

# Voice Messaging User

## Overview

The Voice Messaging User service enables voice messaging on a user seat or virtual user service. This guide explains the various options available when configuring voice messaging.

## Feature Prerequisites

- Users must have a one of the following service packs in order to use the Voice Messaging User service.
  - Basic Seat
  - Standard Seat
  - Premium Seat
- Virtual User Services (Hunt Group, Auto Attendant, Call Center, etc.) automatically have this service available when the virtual user is created.

## Feature Setup

1. Go to the group admin tool found.



2. Select the user or service on which you want to configure voice messaging.



3. Click **Service Settings** in the left column navigation.
4. Select **Voice Messaging User** from the services list.