SIP Feature Server User's Guide

SIP Feature Server 8.1.2

12/30/2021

Table of Contents

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You can access your voicemail account from the web or from local or remote telephones.

Before you can access your voicemail, you must set up your user profile. Your mailbox comes with a generic standard greeting. If you want to use a personal greeting or an extended absence greeting, you must record it.

Web access requires:

- Chrome
- Firefox until version 51
- Internet Explorer version 9 and 10. Note that audio is not supported in version 11.

Important

Clear your browser cache, to ensure that you are seeing the latest User Interface updates. Pressing F5 or choosing Refresh will usually accomplish the task, but you may need to clear your cache through your browser's internet settings.

Voicemail setup	Voicemail access
	You can access your voicemail:
Set up your user profile	
Find Me Follow Me	From a local telephone
Manage your greetings	From a remote telephone
Control your ACD state from SIP Phones	From a web browser

Setting up your user profile

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, DNs (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 + *phone number*, 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 + *phone number*	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 + *phone number*	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.

Find Me Follow Me

Find Me Follow Me (FMFM) is an industry-standard method for customizing call forwarding. You can specify multiple forwarding destinations that can vary over time and day of the week. Depending on your assigned forwarding profile, destinations can include some combination of internal extensions, external phone numbers, and voicemail.

Selecting Find Me Follow Me
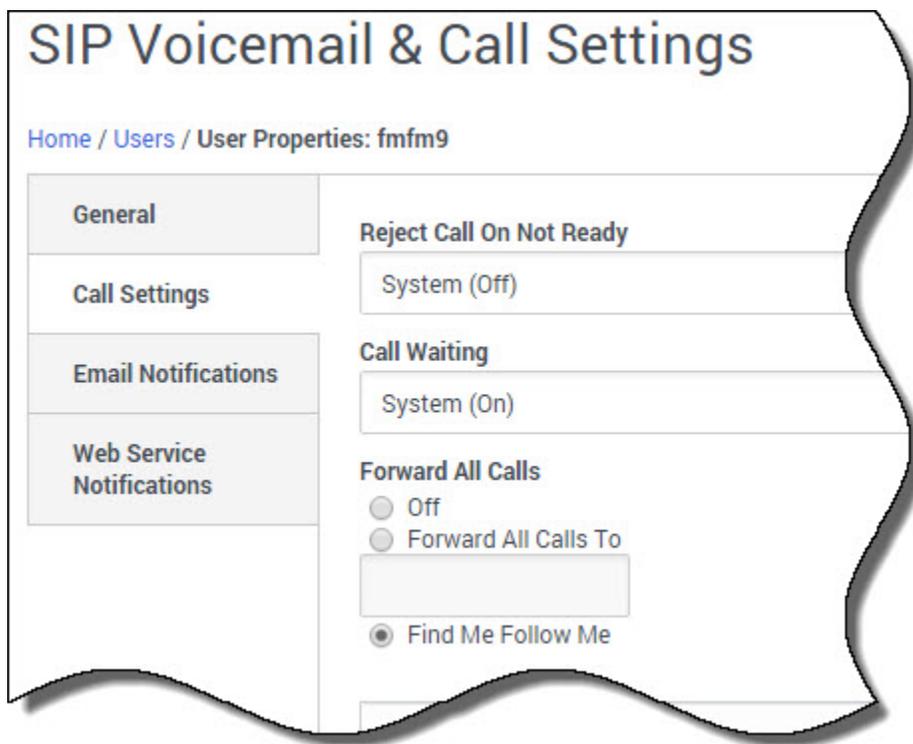
To set up Find Me Follow Me on the **Call Settings** tab of the **User Profile** page, select **Find Me Follow Me** under **Forward All Calls**.

If you can't see the Find Me Follow Me option, your forwarding profile doesn't allow it. The forwarding profile can also restrict the number of destinations and prevent you from using external phone lines as destinations.

> **Important**

For the **Find Me Follow Me** feature to work, follow these steps:

- Create a Trunk Group DN that represents the Media Server.

- Mention the name of the Trunk Group DN created in the above-mentioned step in the **fmfm-trunk-group** option under the **TServer** section on the **Options** tab of the SIP Server Application object.

Refer to the TServer section to know more about **Find Me Follow Me** related configuration options.

Back to top

Selecting FMFM rules
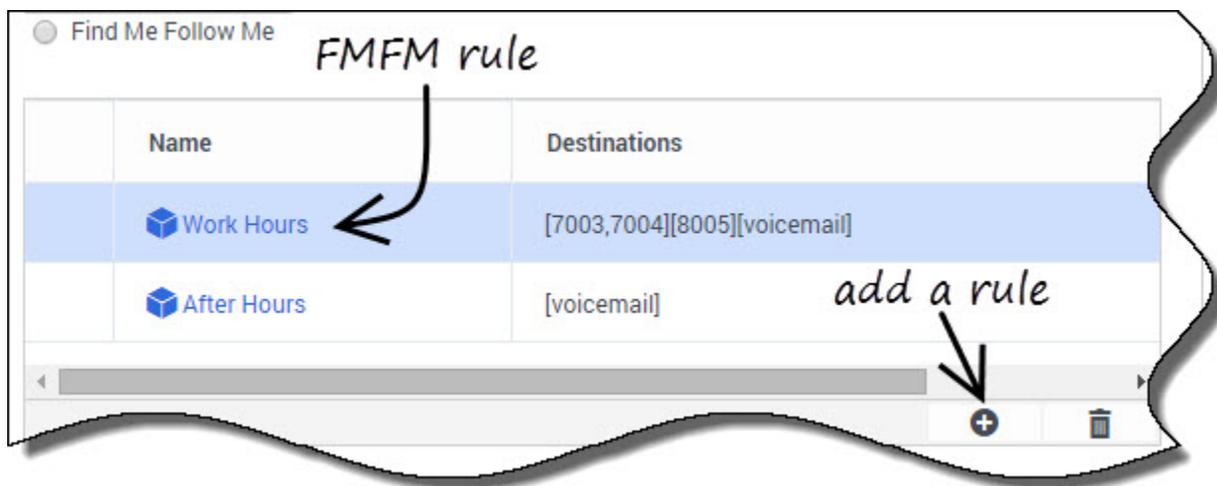
The FMFM rule table lists all the rules that apply to you. Here, you see the two default rules, **Work Hours** and **After Hours**, and the destinations for each.

