



Voicemail Notification

User Guide



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Overview

You can configure a new Voicemail Notification to monitor a mailbox for new messages. When a new message is left in that mailbox the system will call the recipients listed until one of them accepts responsibility for the message. All numbers in the first priority will be called simultaneously. If no one has accepted the message it will continue to call all recipients in the next higher priority, until it runs out of priorities to call. It will then retry the entire list if configured to do so.

You can optionally configure the system to notify you when a notification is complete. To enable this function provide one or more addresses, separated by commas. You can also customize the message subject and body using the variables listed in the roll-over help. Keep in mind that the system will delete the email from the monitored mailbox when the notification is sent out, so attaching the voicemail may be necessary.



Creating a Voicemail Notification

When clicking on Voicemail Notification module in your PBX admin GUI you will see the following:

Voicemail Notification

New Notification
Emergency VM (3000)
Tony Lewis (4002)

You can configure a new Voicemail Notification to monitor a mailbox for new messages. When a new message is left in that mailbox the system will call the recipients listed below until one of them accepts responsibility for the message. All numbers in the first priority will be called simultaneously, then if no one has accepted the message it will continue to call all recipients in the next higher priority until it runs out of priorities to call. It will then retry the entire list if configured to do so.

On the right side we will see a list of all Voicemail Notifications that are created. You can click on any of them to view or edit the notification, or click on the “New Notification” option to create a new one. We are going to now create a new Voicemail Notification for extension 4003.

Select a mailbox:

Bryan Walters (4003) ▾

Enabled- We will set enabled to “yes”. If you ever want to disable the VM Notify you can change this at anytime to “no”.

Enabled 

Yes ▾

Recipients- Here you will list all the extension numbers or external phone numbers that you want called with the notification. For each number you can add a priority of 0-100. When it goes to call the phone numbers, it will group all the same priorities together and call them at the same time. In this example we will call both numbers with a priority of 0 first. The phone will then try the number with a priority of 1 if nobody accept the voicemail from group 0.

Recipients 

9208868130,0
9208868132,0
9208867878,1

Outbound CID- You can optionally set which mode you want Caller ID to be used when calling the recipients.

- **Default-** In Default mode any Caller ID set will be sent down the outbound call. If the trunk the call uses has a Force Trunk Caller ID setting, that setting will be honored and it will not use the Caller ID defined.
- **Fixed-** In Fixed mode any Caller ID set will be sent down the outbound call. If the trunk the call uses has a Force Trunk Caller ID setting, that setting will be NOT honored and it will use the Caller ID defined.
- **Mailbox-** In Mailbox mode it will set the Caller ID to be that of the extension’s Caller ID setting that you are monitoring. If the trunk the call uses has a Force Trunk Caller ID setting, that



setting will be honored and it will not use the Caller ID of the extension.

- **Force Mailbox**- In Mailbox mode it will set the Caller ID to be that of the extension's Caller ID setting that you are monitoring. If the trunk the call uses has a Force Trunk Caller ID setting, that setting will NOT be honored and it will use the Caller ID of the extension.

Outbound CID Mode ?

Default

Fixed Caller ID- Here is where you can define the Caller ID Number to be used based on the settings from Outbound CID.

Fixed Caller ID ?

9208868130

Initial Greetings- Here you can define the greeting that is played to the caller when they answer a call from the notification system. By default it will inform them they have a Voicemail Notification from a mailbox number, such as 4003.

Initial Greeting ?

Default

Instructions- These are the instructions that are played to the person answering the Voicemail Notification. By default it will say press 1 to listen to the voicemail, press 2 to reject it. While listening to the voicemail you can press 1 at anytime to accept the voicemail and the system will no longer call other recipients and will not let any other user accept the voicemail.

Instructions ?

Default

Retry Recount- This is where you set how many times to cycle through calling everyone before stopping to get a caller to accept the voicemail.

Retry Count ?

2

Retry Delay- This is how long to wait (in minutes) after calling all recipients with no one accepting the voicemail.

Retry Delay ?

5 Min.

Priority Delay- This is how long to wait (in minutes) after trying to call all recipients with the same priority setting before moving on to the next group. In our example, we would call all users with a 0 first then wait 2 minutes and then call everyone with a priority of 1 and so forth till we have gone through the whole group.

Priority Delay ?

2 Min.



Now that we setup all the information on the Notification we can now define the emails we will get from the system. An email can be sent once someone has successfully accept the voicemail and an email can be sent if we fail to get anyone to accept the voicemail after going through all the Retry Recounts and Retry Delays.

Email From- Define what email address you want outbound emails to appear they came from such as notification@abc.com.

Email From 

notification@abc.com

Email Success- What email address the successful notification should be sent to. A successful notification will be sent out once a user has pressed 1 to accept the voicemail.

Email Success 

tony@abc.com

Email Fail- What email address you want the failed notification to be sent to. A failed notification will be sent once the system has called everyone in the list and gone through the Retry Recount fully and it has given up on getting a caller to accept the voicemail.

Email Fail 

mike@abc.com


Email Attach- You can set this to “yes” or “no”. If set to “yes” it will attach a copy of the voicemail to the notification email.

Email Attach 

Yes 

Email Subject- You can define the subject line of the email. The default is “{{STATUS}} voicemail notification from {{MAILBOX}} --- {{ID}}” With the following being variables that are pulled from the system for each notification.

- **Status**- Failed or Success will be displayed
- **Mailbox**- This will insert the extension number of where the voicemail was left.
- **ID**- This is a unique ID number assigned to each notification.

Email Subject 

{{STATUS}} voicemail notification from {{MAILBOX}} -

Email Body- Here you can define the body of the email. It will include the following variables:

- **Mailbox**- This will insert the extension number of where the voicemail was left.
- **Time**- What time the voicemail was left.
- **Status**- Failed or Success will be displayed.
- **Caller ID**- The Caller ID of who left the voicemail.
- **Length**- How long the voicemail message is.



- **Accepted By**- Which phone number accepted the voicemail notification.
- **ID**- This is a unique ID number assigned to each notification.
- **Retry**- How many times it went through the retry loop before being accepted.
- **Priority**- Which priority group the user who accepted the voicemail belongs to.
- **Log** – A history of each user who was called, the date and time, and if they answered the call or not.

Email Body [?]

A new voicemail notification was sent from mailbox {{MAILBOX}} on {{TIME}}

Notification Details:

Status: {{STATUS}}
Message CID: {{CALLERID}}
Length: {{LENGTH}} Seconds
Accepted By: {{ACCEPTEDBY}}
Notification ID: {{ID}}
Number Retries: {{RETRY}}
Final Priority: {{PRIORITY}}

Notification Log:

{{LOG}}

When finished do not forget to press the submit button to save the changes.

Submit Changes

Recap

In the example above we have setup a notification for voicemail box 4003 and enabled it. We added two phone numbers with a priority of 0 and one phone number with a priority of 1. When a voicemail is left on extension 4003 the system will call both numbers in priority 0. If they do not accept the voicemail after listening to the message, the system will wait 2 minutes and then call the number associated with priority 1. If the number associated with priority 1 does not accept the call it will start the cycle over after waiting 5 minutes. This will be repeated two times.

Once someone has accepts the voicemail or all recounts have been completed the system will email us a full log and report of the result to the email address we defined above.



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