



## Voicemail

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- [ForwardVoicemail](#), on page 1
- [VoicemailBackup1Server](#), on page 1
- [VoicemailBackup2Server](#), on page 2
- [VoicemailPrimaryServer](#), on page 2
- [VoiceMailService\\_UseCredentialsFrom](#), on page 2

## ForwardVoicemail

Applies to all clients.

Determines whether users can forward voicemails from the **Voice Messages** tab.

- true (default)—voicemail forwarding is enabled. When users select a voicemail in the **Voice Messages** tab, the **Forward voice message** option is available.
- false—voicemail forwarding is not enabled.

Example: `<ForwardVoicemail>>false</ForwardVoicemail>`

## VoicemailBackup1Server

Applies to Cisco Jabber for desktop and mobile clients.

Specifies the first backup server that the client connects to if the primary server is down or unreachable. You can specify the following values:

- Hostname (*hostname*)
- IP Address (*123.45.254.1*)
- FQDN (*hostname.domain.com*)

The Cisco Jabber client supports having two backup servers, plus the primary server, totaling three servers. However, the voicemail server supports only two voicemail servers in one cluster. To configure two backup servers, put one in the same cluster as the primary server, and the second in another cluster

Example: `<VoicemailBackup1Server>hostname</VoicemailBackup1Server>`

## VoicemailBackup2Server

Applies to Cisco Jabber for desktop and mobile clients.

Specifies the second backup server that the client connects to if the primary server is down or unreachable. You can specify the following values:

- Hostname (*hostname*)
- IP Address (*123.45.254.1*)
- FQDN (*hostname.domain.com*)

The Cisco Jabber client supports having two backup servers plus the primary server, totaling three servers. However, the voicemail server supports only two voicemail servers in one cluster. To configure two backup servers, put one in the same cluster as the primary server, and the second in another cluster.

Example: `<VoicemailBackup2Server>hostname.domain.com</VoicemailBackup2Server>`

## VoicemailPrimaryServer

Applies to all the Cisco Jabber clients.

Specifies the address of your voicemail server. Set one of the following as the value:

- Hostname (*hostname*)
- IP address (*123.45.254.1*)
- FQDN (*hostname.domain.com*)

Example: `<VoicemailPrimaryServer>hostname</VoicemailPrimaryServer>`

## VoiceMailService\_UseCredentialsFrom

Applies to all the Cisco Jabber clients.

Specifies that the client uses the phone service credentials to access voicemail services.

Ensure the user's phone service credentials match their voicemail service credentials. If you set this configuration, users cannot specify voicemail service credentials in the client interface.

This parameter is not set by default. The value is phone.

You should set this parameter in the following deployments only:

- Hybrid cloud-based deployments.
- Phone mode deployments.

In on-premises deployments, set the credentials source on the presence server for voicemail services.

The following is an example of the voicemail service credentials parameter:

```
<?xml version="1.0" encoding="utf-8"?>
<config version="1.0">
  <Voicemail>
    <VoiceMailService_UseCredentialsFrom>phone</VoiceMailService_UseCredentialsFrom>
  </Voicemail>
</config>
```

