



## Configure Mailboxes

---

- [View List of Mailboxes, on page 1](#)
- [Add a New Mailbox, on page 1](#)
- [Display or Modify a Mailbox, on page 3](#)
- [Unlock a Mailbox, on page 6](#)
- [Delete a Mailbox, on page 7](#)
- [Find a Mailbox, on page 7](#)

## View List of Mailboxes

Use this procedure to view a list of mailboxes in the system.

---

Choose Voice Mail > Mailboxes. The Voice Mail Mailboxes window appears and contains the following fields:

- Mailbox Owner (User/Group ID)—By default, the system displays mailboxes in alphabetical order by owner. To display a list of owners from Z to A, click **Mailbox Owner**.
  - Primary Extension—To display a list of mailboxes in order by primary owner extension, click **Primary Extension**.
  - Mailbox type—To display a list of mailboxes by mailbox type, click **Mailbox Type**.
  - Description—To display a list of mailboxes in order by description, click **Description**.
  - Use the dialog box to change the number of rows displayed per window.
- 

## Add a New Mailbox

Use the following procedures to add one of the following types of mailboxes:

- [Personal \(User\) Mailbox](#)
- [General-Delivery Mailbox](#)

### Personal (User) Mailbox

An individual user may be assigned to a telephone connected to your telephone network. You can assign a mailbox to an individual user.

### General-Delivery Mailbox

One or more people in the company can access a general-delivery mailbox. A caller leaves a message in the mailbox, and members of the group can log into the mailbox and retrieve the message. Any member can delete a message from the general-delivery mailbox.



**Note** Before you can configure a general-delivery mailbox, you must create the group. See [Configure Groups](#).

Use this procedure to add a new personal or general-delivery mailbox.

**Step 1** Choose **Voice Mail > Mailboxes**. The Voice Mail Mailboxes window appears.

**Step 2** Click **Add**. The Add a New Mailbox window appears.

**Step 3** Enter or select the following information:

- Owner

**Tip** Click on the magnifying glass icon to open the Find window to search for an owner.

- Description—Description of the mailbox
- Announcement Only (cannot take messages)
- Mailbox Size
- Maximum Caller Message Size
- Message Expiry Time
- Play Tutorial
- Allow Login Without PIN (this feature is enabled only for Personal mailboxes and is not selectable for a general delivery mailbox). If you are adding a personal mailbox, the following options are available from the drop-down menu:
  - No
  - Yes - from subscriber's number
  - Yes - from any phone number
- Enabled—Indicates that the mailbox will be activated immediately. Unchecking this box deactivates the mailbox
- Fax enabled
- Enable notification for this user or group

**Step 4** To save the information, click **Add**.

# Display or Modify a Mailbox

Mailbox attributes are organized by the following tabs:

## General Tab

Use this procedure to display or modify the general parameters of a personal (user) or general-delivery mailbox.

**Step 1** Choose **Voice Mail > Mailboxes**.

**Step 2** In the Mailbox Owner (User/Group ID) field, click the user ID or group ID. The General tab for that user or group appears with the following fields:

- Description—Description of the mailbox
- Announcement Only (cannot take messages)
- Mailbox Size
- Maximum Caller Message Size
- Message Expiry Time
- Play Tutorial
- Greeting Type (general-delivery mailbox only)
- Allow Login Without PIN
  - No
  - Yes - From Subscriber's Number
  - Yes - From Any Phone Number
- Enabled—Indicates that the mailbox will be activated immediately. Unchecking this box deactivates the mailbox
- Fax enabled
- Secure Outgoing Messages. This setting applies only to this mailbox.
  - Default—The default Secure Outgoing Messages setting configured for the entire voicemail system. See [Configure Voice Mail](#).
  - Never—Subscribers do not have the option to mark outgoing messages as secure
  - Ask—Outgoing messages are only marked secure when subscribers mark them as secure.
  - Always—All outgoing messages are automatically marked secure
  - Private—All outgoing messages marked Private are always secure
- Secure Incoming Messages. This setting applies only to this mailbox.
  - All—All messages in this mailbox are marked secure.
  - None—All incoming messages to this mailbox are unsecure.

