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SIP Feature Server User's Guide

SIP Feature Server 8.1.2Legacy

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SIP Feature Server User's Guide

Warning

This User's Guide applies ONLY to the Legacy SIP Feature Server 8.1.200.xx release. Unless you have been told to use this documentation, use the current [8.1.2 User's Guide](#).

You can access your voicemail account from the web or from local or remote telephones.

Voicemail setup

[Set up](#) your voicemail.

[Set up your voicemail](#)

[Manage your greetings](#)

Voicemail access

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Setting up your voicemail

Warning

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Before you can access your voicemail, you must set up your user profile. Your mailbox comes with a generic standard greeting. If you want to use a personal greeting or an extended absence greeting, you must record it.

Setting up your user profile

Warning

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User profiles are not available for all users.

To set up or edit your user profile:

1. Log into the Feature Server User Web application (<Feature Server IP address>:8080/fs/user).
2. At the bottom of the page, click Edit.
3. Select a time zone. Select Default to use the system time zone.
4. Configure your call settings:

Setting	Values (default value in bold)	Description
Reject Call On Not Ready	Off , On	Rejects calls when you are not ready on a device.
Call Waiting	On , Off	Allows incoming call even if another call is in progress.
No Answer Timeout	30 sec , 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.
Voicemail Enabled	Yes , No	Works in combination with Call Waiting and Do Not Disturb. <ul style="list-style-type: none"> • If Voicemail Enabled is set to off, second calls are rejected if Do Not Disturb (DND) is set and Call Waiting is set to off. • If Voicemail Enabled is set to on, second calls are forwarded to voicemail if Do Not Disturb (DND) is set and Call Waiting is set to off
Forward All Calls to	Default (Not Set) , Voicemail, <diald number>	Immediately forwards all calls to voicemail or to the specified dialed number.

Setting	Values (default value in bold)	Description
Forward On No Answer	Default (Not Set) , Voicemail, <dialled number>	After the No Answer Timeout value, forwards calls to voicemail or to the specified dialled number.
Forward On Busy	Default (Not Set) , Voicemail, <dialled number>	When you are on a call, forwards calls to voicemail or to the specified dialled number.

5. Click Save changes.

Managing your greetings

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To manage your greetings from a local or remote telephone, press 4 and use these commands:

- Press 1 to record an extended absence greeting.
- Press 2 to record a personal greeting (standard greeting with recorded user name). For example: You have reached the mailbox of <play_recorded_name>.
- Press 5 to activate the standard greeting that inserts your recorded name into a standard message.
- Press 6 to activate your personal greeting. Not available or played unless this greeting exists.
- Press 7 to activate your extended absence greeting. Not available or played unless this greeting exists.

After initiating each action, follow the audio prompts.

- Press * to exit the Greetings menu and return to main menu.

Accessing your voicemail

Warning

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You can access your voicemail from a telephone or, if enabled, a web browser.

Accessing voicemail from a local telephone

Warning

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Your desktop telephone might have a Message Waiting Indicator (MWI) in the form of a light or an LED display, which indicates that this phone's mailbox has new messages waiting.

To access your voicemail from a telephone connected to your internal telephone system:

1. Press the voicemail key, if your phone includes one, or dial the voicemail access number. Your method of access depends upon your specific telephone model.
2. Enter your mailbox number and password, as required. If you are accessing your voicemail for the first time, you must change your password.
3. From the main menu, select from the following options:
 - Press 1 to play new messages.
 - Press 3 to play saved messages.
 - Press 4 to **reach the greetings menu**.
 - Press 5 to record your name or change your password.
 - Press 6 to access a group mailbox. Press 1 and enter a group mailbox number or press 2 to hear a list of all available group mailboxes.
4. Use these commands while any message plays:
 - Press 1 to rewind 10 seconds.
 - Press 2 to pause or resume.
 - Press 3 to forward 10 seconds.
 - Press 4 to play a voice menu, which lists all commands for listeners.
 - Press 5 to hear envelope information about the call, for example: message length (in H:M:S) and Caller ID of sender.
 - Press 7 to delete.
 - Press # (number sign) to go to the next message.
 - Press * (asterisk) to cancel and return to the main menu.

Note: The user and group mailboxes can only be accessed through mailbox credentials (the mailbox number) in TUI. The DN, agent, or user credentials to access the mailbox are not supported.

Accessing voicemail from a remote telephone

Warning

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To access your voicemail from a telephone not connected to your internal telephone system:

1. Dial the voicemail access number.
2. Enter your mailbox number and password. If you are accessing your voicemail for the first time, you must change your password.
3. Press # to confirm.
4. From the main menu, select from the following options:
 - Press 1 to play new messages.
 - Press 3 to play saved messages.
 - Press 4 to **reach the greetings menu**.
 - Press 5 to record your name or change your password.
 - Press 6 to access a group mailbox. Press 1 and enter a group mailbox number or press 2 to hear a list of all available group mailboxes.
5. Use these commands while any message plays:
 - Press 1 to rewind 10 seconds.
 - Press 2 to pause or resume.
 - Press 3 to forward 10 seconds.
 - Press 4 to play a voice menu, which lists all commands for listeners.
 - Press 5 to hear envelope information about the call, for example: message length (in H:M:S) and Caller ID of sender.
 - Press 7 to delete.
 - Press # (number sign) to go to the next message.
 - Press * (asterisk) to cancel and return to the main menu.

Note: The user and group mailboxes can only be accessed through mailbox credentials (the mailbox number) in TUI. The DN, agent, or user credentials to access the mailbox are not supported.

Accessing voicemail from the web

Warning

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To access your voicemail from the Feature Server web application:

1. Using your user credentials, log into the Feature Server User Web application (<Feature Server IP address>:8080/fs/user).
2. Select a mailbox, which can belong to you personally or to a device or group to which you are assigned. You can listen to or delete messages for any type of mailbox. If enabled, you can control message playback: forward, rewind, pause, and adjust volume.
3. If you have permission to do so for the mailbox you select, you can click the wrench icon and then change the mailbox password or activate a greeting that you have **recorded using the telephone**.

Note: When accessing mailboxes through the User UI, the mailbox number cannot be used as login credentials. Only the user credentials can be used for login. All associated device mailboxes can only be accessed through the user login.