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.

Forward to:

Call Forward Always	ON	9526
Call Forward Don't Answer	OFF	Forwards After 6 ✔ Rings
Call Forward Busy Line	OFF	
Call Forward Not Reachable	OFF	

Save **Cancel**

i 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

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.

RESET

i See instructions

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

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

» **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.