

Extension User Guide

Yeostar S-Series VoIP PBX

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Introduction

This guide is for extension users of the YeastarS-Series VoIP PBX. In this guide, we introduce how to manage your extension on web, and how to use your extension.



Note: This Extension User Guide explains the default settings available for extension users. If your administrator had granted more user permissions for you, you can refer to the [Admin Guide](#) for more information.

Manage Your Extension

You can log in the web page of the PBX to configure your extension settings.

By default, you can check your voicemail, one-touch recording files, and configure your extension settings on the web.

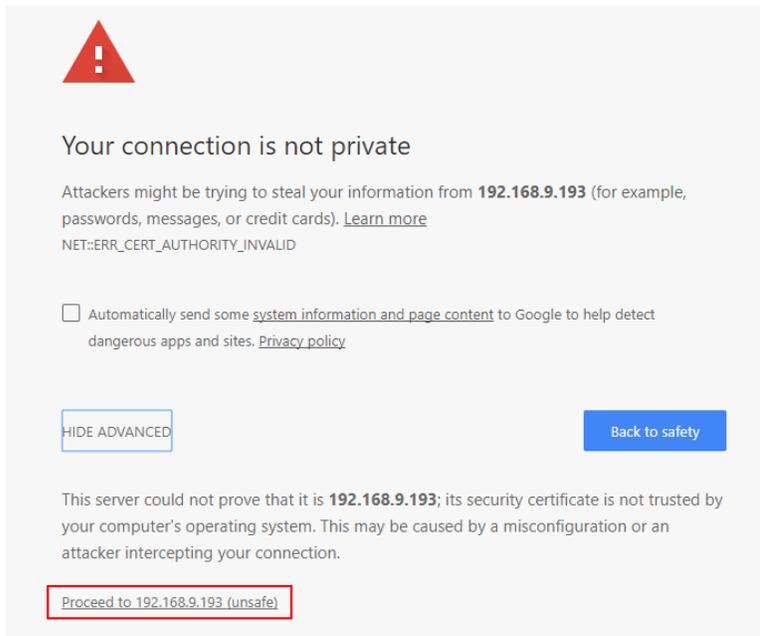


Note: If your administrator had granted more permission for you, you can refer to the [Admin Guide](#) for more information.

Log in the PBX Web Interface

Get the PBX information and your extension information from your administrator, and log in the PBX web interface.

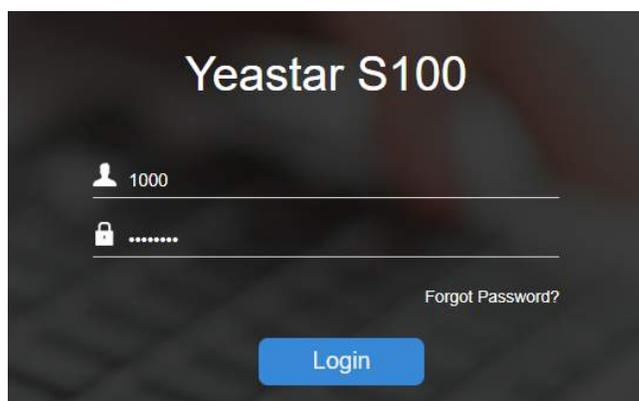
1. Start a web browser on your PC, enter the IP address of your PBX, press **Enter** on your keyboard. The web page will inform you that the IP is unsafe.
2. Ignore the warning on the web page, proceed to the access the IP.



3. Enter the your user name and password, click **Login**.



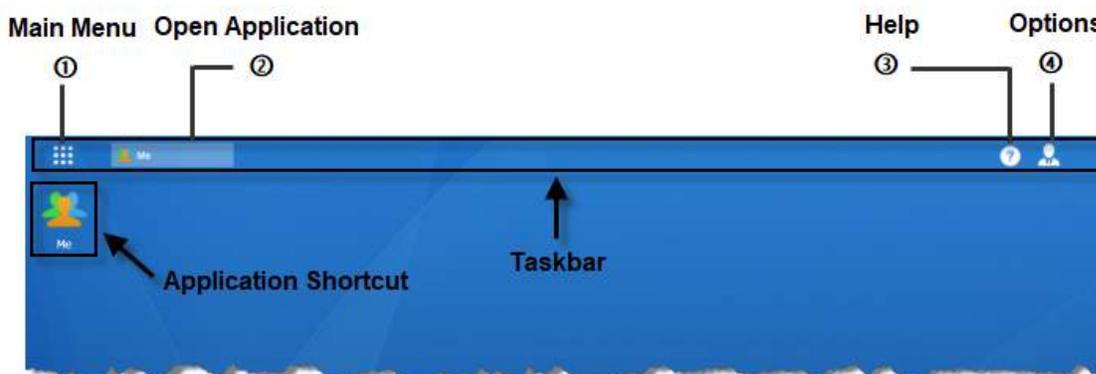
Note: If you cannot log in successfully, contact your administrator to check the user name and password.



