Orchestrating Hyperconnectivity

TRAINING MANUAL

Voicemail Setup & Web Portal Globalgig NetSapiens Switch

Additional Questions?

voip.accounts@globalgig.com

844-483-5474

Quick User Guide
Voicemail Setup NetSapiens

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Initial Setup

1. Dial **9** **9** **9** **9** or press the **Messages** button.

2. If prompted to "Please enter your account number" — enter your extension.

3. Wait for the voice prompt for a password.

4. Your default password will be **1** **5** **9** **7** **5** **3** followed by the **#** key.

Record & Select Your Initial Greeting

1. At Main Menu, select option 6:

2. Press **1** to Record Greetings (you can record multiple greetings).

3. Record your greeting after the tone and press **#** when you're finished.

4. Back at the Main Menu, select option 3:

5. After the prompt, press **1** to select the greeting you just recorded.

6. The selected message will play, after which you'll be returned to the Main Menu.

Main Menu

1 New Messages

2 Old Messages

3 Send Messages

4 Set Call Forwarding

5 Set Current Options

6 Change Greetings

7 Recover Deleted Voicemail

Questions? Contact Globalgig Support at 855 483 5474 or support@globalgig.com

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Checking/Receiving Messages

Select **1** for New Messages, first message will play followed by the Menu

1 New Messages

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Web Portal Login Screen

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Login Name

Password

Log In

Login URL:
https://nms-atl.iisvoip.net/portal/

support@globalgig.com
855-483-5474

Portal Home Screen

![globalgig logo]

Message Count

New Messages
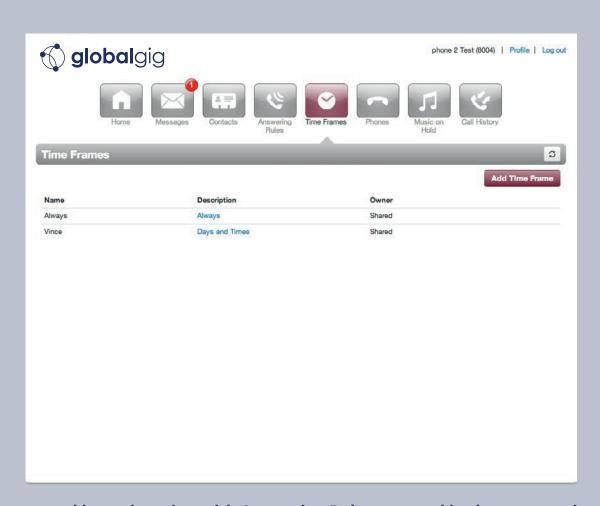
Recent Call History

Message Screen

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Time Frames

Time Frames are used in conjunction with Answering Rules, covered in the next section of this guide. For environments with multiple Rules, establish Time Frames to govern each rule.

support@globalgig.com
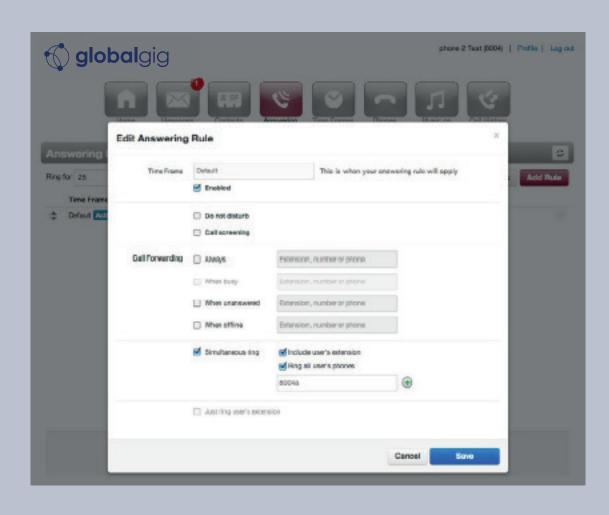855-483-5474

Answering Rules & Forwarding

Select Add Rule to create a new Forwarding Rule.

