

Gist Voicemail Transcription



The Gist service offers a useful way to receive the transcripts of your voicemail messages via email.

Use the following instructions to set up the GIST service and receive voicemail transcriptions in your email.

Note: If enabling Unified Messaging, please get your switch information from your Momentum Account Manager, Project Manager, or Customer Care prior to setup to ensure you use the correct email address format for your account.

1. Sign into your Cloud Services Portal account at www.portal.momentumtelecom.com using your unique login credentials (username and password).
2. Click on the [View All Features](#) link in the **Basic Features** card on the Dashboard to access your feature settings.
3. In **Voicemail-to-Text Transcription**:
Click the View/Edit drop-down arrow to edit the setting.
Click to place a check in the **Active** check box.
Enter your correctly formatted Email Address in the field provided. (format = **name@email.com**)
Click **Save** when finished to submit the change and close the **Voicemail-to-Text Transcription** edit dialog.
4. In **Voicemail**:
Click the View/Edit drop-down arrow to edit the setting. Ensure that **Voice Messaging** is set to **On**
In the **When a Message arrives** section, select and set up one (1) of the following options (a. or b.) and then click **Save**:
 - a. Select **Use Unified Messaging** and enter the **correct** email address for your switch in the adjacent text field:
vm2text@atlv.m.voipinternetcable.net or
vm2text@phlv.m.voipinternetcable.net or
vm2text@completeuc.com
This option allows you to continue storing voicemail recordings on the server, where you can listen to and manage messages via your desk/mobile phone, in the Cloud Services Portal, or in Webex (if in use) and start receiving a voicemail-to-text transcription copy to your email.
 - b. Select **Forward to this Email-Address** and enter the same email address you entered for Voicemail-to-Text Transcription (in step 3).
This option allows you to have voicemail-to-text be your only option for checking voicemail, and no messages will be delivered to you in any other ways or stored on the voicemail storage server.

Once the steps above have been completed and **Saved**, the system is ready to use Gist Voicemail Transcription and you will begin receiving voicemail transcriptions as messages sent to the email address(es) using the method that you defined.

