

RINGCENTRAL ONLINE ACCOUNT: FORWARDING VOICEMAIL MESSAGES TO EMAIL

You can configure your extension to forward your voicemail messages to your email through your RingCentral Online Account. Once this setting is completed, when you receive a voicemail message, it is not only accessible in your RingCentral app's voicemail section, but it is also sent to your email with the voicemail attached.

Follow the steps to enable voicemail email notification:

1. Access your RingCentral online account and verify that your extension details display.
2. Click **Settings**.
3. Select **Notifications**.
4. Click the drop-down menu and select **Advanced Settings**.
5. Check **Voicemail Messages** under By Email.
6. To ensure the notification includes an attachment, click **Customize Notifications**.
7. Under Additional Settings, verify “**Include attachment with email**” is checked.
8. Type your preferred email address in the Email field. Separate multiple email addresses with semicolons.
9. Click **Done**.
10. Click **Save**.

The image illustrates the configuration process in three main parts:

- Main Settings Page:** Shows the RingCentral interface with the 'Settings' tab selected. A dropdown menu is open, showing 'Advanced Settings' selected. The 'Voicemail Messages' checkbox under 'By Email' is checked.
- Voicemail Messages Notification Settings:** A detailed view of the 'Voicemail Messages' row in the 'Messaging Notifications' table. The 'By Email' checkbox is checked, and the 'Customize Notifications' link is highlighted.
- Additional Settings Dialog:** A dialog box titled 'Notifications for Voicemail Messages' showing the 'Additional Settings' section. The 'Include attachment with email' checkbox is checked. The 'Email' field contains the address 'ringcentraluniv@ringcentral.com; ring@test.co'.