

Enabling Voicemail Transcription

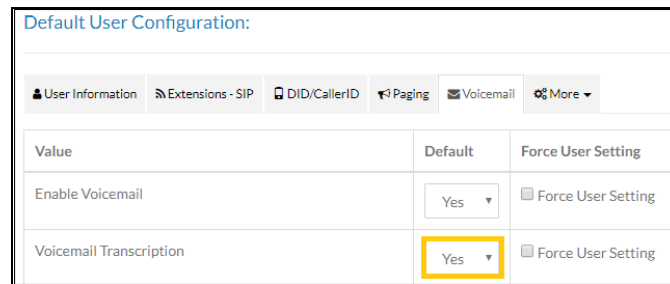
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There are two options for enabling Voicemail Transcription:

Voicemail Transcription is available for users on 3.1 and higher, excluding premise enterprise customers.

1. Update the Default User Configuration

Edit the transcription setting to **YES** through the Default User Configuration to ensure that all users added to a newly created SMS Flow have transcription enabled.

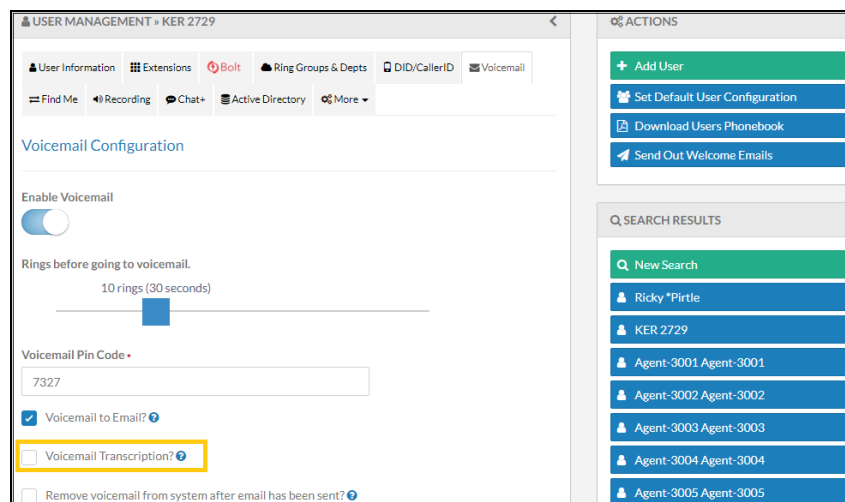


The screenshot shows the 'Default User Configuration' interface. It has a navigation bar with tabs: 'User Information', 'Extensions - SIP', 'DID/CallerID', 'Paging', 'Voicemail', and 'More'. Below the tabs is a table with three columns: 'Value', 'Default', and 'Force User Setting'. The 'Voicemail Transcription' row has 'Yes' selected in the 'Default' column, which is highlighted with a yellow box. The 'Force User Setting' column for this row has a disabled checkbox.

Value	Default	Force User Setting
Enable Voicemail	Yes	<input type="checkbox"/> Force User Setting
Voicemail Transcription	Yes	<input type="checkbox"/> Force User Setting

2. Update the Individual User Record

To enable transcription for specific users, an Administrator enables transcription from the Individual User record within **Users & Devices > Users**.



The screenshot shows the 'USER MANAGEMENT - KER 2729' interface. It has a navigation bar with tabs: 'User Information', 'Extensions', 'Bolt', 'Ring Groups & Depts', 'DID/CallerID', and 'Voicemail'. Below the tabs is a 'Voicemail Configuration' section. It has a toggle for 'Enable Voicemail' which is turned on. Below that is a slider for 'Rings before going to voicemail' set to 10 rings (30 seconds). There is a text input for 'Voicemail Pin Code' with the value 7327. At the bottom, there is a checkbox for 'Voicemail Transcription?' which is highlighted with a yellow box. There is also a checkbox for 'Remove voicemail from system after email has been sent?'.

Before enabling Voicemail Transcription, it is important to recognize that this features is not HIPAA compliant. For that reason, transcription is off for all

users by default. Partners should carefully consider if transcriptions could contain sensitive content before enabling SMS for an organization.

Note: Review Premise-based Kerauno instance requirements to accommodate Voicemail Transcription [here](#).

Troubleshooting

If a voicemail fails to transcribe, first check that voicemail transcription is enabled in the user record. If the transcription is not delivered after 10 minutes, contact your partner for support.

Note: Messages with no audio content or less than five seconds are not transcribed.