

## Voicemail to Email

### Overview

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Users can receive email notification of new messages left in their voice mailbox and the voice message can also be sent as an attachment to the user as well.

This allows users to listen to their voicemail messages without having to login to their voice mailbox.

### Configuration

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To set up **Voicemail to Email** for an 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**
4. From the list on the right hand side, select the desired extension
5. Scroll down to the **Voicemail** section
6. Set **Status** to **Enabled**
7. Enter the user's **Email address** - this is where notification will be sent for new voice messages
8. To also include the voice message as an attachment to the email notification, select **Yes** for **Email Attachment**

- Voicemail

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Status

Voicemail Password

Email Address

Pager Email Address

Email Attachment

Play CID

Play Envelope

Delete Voicemail

Instant Access


VM Options

VM Context

Busy Message

Unavail. Message

The rest of the fields are optional. Details of the voicemail fields are described in the table below.

Field	Description
<b>Email Address</b>	Email address that Voicemail is sent to. If you wish to specify multiple recipients, separate the email addresses with commas (,) or the pipe ( ) symbol. This field supports up to a maximum of 160 characters. For example: <a href="mailto:admin@emetrotel.com">admin@emetrotel.com</a>   <a href="mailto:training@emetrotel.com">training@emetrotel.com</a> .
<b>Pager Address</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.
<div style="border: 1px solid orange; padding: 5px; display: inline-block;">  <b>Must have Email Attachment set to Yes, otherwise your messages will be lost forever.</b> </div>	
<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.

Field	Description
<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.

## System Level Configuration

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Voicemail to Email settings at the system level are configured under the [Voicemail Settings](#) page.

1. Open the UCx Web-based Configuration Utility
2. From the **PBX** tab, select **PBX Configuration**
3. From the left side column, select **Voicemail Settings**
4. Click on the **Settings** link (System View Links)
5. Review and modify the following parameters as desired

Field	Description
<b>emailbody</b>	This is the text that will appear in the email sent to users. Typically you would want to change the placeholder <b>AMPWEBADDRESS</b> to the actual IP address or hostname of your UCx Server.

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${VM_NAME},\n\nThere is a new voicemail in mailbox
${VM_MAILBOX}:\n\n\tFrom:\t${VM_CALLERID}\n\tLength:\t${VM_DUR}
seconds\n\tDate:\t${VM_DATE}\n\nDial *97 to access your voicemail by phone.\nVisit http://
AMPWEBADDRESS/recordings/index.php?login=${VM_MAILBOX} to check your voicemail with a web
browser.\n

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<b>emailsubject</b>	The subject of the notification email sent to the user.
<b>fromstring</b>	The name of the FROM email address of the notification email sent to the user
<b>serveremail</b>	The FROM email address of the notification email sent to the user

Here is an example of the email notification sent to the user with the following settings:

- **emailbody** = `${VM_NAME},\n\nThere is a new voicemail in mailbox  
${VM_MAILBOX}:\n\n\tFrom:\t${VM_CALLERID}\n\tLength:\t${VM_DUR}  
seconds\n\tDate:\t${VM_DATE}\n\nDial *97 to access your voicemail by phone.\nVisit  
http://192.168.1.200/recordings/index.php?login=\${VM\_MAILBOX} to check your voicemail with  
a web browser.\n`
- **emailsubject** = New message from `${VM_CIDNUM}` in mailbox `${VM_MAILBOX}`
- **fromstring** = EMetrotel
- **serveremail** = [admin@emetrotel.com](mailto:admin@emetrotel.com)

```

from: EMetrotel <admin@emetrotel.com>
to: Test User <test@emetrotel.com>

```

date: Jul 26, 2018, 11:30 PM

subject: New message from 502 in mailbox 521

Test User,

There is a new voicemail in mailbox 521:

From: "John's Office" <502>

Length: 0:07 seconds

Date: Thursday, July 26, 2018 at 11:30:33 PM

Dial \*97 to access your voicemail by phone.

Visit <http://192.168.1.200/recordings/index.php?login=521> to check your voicemail with a web browser.