

Exiting Employees / New Employee Set-Up

With Vast TeleCloud, there are simple ways to handle exiting employees and set up new employees using the portal.

Exiting Employees

- » Call forward their phone to a supervisor until the new employee starts.
 - In the portal at www.telecloud.VexusFiber.com - select the Settings tab.
 - Select the phone number you wish to change from the dropdown in the upper right hand corner.
 - Click on the triangle associated with Call Forwarding. This will provide another menu.
 - In the Call Forward Always area, type in the phone number you wish to forward calls to, move it to ON and select save.

Forwarding	ON/OFF	VIEW/EDIT
Call Forwarding		
Forward your calls to another number.		
Call Forward Always	<input checked="" type="checkbox"/> ON	Forward to: 9526
Call Forward Don't Answer	<input type="checkbox"/> OFF	Forwards After 6 Rings
Call Forward Busy Line	<input type="checkbox"/> OFF	
Call Forward Not Reachable	<input type="checkbox"/> OFF	
<input type="button" value="Save"/> <input type="button" value="Cancel"/>		
See instructions		

New Employees Taking Over the Same Phone:

- » Call our technical team at 800-658-2150 to change the name on the phone. It's a quick call. You'll have to reboot the phone after the change takes place.
 - Turn the Call Forward Always to OFF.
 - Reset the Voicemail PIN.

Messaging	ON/OFF	VIEW/EDIT
Voicemail	ON	▶
Distribution List		▶
Reset Voicemail Pin		▼
Pin Reset Click the Reset button below to temporarily reset your Voicemail PIN to 8642. When you access your voicemail with this temporary PIN, you will be prompted to assign a new PIN.		
<input type="button" value="RESET"/>		
See instructions		

Exiting Employees / New Employee Set-Up (cont.)

If Voicemail to Email is being used - change the email address.

Messaging ON/OFF VIEW/EDIT

Voicemail ON

Voice Messaging: On Off

Send All Calls to Voice Mail

Send Busy Calls to Voice Mail

Send Unanswered Calls to Voice Mail

When a Message arrives:-

Use Unified Messaging

Enter up to five Voicemail to Email Notification Addresses:

Note: When entering multiple email addresses, each entry should be followed by a single comma with no spaces or returns.

Phone Message Waiting Indicator

Forward to this Email- Address:

Additionally:

Notify me by Email of the new message at this address

E-mail a carbon copy of the message to

Transfer on '0' to Phone Number

Voicemail Greetings

Save

[See instructions](#)

» Have the employee create a new voicemail message.

Voicemail Setup (Phone must be registered and working first).

- To set up your new voicemail on your Polycom phone you will first need to click the envelope button on the top left of the screen on your phone. It will prompt you to enter your password. Enter 8642#.
- You will then be prompted to record your name. Once this is completed, you can choose to go into your Voicemail options and record your greetings.

If you need help with any of this, simply **give our technical team a call at 800-658-2150** and we will be happy to help you out.