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 This guide gathers all the information on setting up and using the Voicemail service.

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## General information and limitations

- To store Voicemails on Virtual, Hardware PBX, the backend to store all the PBX data and a partition for Voicemail must be added in WMS *Settings System Storages*. More information: [WMS Start Guide](#) (Storage services).
- Maximum number of Voicemails per user: 100
- Maximum number of Voicemails per system: not limited (limited only by available disk space)
- Maximum length of one message = 180 sec



In case maximum number of Voicemails per user was reached, caller is notified that user's mailbox cannot accept more messages. This means user has to delete old Voicemails to be able to accept more messages.

## Voicemail access for users

Each user of the system can access Voicemail via Feature Code 81 (by default): Dial the feature code 81 from any device and follow the instructions.

Additionally it is possible to access a graphical Voicemail menu from:

- Collaboration - *Voicemail menu* (see [Collaboration User Guide](#))
- WP4X0 phones - press **Voicemail** key (see [WP410, WP480G, WP490G Wildix Phones Guide](#))
- Vision, WP600AXX phones - *Voicemail menu* (see [Vision User Guide - English](#))
- iOS / Android - *History menu Voicemail tab* (see [iOS Collaboration Mobile User Guide](#), [Android Collaboration Mobile User Guide](#))
- W-AIR handsets (no graphical interface) - press and hold the **Voicemail** key (the numeric key "1"), then follow the audio instructions (see [W-AIR DECT Handset - W-AIR 70, W-AIR 100, W-AIR 150](#))

## Mailbox management

Voicemail management is possible if you access Voicemail by dialing Feature code 81 (by default).

### Language for Voicemail playback

Language set in Collaboration *Settings Personal* is applied for Voicemail playback, if the corresponding language package is installed on the PBX. If not, language selected in WMS *Settings PBX Language and Region* is used for all the audio prompts.

### Listen to message details

By default message details are not pronounced. You can enable announcing date, time and caller phone number for Voicemail messages in WMS *Dialplan General Settings*. Otherwise, press 2 for message details after the message playback.

It is possible to check Voicemail details from Wildix devices



## Send a reply

1. Press **2** for the message details after the message playback
2. Press **3** for advanced options
3. Press **1** to send a reply

## Forward a Voicemail to another user

**Forwarding is available starting from WMS version 4 from Wildix Phones (WP4X0G 2017 and WelcomeConsole) for users of the same PBX (not in WMS network):**

1. Press Voicemail button to access the mailbox
2. Select the Voicemail that you would like to forward and press **Info** button
3. Go down to the option **Forward to**
4. Enter one or more extensions separated by the star symbol
5. In case forwarding was successful, notification "*Success*" is displayed on the screen

User can view forwarded message from any Wildix device; forwarded messages have the prefix "Fwd:"

Demo video: <https://youtu.be/NOexnOSSJLQ>

## Via IVR menu:

1. Press **2** for the message details after the message playback
2. Press **8** to forward the message to another user

## Delete a Voicemail

1. Press **2** for the message details after the message playback
2. Press **7** to delete the message

 You can also delete Voicemail from:

- WP4X0 XML browser: press Voicemail button, select a message, select Info Delete
- Collaboration / iOS / Android / Vision / WP600XX: select one or multiple messages and click the trash icon

 In case using "Shared Voicemail" feature, subscribers can delete Voicemails of the mailbox owner.

## Organize by folder

Dial \*81, then press **2** for message details, then press **2** again to change folders:

- **0** for new
- **1** for old
- **2** for work
- **3** for family
- **4** for friends



## Record personal Voicemail greetings

Call 81, press 0 for mailbox options, then:

- press **1** to record your unavailable message and follow the audio instructions
- press **2** to record your busy message and follow the audio instructions
- press **3** to record your name and follow the audio instructions

## Access Voicemail of another user

1. Enter the string 81\*<extension> or 81<extension>, then send a call (example: 81\*324 or 81324)
2. Follow the audio instructions to enter the first five symbols of the WEB password of a user (used for access to WMS/Collaboration)

See also: [Shared Voicemail](#).

