

Voicemail Transcription

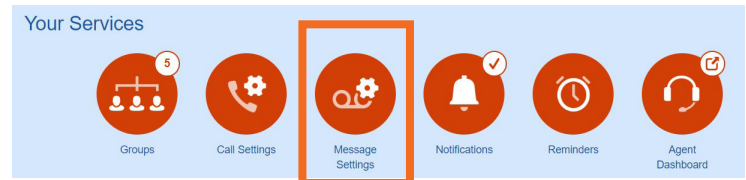
Quick Reference Guide



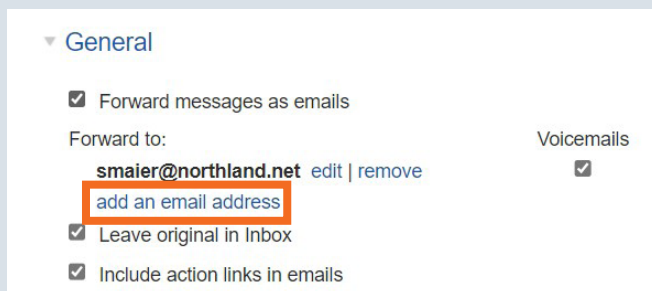
If your company subscribes to Northland's voicemail transcription service, there are just a few quick steps that you must complete through your Subscriber CommPortal to begin using it.

Step 1

- + Log in to your Subscriber CommPortal Account.
- + In the "Your Services" section, select **Message Settings**. This will display the Message Settings Menu.

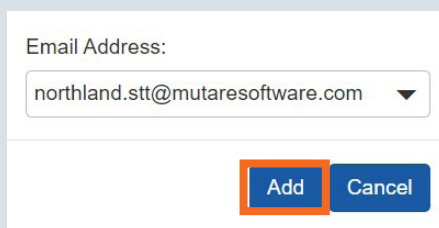


Step 2



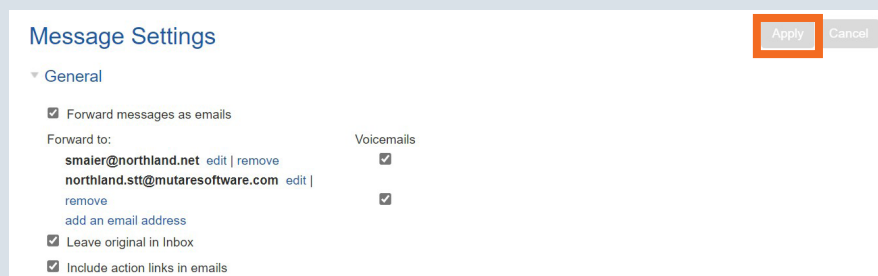
- + In the General Settings, select **add an email address**.

Step 3



- + Enter the following email address in the Email Address Box.
northland.stt@mutaresoftware.com
- + Select **Add**.

Step 4



- + Be sure to select **Apply** in the upper right to save your changes.

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.