

## 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**.

The screenshot shows the 'Voicemail' settings page. The 'Enable Voicemail' checkbox is unchecked and highlighted with a red box. Other fields include 'Voicemail Access PIN' set to 9148, 'Send Voicemail to Email' unchecked, and 'Busy Prompt' set to 'Please select' with a 'Browse' button.

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.

The screenshot shows the 'Voicemail' settings page. The 'Voicemail Access PIN' field is highlighted with a red box and contains the value 9148. The 'Enable Voicemail' checkbox is checked. Other fields include 'Send Voicemail to Email' unchecked, 'Busy Prompt' set to 'Please select' with a 'Browse' button, and 'Unavailable Prompt' set to 'Please select' with a 'Browse' button.

### 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.

The screenshot shows the 'User Information' page. The 'Email' field is highlighted with a red box and contains the value carol@yeastar.com. Other fields include 'Name' set to Carol, 'Mobile Number' set to 15880270609, and 'Prompt Language' set to 'System Default'.

**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**.

**Voicemail**

Enable Voicemail ⓘ

Send Voicemail to Email ⓘ

Voicemail Access PIN ⓘ: 9148

Busy Prompt ⓘ: Please select **Browse**

Unavailable Prompt ⓘ: Please select **Browse**

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

## Check Voicemail Messages

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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.

<input type="checkbox"/>	Read/Unread	Caller ID	Time	Duration	Size	Options
<input type="checkbox"/>	★	eve-1(1000)	2018-02-05 17:15:52	00:03	56.92k	▶ ⬇️ 🗑️
<input type="checkbox"/>	★	eve-1(1000)	2018-02-05 17:16:12	01:04	1005.36k	▶ ⬇️ 🗑️
<input type="checkbox"/>	★	eve-1(1000)	2018-02-05 17:17:48	00:06	96.29k	▶ ⬇️ 🗑️

### Check Voicemail via Email

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

## Change Your Voicemail Greetings

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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.

**Voicemail**

Enable Voicemail ⓘ

Send Voicemail to Email ⓘ

Voicemail Access PIN ⓘ:

Busy Prompt ⓘ:

Unavailable 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	WAV, wav, or gsm file. <ul style="list-style-type: none"> <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

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

