



About this Document

This document explains how to use the Unified Messaging feature of XO Hosted PBX with cell phones. It describes how to be notified of new messages, and how to receive them, on your device.

Getting Started

Log on to the MyPhone portal and select Unified Messaging from the menu bar. Scroll down to the section entitled “Additional Settings”. For assistance with the MyPhone portal, refer to the *MyPhone Portal User Guide* document available from your XO representative.

The interface will look similar to Figure 1.

The screenshot shows a web form titled "Additional Settings". It contains several options: a checked checkbox for "Get notified when new message is received via:" with two radio buttons below it. The "Text to cell" radio button is selected, with a text input field containing "5551112222" and a dropdown menu showing "AT&T Wireless". The "E-mail" radio button is unselected, with a text input field containing "james.joyce@ulysses.example.com". Below this is another checked checkbox for "Send a copy of all new messages to another email address:" with a text input field containing "odysseus@ithaca.example.com". At the bottom, there is an unchecked checkbox for "Transfer on '0' to" followed by an empty text input field. A blue "Save" button is located at the bottom right of the form.

Figure 1: MyPhone > Unified Messaging > Additional Settings interface panel

Notification via text (SMS) messaging

You can be alerted via a text message when someone leaves you a voicemail. New messages will result in a text message, showing the date, time and sender’s number. To configure this feature, do the following.

- Check the box labeled “*Get notified when new message is received via*”
- Select the *Text to cell* radio button
- Enter the cell phone number and select your carrier from the drop down list. AT&T, Verizon, T-Mobile and Sprint are supported carriers.
- Click the *Save* button.

Notification via email

You can be alerted via an email when someone leaves you a voicemail. New messages will result in an email, showing the date, time and sender’s number. To configure this feature, do the following.



- Check the box labeled “*Get notified when new message is received via*”.
- Select the *E-mail* radio button.
- Enter the email address to receive the notifications.
- Click the *Save* button.

Getting a copy of the message via email

If your phone supports it, you can even get the message audio delivered to your phone. With this setting configured, a copy of new voicemails will appear as an email attachment on your phone. The original message remains stored on the Hosted PBX platform. If you delete the message on your phone, you can still access it from your Hosted PBX desk phone.

To configure the feature, do the following.

- Check the box labeled “*Send a copy of all new messages to another email address*”.
- Enter the email address to receive the messages.
- Click the *Save* button.

Not all phones can support this function: your phone needs to be able to receive email and play back WAV-format file attachments. For example, the Apple iPhone supports this function natively, but Android and Windows 8 phones require a third-party app to be able to do so. XO is unable to endorse any single third-party application.

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