

Applications

Voicemails

To edit voicemail settings click the pencil edit icon on the right of the extension number.

Voicemails (5)

Voicemail settings.

<input type="checkbox"/>	Voicemail ID	Mail To	Attached	Keep Local	Tools	Enabled	Description	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	1300	support@fusionpbx.com	True	True	Messages Greetings	True		<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	1301		True	True	Messages Greetings	True		<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	1302		True	True	Messages Greetings	True		<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	1303		True	True	Messages Greetings	True		<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	1304		True	True	Messages Greetings	True		<input type="checkbox"/>	<input type="checkbox"/>

Here you can edit voicemail settings.

- Play Tutorial- Play the voicemail tutorial after the next voicemail login
- Greeting- When you dial ***97**, record a greeting and set a number you can choose which greeting to use
- Alternate Greet ID- An alternative greet id used in the default greeting
- Options- Define caller options for the voicemail greeting
- Mail to- have voicemails emailed to this address
- Voicemail File- Select a listening option to include with the email notification
- Keep Local- Choose whether to keep the voicemail in the system after sending the email notification
- Forward Destinations- Forward voicemail messages to additional destinations
- Enabled- Enable or disable the voicemail box

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Voicemail

BACK SAVE

Voicemail ID	<input type="text" value="1300"/>	Enter the Voicemail ID												
Password	<input type="password" value="....."/>	Enter the Password												
Play Tutorial	<input type="checkbox" value="False"/>	Play the voicemail tutorial after the next voicemail login.												
Greeting	<input type="button" value="Greeting 1"/>	Select the desired Greeting.												
Alternate Greet ID	<input type="text"/>	An alternative greet id used in the default greeting.												
Options	<table><thead><tr><th>Option</th><th>Destination</th><th>Order</th><th>Description</th></tr></thead><tbody><tr><td>1</td><td>2300 IVR</td><td>0</td><td>After hours IVR</td></tr><tr><td><input type="text"/></td><td><input type="text"/></td><td><input type="text" value="000"/></td><td><input type="text"/></td></tr></tbody></table>	Option	Destination	Order	Description	1	2300 IVR	0	After hours IVR	<input type="text"/>	<input type="text"/>	<input type="text" value="000"/>	<input type="text"/>	Define caller options for the voicemail greeting.
Option	Destination	Order	Description											
1	2300 IVR	0	After hours IVR											
<input type="text"/>	<input type="text"/>	<input type="text" value="000"/>	<input type="text"/>											
Mail To	<input type="text" value="len.pgh@gmail.com"/>	Enter the email address to send voicemail to.												
Voicemail File	<input type="button" value="Audio File Attachment"/>	Select a listening option to include with the email notification.												
Keep Local	<input type="checkbox" value="True"/>	Choose whether to keep the voicemail in the system after sending the email notification.												
Forward Destinations	<input type="button" value="ADD"/>	Forward voicemail messages to additional destinations.												
Enabled	<input type="checkbox" value="True"/>	Select to enable or disable this voicemail.												
Description	<input type="text"/>	Enter the description.												

SAVE

Note

Starting version 4.2 remote access to voicemail by interrupting the greeting message by pressing “*” and entering the password is disabled by default.

To enable remote access to voicemail

1. Go to your Fusionpbx installation menu.
2. Advanced.
3. Default Settings.
4. Voicemail category.
5. Enable and set true remote_access.

Voicemail Options

To access an extensions voicemail **away** from the extension.

- Dial the extension and interrupt the greeting with the ***star** key.

*97	To access that extensions voicemail from the extension or the voicemail button
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Applications

*98	To access any extensions voicemail
*99[ext]	To access a specific extension voicemail

	Main Menu
press 5	For advanced options

	Advanced Options
press 1	Record a greeting
press 2	Choose a greeting
press 3	Record name
press 6	Change password
press 0	For main menu

[Email Setup/Default Settings](#)

Click the link above for setting up email server settings. These are the settings needed to enable your FusionPBX installation to be able to send email notifications.

[Voicemail Variables](#)

Using switch variables provides the ability to adjust FusionPBX Voicemail features. These variables can be set in either Dialplan -> global-variables or per domain with domain-variables dialplan.

Leave a voicemail

Name	Value
skip_greeting	true or false
skip_instructions	true or false
voicemail_greeting_number	0-9
vm_disk_quota	0-3600 seconds
vm_message_ext	wav or mp3

Check Voicemails

Name	Value
voicemail_authorized	true or false
vm_say_caller_id_number	true or false
vm_say_date_time	true or false

Note: 'wav' format is the default voicemail message file type. A value of 'mp3' requires mod_shout be installed and running.

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Not Found Message

When an extension is unavailable and no voicemail is configured, there is an option to play a message to the caller alerting them to this.

To enable/disable this, change the option for the **not_found_message** setting in **Advanced > Default Settings > Voicemail** category to suit your preference.

Please note that enabling this option means that the call must be answered in order to play the message to the caller and so the call will complete with a 200 OK rather than a 480 Unavailable or 486 Busy. In some jurisdictions this could potentially be illegal as it turns an otherwise toll free call into a chargeable one.

Voicemail Transcription

FusionPBX supports Voicemail Transcription, where emails will include a transcribed version of the voicemail the email was sent in regards to. To configure this feature, see [applications/voicemail_transcription.rst](#).

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