

MANAGING VOICEMAIL THROUGH OUR ONLINE PORTAL

Use online portal to listen to and manage your voicemails, reset your voicemail PIN, manage greetings, edit your voicemail settings, even block callers.

How to Access Your Voicemail Settings Online

1. Open a web browser and enter the URL: **portal.drivenc.com**
Note: Contact your account administrator to ensure you have the correct website address
2. **Enter your default Username and Password**
(Your phone # and default password given to you).
Note: Contact your account administrator to retrieve your initial sign in credentials. You can change your password after first login.
3. Click the **Sign In** button
4. Review Terms and Conditions then check the box to **Accept**.
5. Click **Save**.
6. Click on **My Services** in left side menu. Dashboard will be visible
7. Go to the Voicemail Card in the My Services dashboard to manage voicemail.

Your most recent messages are listed on the Voicemail card. A red dot highlights unheard voicemail messages

Play Voicemail

Click on the **Play icon** next to a voicemail in the list to listen to the message online.

Enable/Disable Voicemail

The **On/Off** toggle at the top of the Voicemail card enables or disables the Voicemail feature right from the Dashboard.

Download Voicemail

Click on the **Download icon** next to a message to download and save a copy of the message file to a location on your system.

Voicemail Block | Delete

- **Click to place a checkmark in the box** next to a Voicemail to view the **Block | Delete** options. Simply click on the option you prefer to perform the action.
- **Block** disallows future calls from the number without providing a warning message to the caller.
- **Delete** immediately removes the Voicemail from your dashboard/phone list and deletes the record/recording fully from the database at midnight.

Reset Voicemail Pin

Click on the **Reset Voicemail Pin** button to reset the current PIN to the default (8462) to allow a new Voicemail PIN to be safely entered via the telephone/device.

VOICEMAIL TO EMAIL SETTINGS

Forward Voicemail Manually

Click on the **Forward** icon next to a message to send the voicemail .wav file to a single email address.

Set to Automatically Forward Voicemail

1. Click on the **Voicemail Settings** button in the Voicemail area on dashboard.
2. In settings box, use toggle **On | Off** button to activate/deactivate settings.

Forward To Multiple Emails

- **Click the toggle to turn On** (enable), and then **enter from 1 to 5 email addresses** separated by commas in the text field that is provided.

Note: When Enabled, this feature saves voicemail messages in the portal and sends the voicemail recording files to the email(s) specified.

Forward to One Email

- **Click the toggle to turn On** (enable) and then **enter the email address** in the text field provided.

Note: When Enabled, this option sends the message recordings to the email address and does not save the voicemails in the portal or voicemail inbox.

MANAGE GENERAL VOICEMAIL SETTINGS

The Voicemail Settings allow you to manage and preset certain features automatically.

1. Click on **Voicemail Settings** button in the Voicemail area on My Dashboard.
2. Voicemail Settings pop-up dialog box opens
3. In settings box, use toggle **On | Off** button to manage and enable/disable settings

Note: Always click the button once changes are made to submit new information. A Success! Message displays when an update to Voicemail Settings is completed.

Voice Messaging

Turns the Voicemail feature on or off.

Send All Calls to Voicemail

All calls are sent to voicemail while this feature is enabled.

Send Busy Calls to Voicemail

When this setting is enabled, new incoming

calls are sent directly to voicemail if the line is already in use (busy).

Send Unanswered Calls to Voicemail

When this setting is enabled, calls that go unanswered after a specified number of rings are sent to voicemail.

Notify Me by Email When New Messages Arrive

When enabled, a simple voicemail notification email will be sent to the address that is defined in the text field provided as new voicemail messages are received.

Email a Carbon Copy of the Message

When enabled, a copy of the notification email is sent to the email address defined in the text field provided.

Transfer on '0' to Phone Number

When set to ON and a 10-digit phone number is defined, callers are given the option to press '0' to transfer to that number.