


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.


Forwarding	ON/OFF	VIEW/EDIT
Call Forwarding		
Forward your calls to another number.		
Call Forward Always	<input checked="" type="checkbox"/>	Forward to: 9526
Call Forward Don't Answer	<input type="checkbox"/>	Forwards After 6 Rings
Call Forward Busy Line	<input type="checkbox"/>	
Call Forward Not Reachable	<input type="checkbox"/>	
<input type="button" value="Save"/> <input type="button" value="Cancel"/>		
 See instructions		

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.

Messaging	ON/OFF	VIEW/EDIT
Voicemail	ON	▶
Distribution List		▶
Reset Voicemail Pin		▼
Pin Reset <p>Click the Reset button below to temporarily reset your Voicemail PIN to 8642. When you access your voicemail with this temporary PIN, you will be prompted to assign a new PIN.</p> <input type="button" value="RESET"/>		
 See instructions		

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	▼
<p>Voice Messaging: <input checked="" type="radio"/> On <input type="radio"/> Off</p> <p><input type="checkbox"/> Send All Calls to Voice Mail</p> <p><input checked="" type="checkbox"/> Send Busy Calls to Voice Mail</p> <p><input checked="" type="checkbox"/> Send Unanswered Calls to Voice Mail</p> <p>When a Message arrives:-</p> <p><input type="radio"/> Use Unified Messaging</p> <p>Enter up to five Voicemail to Email Notification Addresses:</p> <div style="border: 1px solid black; height: 30px; width: 200px; margin: 5px 0;"></div> <p>Note: When entering multiple email addresses, each entry should be followed by a single comma with no spaces or returns.</p> <p><input checked="" type="checkbox"/> Phone Message Waiting Indicator</p> <p><input checked="" type="radio"/> Forward to this Email- Address: <input type="text"/></p> <p>Additionally:</p> <p><input type="checkbox"/> Notify me by Email of the new message at this address <input type="text"/></p> <p><input type="checkbox"/> E-mail a carbon copy of the message to <input type="text"/></p> <p><input type="checkbox"/> Transfer on '0' to Phone Number <input type="text"/></p> <p>Voicemail Greetings</p> <p>Save</p>		
<p>To activate Voicemail Transcription, vm2text@atlv.m.voipinternet.com must be set in either Use Unified Messaging, Forward to this email address or Email a copy of the message to fields. Remove the email address to deactivate Voicemail Transcription</p>		
<p> See instructions</p>		

» 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.