number you wish to forward calls to, move it to ON and select save.



New Employees Taking Over the Same Phone:

- » Call our technical team at 866-991-7490 to change the name on the phone.
 - It's a quick call. You'll have to reboot the phone after the change takes place.
 - Turn the Call Forward Always to OFF.
 - Reset the Voicemail PIN.



Exiting Employees / New Employee Set-Up (cont.)



If Voicemail to Email is being used - change the email address.

Messaging	ON/OFF	VIEW/EDIT
Voicemail	ON	▼
Voice Messaging: ●On ○Off		
Send All Calls to Voice Mail		
✓Send Busy Calls to Voice Mail		
✓Send Unanswered Calls to Voice Mail		
When a Message arrives:-		
OUse Unified Messaging		
Enter up to five Voicemail to Email Notification Addresses: Note: When entering multiple email addresses, each entry should be followed by a single comma with no spaces or returns.	To activate Voicemail Transcription, vm2text@atlvm.voipinternetcable.net must be Use Unified Messaging, Forward to this emai Email a copy of the message to fields. Remo address to deactivate Voicemail Transcription	il address or ve the email
✓Phone Message Waiting Indicator		
●Forward to this Email- Address:		
Additionally:		
☐Notify me by Email of the new message at this address ☐		
E-mail a carbon copy of the message to		
☐Transfer on '0' to Phone Number		
Voicemail Greetings		
Save		
	∂ S	ee instructions

» Have the employee create a new voicemail message.

Voicemail Setup (Phone must be registered and working first).

- To set up your new voicemail on your Polycom phone you will first need to **click** the **envelope button** on the top left of the screen on your phone. It will prompt you to enter your password. **Enter 8642#.**
- You will then be prompted to **record your name**. Once this is completed, you can choose to go into your Voicemail options and record your greetings.

If you need help with any of this, simply give our technical team a call at 866-991-7490 and we will be happy to help you out.