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SIP Feature Server Administration Guide

Voicemail

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Voicemail

Voicemail administration in Feature Server consists of three main areas:

- **Mailbox provisioning** sets the characteristics of individual voice mailboxes, including activation, password reset, and time zone.
- **Notifications** inform users, through email or web services, of voicemail deposits.
- **Profiles** enable you to assign voicemail retention limits and notification settings to user groups or specific collections of users.

[+] Supported languages

You can deposit, read, or forward voicemail messages in the following languages.

- English (United States) ('en-US')
- English (UK) ('en-GB')
- English (Australia) ('en-AU')
- Brazilian Portuguese ('pt-BR')
- Simplified Chinese (Mandarin) ('zh-CN')
- Japanese ('ja')
- Spanish (Mexico) ('es-MX')
- Spanish (Spain) ('es')
- German ('de')
- Italian ('it')
- French (France) ('fr')
- Russian ('ru')
- Korean ('ko')

Voicemail configuration

To set up voicemail deposit:

- Log into Genesys Administrator Extension as an administrator (*GAX IP address:port/gax*). Under **Operations > SIP Voicemail & Call Settings > Voicemail**, select **Settings**.

General

- To enable voicemail deposit, select **Yes**. To disable voicemail deposit, select **No**.

Setting the value to No prevents administrators and users from changing the value for a specific mailbox.

Notification Defaults

Feature Server uses these values for SMTP and HTTP notifications when the corresponding field is not set in the Notifications tab of the Voicemail Profile associated with the user or user group. To set the default values, see [Notification defaults](#).

Next, you [provision mailboxes](#) and [set up voicemail profiles](#).