What is Visual Voicemail and what actions can I do to manage my extension voicemail box.
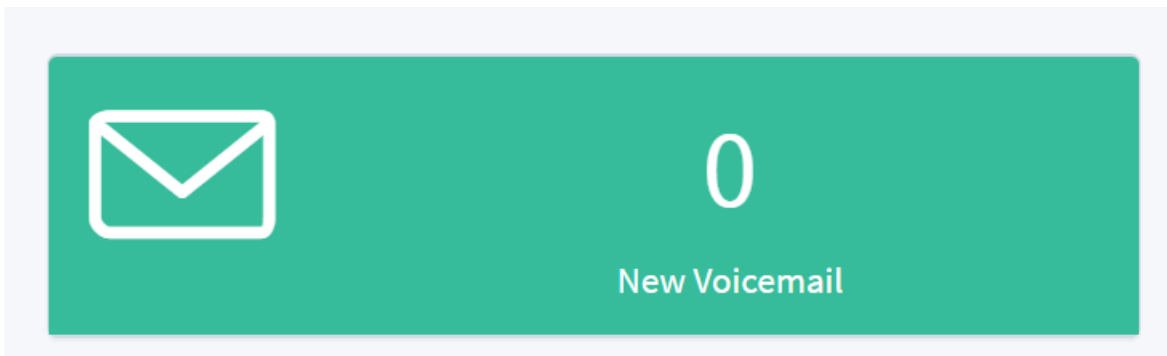
📄 8   📅 Fri, Jul 31, 2020   📁 Voicemail

Question

What is Visual Voicemail and what actions can I do to manage my extension voicemail box.

Answer

Once you are logged into the MAXcore 2.0 portal, you can select

from the portal home page. This will bring you to the Visual Voicemail Management section for your extension. From this section page you will see voicemail messages that were left on your extension, You are also able to set and record voicemail greetings as well as the ability to change your
voicemail pin.

VM Messages – There are boxes here that will display the voicemail messages in your phone. Options for All, Inbox, Old, and Others will be available to toggle between the voicemails available on your extension. Each individual voicemail will have the date/time it came in, who it came from, the length/time of the message, the folder it was placed, and numerous actions available.
The first action allows you to download the message as a .wav file to your computer.
Pressing the trash can icon deletes the voicemail from your extension.
The forward option takes you to the Voicemail Forward page that allows you to select an extension to send the voicemail over to,
The envelope icon will mark the voicemail as read. This will place the voicemail in the Old tab and folder..
Pressing the green phone icon will call the number back that left the message.

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.
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.
You may download the recordings on your phone if you intend to use them again at a later time.
You can play the recording from the browser to hear the current uploaded message.
The red microphone allows you to record your messages in the browser.

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 password	pin
Password confirmation	pin confirm

Update

Applies To

- MAXvoice
- Voicemail
- Visual Voicemail

Online URL: https://help.maxcore.io/article-8.html