

# Voicemail VoIP

23.07.2024 04:01:59

FAQ-Artikel-Ausdruck

<b>Kategorie:</b>	Kommunikation & Kollaboration::Telefonie	<b>Bewertungen:</b>	0
<b>Status:</b>	öffentlich (Alle)	<b>Ergebnis:</b>	0.00 %
<b>Sprache:</b>	en	<b>Letzte Aktualisierung:</b>	16:10:43 - 20.03.2024

## Schlüsselwörter

VoIP Voicemail telephone

## Lösung (öffentlich)

### Voicemail VoIP Setup

When a Voicemail-Box has been requested for your number and installed by the ZIH, you are required to perform the setup at your business phone (deskphone or softphone). The PIN "12345" is preset and you have to change it during setup.

Please note that after a period of 2 months without performing the setup and changing the PIN, your Voicemail-Box will be disabled due to security reasons.

- Log in to your Voicemailbox by calling 80008 from your desktop phone or by pressing the Voicemail-Button
- Enter the preset PIN 12345 and #
- Record your name (if you skip this step, your telephonenumber will be played to the caller by speechsynthesis). Confirm with #
- Record the default message (if you skip this, a preset default message will be used))
- 1 to start recording #
- # for using the preset message
  
- Enter your new PIN (2 times) with at least 4 numbers (open help with 0)
- Change your directory status (other users can lookpu your name or number in the Voicemail-directory - this option is deactivated by default) (open help with 0)
- 1 to change status (activate directory search)
- # to not change the status

- Completion of the setup will be confirmed by the system.

enable/disable diversion to the voicemail-box

You activate the Voicemail-Box by setting a call diversio to the Voicemail-System.

- activate the diversion
- Press softkey for call diversion followed by the button for Voicemail (recording tape symbol)
- after 2s the diversion is set. Display shows "to Voicemail"

or

- Press softkey for call diversion followed by the number 80008 (Voicemail-System)
- after 2s the diversion is set. Display shows "to Voicemail"
  
- deactivate the diversion
- press softkey for diversion off

### Usage at the Phone

- call 80008 or press the Voicemail-Button
- Enter PIN and #
- new messages are played automatically (status-LED at the receiver is red, display shows Voicemail-Symbol)
- 2 send a recorded message to other Voicemail-users
- 3 play old/archived/deleted messages
- 4 settings
- 1 greetings/messages (standard, alternative, after-office-hours, internal, busy, holiday)
- 2 message settings (notifications, short/long menu, distribution lists for voice messages)
- 3 setup (PIN, name, directory entry)
- 4 diversion settings (standard diversion, alternative diversion, diversion after office hours)
- 0 help
- \* exit
  
- exit with \* or by hanging up
- help with 0

### Usage at the webinterface

After performing the initial setup, it is much more comfortable to work with the web-interface of the Voicemail-System.

You find your Voicemail-Box at:

[1]<https://cuc1.voip.tu-dresden.de/inbox/>

and will initially be shown your inbox. Via the tab "settings" a new window for the different settings of your Voicemail-Box will be opened.

#### Switch from answering-machine-mode to notification-mode

You can shift your Voicemail-Box from the default answering-machine-mode to notification-mode. Thus the caller may only hear your greeting but can not leave a message. For this, use the alternative greeting in the tab greetings. You may record your own message. When the alternative greeting is active, all other greetings become inactive.

[1] <https://cuc1.voip.tu-dresden.de/inbox/>