- **Default User Name:** Your extension number, e.g. 1000.
- **Default Password:** Pass + Extension number, e.g. Pass1000.

Get to Know the PBX Desktop

After you log in the PBX web interface, you will see the desktop. From here, you can manage your extension settings and check the voicemail messages, CDR and recordings.



- **Main Menu:** View the all your applications.
 - **Tip:** To add application shortcut to the desktop, right click the application icon.
- **Open Application:**
 - Click the icon of an application to show or hide its window on the desktop.
 - Right click the icon to minimize, maximize, restore, or close the application window.
- **Help:** Click to visit our online help documents.
- **Options:** Click to change the web language or log out.

Modify Your Information

1. Go to **Me > Extension Settings**.
2. Modify your information.

Me

Extension Settings | Blacklist/Whitelist | CDR & One Touch Recording | Voicemail | Password Settings

User Information

Name: Carol | Email: carol@yeastar.com

Mobile Number: 15881279666 | Prompt Language: System Default

Click To Change

- **Name:** Enter your name.
- **Email:** Enter your email. The email will be used to reset password, receive voicemail, receive PBX notification, and receive fax.
- **Mobile Number:** Enter your mobile phone number.
- **Prompt Language:** If you work in a different language, you can set the prompt language according to your needs.

 **Note:** If you cannot find your desired language, contact your administrator to download the system prompt on the PBX.

3. Optional: Click the image to change your image.

The image will display on Linkus client, you can also change the image on Linkus client.

Me

Extension Settings | Blacklist/Whitelist | CDR & One Touch Recording | Voicemail | Password Settings

User Information

Name: Carol | Email: carol@yeastar.com

Mobile Number: 15881279666 | Prompt Language: System Default

Click To Change

4. Click **Save** and **Apply**.

Register Your Extension

You have no permission to check or change the registration information of your extension on web.

If you are using Linkus:

Your extension is registered automatically after you log in the Linkus.

If you want to register your extension on an IP phone or soft phone:

Contact your administrator to get the registration information and the registration instructions.

Change Login Password

1. Go to **Me > Password Settings**.
2. Enter your old login password.
3. Enter your new password twice.

 **Note:** Your password must have:

- 6 or more characters
- Upper & lowercase letters

- At least one number

| | |
|----------------------|-------|
| Old Password: | |
| New Password: | |
| Retype New Password: | |

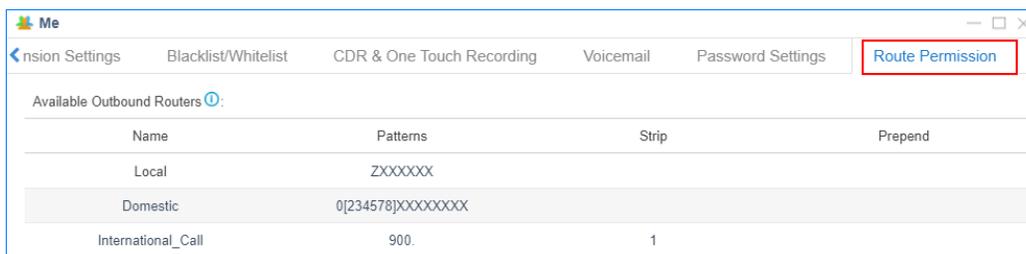
4. Click **Save** and **Apply**.

Check Your Route Permission

To make outbound calls through the PBX, you need permission to use a relevant outbound route. You can check which outbound route is available, and which number you can dial out.

