

# Determine Which 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