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# Voicemail notifications

## Email notification

Users receive notifications about new Voicemails via email with attached audio file (if email is specified in user personal settings)

## Voicemail conversion to text (speech-to-text)

Additionally users can receive Voicemail transcription to email.

 Feature is enabled by default on PBXs with recurrent licenses (feature can be disabled in WMS *Dialplan* -> *General Settings*, "Convert Voicemails to text and send by email") with at least one Premium account. More information: [Wildix Business Intelligence](#).



## Message waiting indicator on Wildix devices

Users receive "message waiting indicator" notifications about new Voicemails:

- via Collaboration



- if "Web Push" is enabled in Collaboration *Settings Personal*, Google chrome browser is open and user is logged in to Collaboration, user receives a popup notification about new Voicemails (check [Collaboration - User Guide](#) (Settings - Personal))
- there is a label on the Voicemail tab displaying a number of unread messages in red color
- to iOS / Android / Vision / WP600XX: Voicemail tab (located in history menu for iOS / Android) has a label displaying the number of unread messages in red color (+ LED blinking on Vision, WP600AXX)
- to WP4X0 phones: LED blinking + the envelope icon in case there is a new message
- to W-AIR handsets: LED blinking + the envelope icon in case there is a new message

Voicemail notifications are synced between all the devices of the same user. They are also synced between the subscriber and the mailbox owner in case using "Shared Voicemail" feature.

### MWI subscription for W24FXS 2015

Custom provisioning parameter EnableMWISubscribe allows enabling Voicemail LED notifications for analog phones connected to W24FXS 2015. More information: [Provisioning Custom Settings](#).

## Set up call forwarding to Voicemail

Forwarding to Voicemail can be set up by user in user settings (Collaboration / WMS) or by system administrator in Dialplan.

### Call forwarding to Voicemail - personal settings

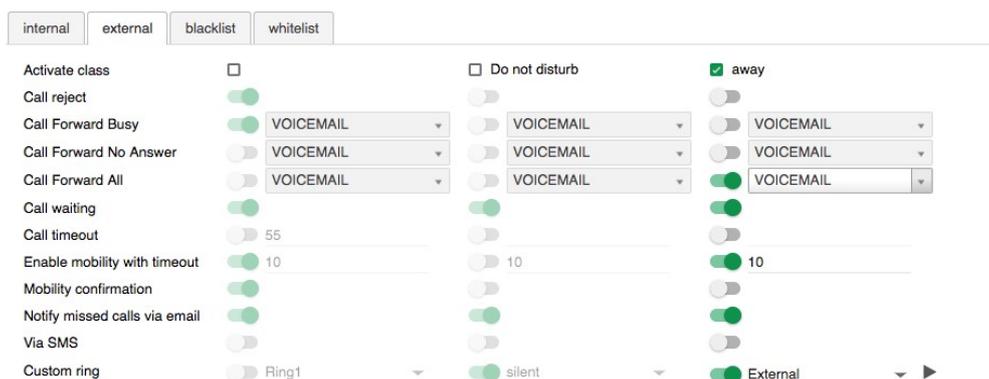
In Collaboration *Settings Features* users can set up call features per call type (internal / external / blacklist / whitelist) and based on the current user status (available / do not disturb / away).

If "external", "blacklist" and "whitelist" classes are not activated ("Activate class" tick is off), behavior is inherited from "internal" class. If "do not disturb" and "away" is not activated ("Activate class" tick is off), behavior is inherited from "available" status. More information: [Collaboration - User Guide](#) (Settings - Call features)

