

Customize Your Voicemail Settings

The phone system supports voicemail feature, which helps you receive audio messages when you are unavailable to answer calls. You can retain default settings, or customize voicemail settings. This topic describes how to customize voicemail settings.

Enable or disable voicemail feature

1. Log in to Network PBX Web Client, go to **Preferences > Voicemail**.
2. To enable voicemail feature, turn on the option **Enable Voicemail**.
3. To disable voicemail feature, turn off the option **Enable Voicemail**.
4. Click **Save**.

Configure voicemail Access PIN

1. Log in to Network PBX Web Client, go to **Preferences > Voicemail**.
2. To access voicemail messages directly, select **Disabled** from the drop-down list of **Voicemail PIN Authentication**.
3. To require a PIN code to be entered when you access voicemail, select **Enabled** from the drop-down list of **Voicemail PIN Authentication**, and enter a PIN code in the **Voicemail Access PIN** field.

Note: The PIN code must be number, and the length must be 3-15 digits.

4. Click **Save**.

Configure email notifications for new voicemails

1. Log in to Network PBX Web Client, go to **Preferences > Voicemail**.
2. In the **New Voicemail Notification** drop-down list, set whether and how to receive notification when a new voicemail reaches your extension number.
 - **Do not Send Email Notifications:** Disable email notification.
 - **Send Email Notifications with Attachment:** Send a notification email with the new voicemail message attached as a .wav file.
 - **Send Email Notifications without Attachment:** Send a notification email as soon as receiving a new voicemail message.
3. If you enable notification of new voicemails, choose an option from the drop-down list of **After Notification** to decide how to deal with voicemails after notification emails are sent out.
 - **Mark as Read:** Mark voicemail messages in mailbox as read to prevent from repeatedly receiving reminders.
 - **Delete Voicemail:** Delete voicemail messages to avoid mailbox being filled up.
 - **Do Nothing:** Keep voicemail messages in mailbox as unread.
4. Click **Save**.



Customize Your Voicemail Settings

Configure voicemail play options

Decide which messages will be played before playing a voicemail.

1. Log in to Network PBX Web Client, go to **Preferences > Voicemail**.
2. Select the checkboxes of the messages to be played before playing a voicemail.
 - **Play Date and Time:** Play date and time when the message is received.
 - **Play Caller ID:** Play caller ID information.
 - **Play Message Duration:** Play duration of the message.
3. Click **Save**.

Change voicemail greetings

Decide which greetings will be played to callers when they reach your mailbox.

Tip: You can use system greeting or your [customized greeting](#).

1. Log in to Network PBX Web Client, go to **Preferences > Voicemail**.
2. In the **Voicemail Greeting** section, configure greeting settings according to your needs.
 - **Default Greeting:** Select a greeting from the drop-down list of **Default Greeting**.
Default greeting is played if no greeting is specified for a presence.
 - **Presence Greetings:** Select a greeting or create a new greeting from the drop-down list of corresponding presence.

The presence greeting is played based on extension presence.

3. Click **Save**.