GENESYS™

SIP Feature Server User's Guide

Setting up your user profile

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To set up or edit your user profile, log into GAX (*GAX IP address:port*/gax). Under **Operations > SIP Voicemail & Call Settings**, select your **User Profile**.

Depending on your organization's selections, some of the options below might not be available to you.

General

The **General** tab mostly displays your Agent Logins, DNs (phone extensions), and mailbox assignments. You can select a time zone or select System to use the default time zone.

> ### Important
>
> When the **Common User Mailbox Password** feature is enabled by setting the **user-login** option to *true*, two more sections are available under **General** tab. One is the **User-ID** section where the user must provide the six-digit unique ID that is used to access all the mailboxes that are associated with that user account. The other one is the **Mailbox Password** section where the user has to specify the common mailbox password.

Call settings

Use the **Call Settings** tab to select your answering and forwarding options. When you select a System value, the value changes when your administrator changes the value.

Setting	Values (default value in bold)	Description
Reject Call On Not Ready	**System (Off)**, Off, On	Rejects calls when your status is Not Ready.
Call Waiting	**System (On)**, Off, On	Does not reject calls when you are already on a call.
Forward All Calls	**Off**, Forward All Calls To + *phone number*, Find Me Follow Me	Forwards all incoming calls to the specified number or to one or more of the destinations specified in the Find Me Follow Me rules.
Forwarding On No Answer	**System (Off)**, Off, On + *phone number*	After the No Answer Timeout value elapses, forwards calls to the specified number.
No Answer Timeout	**System (30)**, 5 to 60 seconds (in 5-second intervals)	Specifies the length of time, in seconds, that Feature Server waits for you to answer a ringing call.
Forwarding On Busy	**System (Off)**, Off, On + *phone number*	When you are on a call, forwards new calls to the specified number.

Email and external notifications

You can get email or external notifications when someone leaves you a voicemail, if your organization

has set them up. Web notifications might take the form of emails, text messages, or another format. Only group mailbox administrators can change these settings for group mailboxes.

- To receive email notifications, select the **Email Notifications** tab, select **On** from the **Notifications** menu, and type your email address in the **Email** field. To stop receiving these notifications, select **Off** from the **Notifications** menu.

- To receive web notifications, select the **External Notifications Service** tab (which might have a different name), select **On** from the **Notifications** menu, and type your phone number in the **Phone number** field. To stop receiving these notifications, select **Off** from the **Notifications** menu.