

## ITC Cloud Voicemail to Email for User

### Step 1: Login ITC Cloud Manager Portal

- Select Users Tab



- Select Username
- Select Voicemail

### ITC Cloud Voicemail to Email Options

- **Option 1 Send with Hyperlink**
- Under Unified Messaging Change Email Notification to: Send with Hyperlink
- Select Save

Unified Messaging

Email Notification

[← Back to Users](#)

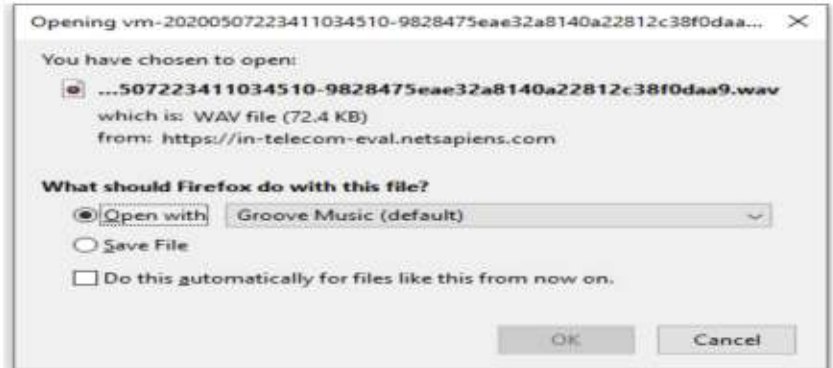
[Save](#)

[Cancel](#)

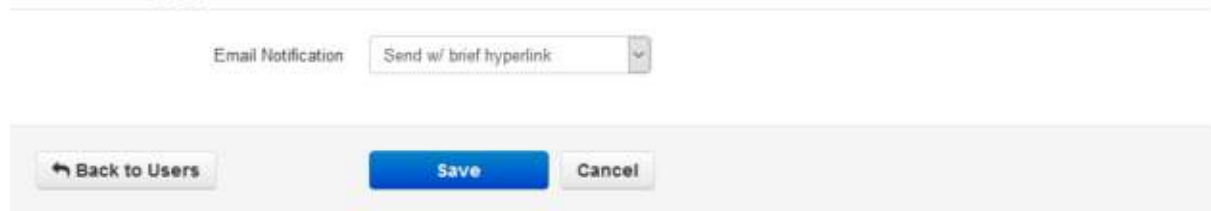
- System Emails New Voicemail Notification
- Select Listen
- Select Open with or Save File



- **Option 2 Send with Brief Hyperlink**
- Under Unified Messaging Change Email Notification to: Send with Brief Hyperlink
- Select Save



Unified Messaging



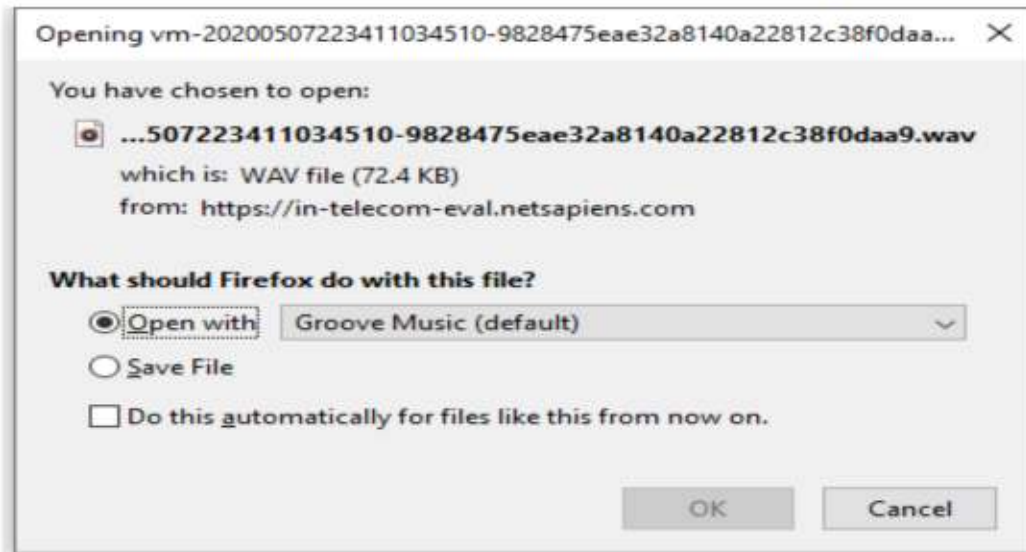
- System Emails Voicemail Notification Link
- Select Link

V-Mail from David Call 1008 to James Estopinal 1003



Listen at <https://in-telecom-eval.netsapiens.com/rs-api/?object=audio&action=play&domain=in-telecom&user=1003&type=mail&file=vm-20200507223411034510-9828475eae32a8140a22812c38f0daa9.wav&time=20200507223411034510-9828475eae32a8140a22812c38f0daa9.wav&auth=58b23ab60bc58f5a3713416b0d5f21>

- Select Open or Save File



- Listen to Message

➤ **Option 3 Send with Attachment (Leave as New)**

- Under Unified Messaging Change Email Notification to: Send with Attachment (Leave as New)
- Select Save

Unified Messaging



- System will Email Voicemail File
- Select Attachment
- Listen to Message





You have a new voicemail from  
(985) 222-6878

### YOU HAVE A NEW VOICEMAIL!

**833 (Katie Burns),**

You have a new voice mail from (985) 222-6878

Your transcribed message:

testing testing 123.

