

Configuring Voicemail

The sipX Media Server voicemail application provides voicemail services for users for whom voicemail permission is set to *Enabled* (default setting). Please refer to [How to Configure Users](#) for more information on how to define permissions for users and groups.

Administering the Voicemail Service

Setting up the voicemail application involves the following steps. Upon installation of the sipX system reasonable default settings are chosen so that the voicemail service should be operational and available. The following introduces the relevant configurable parameters and provides some explanation on how to customize the system:

- [xecsuserV4r2:Administrator Configurable System-Wide Parameters](#)
- [#Enabling MWI Notification](#)
- [#Setting up Email Notification](#)

The voicemail system inbox and the voicemail system features can be accessed either from the [#Accessing the User Voicemail Management Web Portal](#) or through the phone top interface (Default: Dial 101).

Administrator Configurable System-Wide Parameters

The sipX Configuration Server provides for the management of administrator configurable voicemail parameters. Login to the sipX Configuration Server and go to *System* and then *General*.

SIP Parameters
ISN Dialing
ENUM Dialing
Voice Mail
Call Pickup
Presence Server
Logging
Call Detail Records

Voice Mail

VoiceMail expiration (Default: 7)
Number of days voice mail messages will be kept on the system after they have been deleted

Voicemail Expiration

The parameter *Voicemail Expiration* determines after how many days messages that users put into the **Deleted Folder** will be removed from the system. Messages in other folders are not affected.

While this does not guarantee that you do not run out of disk space on your sipX system, it puts some policy in place to clean out old messages.

Given the encoding used for voicemail messages, 1 minute of recording will require about 1 MB of disk space. That means that even using a small 40 GB system disk there should be room for about 500 hours of messages, or for a system with 250 voicemail inboxes about 2 hours per user.

Identifying and Configuring the Voicemail Service Extension Number

To permit direct calls to the voicemail service a unique extension number is assigned to it. End users retrieve voicemail messages by dialing this extension. By default this extension number is *101*, which is a good choice if your internal dialing plan uses 3 digits. This default setting can be changed by editing the *Voicemail Dialing* rule. Go to *Dial Plans* and select *Voicemail* (See also [How to configure dial plans](#)):

<center>

Dial Rule

Enabled

Name

Description

Default voicemail dialing plan

Internal station extension length

Number of digits used for internal extensions in your installation. Add another voicemail rule if you have phones with different length extensions.

Voicemail extension

Extension to dial to call voicemail. Leave empty to disable voicemail.

Voicemail inbox prefix

Dial voicemail prefix followed by an internal extension to directly call voicemail for that extension. Leave empty to disable.

Voicemail type

Only one voicemail type can be configured on a system.

Voicemail host

IP address or name of the voicemail server. Leave empty if the voicemail server runs on the same computer as the call server.

Schedule

</center>

Internal station extension length: This setting defines the length of internal numeric extension numbers. If this setting is changed, the setting *Maximum internal extension length* under *Configuration / Voicemail* (see above) should be changed as well. This setting influences the dial plans stored in the phone and allows the phone to automatically initiate a call after a sufficient number of digits was entered without requiring you to press *dial*.

Voicemail extension: This is the extension number a user has to dial to reach the sipX voicemail system. It should have the same number of digits as defined under *Internal station extension length*.

Voicemail inbox prefix: Using the voicemail prefix provides a mechanism to directly address a user's voicemail inbox instead of ringing the user's phone first. For instance, you can leave messages directly into a user's inbox if you don't want to call a user on the phone. (E.g. if a user's extension is 210 and you dial 8210, you get the user's voicemail directly).

Using the sipX Voicemail Service

Accessing the User Voicemail Management Web Portal

The user voicemail management Web portal can be accessed by pointing your browser to:

You will have to login using your User ID and PIN.



Voicemail System IVR Portal

The sipX voicemail system provides a comprehensive Interactive Voice Response (IVR) menu system. A graphical representation is available: [Standard Voicemail Menu Structure](#).

