SIP Feature Server Administration Guide
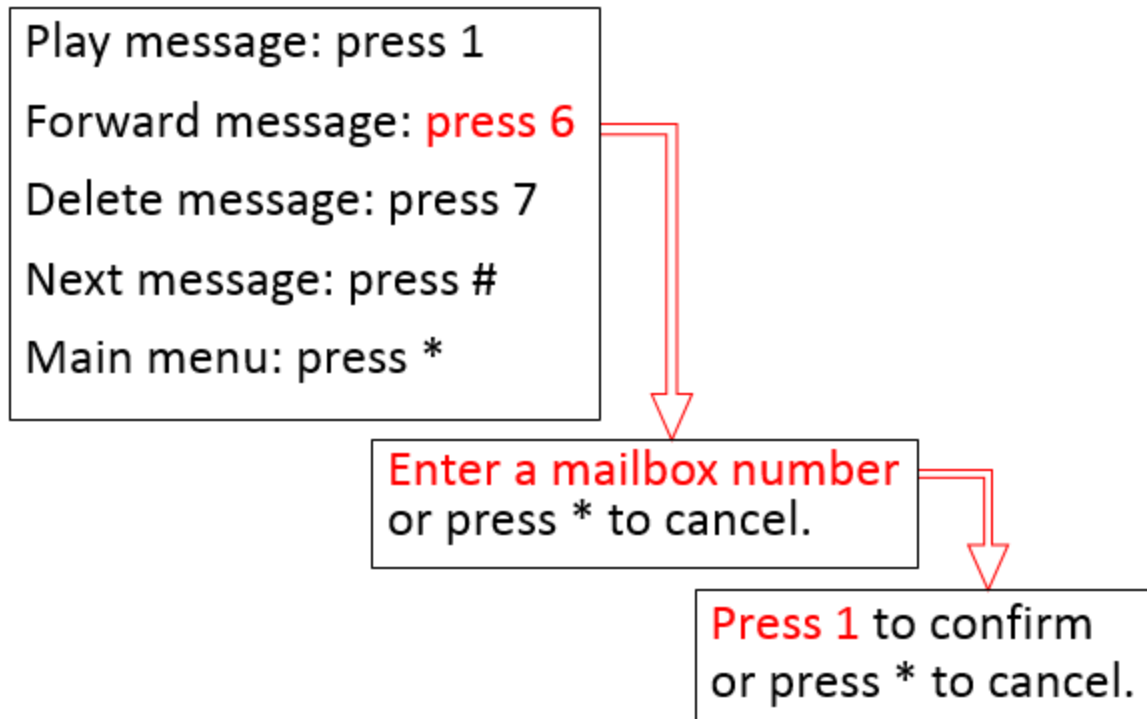
Voicemail Forwarding

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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.

Contents

How to Forward Voicemail

Play message: press 1

Forward message: press 6

Delete message: press 7

Next message: press #

Main menu: press *

Enter a mailbox number
or press * to cancel.

Press 1 to confirm
or press * to cancel.

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

> Press 6.
>
> Enter a mailbox number.
>
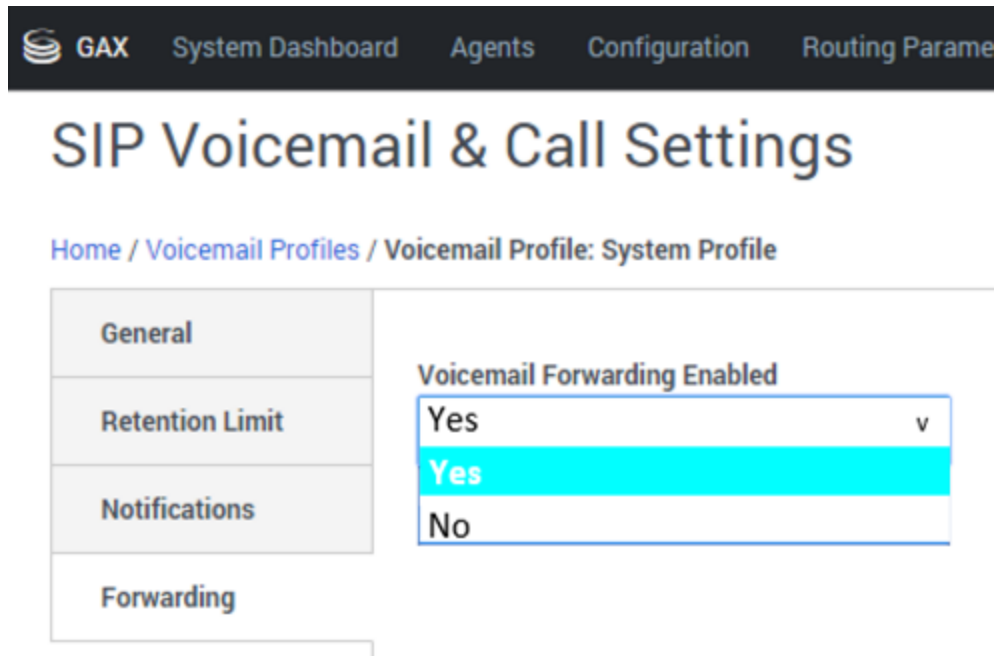> Press 1.

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

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.