 **Note:** If you cannot understand the dial patterns of the outbound route, contact your administrator.

Go to **Me > Route Permission** to check your route permission.



| Name | Patterns | Strip | Prepend |
|--------------------|-------------------|-------|---------|
| Local | ZXXXXXX | | |
| Domestic | 0[234578]XXXXXXXX | | |
| International_Call | 900. | 1 | |

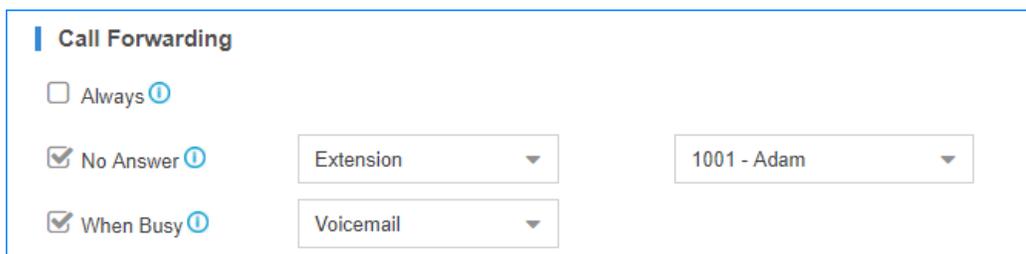
Call Forwarding

Call Forwarding is used to forward calls to other destination based on conditions such as **No Answer**, **When Busy**, and **Always**.

Configure Call Forwarding

You can change your call forwarding settings on web page or dial feature codes to change the call forwarding conditions and destinations.

1. Go to **Me > Extension Settings > Call Forwarding**.



Call Forwarding

Always ⓘ

No Answer ⓘ Extension 1001 - Adam

When Busy ⓘ Voicemail

2. Check the condition option.

- **Always:** All the calls will be forwarded regardless of your state.
- **No Answer:** Calls will be forwarded to if you don't answer the call.
- **When Busy:** Calls will be forwarded when you are busy in a call.

3. Select the destination for the forwarding condition.
4. Click **Save** and **Apply**.

Activate/Deactivate Call Forwarding

You can dial feature codes to activate or deactivate call forwarding.

Below are the default feature codes and the description of how to use the feature codes.

| Code | Action | Example |
|------|--------------------------------------|--|
| *71 | Activate call forwarding ALWAYS | <ul style="list-style-type: none"> • Dial *71 to forward all calls to voicemail. • Dial *716000 to forward all calls to extension 6000. |
| *071 | Deactivate call forwarding ALWAYS | <ul style="list-style-type: none"> • Dial *071 to deactivate call forwarding ALWAYS. |
| *72 | Activate call forwarding WHEN BUSY | <ul style="list-style-type: none"> • Dial *72 to forward calls (when the user is busy) to voicemail. • Dial *726000 to forward calls (when the user is busy) to extension 6000. |
| *072 | Deactivate call forwarding WHEN BUSY | <ul style="list-style-type: none"> • Dial *072 to deactivate call forwarding WHEN BUSY. |
| *73 | Activate call forwarding NO ANSWER | <ul style="list-style-type: none"> • Dial *73 to forward calls (when the user doesn't answer) to voicemail. • Dial *736000 to forward calls ((when the user doesn't answer) to extension 6000. |
| *073 | Deactivate call forwarding NO ANSWER | <ul style="list-style-type: none"> • Dial *073 to deactivate call forwarding NO ANSWER. |

Mobility Extension

With mobility extension, you can make your calls wherever you are, whether it's the satellite office, at home, or from your cell phone.

When you call in the PBX using your mobile phone:

- You will hear a dial tone, your mobile phone will act as one of the extensions on the PBX.
- You can dial the other extension's number.
- You can dial external numbers using the trunks on the PBX.

When a call reaches your extension:

- Your mobile phone will ring simultaneously if you have enabled the Simultaneously Ring feature.

Configure Mobility Extension

1. Go to **Me > Extension Settings > Mobility Extension**.

Mobility Extension

Ring Simultaneously ⓘ

Enable Mobility Extension ⓘ

Mobility Extension ⓘ: [15880270666](#)

2. Check the option **Enable Mobility Extension**.

3. Configure the **Mobility Extension**.

- **Prefix:** Enter the dial prefix of outbound route. You need to tell the PBX which outbound to use to call your mobile phone. If you don't know the prefix, contact your administrator.
 - **Mobile Number:** Click the link to set or modify your mobile phone number.
4. If you want the PBX to ring your extension and mobile phone simultaneously, check the option **Ring Simultaneously**.
 5. Click **Save** and **Apply**.

