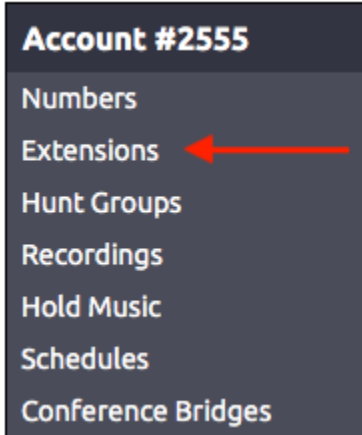


# Voicemail Setup

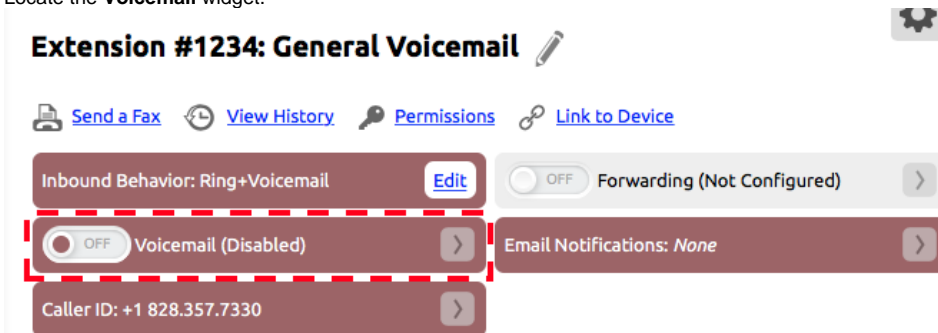
## Enabling Voicemail for an Extension

When a new extension is added to an account voicemail must be enabled for the extension if it is attended to receive voicemail.

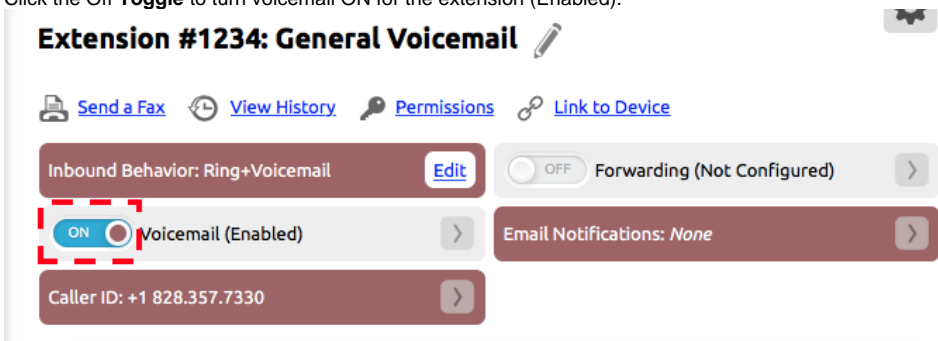
1. Log in to a NocTel account.
2. Click **Extensions** in the left-hand menu.



3. Locate the extensions in the list or search for it using the search bar. Click the extension to open its options page.
4. Locate the **Voicemail** widget.



5. Click the Off **Toggle** to turn voicemail ON for the extension (Enabled).



## Initial set up for a physical extension

If the voicemail has been enabled on the extension, you can use the phone to complete the setup:

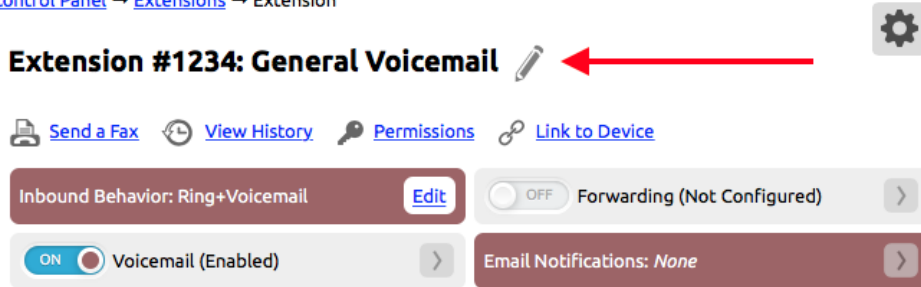
1. Press the **voicemail** button on the phone or dial **\*38**.
2. The system will guide the user in creating a greeting.
3. Once the greeting is complete, the system will guide the user in selecting a PIN. (*The PIN must be four digits and should not start with 0.*)
4. Once completed, end the call to end setup.

