

Unable to access voicemail

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I'm unable to check my voicemail on SPA962, how do I check the voicemail settings?

Related Information

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Introduction

This article is one in a series to assist in the setup, troubleshooting, and maintenance of Cisco Small Business products (formerly Linksys Business Series).

Q. I'm unable to check my voicemail on SPA962, how do I check the voicemail settings?

A.

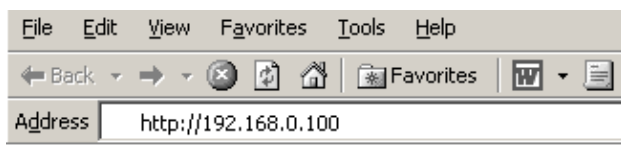
Note: Before following this article, make sure that the SPA-962 is registered on SPA-9000.

Step 1:

You need to access the SPA's Web User Interface. Check your SPA-962 IP Address by dialing the menu button followed by 9. The IP address will be displayed on the LCD screen.

Step 2:

Launch your browser, type ***http://IP_Address_of_your_SPA962*** in the address field, and then press ***Enter***.



Note: You're now ready to check the SPA-962 settings. If the web interface is asking for a username and password, this means that the unit was locked by your Provider. Please contact your respective VoIP Provider for assistance.

Step 3:

From the SPA IP Phone configuration utility, click the ***Ext 1*** tab. The voicemail setting should be entered in the ***Mailbox ID*** field in the following format:

<line#><User ID>

Where ***<line#>*** refers to the SPA9000 Line (1-4) of the SPA400 configuration and ***<User ID>*** must match the setting entered in the ***SPA400 Voicemail Users*** menu.

Call Feature Settings			
Blind Attn-Xfer Enable:	<input type="text" value="no"/>	MOH Server:	<input type="text"/>
Message Waiting:	<input type="text" value="no"/>	Auth Page:	<input type="text" value="no"/>
Default Ring:	<input type="text" value="1"/>	Auth Page Realm:	<input type="text"/>
Conference Bridge URL:	<input type="text"/>	Auth Page Password:	<input type="text"/>
Mailbox ID:	<input type="text" value="1100"/>	Voice Mail Server:	<input type="text" value="192.168.15.101:6060"/>
State Agent:	<input type="text"/>	CFWD Notify Serv:	<input type="text" value="no"/>
CFWD Notifier:	<input type="text"/>		

Step 4:

After observing that the voicemail settings are in a correct format, you may want to try rebooting the IP phone. You can reboot your IP phone by pressing the menu button then dial 12.

Related Information

- [Technical Support & Documentation – Cisco Systems](#)