CDR and Recordings

By default, you have permissions to check and download your CDR (Call Detail Record) and One-touch Recording files.

You can check your CDR and recordings on Linkus or on the PBX web interface. In this section, we introduce how to manage your CDR and recordings on web.

Searching Criteria

You can search CDR and recordings by the following criteria:

- **Time:** Set the start date and the end date to filter the call logs that are in the date duration.
- **Call From:** The number or the name of the caller.
- **Call To:** The number or the name of the callee.
- **Call Duration:** The time between the call started and the call ended. Enter a value to filter the call logs that have call duration equal or greater than this value.
- **Talk Duration:** The time between the call answered and the call ended. Enter a value to filter the call logs that have talk duration equal or greater than this value.
- **Status:** Call status, including "answered", "no answered", "busy", "failed", and "has voicemail".
- **Communication Type:** Communication type, including "internal", "inbound", "outbound", "callback", "PBX warning call", "transfer", and "multisite interconnect".
- **Include Recording Files:** Check the option if you want to filter the calls that had been recorded.

Search CDR and Recordings

1. Go to **Me > CDR & One Touch Recording**.
2. Set the **Time** to filter the call logs during the date duration.
3. If you want to search recording files, check the option **Include Recording Files**.

The screenshot shows a search form for CDR and Recordings. The 'Time' field is highlighted with a red box, showing a date range from 2018-02-02 00:00 to 2018-03-02 23:59. The 'Include Recording Files' checkbox is also highlighted with a red box and is checked. Other fields include Call From, Call To, Call Duration (s), Talk Duration (s), Status (All), and Communication Type (All). A 'Search' button is visible at the bottom right.

4. Set other searching criteria.
5. Click **Search**.
The filtered call logs will display.

Fuzzy Search CDR and Recordings

By default, you need to enter an exact and complete phone number in the relevant searching criteria, or you cannot get the search result. For example, you want to search call logs with caller number 1005, you

need to enter 1005 in the **Call From** field. If you cannot remember the exact number or the name, you can use Fuzzy Search feature.

1. Go to **Me > CDR & One Touch Recording**.
2. Set the **Time** to filter the call logs during the date duration.
3. Enter a desired number or letters in **Call From** field or **Call To** field.
4. Check **Number Fuzzy Search**.

Time: 2018-02-02 00:00 - 2018-03-02 23:59

Call From:

Call To: 100

Call Duration (s):

Talk Duration (s):

Status: All

Include Recording Files

Communication Type: All

Number Fuzzy Search

Search

5. Set other searching criteria.
 6. Click **Search**.
- The call logs that match the fuzzy searching will display.

| Time | Call From | Call To | Call Dur... | Talk Dur... | Status | Commu... | Caller IP... | Recording Options |
|---------------------|-------------|---------|-------------|-------------|-----------|----------|--------------|-------------------|
| 2018-02-09 15:17:53 | Carol <1... | 1002 | 00:00:03 | 00:00:03 | Answered | Internal | | ▶ ⬇️ 🗑️ |
| 2018-02-09 15:14:53 | Carol <1... | 1003 | 00:00:03 | 00:00:03 | Voicemail | Internal | | ▶ ⬇️ 🗑️ |
| 2018-02-09 15:13:21 | Carol <1... | 1001 | 00:00:04 | 00:00:04 | Answered | Internal | | ▶ ⬇️ 🗑️ |
| 2018-02-09 15:12:49 | Carol <1... | 1001 | 00:00:08 | 00:00:08 | Answered | Internal | | ▶ ⬇️ 🗑️ |

View CDR and Recordings

By default, the CDR and One Touch Recording page displays a maximum of 10 records. You can set to view more records on one page.

1. Go to **Me > CDR & One Touch Recording**.
2. Set the value of **Displaying**.

| Time | Call From | Call To | Call Dur... | Talk Dur... | Status | Commu... | Caller IP... | Recording Options |
|---------------------|-------------|---------|-------------|-------------|-----------|----------|--------------|-------------------|
| 2018-02-09 15:17:53 | Carol <1... | 1002 | 00:00:03 | 00:00:03 | Answered | Internal | | ▶ ⬇️ 🗑️ |
| 2018-02-09 15:14:53 | Carol <1... | 1003 | 00:00:03 | 00:00:03 | Voicemail | Internal | | ▶ ⬇️ 🗑️ |
| 2018-02-09 15:13:21 | Carol <1... | 1001 | 00:00:04 | 00:00:04 | Answered | Internal | | ▶ ⬇️ 🗑️ |
| 2018-02-09 15:12:49 | Carol <1... | 1001 | 00:00:08 | 00:00:08 | Answered | Internal | | ▶ ⬇️ 🗑️ |
| 2018-02-09 15:12:14 | Carol <1... | 1001 | 00:00:12 | 00:00:12 | Answered | Internal | | ▶ ⬇️ 🗑️ |