Voicemail Folders (Inbox, Saved, Trash)

Default folders *Inbox*, *Saved*, and *Trash* are always provided.

Inbox

Trash

Saved

VOICEMAIL - INBOX

<input type="checkbox"/>	Subject	From	Date	Duration	Play
<input type="checkbox"/>	Voice Message 00000173	4083294371	12/16/08 3:54 PM	54 seconds	
<input type="checkbox"/>	Voice Message 00000180	2069659586	12/18/08 5:34 PM	42 seconds	
<input type="checkbox"/>	Voice Message 00000206	anonymous	1/9/09 2:10 PM	18 seconds	

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[More actions...](#) ▼

Voicemail User Options

Active Greetings can be managed using the User Web portal. The best way to record greeting is typically to use your phone. Call the voicemail extension (default: 101) and choose option "5 - voicemail options ([Standard Voicemail Menu Structure](#))". In addition your email address, whether to attach a WAV file and a secondary address can be configured. Of course your Pin to access voice mail is also changeable from this interface.

[Voicemail](#)

[Distribution List](#) **My Information**

[Conferences](#)

[Attendant](#)

Active greeting

Voicemail prompt callers will hear before leaving a message.

E-mail address

Used for sending notification about new voicemail left for this user. Leave empty to disable e-mail notification.

Attach voicemail

If checked, the voicemail message will be attached to the notification e-mail. Otherwise, the e-mail will contain a link to retrieve voicemail message.

Additional E-mail address

Used for sending voicemail message notification to the additional e-mail address.

Attach voicemail

If checked, the voicemail message will be attached to the notification email sent to the additional e-mail address.

PIN

Confirm PIN

Voicemail Message Forwarding

Received messages can be forwarded to other users, either with additional comments or as received. This feature is currently only available using your phone. Call the voicemail extension (default: 101) and choose *listen to inbox/saved/deleted messages*. An option is then presented that allows you to forward the message you just heard ([Standard Voicemail Menu Structure](#)).

It would be nice to also add this feature to the voicemail Web portal.

Voicemail Distribution Lists

The sipX voicemail system also allows the creation of distribution lists. Such distribution lists can be used when forwarding a message received from someone else or when creating a new message that should be sent to a group of people. Each distribution list is given a number, which has to be dialed when prompted to invoke the list.

[Voicemail](#)

[Distribution List](#) **My Information**

[Conferences](#)

[Attendant](#)

You can forward voicemail from your phone while connected to the voicemail system by assigning a dialpad key to a list of extensions. The voicemail system will prompt you when to press the dialpad key.

Dialpad	Extensions
0	Not available
1	<input type="text"/>
2	<input type="text"/>
3	<input type="text"/>
4	<input type="text"/>
5	<input type="text"/>
6	<input type="text"/>
7	<input type="text"/>
8	<input type="text"/>
9	<input type="text"/>

Setting up Email Notification

Please refer to [Sendmail for Email Notification](#) to setup *sendmail* on the sipX host for email notification of voicemail messages.

Email notification first has to be configured and enabled by the sipX administrator. In a second step every user can define one or several email addresses for voicemail forwarding.

With sipXecs 4.2 the format of outgoing email messages can be customized to your preferences. See [Voicemail-Email Custom Notifications](#) for more information.

Administrator: Configure and Enable Voicemail Forwarding to Email

End users have the option to receive notification via email when they receive voicemail messages.

End User: Configuring Email Notification Addresses

An end user can enable message forwarding and customize the mailto address for email notification messages sent by the sipX Media Server. Go to the user Web portal (see above) and select *My Information* the *Voicemail*.

