

Configuring Enhanced Redirect Voicemail

In the event of an emergency or temporary problem, you have elected to redirect one or more of your phone numbers to a voice mailbox. That mailbox has been constructed to notify you of a new message deposit by sending an email to the email address you specified at time of order. Your Broadview Networks representative will give you the single 10-digit phone number used to , please follow these steps:

1. **Dial this toll free number** 1-866-711-2324
2. **Interrupt the greeting by pressing *** (star on your touchtone phone)
3. **Enter the 10-digit number** that represents your mailbox. Terminate with #.
4. **Log in** using your initial passcode: 1234. Terminate with #.
5. **Follow the audible instruction prompts** to set up your:
 - a. Name recording. (e.g. “XYZ Company”)
(Terminate all recordings using the # key.)
 - b. Greeting. As this is an emergency-only mailbox, your greeting may be something like: “Due to temporary technical problems, your call cannot be answered. Please leave us (XYZ company) a message after the tone and we will return your call very soon.”
(Terminate all recordings using the # key.)
 - c. Passcode
Please choose a passcode that is very difficult to guess. Any mailbox content that is accessed, deleted or changed via knowledge of your passcode is your responsibility.

Testing Enhanced Redirect

For OfficeSuite® customers, after your Enhanced Redirect targets have been built, the functionality can be tested as follows. For any Telephone Numbers built with an Enhanced Redirect target, test it by *temporarily* removing its call routing. Go to the Incoming Call Routing page in your OfficeSuite web portal. Click on the phone number. Under “Time of Day Routing” change the routing for the current time of day to “Not Assigned”. Save. Call the number and confirm that the call was routed to its Enhanced Redirect target.¹ If the Enhanced Redirect target is voicemail, leave a message and confirm the email notification is received properly. After the test, please don’t forget to go back and restore the original Incoming Call Routing.

¹ Note that OfficeSuite Incoming Call Routing Override is never in effect unless manually enabled by pressing the “Enable All Overrides” button in the portal. For this test, the Override, if any, should be disabled. Enhanced Redirect routes your calls when you can’t enable the OfficeSuite Override manually.