

Mailbox Type - Determine Mailbox Type to Use Based on Customer Needs

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Determine Which Mailbox Type to Use Based on Customer Needs

There are two types of mailboxes available in iPECS Cloud, they are different and have distinct purposes.

The definition in the portal and purpose for each type are as follows:

Voice Mail and ***Stand Alone VM***

Voice Mail

If you are going to be using a mailbox with Shared Lines, or if you want to have the mailbox appear on a button on a phone (also via Shared Lines), you should use the ***Voice Mail*** mailbox type. Refer to a previous iPECS Insights article for information on programming.



Stand Alone VM

If the voice user wants to be able to access the Client User Portal to retrieve their messages, you should use the ***Stand Alone VM***. The Stand Alone VM should be set up in the same manner as a regular user and the Stand Alone VM Package type should be selected when creating the mailbox.

A screenshot of a computerDescription automatically generated