Configuring User Voicemail
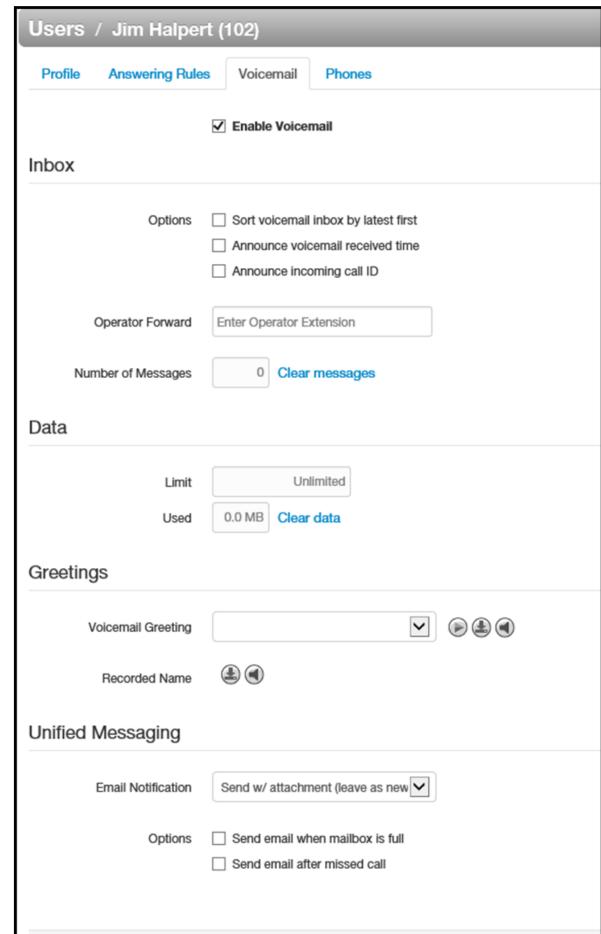
To configure voicemail for the selected user:

1. From the Users page, click the **Voicemail** tab. A page similar to the following appears.

2. Complete the settings in the **Voicemail** tab.

Setting	Description
Enable	Enable (check) or disable (uncheck) voicemail.
Inbox	
Options	The setting affects audio voicemail (calling into voicemail), but does not affect the web portal voice messages. Check the appropriate inbox options. Choices are: • Sort voicemail inbox by latest first = plays newest messages first. • Announce voicemail received time = plays the timestamp of the message. • Announce incoming call ID = plays the caller ID number if available.
Operator Forward	This setting determines where a call is sent if the caller presses 0 while the voicemail greeting is being played. When using this feature, tell callers near the beginning of your recorded voicemail greeting that they can press 0 to redirect their call.
Number of Messages	Read-only field that shows the current count of messages. Click the clear messages link to delete messages, but leave greetings in place.
Data	
Limit	Read-only field that shows user's storage limit.
Used	Read-only field that shows user's used storage. Click the clear data link to delete all messages, greetings, and the name recording.
Greetings	
Voicemail Greeting	To select an active voicemail greeting, click a greeting from the dropdown list. To play the selected greeting, click the ⊙ icon. To download the selected greeting, click the ⊛ icon. To upload or record a greeting, click the ◀ icon to display the Manage Greetings pop-up window. Greetings must be in MP3 or WAV format. To upload a greeting: 1. Next to New Greeting, click Upload 2. Use the Browse button to select the file. 3. In the Greeting Name field, enter a name for the greeting. 4. Click Save and Done. To record a greeting: 1. Next to New Greeting, click Record. 2. In the Call me field, enter number to call (either an extension or a telephone number such as your cell phone). 3. In the Greeting Name field, enter a name for the greeting. 4. Click Call. Your phone will be called. At the prompt, record the new greeting, and then press # when you finish your recording. 5. Click Done. (Or click Add Greeting to add another greeting.)
Recorded Name	If your company has a dial-by-name directory, you must record your name to appear in the directory. Click the ⊛ icon to listen to your current name recording on your computer or click the ◀ icon to upload or record a new greeting.
Unified Messaging	
Email Notification	Adjust your voicemail to email settings. Choices are: • None = no emails when voicemail is left. • Send w/ Hyperlink = system sends an email to this user with a link to the voicemail • Send w/ Brief Hyperlink = system sends an email to this user in plaintext with a link to the voicemail • Send w/ Attachment (storage option) = system sends an email to this user with the audio file of the message attached. The storage option lets this user leave messages in his inbox as new, moved to saved, or move to trash. • Send w/ Brief Attachment (storage option) = system sends an email to this user in plaintext with the audio file of the message attached. The storage option lets this user leave messages in his inbox as new, moved to save, or move to trash.
Options	Check the appropriate unified messaging options. Choices are: • Send email when inbox is full = system sends an email if this user's voicemail box runs out of space. • Send email after missed call = system sends an email if this user missed a call.

Click Save.