Troubleshooting not receiving voicemail notifications

Applies to VoipNow 3 and higher!

If a Phone terminal extension does not receive voicemail notifications, it might be because the **Voicemail message notification** option is not activated.

Step-by-step guide

STEP 1: Log in to the User account.

STEP 2: Click the **Email templates** icon.

STEP 3: Go to the **Unified Communications Email Templates** section, and select the **Voicemail message notification** checkbox in the **Extension** column.

The **Voicemail message notification** setting is automatically inherited from the organization account that owns the extension. So, to ensure that all newly created extensions are going to have this feature activated, follow the steps below:

STEP 1: Log in to the organization account that owns the extension.

STEP 2: Go to the **Unified Communications Email templates** management page.

STEP 3: Go to the **Unified Communications Email Templates section**, and select the **Voicemail message notification** checkbox in the **User** column.

Related articles

- How to transfer incoming calls to another extension voicemail
- How to check voicemail messages using a Voicemail Center extension
- Troubleshooting the MWI LED remaining on even if there are no voicemail messages
- Troubleshooting not receiving voicemail notifications
- How to set up the Voicemail