Example1: "Do not disturb" / "away" tick is off - this means when user status is dnd and user is busy on the phone, calls are forwarded to Voicemail (in the first column for "available" status Call Forward Busy: VOICEMAIL is specified)

	internal	external	blacklist	whitelist
Activate class	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Call reject	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Call Forward Busy	<input checked="" type="checkbox"/> VOICEMAIL	<input type="checkbox"/> VOICEMAIL	<input type="checkbox"/> VOICEMAIL	<input type="checkbox"/> VOICEMAIL
Call Forward No Answer	<input type="checkbox"/> VOICEMAIL	<input type="checkbox"/> VOICEMAIL	<input type="checkbox"/> VOICEMAIL	<input type="checkbox"/> VOICEMAIL
Call Forward All	<input type="checkbox"/> VOICEMAIL	<input type="checkbox"/> VOICEMAIL	<input type="checkbox"/> VOICEMAIL	<input type="checkbox"/> VOICEMAIL
Call waiting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Call timeout	<input type="checkbox"/> 65	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enable mobility with timeout	<input checked="" type="checkbox"/> 5	<input type="checkbox"/> 10	<input type="checkbox"/>	<input type="checkbox"/> 10
Mobility confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Notify missed calls via email	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Via SMS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Custom ring	<input checked="" type="checkbox"/> Ring1	<input type="checkbox"/> silent	<input type="checkbox"/>	<input type="checkbox"/> Ring1

Example2: "external" class is activated only for "away" user status, this means, for "available" and "do not disturb" status behavior will be inherited from "internal" call class, and only in case user status is "away", all external calls will be forwarded to voicemail (Call Forward All: VOICEMAIL):



## Call forwarding to Voicemail via Dialplan

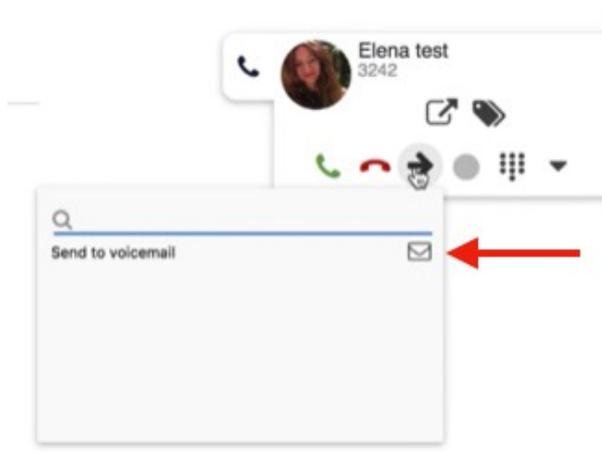
Dialplan application "Go to Voicemail" allows routing calls to Voicemail. As destination it is possible to add one or multiple extensions and email addresses. For more details refer to the guide [Dialplan applications](#).

Use case: normally this application is used with Switches and Timetables, allowing routing of incoming route calls to Voicemail in case the office is closed. You can learn more about setting switches and timetables in [WMS Start Guide](#) (Dialplan practical examples External Dialplan: main).

## Dynamic call forwarding to Voicemail

Users can forward a ringing call / an active call to Voicemail at any time via Collaboration:

- Send a call to your own Voicemail: upon receiving an incoming call (or during an active call) press **Transfer** button from the call dialog window and then press the Voicemail icon
- Send a call to a colleague's Voicemail: upon receiving an incoming call (or during an active call) press **Transfer** button from the call dialog window, enter a colleague's name or extension number into the search field, and then press the Voicemail icon near the name of the colleague



 Note: in case call is sent to VM before answer, greeting is played; in case call is sent to VM after answer, only beep is played.



# Shared Voicemail

⚠ Shared Voicemail feature works only for users of the same PBX (not in WMS network).

Wildix system supports two ways of subscribing to someone's Voicemail:

- BLF / Feature key "Voicemail" supported on WP480G 2017 / WP490G 2017 (recommended): allows you monitor and listen to Voicemail of the selected user (when new message received, BLF LED turns steady blue)
- "Shared Voicemail" feature in *WMS Users User preferences* (old): subscribes you to the mailbox of the selected user (no access to personal mailbox via WP4X0 XML browser)

## Shared Voicemail BLF key

⚠ Feature works only for WP480G / WP490G 2017 (r3)

How-to:

- Add ACL permission "Can see - Voicemail - group" (Specify group) (in *WMS Users Groups*)
- Add Feature key "Voicemail" and specify user (via Collaboration or WMS). More information: [Collaboration - User Guide](#) (Settings - Function keys)

When monitored user receives a new Voicemail, BLF LED turns steady blue until the owner or the subscribed user reads the message (or marks it as "read").

