# Voicemail

By default, Voicemail function is enabled for you, and if you don't answer a call, the call will be forwarded to your voicemail.

## **Enable/Disable Voicemail**

By default, the voicemail is enabled for your extension. You can disable the function if you don't want to use it.

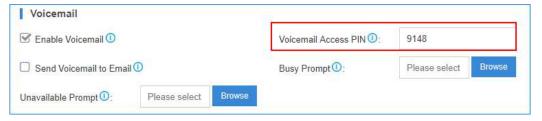
- 1. Go to Me > Extension Settings > Voicemail.
- 2. To disable voicemail, uncheck Enable Voicemail.



- 3. To enable voicemail, check Enable Voicemail.
- 4. Click Save and Apply.

## **Check Voicemail PIN**

If you want to check your voicemail on your phone, you need to know the voicemail access PIN Go to Me > Extension Settings > Voicemail, check your voicemail access PIN.

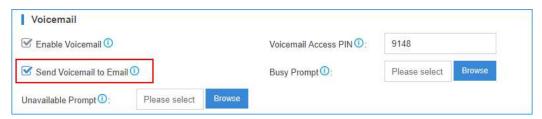


## Enable/Disable Voicemail to Email

**Voicemail to Email** is disabled by default; you can enable it on the PBX web interface. If **Voicemail to Email** function is enabled, you can receive voicemail messages in your email box.



- Note: If voicemail to email cannot work, contact your administrator to check the email settings on the PBX.
- 1. Go to Me > Extension Settings > Voicemail.
- 2. To enable voicemail to email, check Send Voicemail to Email.



- 3. To disable voicemail to email, uncheck Send Voicemail to Email.
- 4. Click Save and Apply.

## **Check Voicemail Messages**

You have multiple ways to check your voicemail messages.

#### **Check Voicemail on Linkus Client**

Log in Linkus, go to Me > Voicemail to check your voicemail.

#### Check Voicemail on an IP Phone

- Dial feature code \*2 on your phone to check your voicemail messages.
- Dial feature code \*02 on your colleague's phone to enter the voicemail main menu, then enter your
  extension number and voicemail PIN to check voicemail.

### **Check Voicemail on Web Page**

Log in the PBX web interface to check your voicemail messages.



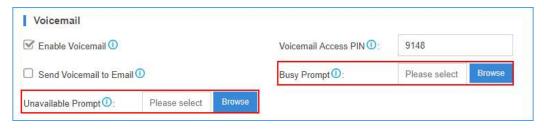
#### **Check Voicemail via Email**

If voicemail to email is enabled, you can check voicemail messages in your email box.

# **Change Your Voicemail Greetings**

You can log in the PBX web interface to change your voicemail greetings.

- 1. Go to Me > Extension Settings > Voicemail.
- 2. Click Browse to upload your audio file to replace the default prompt.



- Busy Prompt: Choose your custom prompt. The PBX will play the prompt when you are busy.
- **Unavailable Prompt**: Choose your custom prompt. The PBX will play the prompt when you are unavailable.

### 3. Click Save and Apply.

The audio file should meet the following requirements.

Option	Requirement
File Format	<ul> <li>WAV, wav, or gsm file.</li> <li>gsm 6.10 8kHz, Mono, 1Kb/s</li> <li>alaw 8kHz, Mono, 1Kb/s</li> <li>ulaw 8kHz, Mono, 1Kb/s</li> <li>pcm 8kHz, Mono, 16Kb/s</li> </ul>
File Name	Should NOT contain special characters.
File Size	Smaller than 8MB.

## **Voicemail Menu**

You can dial \*2 on your phone to access the voicemail menu. Below is the detailed voicemail menu.

