

# What do I need to do setup my extension voicemail?

7 Fri, Jul 31, 2020 Voicemail

## Question

What do I need to do setup my extension voicemail?

## Answer

Once you receive your extension's voicemail pin and are able to access the voice portal by pressing the message button from the physical phone/Bria softphone or dialed \*29 from the dial pad, you can press "0" for Voicemail Box Options. The voicemail box options can be used to set up your voicemail greeting. These options are:

"1" Record your unavailable message.

"2" Record your busy message.






"3" Record your name.

"4" Record your temporary greeting.

"5" Change your voicemail password.

**Change Voicemail Password** – This option is used to update your voicemail password. It must be at minimum 5 digits long and only use numerical characters. The password can not be a previously used password, contain multiples of the same digit (11 or 99), or contain consecutive digits (2345).

You are also able to configure your voicemail through the MAXcore portal. You can navigate to the extensions section on the left navigation menu.

-  Home
-  Customers
-  Groups
-  Users
-  Extensions

You can then click your extension which will bring you to the extension details section. You will need to select the voicemail tab. Under the voicemail tab, you can configure the voicemail settings for the extension.

**Voicemail Details**- You are able to configure the following voicemail settings for your extension:

**Enable voicemail** - This can be toggled to enable or disable the extension voicemail. Messages will only be able to be left by callers in the voicemail is enabled.

**Email notify**- When email notify setting is enabled, a notification is sent by email to an existing email account. The email notification has the option of having the voicemail .wav file attached the email upon delivery or not.

**Email notify type**- This is the setting to select a specific email for the voicemail notification to be delivered to. There are only three selections that can be made for this setting:

Primary User- This selection will send the voicemail notification to the email address of the user associated with the extension.

All Users- This will send the notification email to a preconfigured distribution email for the group.

Custom- This selection will add a Email notify details field which can be filled in with any email address of your choice.

**Attach message**- This selection is enabled if you would like the voicemail .wav file attached to the email notification which will be delivered to the email.

**Delete message after send**- When this setting is enabled, the voicemail will be deleted from the extension voicemail box after the email notification is sent to the user's selected email address. This option can be toggled off if the original voicemail is

to be left in the voicemail box.

**Max message count-** By default the maximum messages a voicemail box will hold is 30 messages. When a voicemail box has reached this 30 message limit, you will be notified upon your next log in to the voice portal when accessing by phone. You can also check the visual voicemail section of the extension to see if the voicemail box has reached it's limit through the MAXcore portal.

**Max message length-** The maximum default time duration of each message is 120 seconds.

**Zero escape target-** If you want to give a caller to opt out of leaving a message, this setting can be enabled to give the caller of hitting "0" and they will be directed to the extension or phone number designated in the zero escape target field.

### Voicemail Greetings

**Voicemail Greetings** - This section of the Visual Voicemail Management page allows you to manage recordings for your unavailable, busy, user name, and temp greeting recordings.

a. - The blue icon is to upload a recorded audio file from your PC to be used as the message. The following criteria must be followed:


















\*\*Allow only aac, m4a, mp3 and wav file with size less than 10 megabytes for MoH and Prompt.

b. - You may download the recordings on your phone if you intend to use them again at a later time

c. - You can play the recording from the browser to hear the current uploaded message

d. - The red microphone allows you to record your messages in the browser..

#### Extensions – Voicemail Greetings

Voicemail Greetings		
Name	Control	Action
Unavailable	   	
Busy	   	
User Name	   	
Temp Greeting	 	

**Change Voicemail Password** - This section is used to update your voicemail password. It must be at minimum 5 digits long and only use numerical characters. Press to submit the change.

### Change Voicemail Password

New pin

Pin confirmation

## Applies To

- MAXvoice



- Voicemail
- Extension
- Voicemail Greeting

Online URL: <https://help.maxcore.io/article-7.html>