

# User's Mailbox

This page contains instructions on how to set up a user's voice mailbox.

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## Overview

This feature enables the user to leave a voicemail message if the called extension is unavailable and if it has the [Voicemail option enabled](#). The **Voicemail Messages** management page allows you to:



- view the extension's recorded voicemail messages
- search for specific messages
- listen and download message files on your computer
- remove voicemail messages

## Manage voicemail messages

### Check voicemail messages

VoipNow displays a list with all the voicemail messages recorded for the selected extension and, if the user is part of a group, for all the other users that chose to [share their resources](#) either with **Everyone** or **only with the group(s) the current user is member of**.

If you want to listen to your voicemail messages, you can use:

- **Your phone:** From your local phone, call **\*95**. If you want to listen to your messages from a remote location, call your extension's public phone number and then dial \* during the voicemail invitation message.
- **Your computer:** In the **Message List**, you can press the  icon under the **Listen** column. Or you can press the  icon, download the message to your computer, and use your favorite player to listen to it. The downloaded file name has the following format: `<resource_type>_<extension-number>_<id>_<download_day_month_year>_<download_hour-minute>.<file type>`. For example, "voicemail\_0101-003\_2\_10Jul2017\_12-28.mp3".

For each voicemail message in the List, VoipNow displays the following details:

- **From:** The number of the extension leaving the voicemail message.
- **Mailbox:** This is the short number of the extension receiving the message.
- **Folder:** The folder where the messages are stored. Once you have downloaded or listened to a voicemail message, the message is marked as read and automatically moved from the **INBOX** folder to the **OLD** folder.
- **Size:** The voicemail message file size, in KB.
- **Created:** The date and time of the voicemail message.

### Search for voicemail messages

When you are searching for specific voicemail messages, you can use one or more of the filters available:

Show mailbox **<for extension>** Search **<CallerID>**

Where:

**<for extension>**: Select the extension whose voicemail messages you want to listen to:

- **Personal** - By default, only the voicemail messages received by the current extension are displayed.
- **<extension\_number>** - Depending on how many extensions in the group(s) have enabled the voicemail **Sharing Policy**, you can choose from the list the `<extension_number>` whose messages you want to listen to. This option is available if the extension is part of a group where at least one extension has enabled the voicemail **Sharing Policy**. **Example:** Extension 1 is part of the Phone Terminals group. Extension 2 and Extension 3 are also members of this group. The two extensions have the appropriate policy enabled and they are sharing their voicemails with the Phone Terminals group. Therefore, Extension 1 is able to see the voicemails of Extension 2 and Extension 3.
- **All** - Displays personal messages as well as those of all the extensions in the group(s) that have enabled the voicemail **Sharing Policy**.

**<CallerID>**: Specify the CallerID of the user that left the voicemail message you are looking for.

### Remove voicemail messages

**To remove a message:**

Select the message from the table and click the [Remove selected](#) link on top of the table.

To finalize it, select the **Confirm removal** checkbox and click **OK**. To return to the previous page without removing the fax message, click **Cancel**.

Related topics

User's Resource Sharing

Phone Terminal Setup

Phone Terminal Voicemail