Go to 1 Go

Displaying 1 - 10 of 14

Download CDR and Recordings

1. Go to **Me > CDR & One Touch Recording**.
2. Search the CDR and Recordings.
3. To download the searched CDR, click **Download CDR**.
4. To download the searched recording files, click **Download Recordings**.

Work with Linkus

Linkus is a VoIP mobile client coordinated with Yeastar S-Series VoIP PBX and Yeastar Cloud PBX. Linkus makes your mobile phone an office extension and links you and your colleagues and customers anywhere anytime.

[Download Linkus client \(iOS version\)](#)

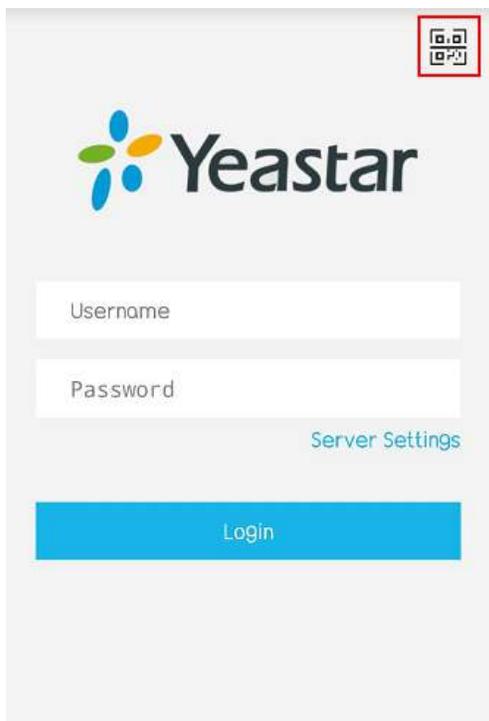
Search "Yeastar" in Apple Store to find Linkus and download the application.

[Download Linkus client \(Android version\)](#)

Search "Yeastar" in Google Play to find Linkus and download the application.

Log in Linkus via QR Code

1. Log in the PBX web interface, go to **Me > Extension Settings**, you will see the QR code for Linkus login.
2. Open Linkus mobile client, tap the QR button, and scan the QR code.
The Linkus client will get the login information and log in automatically.

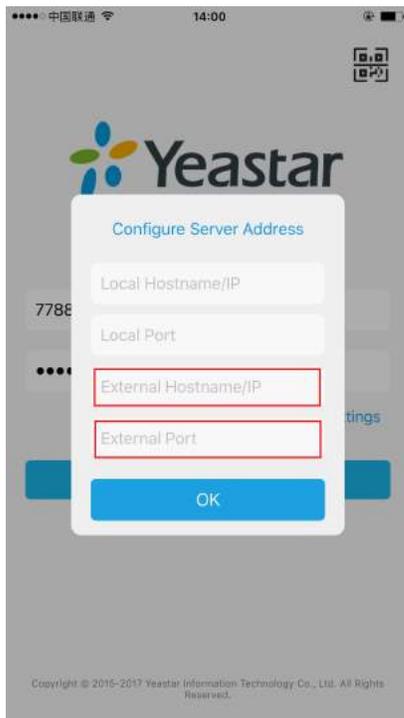


Log in Linkus Manually

To log in Linkus manually, you need to know your extension user password and the PBX server information.

1. Launch Linkus mobile client.
2. Tap **Server Settings**.
3. On the **Configure Server Address** page, enter the server address and port.

- **Local Hostname/IP:** Enter the local hostname/IP of the PBX.
- **Local Port:** Enter the local port of Linkus server.
- **External Hostname/IP:** Enter the external hostname/IP of the PBX.
- **External Port:** Enter the external port of Linkus server.



Note:

- You can enter both information of the local server and external server. Linkus can distinguish the network environment of your mobile phone, and log in by a proper server.
- If you enter the information of the local server, Linkus will log in by the local IP when your mobile phone and the PBX are in the same network. In this way, you can save your mobile cellular data.