Hover over an existing entry and select the edit icon to adjust an existing rule.

Answering Rules & Forwarding

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Contacts Screen

Click number to Call directly from the ontact Screen.

Select Call and pick up handset.

Click Add Contact and fill out the New Contact Form.

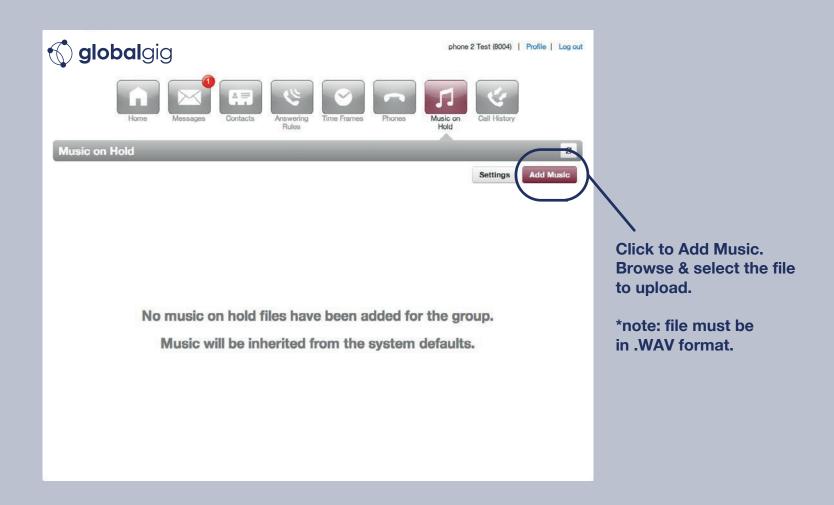**Hover over existing entry to access, edit or delete contact options**

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Phones Screen

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Please Do Not Make Changes to the Phone Screen in the Portal.

Doing so will create issues with your Service.

Music on Hold

Click to Add Music.
Browse & select the file
to upload.

*note: file must be
in .WAV format.

Call History

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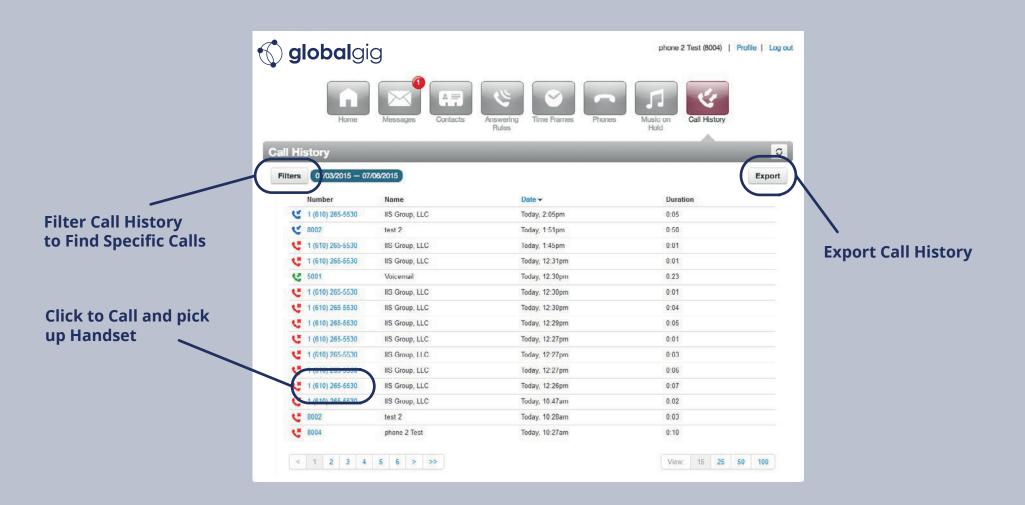# Additional Questions?
We're Here to help

Account Management
voip.accounts@globalgig.com
844-483-5474

Tech Support
support@globalgig.com
855-483-5474