Phone Terminal Voicemail

This page contains instructions on how to customize the message played to a caller before redirecting to the extension mailbox.

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Overview

To configure voicemail greetings for your extension, access the Voicemail Greetings icon from your extension's context page.

This feature allows you to upload new greeting files or to visualize the ones available in the system. The greeting is the message callers will hear prompting them to leave a voicemail message.

The **Greetings of Extension <extension_name>** management page allows you to:

- view the uploaded greetings
- upload other files
- download the files

Upload greeting

To upload a greeting:

1. Select the file you want to use as greeting.
2. Select the greeting message type.
   - Temporary greeting
   - Unavailable message
   - My name
   - Busy message
3. Use the **Browse** button to locate the greeting file on your computer. Accepted file extensions: .mp3 and .wav.
   - Temporary greeting
   - Unavailable message
   - My name
   - Busy message
4. Click **OK** to upload the selected file or **Cancel** to return to the previous page without adding the greeting.

Download greeting

To download a greeting, click its file name in the **Greetings** table.

Related topics
Voicemail center extension