

“0” Out Voicemail Option

“0” Out Voicemail enables you to provide an option for callers to press “0” to exit your voicemail and be directed to another phone number that you specify, for example, “Press “0” to reach our receptionist”. You choose the destination phone number based on your business need. The “0” Out Voicemail Option for personal voicemail boxes is configured in the Voice Manager.

To configure “0” Out Voicemail Option, log in to your Voice Manager, and then complete the following steps:

Step 1 From the Voice Manager menu, click **Settings**.

Step 2 Select **Messages Settings**.

Step 3 Select **0 out configuration**. This will display the Operator Option page.

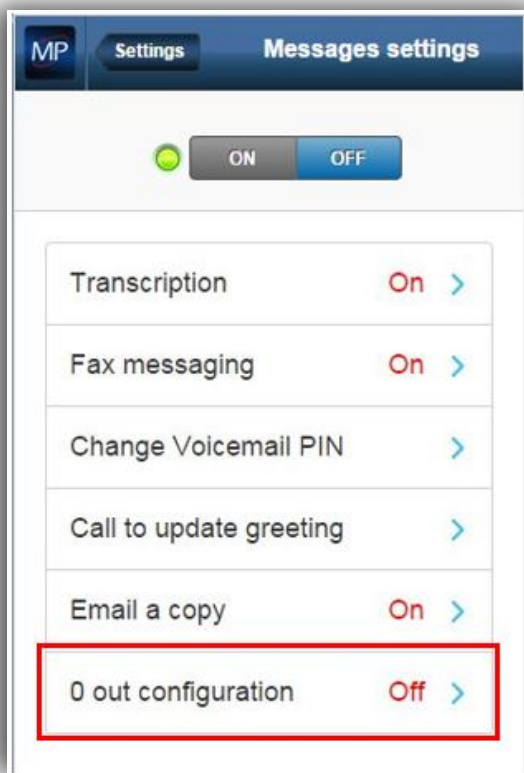


Figure 1 Messages settings page

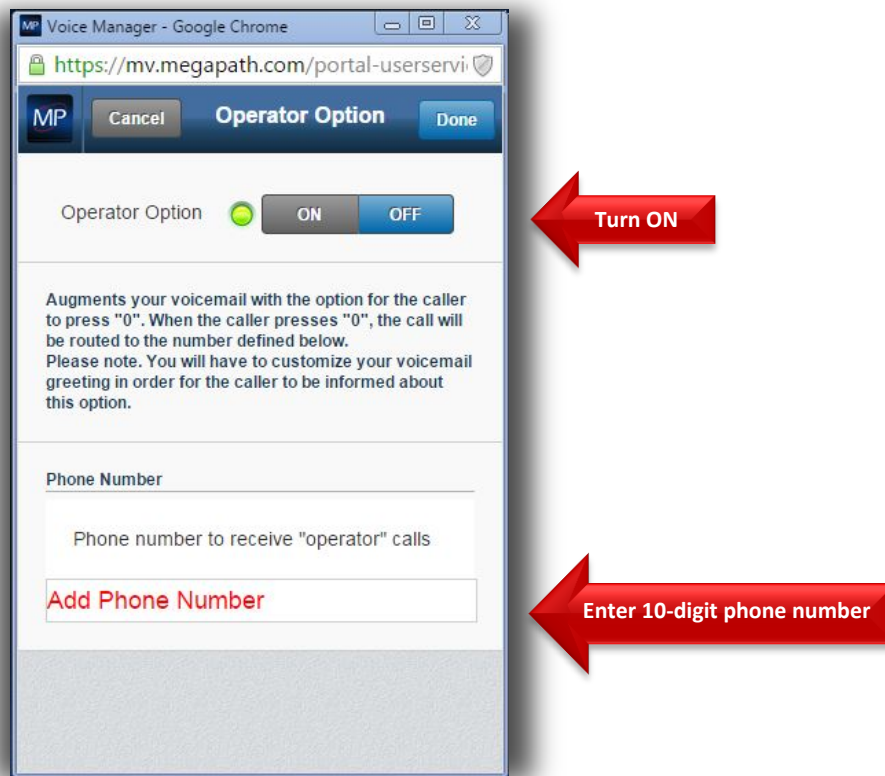


Figure 2 Operator Option page

Step 4 Select **ON**.

Step 5 Enter a 10-digit phone number in the **Phone number to receive "operator" calls** field. This is the new destination phone number where the caller will be routed.

Step 6 Click **Done**.

Note: You will need to update your voicemail greeting with directions for the caller.