Listen by opening the enclosed attachment.

Sent by © 2020 ITC Cloud, All Rights Reserved.

### Option 4 Send with Attachment (Move to Save)

- Under Unified Messaging Change Email Notification to: Send with Attachment (Move to Save)
- Select Save

Unified Messaging

Email Notification

Send w/ attachment (move to save)

← Back to Users

Save

Cancel

- System will email Voicemail File
- Select Attachment
- Listen to Message



You have a new voicemail from  
(985) 222-6876

Option 5

Send with

**YOU HAVE A NEW VOICEMAIL!**

**833 (Katie Burns),**

You have a new voice mail from **(985) 222-6876**.  
**Your transcribed message:**

testing testing 123.

Listen by opening the enclosed attachment.

Sent by © 2020 ITC Cloud, All Rights Reserved.

**Attachment (Move to Trash)**

- Under Unified Messaging Change Email Notification to: Send with Attachment (Move to Trash)
- Select Save

Unified Messaging

Email Notification: Send w/ attachment (move to trash)

Back to Users Save Cancel

- System Emails Voicemail File
- Select Attachment
- Listen to Message



You have a new voicemail from  
(985) 222-6876

Option 5

Send with

**YOU HAVE A NEW VOICEMAIL!**

**833 (Katie Burns),**

You have a new voice mail from **(985) 222-6876**.  
**Your transcribed message:**

testing testing 123.

Listen by opening the enclosed attachment.

Sent by © 2020 ITC Cloud, All Rights Reserved.

**Attachment (Move to Trash)**

- Under Unified Messaging Change Email Notification to: Send with Attachment (Move to Trash)
- Select Save

Unified Messaging

Email Notification: Send w/ attachment (move to trash)

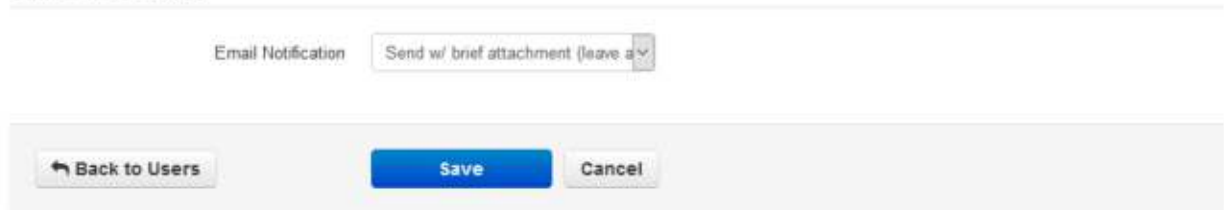
Back to Users Save Cancel

- System Emails Voicemail File
- Select Attachment
- Listen to Message

- **Option 6 Send with Brief Attachment (Leave as New)**
- Under Unified Messaging Change Email Notification to: Send with Brief Attachment (Leave as New)
- Select Save
- Listen to Message



#### Unified Messaging



- System Emails Voicemail File
- Select Attachment

#### V-Mail from David Call 1008 to James Estopinal 1003



Listen by opening the enclosed attachment.

- **Option 7 Send with Brief Attachment (Move to Save)**
- Under Unified Messaging Change Email Notification to: Send with Brief Attachment (Leave as New)
- Select Save

- Listen to Message

Unified Messaging

Email Notification Send w/ brief attachment (move to trash)

[Back to Users](#) [Save](#) [Cancel](#)

- System Emails Voicemail File
- Select Attachment

V-Mail from David Call 1008 to James Estopinal 1003



vm@netsapiens.com  
To James Estopinal



Listen by opening the enclosed attachment.

- **Option 8 Send with Brief Attachment (Move to Trash)**
- Under Unified Messaging Change Email Notification to: Send with Brief Attachment (Move to Trash)
- Select Save

Unified Messaging

Email Notification Send w/ brief attachment (move to trash)

[Back to Users](#) [Save](#) [Cancel](#)

- System Emails Voicemail File
- Select Attachment
- Listen to Message



## V-Mail from David Call 1008 to James Estopinal 1003



vm@netsapiens.com

To James Estopinal



vm-20200507235900036421-9828475eae32a8140a22812c38f0daa9.wav

66 KB



Listen by opening the enclosed attachment.

- **Option 9 Send No Voicemail to Email**
- Under Unified Messaging Change Email Notification to: None
- Select Save

Unified Messaging

Email Notification

None



Back to Users

Save

Cancel