**Step 3** To edit these fields, enter the new information and click **Apply**.

This window also contains informational fields that cannot be edited:

- Created or Last Accessed
  - Total Time Used
  - Total messages
  - New messages
  - Saved messages
  - Deleted messages
  - Mailbox Usage
  - Broadcast messages
  - Future messages
  - Fax messages
  - In use
- 

## Greetings Tab

Greetings fall into the following three categories:

- Standard greetings
- State-based greetings:

This category includes the following types of greetings:

- Busy
- Closed
- Internal

- Alternate greetings

This category includes the following types of greetings:

- Alternate
- Meeting
- Vacation
- Extended absence

By default, the standard greeting is enabled but none of the alternate or state-based greetings are enabled. The standard greeting is always enabled but if one of the alternate greetings is enabled, it takes precedence over the standard and state-based greetings.

You can enable one or all of the state-based greetings. These greetings are played when no alternate greeting is enabled and the following conditions apply:

- When the system is busy, the busy greeting is played. When enabled, the busy greeting has precedence over the other state-based greetings.
- During non-business hours, the closed greeting is played.
- When the call is from an internal number, the internal greeting is played.

Use this procedure to display or modify the Greetings tab of a personal mailbox.

---

**Step 1** Choose **Voice Mail > Mailboxes**. The Voice Mail Mailboxes window appears.

**Step 2** Select the **Greetings** tab. The Greetings window appears.

**Step 3** To configure one of the following types of greetings, click the link for the greeting:

- Standard
- Closed
- Internal
- Busy
- Alternate
- Meeting
- Vacation
- Extended Absence

**Step 4** Choose whether the greeting is either:

- Disabled
- Enabled indefinitely
- Enabled until a specified date and time

**Step 5** Choose one of the following sources of the greeting:

- System default
- Personal recording (Click **Upload** and browse to the location of the file.)
- Nothing (This is an empty greeting and can be selected if you want no greeting to be played.)

**Note** To replace the uploaded greeting, you should have playback and recording devices available on the system and should be in enabled state.

**Step 6** Click **Ok** to save your configuration.

---

## Caller Input Tab

Customize how the call flow precedes in response to keys pressed by the caller during a call. For each mailbox, the mailbox owner or system administrator can assign one of the following actions to the keys input by the caller:

- Ignore the input
- Skip the greeting
- Repeat the greeting
- Transfer the call to another number
- Connect to the operator
- Play good bye
- Proceed with subscriber sign-in

These actions can be assigned only to single digit input by the user, such as the numbers zero through nine (0 - 9), the asterisk (\*), or the pound sign (#).

You can also optionally restrict the use of the caller input feature by configuring a caller call-flow restriction table.

Use this procedure to display or modify the Caller Input tab of a personal mailbox.

- 
- Step 1** Choose **Voice Mail > Mailboxes**. The Voice Mail Mailboxes window appears.
- Step 2** Select the **Caller Input** tab. The Caller Input window appears.
- Step 3** For each of the possible caller inputs, the numbers zero through nine (0 - 9), the asterisk (\*), or the pound sign (#), select one of the following actions:
- Ignore the input
  - Skip the greeting
  - Repeat the greeting
  - Transfer the call to another number
  - Connect to the operator
  - Play good bye
  - Proceed with subscriber sign-in
- Step 4** Click **Apply** to save your configuration.
- 

## Unlock a Mailbox

Occasionally, a mailbox becomes locked, and the owner cannot access the stored messages. A “mailbox is currently in use” message is typically played when a user tries to access a mailbox that is locked.

Use this procedure to unlock a mailbox.

- 
- Step 1** Choose **Voice Mail > Mailboxes**. The Voice Mail Mailboxes window appears.
- Step 2** Click the box next to the mailbox that you want to unlock.
- Step 3** To unlock the mailbox, click **Unlock**.
- 

## Delete a Mailbox

Before deleting a mailbox, you must erase the messages stored in the mailbox. The mailbox is removed from the user or group profile of any user or group that uses the mailbox.

Use this procedure to delete a mailbox.

- 
- Step 1** Choose **Voice Mail > Mailboxes**. The Voice Mail Mailboxes window appears.
- Step 2** Click the box next to the mailbox that you want to delete.
- Step 3** Click **Delete**.
- Step 4** At the prompt, click **Ok**. The Voice Mail Mailboxes window reappears, and the mailbox is removed.
- 

## Find a Mailbox

Use this procedure to search for a mailbox.

- 
- Step 1** Choose **Voice Mail > Mailboxes**. The Voice Mail Mailboxes window appears.
- Step 2** Click Find in the Mailboxes window. The following fields appear:
- Mailbox Owner ID
  - Mailbox Type—Personal delivery (belongs to a user) or general delivery (belongs to a group).

**Note** All fields are optional.

- Step 3** Enter the search criteria in one or more fields and click Find. The Voice Mail Mailboxes window reappears and displays the results of your search.
-

