

Setting up a voice mailbox



Only Voice Mail Admins and Site Admins can manage voicemail activities in your RescueGroups.org account. Learn more about [RescueGroup s.org roles](#) in our Getting Started user guide.

We know it sounds difficult to set up a voice mailbox (or mailboxes), but it's not. Configuring the settings is important, but not difficult, and we'll walk you through the process.



Where do I find it?

You can find the [Add a Mailbox](#) page by going to **Services > Voice Mail: Mailboxes** and clicking **Add a Mailbox**.

Your first voice mailbox is created for you by default. A default password is set for you, however you may change that password at any time.

If you plan to allow your callers to leave a message in this mailbox, change the **Allow Messages** to **Yes** and click **Save Mailbox**. Then enter information for the following fields (if applicable):

- **Mailbox Number:*** Select the mailbox number to use from the drop-down list of available mailboxes
- **Allow Messages:*** Select **Yes** if you would like your callers to be able to leave a message in this mailbox
- **Mailbox Name:*** Your internal name for the mailbox, like "Adoptions"
- **Email Address:** You can provide one Email Address to send an email alert when someone leaves a message
- **Pager Address:** You can provide one Text Pager address to send an SMS alert when someone leaves a message
- **Attach Recording:*** Select **Yes** to have an audio file of the message be attached to the email alert
- **Delete Recording:*** Select **Yes** if you want the server to delete the message after the recording is emailed to you
- **Say Envelope:*** Select **Yes** if you want to hear the date and time of the message in the recording
- **Say Caller ID:*** Select **Yes** if you want to hear the caller's phone number in the recording
- **Password:*** Enter the password you would like to use for the mailbox (passwords should be set to 4 digits)



Maximum voice messages

If you do not have the system automatically delete messages, you will need to login and delete messages on a regular basis. Each mailbox will hold up to 100 voice mail messages.

On this page:

- [Creating voice mailboxes](#)
- [Configuring each mailbox](#)
- [Setting your master password](#)

Creating voice mailboxes

You have the potential for 9 new mailboxes. Enter the number of the mailbox you want to create (we recommend you start with 1), then when you click the **Add a mailbox** menu option, a mailbox (without voice mail) is created for you. A default password is set, but don't worry, you can change that password at any time. This is your first of 9 mailboxes you can set up.



NOTE:

You must know the master password to set up a mailbox.


Your first choice is whether to allow callers to leave a message in each mailbox. Alternately, for any mailbox, you can simply leave a greeting. For instance, if you are not accepting animals for intake at the moment, you can change this setting for your "Have you found an animal?" mailbox to offer help about getting the animal checked for a microchip, what to do if it's one of your animals, and what to do if it's not.

If you want them to leave a message, for each mailbox, change the **Allow Messages** to **Yes** and click **Save Mailbox**. See more information below.

Configuring each mailbox

To configure your new mailbox, enter information in the following fields, when applicable (the red asterisk denotes a required field):

- **Mailbox Number:*** Select the mailbox number to configure from the drop-down list of available mailboxes. Each mailbox you create is automatically assigned a number.
- **Allow Messages:*** Select whether you would like your callers to be able to leave a message in this mailbox. If you want them to leave a message, for this mailbox, change the **Allow Messages** to **Yes** and click **Save Mailbox**.
- **Mailbox Name:*** Your internal name for the mailbox, like "Adoptions," or "Lost pets" or Melody.
- **Email Address:** Email address of the volunteer to send an email alert to when someone leaves a message (supports only one email address per mailbox).
- **Pager Address:** Although the name of this function is "Page Address," the field only supports email addresses and only one email address per mailbox.
- **Attach Recording:*** Should an audio file of the message be attached to the email alert?
- **Delete Recording:*** Should the server delete the message after the recording is emailed to you?
- **NOTE:** If you do not have the system delete the message, then you will need to log in and delete messages on a regular basis. Each mailbox will hold up to 100 voice mail messages.
- **Say Envelope:*** The Say Envelope just means the recording can give you the date and time of the message in the recording if you like.
- **Say Caller ID:*** Do you want to hear the caller's phone number in the recording?
- **Password:*** Enter the password you would like to use for this mailbox.

 The password must be a four-digit number.


Setting your master password

Where do I find it?

You can find the [Voice Mail Master Password](#) by going to **Services > Voice Mail: Master Password**.

The Master Password is used to access all of the mailboxes, and also to record all of your greetings, including the main greeting and all mailbox greetings.

Enter your new master password and click the **Save Master Password** button.

 The master password must be a four-digit number.

Popular Questions

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- [voicemail](#)

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