

Voicemail Message Indicator

Voicemail message indicator on Nortel Phones

On Nortel phones, you can configure a key to access the voicemail box directly and also provide message indication.

Perform the following steps to configure a voicemail key:

1. Open the UCx Web-based Configuration Utility
2. From the **PBX** tab, select **PBX Configuration**
3. From the left side column, select **Extensions (Nortel)**
4. On the right side column, select the phone to edit
5. Under the Programmable Keys section, select **Voicemail Login** from the pull-down list
6. Press the **Submit Changes** button

Programmable Keys:

	Label	Digits	
Key 2: ?	<input type="text" value="Voicemail"/>	<input type="text" value="F981"/>	<input style="border: none; background-color: #f0f0f0; padding: 2px;" type="text" value="Voicemail Login"/> ▼
Key 3: ?	<input type="text"/>	<input type="text"/>	<input style="border: none; background-color: #f0f0f0; padding: 2px;" type="text" value="- Choose Feature -"/> ▼
Key 4: ?	<input type="text"/>	<input type="text"/>	<input style="border: none; background-color: #f0f0f0; padding: 2px;" type="text" value="- Choose Feature -"/> ▼
Key 5: ?	<input type="text"/>	<input type="text"/>	<input style="border: none; background-color: #f0f0f0; padding: 2px;" type="text" value="- Choose Feature -"/> ▼
Key 6: ?	<input type="text"/>	<input type="text"/>	<input style="border: none; background-color: #f0f0f0; padding: 2px;" type="text" value="- Choose Feature -"/> ▼

When there is a message waiting, the voicemail key will provide indication, the user can press the key to login to the voicemail box.

There may be situations where the user needs to access the voicemail box of a different extension. A typical scenario is a virtual extension with a shared voicemail box, where multiple users need to access the shared voicemail box from their own phone.

To configure a voicemail key to a different extension, perform the following steps:

1. Open the UCx Web-based Configuration Utility
2. From the **PBX** tab, select **PBX Configuration**
3. From the left side column, select **Extensions (Nortel)**
4. On the right side column, select the phone to edit
5. Under the Programmable Keys section, select **Other** from the pull-down list
6. Enter ***98xxx** in the **Digits** field (where xxx is the extension number) and a descriptive name in the **Label** field
7. Press the **Submit Changes** button

	Label	Digits	
Key 3: ?	Shared voicemail	*98409	Other ▼
Key 4: ?			- Choose Feature - ▼
Key 5: ?			- Choose Feature - ▼
Key 6: ?			- Choose Feature - ▼

The key will provide message indication for the shared voicemail box, pressing the key will allow the user to login to the shared voicemail box directly.

Shared voicemail box between SIP extensions

There might be situations where you need to have a general voicemail box to be shared between two extensions with simultaneous ringing and the ability to have Message Waiting Indication synchronized on both sets.

Using the following two SIP extensions as examples:

- Main extension: 510
- Secondary extension: 509

Perform the following steps to configure a share voice mail box on UCx.

1. Configure SIP extensions 510 and 509 with voicemail enabled

- Voicemail

Status

Voicemail Password

Email Address

Pager Email Address

Email Attachment yes no

Play CID yes no

Play Envelope yes no

Delete Voicemail yes no

Instant Access yes no

VM Options

VM Context

Busy Message

Unavail. Message

2. Configure 510 with Follow-Me feature pointing to extension 509

Follow Me: 510

 [Edit Extension 510](#)

Edit Follow Me

Disable

Initial Ring Time:

Ring Strategy:

Ring Time (max 60 sec)

Follow-Me List:

Extension Quick Pick

3. Configure 509 Device Options **mailbox** field to point to 510 voice mail box as shown below

dial [?]	<input type="text" value="SIP/509"/>
accountcode [?]	<input type="text"/>
mailbox [?]	<input type="text" value="510@default"/>
vmexten [?]	<input type="text"/>

4. Apply the configuration changes

Place a call to 510, both extensions will ring. Leave a voice message and both extensions will have the MWI lamp turned ON. Retrieve voice mail from either phone will connect to the same voicemail box and synchronize MWI lamp on both sets.

Shared voicemail box between SIP and Nortel/UNISTIM phones

To share a voice mail box between a SIP phone and a Nortel/UNISTIM phone, requires a different configuration. Currently the mailbox field under device options for Nortel/UNISTIM extensions is not exposed on the Web-based utility. Therefore the steps below requires modifying the configuration file **ucx_custom.conf**.

Using the following two extensions as examples:

- SIP extension 510 (main extension)
- Nortel/UNISTIM extension 409

To modify the configuration file, perform the following steps:

1. Open the UCx Web-based Configuration Utility
2. From the **PBX** tab, select **Tools**
3. From the left side column, select **Configuration File Editor**
4. Press the **Show Filter** button
5. Enter **ucx_custom** in the **File** field and press the **Filter** button
6. Click on the file **ucx_custom.conf**
7. Add the following lines to the file:

```
[409] mailbox=510@default
```

8. Press the **Save** button

9. Press the ***Reload Configuration*** button

Place a call to either 510 or 409 and leave a voice message. The MWI will turn on for both extensions. From any extension, retrieve the voice mail and delete it. Now the MWI will turn off for both extensions. Allow a few seconds for the MWI indication message to propagate to both sets.
