Voicemail

Telecoms → VoIP → Edit VoIP Account → Voicemail

Mailbox Creation for User

Each user can have a single mailbox. From the voicemail page select 'New Voicemail Mailbox'.

Voicemail Name (mandatory)	This is a mandatory friendly name for the mailbox.
Voicemail Extension (mandatory)	This is a mandatory field which needs to be unique (eg the voicemail extension can't match the extension of the user). It must be 4 digits in length
PIN (optional)	To aid security of your mailbox a PIN number can be assigned. This should be between 3 and 15 digits long.
Unavailable Message	
Temporary Unavailable Message	
Assigned User	Each user can have only 1 mailbox. The users presented are those without a mailbox.
Email Addresses To Notify (optional)	You can add multiple email addresses to notify when a voicemail is available. The email will contain a copy of voicemail as an MP3 attachment.

Mailbox Creation for Group

We do not support the creation of Group Voicemails, but the work around is to create a Voicemail Mailbox but do not assign it to a user (leave User Assignment blank) and assign a PIN to it. Once created, from within a Callflow include the 'Leave Voicemail' node and choose the Voicemail.

Any User in the VoIP account can then access the Voicemail by dialling *98 + the Voicemail extension. That will then prompt the caller to input the PIN to access the Voicemail. Management of the greeting can be achieved through the main control panel, as opposed to on a user level.

Accessing Messages

Control Panel
From the voicemail page of the control panel, next to each mailbox is a 'messages' button. From here you can view, play, download and delete messages. We do also provide a bulk delete option by selecting multiple messages using the tick box on the right hand side of the table.

Local Access
From an associated device on this account two options to dial:

* 9 7	This is the standard access path where you will be prompted for the mailbox extension and PIN (if set).
* 9 8	As long as the device is associated to your user profile, this will skip the need to enter the mailbox extension.

External Access
Should you wish to access voicemail from any device, anywhere in the world there are a couple of paths available:

Option 1 - Build voicemail into your callflow. You could choose, for example, to dedicate a DDI which could take you straight to the assistant which would prompt you for the PIN. Alternatively include it as part of your IVR such as a hidden option your staff know about (eg press 9, but 9 is not announced in your IVR recording). These options would only be achievable with a Hosted VoIP account, and not the Basic VoIP.

Option 2 - Alternatively, as long as you have a PIN set on your mailbox, you can access your voicemail by:

- Call your phone number.
- Allow it to play the voicemail introduction.
- Press the * key during the introduction.
- You will be prompted to enter your PIN followed by #.
- You are now in control of your voicemail mailbox.

Advanced

Maximum number of voicemail messages (per mailbox)	100
Maximum message length (seconds)	500

PIN number length	3-15
File format of recordings	MP3

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