

Information Technology

Services

from the HELP DESK



How to Set up Voicemail Messages to be sent to your email

Go to : https://apps.holycross.edu/sipxconfig/app

1. Log in using your Holy Cross username (lower-case only) and your network passphrase. *Note: Some tablets and mobile devices may automatically insert a capital letter in the user name field.

To send voicemail to email

- 1. Click the 3 lines on the left side
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- 2. Click Settings
- 3. Click User Settings
- 4. Enter your Holy Cross email address in the email box labeled step 1 in the picture
- 5. Click the attach audio box below email address box. Labeled step 2

User Settings	
User Password	Password Used to log into the User Portal and XMPP. Minimum length is 8.
Voicemail	
Voicemail PIN	Password Used to log into voicemail. Numeric PINs are recommended, since only numbers can be dialed. Minimum length is 4.
Announcement	Standard Voicemail prompt callers will hear before leaving a message.
Step 1	· · · · · · · · · · · · · · · · · · ·
Email Step 2	dcopple@holycross.edu
Attach audio	> 🖸
	If checked, the voicemail message will be attached to the notification email. Otherwise, the email will contain a link to retrieve voicemail message.
Alternate email	Email
Attach audio	
Music on hold	

- Click save button labeled step 3
- 7. Click save at the very bottom
- 8. Click the 3 lines on the left side
- 9. Click logout
- 10. Now your voicemails will go to your email with an attached audio file

