Setting the Voicemail Center Extension

This page provides information on how to add and configure a Voicemail Extension account.

- Overview
- Voicemail option

Overview

A Voicemail extension is similar to the voicemail function of the Phone terminal extension. However, the Voicemail center allows callers to verify their messages by using a terminal located outside the system.

For more information on how to define the account information, you may visit **Add an Extension** section.

You can set up the options specific to the chosen extension type. If you do not want to finalize the process now, you may skip this step and come back to it at any point later on. Just clicking the Voicemail Center Setup icon available in the extension's management page.

Voicemail option

Only **Play Sound <folder> <sound> before connecting to Voicemail Center** option can be customized.

Use the ♪ icon to view the available sound files or manually fill in the file's location. A pop-up window listing all the sounds matching the name specified in the text box is displayed.

- **Listen:** Use the available controls to listen to the message. The sound's length is displayed using the $hh:mm:ss$ format. Click the Download icon to save the sound on your hard drive.
- **Name:** The name of the sound file. Click the link to select it.
- **Folder:** This column displays the file's folder location. The path will display the folder name and also its origin. "/" placed before the name of a folder signals the current account's default folder. For every "/" added, you go up an account level.

If you want to search for a particular sound, use the available fieldset and Search link. The Show all link displays all the sounds available in the system for all the events. Navigate through the list and click a sound to use it.

Related topics
Voicemail center extension