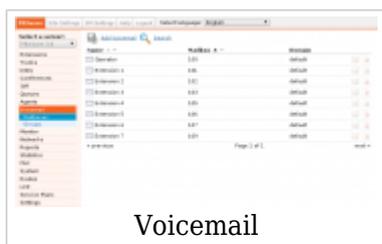Home
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From Bicom Systems Wiki

PBXware voicemail is an advanced answering machine. Although each extension is equipped with a voice mailbox, voice mailboxes can be created on its own as well from this location.

Voicemail

Contents

Search

By selecting 'Search' Command, search menu will be displayed. Searches can be done by Name, Email and Extension number

- **Search**

Search

  Search phrase
  (ex. Depending on which check boxes are selected below (Name, E-mail, Number) provide the corresponding phrase here. For example, if the e-mail is selected below, type some email address here e.g. email@domain.com and click the search icon or hit enter on the keyboard)
  ([a-z][0-9])

- **Name**

  Search voice mailboxes by user name
  (ex. Check this box and under 'Search', type the user's name or surname and click the Search icon or hit enter on the keyboard to display results)
  (Check box)

- **E-mail**

  Search voice mailboxes by email address
  (ex. Check this box and under 'Search', type the user's email address and click the Search icon or hit enter on the keyboard to display results)
  (Check box)

- **Extension**

  Search voice mailboxes by network extension
  (ex. Check this box and under 'Search', type the voice mailbox network extension and click the search icon or hit enter on the keyboard to display results)
  (Check box)

Mailboxes

This screen lists all system mailboxes with the following details:

- **Name:**

Mailboxes

  Full name of the voice mailbox user

(ex. Peter Doyle)
(Display)

- **Mailbox:**

  Voice mailbox extension number
  (ex. 1006)
  (Display)

- **Domain:**

  Domain/Context voice to which the mailbox belongs
  (ex. default)
  (Display)

- 📝 Edits the voice mailbox configuration

  (Click to edit the voice mailbox configuration)
  (Button)

- ❌ Deletes a voice mailbox account from the system

  (ex. Click to delete a voice mailbox from the system)
  (Button)

TIP

Edit and Delete commands will be disabled for users with the system extension. Their voicemail settings are edited via self care or by editing their extension.

Voice Mailbox Access:

In order to access custom voice mailboxes from any PBXware extension, dial *124 , after you hear message "Comedian mail mailbox" enter $VOICE_MAILBOX_NUMBER', you will be prompted to enter PIN for that extension.

Example: From extension 1001 dial *124 and after "Comedian mail mailbox" message is played enter 2000 to get to the mailbox for extension 2000, After you enter correct PIN you will be granted with access to the voicemail box for extension 2000.

Add/Edit Voicemail

Clicking on 'Add Voicemail/Edit' Voicemail will open the voicemail screen shown below.

- **Mailbox:**

Add/Edit Voicemail

Unique network voice mailbox extension number
(ex. Set this field to 5001, for example. Now, in order to dial into this voice mailbox,
simply dial 5001 from any PBXware extension)
([0-9])

- **Name:**

  Full name of the voice mailbox owner
  (ex. John Smith)
  ([a-z])

- **Domain:**

  Domain/Context this voice mailbox belongs to
  (ex. Advanced feature. Leave this field set to 'default' unless you are know what you are
  doing)
  ([a-z][0-9])

- **PIN (Personal Identification Number):**

  Four digit number used for voice mailbox authentication
  (ex. Each voice mailbox has a unique PIN. In order to login to your voice mailbox, provide
  this number when asked for it by the operator e.g. 1947)
  ([0-9])

- **Email:**

  Email address associated with the voice inbox. This email is used for new voice message
  notification and audio file attachments
  (ex. If 'john@domain.com' is set here, once this mailbox receives a new message,
  notification and attached voice message (depending on if this option is enabled) is sent to

this email address)
([a-z][0-9][@_-.])

- **Language:**

  If you installed additional language sound files to the system you can set different
  language to be used for sound files related to voicemail
  (ex. If you installed French language files under sounds/fr folder (as per online how to) put
  'fr' here to play French sound files when answering the voicemail)
  ([a-z])

- **Send E-mail:**

  Whether or not to send an e-mail to the address given above
  (Yes, No, N/A)
  (Option buttons)

- **Pager e-mail:**

  Provide the pager e-mail address here
  (ex. If 'john@pager.com' is set here, once this mailbox receives a new message,
  notification is sent to this pager email address)
  ([a-z][0-9][@_-.])

- **Greeting message:**

  Greeting message played to uses before they are transferred to voice mailbox to leave the
  message
  (ex. Mailbox user may choose between a 'Busy' and an 'Unavailable' message)
  (Select box)

- **Unavailable message:**

  Upload the custom unavailable message. Unavailable message supports: WAV, wav, and
  gsm files only
  (ex. If the default unavailable message does not suit your needs, click the 'Browse' button,
  upload a custom message, and select it under 'greeting message')
  (Select box)

- **Reset Unavailable message:**

  Reset the current unavailable message
  (ex. To reset the current unavailable message, click this button. The message will be
  deleted from the filesystem)
  (Option buttons)

- **Busy message:**

Upload the custom busy message. The busy message supports: WAV, wav, and gsm files only
(ex. If the default busy message does not suit your needs, click the 'Browser' button, upload a custom message, and select it under 'greeting message')
(Select box)

