Voicemail Message Actions and Delivery Destinations

Requirements: To use this feature, you must have access to the End User Harvard Phone Account Portal.

Message Actions: This feature allows users to manage voicemail accept and relay actions via the Harvard Phone Account Portal, as follows:

a. **Accept the Message** – no message relay, voicemail is stored on the server.

b. **Accept and Relay the Message** – voicemail is stored on the server AND message is sent via email to the Relay Address.

c. **Relay the Message** - message is sent via email to the Relay Address. Note voicemail is NOT stored on the server.

d. **Reject the Message** – this option is NOT recommended. NO messages will be accepted or relayed.

* For the other options (Email, Fax and Receipt) Harvard recommends that they be set to **Accept the Message**.