Both the mailbox owner and the subscriber can delete Voicemails from WP4X0 XML browser interface.

Important: ACL rule "Cannot use - Voicemail" has higher priority than "Can see - Voicemail", read [ACL rules & Call classes management Guide](#) for details.

⚠ Known issue: in failover scenario (TCP / 443), BLF subscription is sent only once. More on Failover scenario: [Failover Guide](#).

# Limit access to Voicemail

## Limit access to Voicemail for users

By adding a rule in *WMS Users Groups* - "Cannot use - Voicemail" you can restrict access to Voicemail via Collaboration, Feature code, WP4X0 phones, Vision, WP600AXX, iOS/ Android apps.

More information on ACL permissions: [ACL rules and Call classes management Admin Guide](#).

## PIN protection

### Starting from WMS Version 4:

Added new ACL (in *WMS Users Groups*): "Can/ cannot use voicemail without pin code"



 By default this ACL is disabled (which means, users can use voicemail without PIN code).

 This ACL restriction is present by default for the USA and Canada.

 This ACL does not affect Collaboration (which means, even if the restriction is present, users can still access their Voicemail from Collaboration without having to enter PIN code)

### To enter PIN code from Wildix phones:

Enter first five symbols of your user password. Note: press once the star \* symbol in place of any special characters (\*#\$^& and others). Press once a corresponding alphanumeric key in place any minuscule and majuscule letter. E.g. press 2 to enter 2, a, A, b, B, c, C.

### Up to WMS Version 4 (parameter not supported in WMS 4):

Add a custom provisioning parameter "XMLBrowserAuth" to the config file /rw2/etc/provision.conf to enable PIN protection for Voicemail via XML for WP4X0 phones.

 This parameter does not limit access to Voicemail via Feature Code.

More information on Provisioning custom parameters: [Provisioning Custom Settings](#).

### Restrict "Shared Voicemail" BLF

Feature is disabled by default. To start using this feature, it is necessary to

- add ACL permission "Can see - Voicemail - group" (Specify group) (in *WMS Users Groups*)
- make sure ALC "Cannot see - Voicemail" is not present for this group of users.

## Exit Code "0" from Voicemail allowing caller to speak with an operator

Use case: someone has reached the company and the call was sent to Voicemail, caller can hit 0 at any time to speak with an operator

How to enable it:

1. Add the parameter operator=yes to the file voicemail.conf (More information: [Custom config parameters List](#))
2. Add the letter 'o' as called number to the Dialplan context (add "o" as called number and under it add "Dial the phone" / "Call group")

Dialplan example:



778899

1 Go to voicemail 100 Set Options Set  
[Add application](#)

0

1 Dial the phone Number 324 Set Timeout Options Set Message for operator  
[Add application](#)

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## Auto-deletion of Voicemails

The option to auto-delete Voicemails after a certain period of time is present in *WMS Settings PBX Call and chat history*.

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## Access Voicemail from the outside

It is possible to allow access to Voicemail from any external phone number using Dialplan application "Voicemail access". By default Voicemail is protected by PIN. You can disable PIN protection in Dialplan application settings. Read more in the guide [Dialplan applications](#).

Use case: user of the system would like to check his/her Voicemail from outside, by dialing a company phone number. They dial the company phone number, dial some digit to access their Voicemail and enter their PIN.

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## Voicemail statistics

Via CDR-View it is possible to see the statistics on the Voicemails received by the users of the system. More information: <https://manuals.wildix.com/cdr-view-user-guide/>.

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## Developer: Voicemail APIs

Currently three requests are supported: DELETE / PUT / GET. Check documentation (under History Voicemail): <https://manuals.wildix.com/pbx-control-apis/>

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## Troubleshooting

### Voicemails not saved (Physical, Virtual PBXs)

Voicemails can be stored only in case the backend to store all the PBX data and a partition for Voicemail is added in *WMS Settings System Storages*. More information: [WMS Start Guide](#) (Storage services).

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