

# How to set up the Voicemail

Applies to VoipNow 3 and higher!

This article explains how to use the **Voicemail** feature on your Phone terminal extensions.

## Step-by-step guide

When a new Phone terminal extension is added, its **Voicemail** is disabled by default. If nobody is registered to that extension and someone places an incoming call, then the caller will get a "forbidden" message (SIP/2.0 603 Declined).

To enable the Voicemail feature on a Phone terminal extension, take the following steps:

1. Log in to the VoipNow web interface.
2. Click on **Extensions** and select the phone terminal extension from the list.
3. In the extension's management page, click the **Phone terminal setup** icon in the **Quick Links** area.
4. Scroll to the **Voicemail** section and select the **Enable voicemail** checkbox.
5. At this point, you can set more Voicemail options following the explanations below.
  - **Mailbox storage space** - This is the space limit allowed for the mailbox. Specify the number of MB that the mailbox should not exceed. If you do not want to set a size limit, select the **Unlimited** checkbox.
  - **Auto delete messages older than {x} days** - Specify after how many days you wish to have all the messages automatically deleted. The accepted values range from 1 to 999.
  - **New message notification** - Decide what VoipNow should do whenever the extension receives a new voicemail message:
    - **Send alert email** - When enabled, the extension owner receives an email notification about a new voicemail message.
    - **Send message by email** - When enabled, the extension owner receives the new voicemail message file by email.
  - **Voicemail password** - This is the password requested when the mailbox is accessed over the phone. If you do not set a password for the voice mailbox, the extension owner will not be able to access their mailbox over the phone. However, they will still be able to manage the voice mailbox through the VoipNow interface.
  - **[ ] Voicemail automatically answers after {x} seconds** - When enabled, if the extension user does not answer in {x} seconds, the call is transferred to Voicemail.
  - **Exit to operator on key press** - With a simple press on 0, this option allows the caller to exit Voicemail and connect to an Operator, i.e. another extension available to take the call.
  - **Add extension to company directory** - The company directory is useful when you know the extension name, yet you do not know its number. You can dial **\*22** and follow the instructions on how to use the directory.
  - **Do not read messages envelope [ ] when accessing the mailbox over the phone** - When enabled, the user will no longer hear message details like its position, the date and time it was received, the Caller ID, the message length.

## How to access the Voicemail system

To listen to the voicemail messages, you need to dial **\*95** from your extension.

You can listen and delete voice mail messages using the integrated menu. If you want to access the mailbox over the phone, you will be requested to provide the **Voicemail password**.

To listen to your voicemail from a remote location, dial the extension's DID number and press **\***.

Again, to gain access to the voicemail, you need to provide the **Voicemail password**.

To enable/disable the voicemail of an extension, you can dial **\*950**.

You can use **\*95EXTENSION\_NUMBER** to leave a message, without actually calling that extension. This feature is useful if you want to leave a voicemail message to an extension, without waiting for the voicemail to initiate after a predefined number of seconds. Also, you can transfer and activate a call to a different extension mailbox by dialing **#3EXTENSION\_NUMBER**

## Related articles

- [Troubleshooting voicemail not answering calls from ICRs](#)
- [How to configure sharing policies for a user account](#)
- [How to configure the time for a Phone Terminal through provisioning](#)
- [How to set up Ring All and Transfer to voicemail](#)
- [How to use the Password Protection feature](#)