4. Tap **OK**.

5. On the Linkus login page, enter the username and password.

- **Username:** Enter your extension number.
- **Password:** Enter the **User Password** of your extension.

6. Tap **Login**.

Use Your Extension

After you log in the Linkus or register an extension on an IP phone, you are ready to use your extension to make and receive calls.

Make Internal Calls

You can make calls to your colleagues on Linkus or on a phone where your extension is registered.

1. Dial the desired extension number on your phone or on Linkus.
2. Place the call out.

Make Outbound Calls

To make an outbound call, you need to contact your administrator that which numbers you are allowed to call and how to dial the external numbers.

1. Dial the outbound prefix and your desired numbers on your phone.
2. Place the call out.

Call Transfer

The PBX supports Attended Transfer and Blind Transfer, you can dial the feature code to transfer a call on your phone.

Attended Transfer (Default feature code *3)

An attended transfer, also called consult transfer or warm transfer, is when you speak with the new person before the call is transferred. You can tell the new person about the caller's issue and give any background information before transferring the call (without the caller hearing).

Blind Transfer (Default feature code *03)

A blind transfer is when you transfer the caller to another person without speaking to the new person first.

Blind Transfer

If you don't need to consult the new person who you want to transfer the call to, you can perform a blind transfer. Your call will be ended after you transfer the call.

Scenario: You (B) are talking with A, then transfer the call the C.

1. During the call with person A, dial *03 on your phone.
You will hear the prompt "transfer" and the dial tone.
2. Dial C's number and hang up.
C's phone is ringing. After C answers the call, the call between A and C is established.

Attended Transfer

If you want to tell the new person about the caller's issue and give any background information before transferring the call, you can choose attended transfer.

Scenario: You (B) are talking with A, then transfer the call to C.

1. During the call with person A, dial *3 on your phone.
You will hear the prompt "transfer" and the dial tone.
2. Dial C's number.
C's phone is ringing. After C answers the call, the call between you and C is established. In this time, the call between you and A is held.
3. Hang up your call, the call between A and C is established.

Call Pickup

Call Pickup is a feature that allows you to answer someone else's call. If a colleague's phone is ringing, you can answer that call on your phone instead of walking to the colleague's desk.

Group Call Pickup

If your colleague and you are in the same pickup group, you can dial the feature code of group pickup to pick up your colleague's call.



Note: If you cannot pick up the call by the feature code of group call pickup, contact your administrator to check if he/she had set the pickup group.

Operation: When your colleague's phone is ringing, dial *4 on your phone to pick up the call.

Extension Call Pickup

If your colleague and you are not in the same pickup group, you can dial the extension pickup feature code and the colleague's extension number to pick the call.

Operation: When your colleague's phone (Extension 1000) is ringing, dial *041000 to pick up the call.

Set BLF Key of Group Pickup

You can set a BLF key of Group Pickup on your IP phone. When your colleague's phone is ringing, you can press the BLF key to quickly pick up the call.



Note: The colleague and you should be in the same pickup group.

We take Yealink T27G v69.82.0.20 as an example below.

1. Log in the phone web interface, go to **Dsskey** page.
2. Set the BLF key as below.

| Status | Account | Network | Dsskey | Features | Settings |
|--|----------------------------------|---------------------------------|--|-------------------------------------|----------------------|
| Enable Page Tips <input type="text" value="Disabled"/> | | | | | |
| Key | Type | Value | Label | Line | Extension |
| Line Key1 | <input type="text" value="BLF"/> | <input type="text" value="*4"/> | <input type="text" value="GroupPickup"/> | <input type="text" value="Line 4"/> | <input type="text"/> |

- **Type:** BLF
 - **Value:** Enter the feature code of group pickup. The default code is *4.
 - **Label:** Set a label that you want to display on the phone screen.
 - **Line:** Choose the line where your extension is registered on.
3. Click **Confirm**.

Set BLF Key of Extension Pickup

You can set a BLF key of extension pickup on your phone. The BLF key will show the real-time status of the extension. When the extension is ringing, you can press the BLF key to pick up the call.

We take Yealink T27G v69.82.0.20 as an example below.