The screenshot shows the 'My Information' page under the 'Voicemail' section. It includes the following fields and options:

- Active greeting:** A dropdown menu set to 'default system greeting'. Below it is the text: 'Voicemail prompt callers will hear before leaving a message.'
- E-mail address:** An empty text input field. Below it is the text: 'Used for sending notification about new voicemail left for this user. Leave empty to disable e-mail notification.'
- Attach voicemail:** An unchecked checkbox. Below it is the text: 'If checked, the voicemail message will be attached to the notification e-mail. Otherwise, the e-mail will contain a link to retrieve voicemail message.'
- Additional E-mail address:** An empty text input field. Below it is the text: 'Used for sending voicemail message notification to the additional e-mail address.'
- Attach voicemail:** An unchecked checkbox. Below it is the text: 'If checked, the voicemail message will be attached to the notification email sent to the additional e-mail address.'
- PIN:** A text input field with 8 dots.
- Confirm PIN:** A text input field with 8 dots.

An 'Apply' button is located at the bottom of the form.

Setting up Personal Attendant

An end user can enable a Personal Attendant if the Administrator allows this via permissions. Go to the user Web portal (see above) and select *My Information* the *Attendant*. The user can then configure the personal operator as well as a personal auto attendant from within your mailbox.

The screenshot shows the 'My Information' page under the 'Attendant' section. It includes the following fields and options:

- Override default AutoAttendant language:** An unchecked checkbox. Below it is the text: 'Check this box to override the default AutoAttendant language chosen by the administrator.'
- Language:** A dropdown menu set to 'Default'. Below it is the text: 'The language used by the AutoAttendant if the Override field is selected above.'
- Operator:** A text input field containing '200'. Below it is the text: 'Extension or SIP URI the caller is transferred to after pressing 0.'

Below these fields is a table for configuring dialpad entries:

	Dialpad	Extension
<input type="checkbox"/>	1	5551212
<input type="checkbox"/>	2	202
<input type="checkbox"/>	3	<input type="button" value="Add"/>

Buttons for 'Remove' and 'Apply' are located below the table.

Setting Other Options

You also have the option to customize another option: system-wide, you can configure Voicemail to play message information before each voicemail message plays to its inbox owner. By default, inbox owners hear message information (date and time received and, if available, origin) only if they press 1 after a message plays.

To change this default behavior so that message information automatically plays before each message, you change the value for the <voicemail-info-playback> parameter in the voicemail.xml.in file to ENABLE.

Enabling MWI Notification

Message Waiting Indication (MWI) automatically alerts end users to changes in the status of their voicemail inbox. MWI turns on the message light on your phone when a new message is received, and turns it off after the messages have been retrieved. Many phones also indicate voicemail status on the phone's screen by displaying either ?No Voice Mail? or ?New Voice Mail? with the number of new messages.

Message Waiting Indication (MWI) is enabled and configured automatically for **plug & play managed phones**. The default profile generated for the managed phone includes a parameter that defines the server address (typically the sipX server) where the phone can subscribe to notifications from the Media Server. A second parameter identifies the extension number for message retrieval (default: 101). This allows one button message retrieval from the phone if available.

Please refer to the pages that describes the respective plug & play managed phone for further details:

- [Polycom](#)
- [SNOM](#)
- [Grandstream](#)
- [Cisco](#)

For **manually configured phones** the two parameters have to be manually configured for your phone. Please consult the phone's manual. Some phone's only require the fully qualified host name of the sipX server (media server) or if DNS SRV is used the domain name. In this case the phone itself will append the User ID for every line registered on the phone to the subscribe / notify request to the server in order to identify the mailbox for which notification is requested. Other phones require the configuration of the full SIP URI of the line for which notification is requested (e.g. 202@sipx.domain.com or with DNS SRV 202@domain.com).

[How to get MWI NOTIFY for phones that do not SUBSCRIBE for it](#)

Call Handling for Users with Voicemail Inboxes

User specific call forwarding can be combined with the sipX voicemail service. A user with voicemail permission can chose to forward all calls to a colleague. The sipX user level call handling settings will forward all calls addressed to that user to the supplied address (or several addresses simultaneously or sequentially), before sending the call to the original user's voicemail inbox if not picked up elsewhere.

TIP! To allow users to specify external PSTN addresses as destinations for call forwarding, you have to give the user [permission to forward calls](#) to the PSTN (enable *Forward Calls External*, default: *Disable*). External numbers should be entered beginning with the area code: For example enter 7819385306, rather than 917819385306.