## **Voicemail Transcription**

## Quick Reference Guide



If your company subscribes to Northland's voicemail transcription service, there are just a few quick steps that you must complete through your Subscriber CommPortal to begin using it.

## Step 1 Your Services + Log in to your Subscriber CommPortal Account. + In the "Your Services" section, select Message Settings. This will display the Message Settings Menu. General Forward messages as emails Step Forward to: Voicemails + In the General Settings, select add an email address. 2 smaier@northland.net edit | remove add an email address Leave original in Inbox Include action links in emails Email Address: + Enter the following email address in the Email Address Box. northland.stt@mutaresoftware.com Step northland.stt@mutaresoftware.com 3 + Select Add. Add Cancel **Message Settings** General Forward messages as emails Step + Be sure to select Apply in the upper Forward to: Voicemails smaier@northland.net edit | remove 4 right to save your changes. northland.stt@mutaresoftware.com edit | remove add an email address Leave original in Inbox Include action links in emails

**IMPORTANT NOTE:** The voicemail transcription email will also contain a wave file attachment of the voicemail message. If you previously selected to have your messages forwarded to your email as a wave file attachment, you will receive two email notifications in your inbox. You can go into CommPortal and remove your email address from the Forward to section.