1. Log in the phone web interface, go to **Dsskey** page.
2. Set the BLF key as below.

| Key | Type | Value | Label | Line | Extension |
|-----------|------|-------|-------|--------|-----------|
| Line Key1 | BLF | 1011 | | Line 4 | *04 |

- **Type:** BLF
 - **Value:** Enter the extension number that you want to monitor.
 - **Line:** Choose the line where your extension is registered on.
 - **Extension:** Enter the feature code of extension pickup. The default code is *04.
3. Click **Confirm**.

If your configuration is correct, the BLF LED should be green.

When the monitored extension is in call or is ringing, the BLF LED turns red. Press the BLF key to pick up the monitored extension's call.

Monitor a Call

To monitor other person's call, you need Call Monitor permission. If you have a need to monitor calls, contact your administrator to set the Call Monitor permission for you.

You can dial "feature codes" + "extension number" to monitor the extension user's call. For example, dial *911000 to monitor extension 1000.

The PBX supports the following monitor modes:

- **Listen** (Default code: *90)
You can listen to the monitored extension user's call, but cannot speak to him/her.
- **Whisper** (Default code: *91)
You can listen and speak to the monitored extension user. The other party could not hear your voice.
- **Barge-in** (Default code: *92)
You can join the monitored extension's call.

One Touch Record

During a call, you can dial the feature code of One Touch Record to start recording the call; dial the feature code again to stop the recording.

The default feature code of One Touch Record is *1.

Related tasks

[Search CDR and Recordings](#) on page 10

Intercom/Paging

The Paging and Intercom features allow you to make an announcement to a group of extensions. The called parties do not need to pick up the handset as the audio will be played via the phone speakers.

The PBX supports one-way paging and two-way intercom.

- One-way paging: only make announcement to the extensions.
- Two-way intercom: allows all users in the group to talk and be heard by all.

Make an Intercom Call

If you would like to make an intercom with a specific extension user, you can dial the intercom feature code to achieve it. The default Intercom feature code is *5.

Example: Make an intercom call to extension 1000.

Dial *51000.

The call on extension 1000 will be answered automatically.

Call an Intercom/Paging Group

If your administrator had set an intercom or paging group, you can dial the group number to make an announcement to the group members.



Note: Contact your administrator to get the group number.

Dial the group number on your phone.

The calls of the group members will be answered automatically.

Call Parking

Call Parking is a feature that allows you to suspend a call for an extended period of time and then retrieve that call from any extension.

Call Parking (Default feature code: *6)

You can dial the feature code of Call Parking to get the parking slot number, then dial the parking slot number on another phone to retrieve the call.

Example: During a call, dial *6 on your phone, and get the parking slot number 6900. Dial 6900 on another phone to retrieve the call.

Direct Call Parking (Default feature code: *06)

If you get a parking slot number from your administrator, you can dial the feature code of Direct Call Parking to park the call to the slot.

Example: During a call, dial *66900 to park the call to slot 6900. Dial 6900 on another phone to retrieve the call.

Set BLF Key of Call Parking

You can set a BLF key of Direct Call Parking on your phone. The BLF key will show the real-time status of the parking slot. If the parking slot is vacant, you can press the BLF key to park a call to the parking slot.

We take Yealink T27G v69.82.0.20 as an example below.

1. Log in the phone web interface, go to **Dsskey** page.

2. Set the BLF key as below.

| Status | | Account | | Network | | Dsskey | | Features | | Settings | |
|------------------|-------|------------|--|---------|----------|-----------|--|----------|--|----------|--|
| Enable Page Tips | | Disabled ▼ | | | | | | | | | |
| Key | Type | Value | | Label | Line | Extension | | | | | |
| Line Key1 | BLF ▼ | 6900 | | | Line 4 ▼ | *06 | | | | | |

- **Type:** BLF
- **Value:** Enter the parking slot number.
- **Line:** Choose the line where your extension is registered on.
- **Extension:** Enter the feature code of Direct Call Parking. The default code is *06.

3. Click **Confirm**.

- When the parking slot is vacant, the BLF LED is green.
Press the BLF key to park a call to parking slot.
- When the parking slot is occupied, the BLF LED is red.

Voicemail

By default, Voicemail function is enabled for you, and if you don't answer a call, the call will be forwarded to your voicemail.

Enable/Disable Voicemail

By default, the voicemail is enabled for your extension. You can disable the function if you don't want to use it.