- **Reset Busy message:**

    Reset current busy message
    (ex. To reset the current busy message, click this button. The message will be deleted from the filesystem)
    (Option buttons)

- **Skip instructions:**

    Skip the instructions telling users how to leave a voice message
    (ex. Once the caller reaches the voice mailbox, instructions on how to leave voice message are played. You are encouraged to set this option to 'Yes' all the time)
    (Option buttons)

- **Attach:**

    Should the voice message be attached and sent along with the notification email
    (ex. Caller leaves a voice message to John. With this option set to 'Yes', notification email John gets will have a voice message attached to it so John can listen to it without signing in to his voice mailbox)
    (Option butons)

- **Delete After E-mailing:**

    Should the voice message sound file be deleted from the filesystem after sending it as an attachment to the user's email address
    (ex. Caller leaves a voice message to John. With this option set to 'Yes', the voice message will be deleted after sending it as an attachment to John's email address)
    (Option buttons)

- **Say CallerID:**

    Should the extension number which left the voice message be announced to the mailbox owner
    (ex. With this option set to 'Yes', John will hear '... from phone number 1004...' when checking mailbox, for example).
    (Option buttons)

- **Allow Review mode:**

    Allow the user to review his voice message before committing it permanently to the voice mailbox

(ex. After a caller leaves a voice message and presses '#', additional review options are allowed: 1 to accept the recording, 2 to re-record your message, etc.
(Option buttons)

- **Allow Operator:**

  Allow the caller to reach the operator from the voice inbox by pressing '0'
  (ex. Once the user leaves a voice message and presses #, additional options, including '...press 0 to reach an Operator' are heard)
  (Option buttons)

- **Operator Extension:**

  The local extension number that is dialed once '0' is pressed to reach the Operator
  (ex. Once the caller leaves a voice message to John and presses '0' to reach the Operator, the extension number provided here (e.g. 1001) will be dialed)
  ([0-9])

- **Play Envelope Message:**

  Announces the date and time when the voice message was left in the inbox
  (ex. With this option enabled, John will hear 'First message, 11:52, 02 Feb 2007' for example, when checking his voice mailbox)
  ([0-9])

- **Hide from directory:**

  This option will allow you to hide your voicemail extension from the directory list.
  (ex. Yes, No, N/A)
  (Option buttons)

- **Rings to answer:**

  Number of rings played to the caller before the call is allowed to enter Voicemail
  (ex. Rather than just 'falling' into Voicemail, it is recommended to set the number of ring sounds played to caller)
  NOTE: By default, this field is empty which means that there isn't going to be any ringing. Caller will 'fall' into Voicemail
  ([0-9])

- **Voicemail Delay:**

  Delay time in seconds inserted before the Busy/Unavailable message is played to caller. This solves the 'half-played' file problem. Keep this value between 1-3
  (ex. Caller is to leave a voice message to John. It hears '...ot at home right now...'. Adding '1' to this field will add a one second pause before the message is played. So, now new callers will hear the greeting message without the first part being cut off 'I am not at home right now...').

([0-9])

- **Timezone:**

  Set the correct date and time format for message envelope. Timezones are taken from '/usr/share/zoneinfo' system directory.
  (ex. Some countries prefer time format in the mm-dd-yy or dd-mm-yy format. Select among the available options)
  (Select box)

Disk Space Used By Voicemail Recording

With a continuous tone for 60 seconds:

- wav49 = 91.0kb
- wav = 863.0kb
- gsm = 91.0kb

With a continuous silent tone (without sound) for 60 sec:

- wav49 = 0.38kb
- wav = 3.0kb
- gsm = 0.32k b

Groups

Voicemail groups are used to group voicemail inboxes. Once a voice message is left to group 2002, for example, all destinations that belong to that voicemail group will receive the same voice message. This screen lists all system voicemail groups with the following details:

Groups

- **Group:**

  Voicemail group name/identifier
  (ex. Lobby)
  (Display)

- **Extension:**

  Voicemail group extension. Once dialed, the voicemail message will be left to all 'Destinations' voice boxes
  (ex. 2002)
  (Display)

- **Destinations:**

    Voicemail boxes assigned to a voicemail group
    (ex. 1001, 1002, 1003)
    (Display)

- 📝 Edits the voicemail group configuration

    (ex. Click to edit the voicemail group configuration)
    (Button)

- 🗙 Deletes a voicemail group from the system

    (ex. Click to delete a voicemail group from the system)
    (Button)

Add/Edit Group

Add/Edit Group

- **Name:**

    Voice mailbox network name
    (ex. Create a voicemail group 'Lobby' for example)
    ([a-z][0-9])

- **Extension:**

    Voice mailbox network extension number
    Example:
    To leave a message to this group mailbox, callers will have to dial the extension number
    set here, e.g. 2002)
    ([0-9])

- **Mailboxes:**

    A list of mailboxes that belong to this voicemail group is set here
    Example:
    To assign extensions to this voicemail group, provide their extension numbers separated

by a comma ',' here. For example, 1001,1002,1003...)
([0-9])

- **Incoming Limit (per call)**

  Maximum number of times each call can enter the Voicemail group. Entering some value
  in this field will prevent eventual infinite loops that might be accidentally set up on the
  system.

Next -> 11.Monitor