

RINGCENTRAL ONLINE ACCOUNT: FORWARDING VOICEMAIL MESSAGES TO EMAIL

You can configure your extension to forward your voicemail messages to your email through your RingCentral Online Account. Once this setting is completed, when you receive a voicemail message, it is not only accessible in your RingCentral app's voicemail section, but it is also sent to your email with the voicemail attached.

FORWARDING VOICEMAIL MESSAGES TO YOUR EMAIL

Follow the steps to enable voicemail email notification:

1. Access your RingCentral online account and verify that your extension details display.
2. Click **Settings**.
3. Select **Notifications**.
4. Click the drop-down menu and select **Advanced Settings**.
5. Check Voicemail Messages under By Email.
6. To ensure the notification includes an attachment, click **Customize Notifications**.
7. Under Additional Settings, verify “Include attachment with email” is checked.
8. Type your preferred email address in the Email field. Separate multiple email addresses with semicolons.
9. Click **Done**.
10. Click **Save**.

The screenshots illustrate the following steps:

- Step 1:** The RingCentral online account interface is shown with the 'Settings' tab selected in the top navigation bar.
- Step 2:** The 'Settings' menu is open, and the 'Notifications' option is selected.
- Step 3:** The 'Advanced Settings' dropdown menu is open, and 'Advanced Settings' is selected.
- Step 4:** The 'Voicemail Messages' row is expanded, and the 'By Email' checkbox is checked.
- Step 5:** The 'Customize Notifications' button is clicked for 'Voicemail Messages'.
- Step 6:** The 'Additional Settings' section is visible, and the 'Include attachment with email' checkbox is checked.
- Step 7:** The 'Send Notifications to' field is populated with the email address 'ringcentraluniv@ringcentral.com; ring@test.co'.
- Step 8:** The 'Done' button is clicked to save the settings.
- Step 9:** The 'Save' button is clicked to finalize the configuration.