1. Go to **Me > Extension Settings > Voicemail**.
2. To disable voicemail, uncheck **Enable Voicemail**.

The screenshot shows the 'Voicemail' settings section. The 'Enable Voicemail' checkbox is unchecked and highlighted with a red box. Other fields include 'Voicemail Access PIN' (9148), 'Send Voicemail to Email' (unchecked), and 'Busy Prompt' (Please select, Browse).

3. To enable voicemail, check **Enable Voicemail**.
4. Click **Save** and **Apply**.

Check Voicemail PIN

If you want to check your voicemail on your phone, you need to know the voicemail access PIN

Go to **Me > Extension Settings > Voicemail**, check your voicemail access PIN.

The screenshot shows the 'Voicemail' settings section. The 'Voicemail Access PIN' field, containing the value '9148', is highlighted with a red box. Other fields include 'Enable Voicemail' (checked), 'Send Voicemail to Email' (unchecked), 'Busy Prompt' (Please select, Browse), and 'Unavailable Prompt' (Please select, Browse).

Enable/Disable Voicemail to Email

Voicemail to Email is disabled by default; you can enable it on the PBX web interface. If **Voicemail to Email** function is enabled, you can receive voicemail messages in your email box.

The screenshot shows the 'User Information' settings section. The 'Email' field, containing the value 'carol@yeastar.com', is highlighted with a red box. Other fields include 'Name' (Carol), 'Mobile Number' (150027000), and 'Prompt Language' (System Default).

Note: If voicemail to email cannot work, contact your administrator to check the email settings on the PBX.

1. Go to **Me > Extension Settings > Voicemail**.
2. To enable voicemail to email, check **Send Voicemail to Email**.

Voicemail

Enable Voicemail ⓘ

Voicemail Access PIN ⓘ:

Send Voicemail to Email ⓘ

Busy Prompt ⓘ:

Unavailable Prompt ⓘ:

- To disable voicemail to email, uncheck **Send Voicemail to Email**.
- Click **Save** and **Apply**.

Check Voicemail Messages

You have multiple ways to check your voicemail messages.

Check Voicemail on Linkus Client

Log in Linkus, go to **Me > Voicemail** to check your voicemail.

Check Voicemail on an IP Phone

- Dial feature code *2 on your phone to check your voicemail messages.
- Dial feature code *02 on your colleague's phone to enter the voicemail main menu, then enter your extension number and *voicemail PIN* to check voicemail.

Check Voicemail on Web Page

Log in the PBX web interface to check your voicemail messages.

| Read/Unread | Caller ID | Time | Duration | Size | Options |
|----------------------------|-------------|---------------------|----------|----------|---------|
| <input type="checkbox"/> ★ | eve-1(1000) | 2018-02-05 17:15:52 | 00:03 | 56.92k | ▶ ⬇️ 🗑️ |
| <input type="checkbox"/> ★ | eve-1(1000) | 2018-02-05 17:16:12 | 01:04 | 1005.36k | ▶ ⬇️ 🗑️ |
| <input type="checkbox"/> ★ | eve-1(1000) | 2018-02-05 17:17:48 | 00:06 | 96.29k | ▶ ⬇️ 🗑️ |

Check Voicemail via Email

If *voicemail to email* is enabled, you can check voicemail messages in your email box.

Change Your Voicemail Greetings

You can log in the PBX web interface to change your voicemail greetings.

- Go to **Me > Extension Settings > Voicemail**.
- Click **Browse** to upload your audio file to replace the default prompt.

Voicemail

Enable Voicemail ⓘ

Send Voicemail to Email ⓘ

Voicemail Access PIN ⓘ:

Busy Prompt ⓘ:

Unavailable Prompt ⓘ:

- **Busy Prompt:** Choose your custom prompt. The PBX will play the prompt when you are busy.
- **Unavailable Prompt:** Choose your custom prompt. The PBX will play the prompt when you are unavailable.

3. Click **Save** and **Apply**.

The audio file should meet the following requirements.

| Option | Requirement |
|-------------|---|
| File Format | WAV, wav, or gsm file. <ul style="list-style-type: none"> • gsm 6.10 8kHz, Mono, 1Kb/s • alaw 8kHz, Mono, 1Kb/s • ulaw 8kHz, Mono, 1Kb/s • pcm 8kHz, Mono, 16Kb/s |
| File Name | Should NOT contain special characters. |
| File Size | Smaller than 8MB. |

Voicemail Menu

You can dial *2 on your phone to access the voicemail menu. Below is the detailed voicemail menu.

