

# Voicemail

## Overview

Voicemail can be enabled for each extension on the UCx system, including virtual extensions.

This feature must first be enabled by the Administrator from the Extensions page, then each user can configure their own options from the User Portal (See [User Extension Portal](#) for details).

## Configuration

To set up Voicemail, 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**
4. From the list on the right hand side, select the extension that you want to enable Voicemail
5. Scroll down to the **Voicemail** section
6. Voicemail is disabled by default, change the **Status** to **Enabled**
7. Once enabled, the **Voicemail Password** field is automatically populated with the default password.



The default password is **829** plus the extension number. For example, if the extension is 501, then the password is 829501. If the extension is 5432, then the password is 8295432.



The display of the password can be masked or unmasked. This is configured in the [Advanced Settings](#) page, Voicemail module section.



The voicemail system considers the mailbox uninitialized when the password matches the extension number. It is highly recommended that users **DO NOT** set the password to



be the same as the extension number.

The rest of the fields are optional, they are used to configure the behavior of your voicemail feature.

Field	Description
<b>Email Address</b>	Email address that Voicemail is sent to. If you wish to specify multiple recipients, separate the email addresses by spaces. This field supports up to a maximum of 160 characters.
<b>Pager Address</b>	<b>Email</b> Pager or Mobile email address that short Voicemail notifications are sent to.
<b>Email Attachment</b>	Option to attach Voicemail to email.
<b>Play CID</b>	Read back caller's telephone number prior to playing the incoming message, and just after announcing the date and time the message was left.
<b>Play envelope</b>	Controls whether the system will play the message envelope (date/time) before playing the message. This setting does not affect the operation of the envelope option in the advanced voicemail menu.
<b>Delete Voicemail</b>	If set to <b>Yes</b> , the Voicemail will be deleted after having been emailed.



Must have **Email Attachment** set to **Yes**, otherwise your messages will be lost forever.

<b>Instant Access</b>	When enabled, the password prompt is skipped when dialing into an extension's voice mailbox directly from the extension.
<b>VM Options</b>	Additional options can be specified in this field that will override the system level settings. Separate the options with pipe (   ). For example: <b>tz=Eastern maxmessage=60</b> . See <a href="#">Voicemail Settings</a> page for details on the various options.
<b>VM Context</b>	Normally set to the value <b>default</b> . Do not change unless you understand the implications.
<b>Busy Message</b>	If you want to use a system recording as the busy message, select the system recording file from the list. See <a href="#">System Recordings</a> page for details on how to create a system recording.
<b>Unavail Message</b>	If you want to use a system recording as the unavailable message, select the system recording file from the list. See <a href="#">System Recordings</a> page for details on how to create a system recording.

## - Voicemail

Status	<input type="text" value="Enabled"/>
Voicemail Password <sup>?</sup>	<input type="text" value="829509"/>
Email Address <sup>?</sup>	<input type="text"/>
Pager Email Address <sup>?</sup>	<input type="text"/>
Email Attachment <sup>?</sup>	<input type="button" value="yes"/> <input type="button" value="no"/>
Play CID <sup>?</sup>	<input type="button" value="yes"/> <input type="button" value="no"/>
Play Envelope <sup>?</sup>	<input type="button" value="yes"/> <input type="button" value="no"/>
Delete Voicemail <sup>?</sup>	<input type="button" value="yes"/> <input type="button" value="no"/>
Instant Access <sup>?</sup>	<input type="button" value="yes"/> <input type="button" value="no"/>
VM Options <sup>?</sup>	<input type="text"/>
VM Context <sup>?</sup>	<input type="text" value="default"/>
Busy Message <sup>?</sup>	<input type="text"/>
Unavail. Message <sup>?</sup>	<input type="text"/>



Remind users to follow the prompts to record their greetings when they first log into voicemail from their phone.

## Video Tutorial

## Self Assessment Quiz

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1. Which two fields do you need to configure for the UCx system to send new voice messages to a user's email address?
  2. What is the default password for a user's voicemail box?
  3. Is it good practice to set the password to be the same as the extension number?
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