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SIP Feature Server User's Guide

Setting up your user profile

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To set up or edit your user profile, log into GAX (*GAX IP address:port/gax*). Under **Operations > SIP Voicemail & Call Settings**, select your **User Profile**.

Depending on your organization's selections, some of the options below might not be available to you.

General

The **General** tab mostly displays your Agent Logins, DNIs (phone extensions), and mailbox assignments. You can select a time zone or select System to use the default time zone.

Important

When the **Common User Mailbox Password** feature is enabled by setting the **user-login** option to true, two more sections are available under **General** tab. One is the **User-ID** section where the user must provide the six-digit unique ID that is used to access all the mailboxes that are associated with that user account. The other one is the **Mailbox Password** section where the user has to specify the common mailbox password.

Call settings

Use the **Call Settings** tab to select your answering and forwarding options. When you select a System value, the value changes when your administrator changes the value.

Setting	Values (default value in bold)	Description
Reject Call On Not Ready	System (Off) , Off, On	Rejects calls when your status is Not Ready.
Call Waiting	System (On) , Off, On	Does not reject calls when you are already on a call.
Forward All Calls	Off , Forward All Calls To + <i>phone number</i> , Find Me Follow Me	Forwards all incoming calls to the specified number or to one or more of the destinations specified in the Find Me Follow Me rules .
Forwarding On No Answer	System (Off) , Off, On + <i>phone number</i>	After the No Answer Timeout value elapses, forwards calls to the specified number.
No Answer Timeout	System (30) , 5 to 60 seconds (in 5-second intervals)	Specifies the length of time, in seconds, that Feature Server waits for you to answer a ringing call.
Forwarding On Busy	System (Off) , Off, On + <i>phone number</i>	When you are on a call, forwards new calls to the specified number.

Email and external notifications

You can get email or external notifications when someone leaves you a voicemail, if your organization

has set them up. Web notifications might take the form of emails, text messages, or another format. Only group mailbox administrators can change these settings for group mailboxes.

- To receive email notifications, select the **Email Notifications** tab, select **On** from the **Notifications** menu, and type your email address in the **Email** field. To stop receiving these notifications, select **Off** from the **Notifications** menu.
- To receive web notifications, select the **External Notifications Service** tab (which might have a different name), select **On** from the **Notifications** menu, and type your phone number in the **Phone number** field. To stop receiving these notifications, select **Off** from the **Notifications** menu.