## Initial set up for a virtual extension

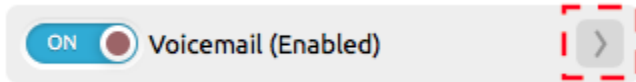
If the account is using a virtual extension for a general voicemail use the following steps once voicemail for the extension has been enabled:

1. If the virtual extension voicemail has not been enabled, do this now, see "**Enabling Voicemail for an Extension**" above.
2. If the virtual extension has not been assigned an extension number, do so by clicking the **pencil icon** next to the extension name in the extension's options page. Enter a number in the area provided and click **Save**. The extension must have a number to be accessed through the NocTel General Voicemail Menu.

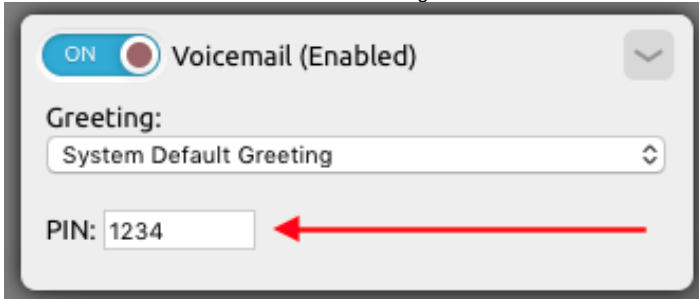
[Control Panel](#) → [Extensions](#) → Extension



3. Click the **arrow (>)** in the voicemail widget to expand it.



4. Assign the voicemail PIN in the box provided. After entering the PIN click outside the opened widget to close it and save the changes. The virtual mailbox must have a PIN to be accessed through the NocTel General Voicemail Menu.



The PIN should be at least four digits and not start with 0.


*If a greeting has been pre-made and uploaded, add it now using the **Greeting** drop down list. To learn how to make and upload a greeting visit the [Add a Recording](#) page. If not use the following steps to create the greeting:*

5. On any phone dial **\*98**.
6. When prompted enter the **extension's number** followed by the **#** key.
7. When prompted enter the **extension's PIN** followed by the **#** key.
8. Press **7** for voicemail options.
9. Press **1** for greeting set up. Follow the system prompts to record and set the voicemail greeting. Hang up when finished.

## Email Notifications


To receive email notifications of voicemail received for extensions:

1. In the extension's options page click **>** to expand the **Email Notification** widget.
2. Add a valid email to the email field.
3. To have a copy of the recording attached to the email check the first box.
4. Click outside the widget to save the changes.

Email Notifications: *None* 

Email:

- Attach files to notification emails (Note: Emails may be rejected if recipient's inbox limits attachments.)
- Auto-delete voicemails from inbox when emailing

 **Multiple Addresses & Character Limit Note**

Multiple addresses can be entered in the email field, separated by commas (email1@example.com, email2@example.com). The email field has a limit of 128 characters. If the emails you need to enter exceed the character limit please have your IT team configure a broadcast email for notifications for use in the field.

 **Voicemails Retention Period**

Voicemails have a 90-day retention period. If you need to keep a voicemail longer than 90 days, it is recommended that you download and save via a local storage method.

## Other Useful Information

[Voicemail Menu Flow Chart](#)

[Voicemail FAQ](#)

## Related articles

- [Voicemail Setup](#)
- [Transferring a Call Directly to Voicemail](#)
- [Voicemail Message Envelope](#)
- [Voicemail Message Forwarding](#)
- [Voicemail Auto-Delete Feature](#)