**Checklist for Setting Up Voicemail Transcription**

Use these checklists to help guide you through the process of setting up voicemail transcription to email and voicemail to text with your voice-over-internet-provider (VoIP) phone service.

These are just general guidelines and examples so be sure to check with your provider for the most thorough instructions for your system.

# Setting Up Voicemail Transcription to Email

*This is an example using Nextiva. Your VoIP provider instructions may vary.*

|  |  |  |
| --- | --- | --- |
| **Step** | **What To Do** | **Details** |
| **1** | Log into the VoIP system | Check with your manager or admin if you don’t remember your credentials. |
| **2** | Head to user settings | Alternatively, look for a section labeled “Customer Settings” or “User Dashboard.” |
| **3** | Select the voicemail settings | This setting could also be named “Voicemail Transcription” or simply “Voicemail. |
| **4** | Click the edit icon | Some VoIP systems may label this step “Edit” or feature a pencil and notebook |
| **5** | Choose your voicemail transcription settings | Provide an email address of where you want the notification or attachment sent. |
| **6** | Click save and exit settings | This ensures you don’t lose any changes. |



# Setting Up Voicemail Transcription to Text

*This is an example using Google Voice. Your VoIP provider instructions may vary.*

|  |  |  |
| --- | --- | --- |
| **Step** | **What To Do** | **Details** |
| **1** | Log into Google | Check with your manager or admin if you don’t remember your credentials. |
| **2** | Navigate to the Google Voice page | Look for the circle with nine dots in it in the upper-right corner of your screen. |
| **3** | Head to Google Voice settings | Click on the Settings icon that looks like a small cog in it in the upper-right corner. |
| **4** | Choose your voicemail transcription setting | Slide the toggle switch to “on” to receive voicemail to text messages. |
| **5** | Exit settings to save | Although you won’t receive a confirmation, your choice is automatically saved. |

