

Set up a Voicemail Box in order to receive messages from your callers when you're unavailable. Message notifications can be sent via SMS, Email, and to your VoIP handset.

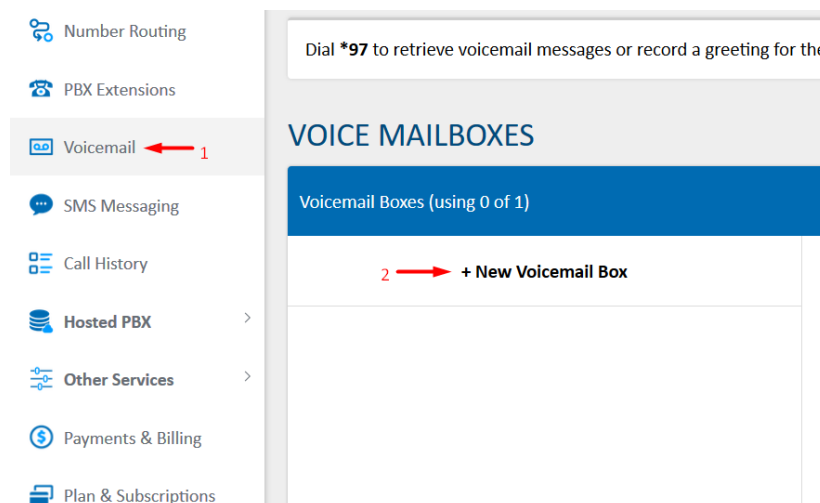
Overview

A new voicemail box cannot be setup from a phone. A greeting can only be recorded on the handset, or uploaded via the My Account portal once the voicemail box has been created and the extension has been linked to it.

1. Create a Voicemail Box on Voicemail Tab of My Account portal.
2. Assign the Voicemail Box to extension on PBX Extensions page (this allows the extension to check their voicemail and record their message by dialling *97 or by pressing the voicemail key)
3. Set diversion options on the Extension so that unanswered callers can leave a message.

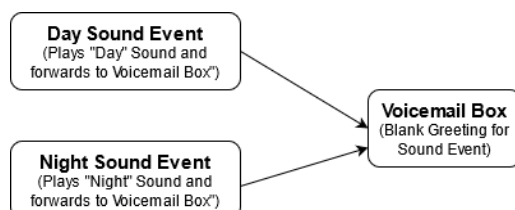
1. Create a Voicemail Box

Click the Voicemail Page in the My Account Portal, and then click **+New Voicemail Box**. Enter in the name of the Voicemail Box, and any contact details for the user and then click **Add Voicemail Box**



2. Additional Options & Multiple Greetings

To configure multiple greetings on your voicemail box, choose Blank (For Sound Event). You can add record or upload multiple greetings to the Sounds Page (as Sounds), and then create Sound Events which play the sound, and then forward to the voicemail box as illustrated below:



3. Assign it to an Extension

Once done, save your mailbox, then navigate to **PBX Extensions**.

For any extensions that should be notified when a voicemail is left, click **Edit** for that extension, then in the **Voicemail Box** field, select the voicemail box you just created. This will present a message waiting indicator on a connected device, or a stutter dialtone when you have new messages.

CONFIGURED PBX EXTENSIONS							
Ext.	Name	Caller ID	Mailbox	Divert	Divert To	MAC	Configure Extension
100	DEF	DEFAULT	-	Disabled	1	x	EDIT
101	abc	DEFAULT	-	Disabled		x	EDIT

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4. Enable Incoming Callers to leave a message when the call is unanswered

Edit any extensions that should forward to voicemail, then in the **Divert** field, select **Busy/XX**, where XX is the number of seconds it should try to call your extension before going to voicemail. In the **Divert To** field, select the mailbox you've just created, then click **Update Extension**.

CONFIGURE PBX EXTENSIONX

EXTENSION CONFIGURATION

Name

Caller ID

Voicemail Box MyNewVoicemail 2

Divert Busy/30s 3

Divert To MyNewVoicemail 4

Cloud Softphone OFF

ADVANCED OPTIONS

Update Extension

Cancel