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SIP Feature Server Administration Guide

Voicemail Forwarding

12/22/2025

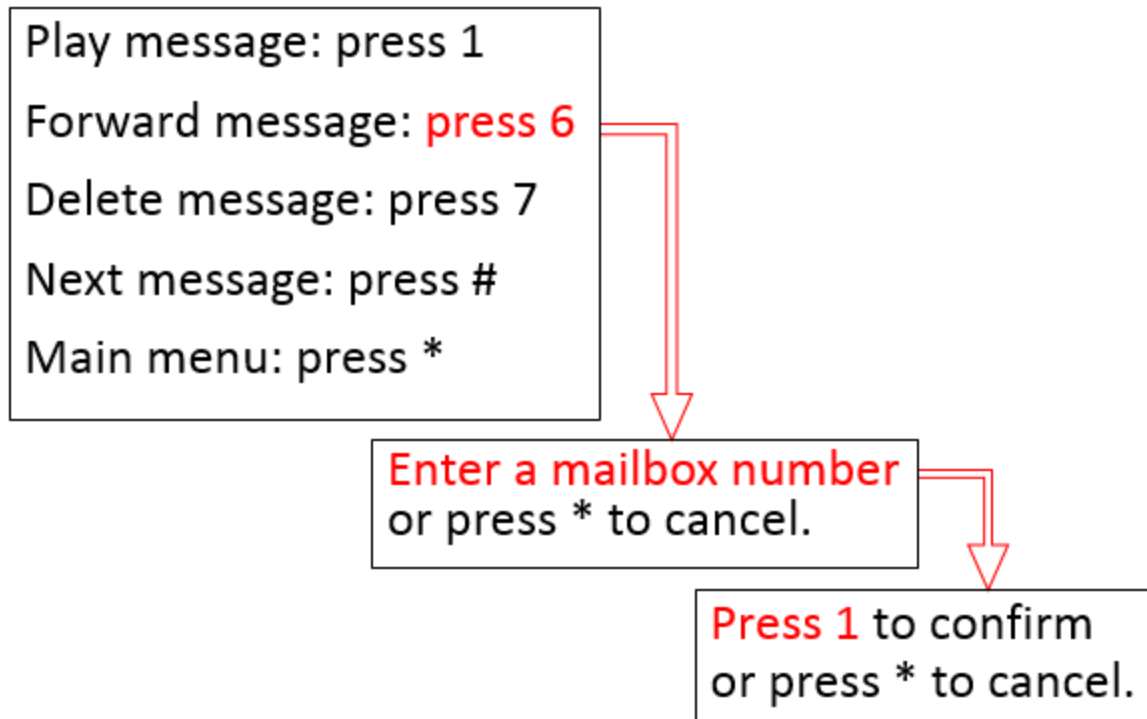
Voicemail Forwarding

You can use your telephone to forward voicemail messages left in your mailbox to any mailbox, when the option Voicemail Forwarding Enabled is set to yes.

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How to Forward Voicemail



Begin at the message review menu on your telephone, after listening to a voicemail.

Press 6.

Enter a mailbox number.

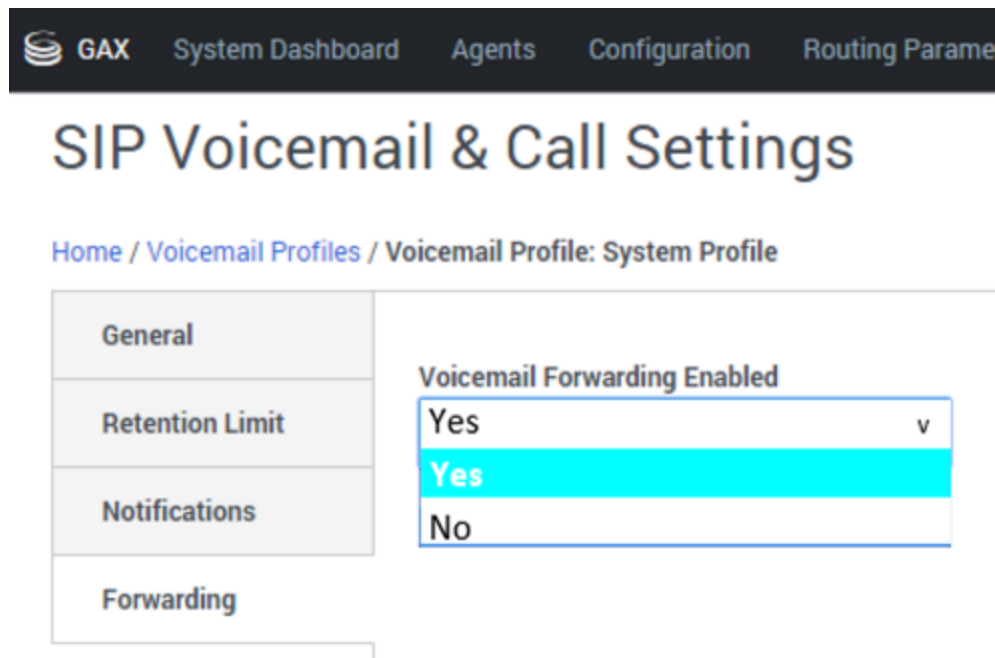
Press 1.

The voicemail is forwarded.

Notes

- Press * to cancel at any step.
- You cannot forward an expired voicemail.
- Forwarding a voicemail resets its retention limit in its destination mailbox.

Configuring Voicemail Forwarding



The screenshot shows the GAX System Dashboard with the following navigation tabs: GAX, System Dashboard, Agents, Configuration, and Routing Parameters. The main heading is "SIP Voicemail & Call Settings". Below this is the breadcrumb "Home / Voicemail Profiles / Voicemail Profile: System Profile". On the left is a sidebar with tabs: General, Retention Limit, Notifications, and Forwarding. The "Forwarding" tab is active. The main content area shows "Voicemail Forwarding Enabled" with a dropdown menu. The dropdown is open, showing three options: "Yes" (selected), "Yes", and "No". A small "v" icon is visible next to the first "Yes" option.

Use the Feature Server GAX plugin to configure voicemail forwarding.

Log in to GAX and go to

Voicemail Profiles > System Profile > Forwarding

Choose **Yes** to enable.

(The default is **No** -- disabled.)

Voicemail Profile Settings

The Voicemail Profile setting Voicemail Forwarding Enabled determines the state of this feature's functionality.

- Feature Server consults the Voicemail Profile of the User or User Group that the mailbox is assigned to.
- If the mailbox is not assigned, or assigned to multiple users or user groups with enable/disable settings that disagree, then Feature Server consults the System Voicemail Profile.

The above rules also determine which Voicemail Profile applies to the destination mailbox, and the retention limit setting in that Voicemail Profile is applied to the voicemail received.