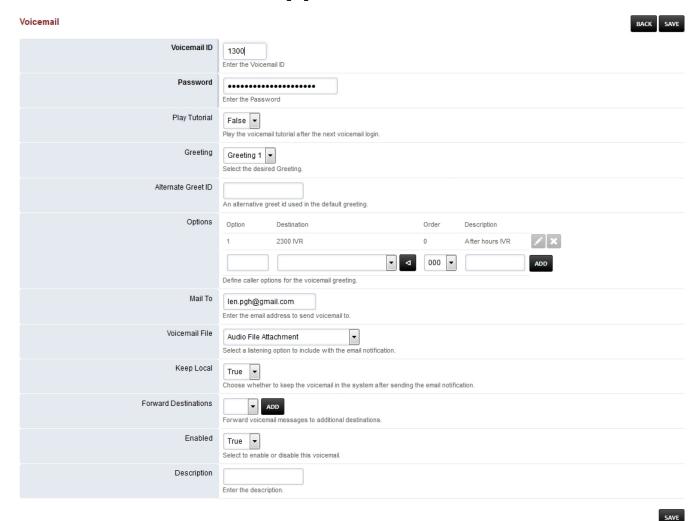
Voicemails

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



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



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 interupt the greeting with the *star key.

*9	97	To access that extensions voicemail from the extension or the voicemail
		button
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*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

	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
	true or false
vm_say_caller_id_number	true or false
	true or false

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

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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Unieke FAQ ID: #4030 Auteur: Helpdesk

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