You can edit or remove these rules, with two exceptions:

- The **After Hours** rule acts as the default rule for all times not covered by other rules, so you cannot delete it or edit its times or days. You can, however, change destinations, and all other rules take priority.

- The **Work Hours** rule acts as the default rule for work hours. You cannot delete it but you can change times, days, and destinations, so you can effectively make it inactive by removing all days.

You can also create your own rules from scratch.

Editing or creating an FMFM rule

The FMFM Rule page opens when you select an existing rule to edit or decide to add a new one.

In this example, when you get a call during work hours, lines 7003 and 7004 ring simultaneously, because a single destination set includes them both. If no one answers after 30 seconds, line 8005 rings. If no one answers after another 30 seconds, the call transfers to voicemail because the rule has **Use Voicemail As Final Destination** checked.

The default value of **Time End** is End of the day, which is equivalent to a moment immediately before midnight.

One rule at a time: Feature Server ignores all forwarding settings applied to destinations. In this case, if the owners of 7003 and 7004 have set their calls to go to 7777, the call still goes to 8005.

Destination sets

All destinations in a set ring simultaneously. If you want to ensure that a call is being handled by a human, **Confirmation required** requires the person who answers the phone to enter a digit specified by the spoken prompt, usually zero.

Destinations limited: You might not be able to forward calls to internal destinations at other company sites. If the forwarding profile allows it, you can try to use the external version of that number: 800-555-7003, for example, rather than 7003.

Rule example: Wednesdays

If you typically work away from the office on Wednesdays, you could create a Wednesday-only rule. First, delete Wednesday from the Days of Week in the Work Hours rule (to avoid a conflict). Then create a new rule that uses the same start and end times as the Work Hours rule, but set the Day of Week to Wednesday and your mobile phone as the primary destination.

Managing your greetings

Users can manage greetings for their personal mailboxes. Only users who are Group Mailbox Administrators can change greetings and passwords for group mailboxes.

To manage your greetings from a local or remote telephone, press 4 and use these commands:

- Press 1 to record an `extended absence greeting`.
- Press 2 to record a `personal greeting`.
- Press 5 to activate the `standard greeting` that inserts your recorded name into a standard message. For example: You have reached the mailbox of *play_recorded_name*.
- Press 6 to activate your `personal greeting`. Not available or played unless this greeting exists.
- Press 7 to activate your `extended absence greeting`. Not available or played unless this greeting exists.

After initiating each action, follow the audio prompts.

- Press * to exit the Greetings menu and return to main menu.

To manage your greetings from a web browser:

1. Using your user credentials, log into Genesys Administration Extension (GAX IP address:port/gax).
2. Under **Administration > SIP Voicemail & Call Settings**, select a mailbox, which is personal or device or agent group.
3. Select Greetings and:
   - Click **New** to upload a Personal/Extended Absence greeting.
   - Click **Delete** to delete the existing Personal/Extended Absence greeting.
   - Click **Play** to listen to the existing Personal/Extended Absence greeting.

> **Important**
>
> Only the Group mailbox administrators have the privilege to play, upload, or delete greetings pertaining to the Group mailboxes.

Audio File Formats

The maximum size of an audio file (wav) that can be uploaded is 5MB. The duration of the audio file should be within the maximum duration as configured in the Feature Server application level.

Audio files must be in the following formats for uploading:

Audio MIME Type	File format	Encoding	Sample Size	Sample Rate	
audio/wav	Audio with .wav header	ULAW	8-bit mono	8000 Hz	.
audio/wav	Audio with .wav header	ALAW	8-bit mono	8000 Hz	.
audio/wav	Audio with .wav header	PCM_UNSIGNED	8-bit unsigned mono	8000 Hz	.
audio/wav	Audio with .wav header	PCM_SIGNED	16-bit signed mono	8000 Hz	.

Important

SIP Feature Server's UI has been deprecated from version 8.1.201.83 dated 09/14/16, and is not supported any further. Therefore, all administrative tasks must be performed using GAX.

Control Your ACD Agent State from SIP Phones

Agents can change their ACD Agent State using enabled desk phones made by Polycom, Yealink, and AudioCodes/Genesys (420HD model with firmware version 2.2.2 or higher only). Here's how:

Agents: Change your ACD state from a desk phone

Link to video

1. Login using your phone's menu.
2. Select one of the Agent States. Your choices are:
   - `not ready` (optional: also select a reason code such as Lunch or Break.)
   - `ready`
   - `after call work`.
3. Logout.

SIP Server synchronizes between your phone and your Agent Desktop when you finish using either tool.

Note: You can still change your ACD Agent State on your desktop computer, using Agent Desktop.

System Administrators: Configuration enables ACD state change on desktop phones

- This task enables ACD State change on Polycom, Yealink, and AudioCodes/Genesys desktop phones (model 420HD with firmware version 2.2.2 or higher only).
- This task requires system administration-level skills.

1. Create a profile.
2. Enable ACD in the profile, and add reason codes.
3. Create a device and associate the profile with it.

When an enabled phone connects to Feature Server, login and provisioning becomes available automatically.

Accessing voicemail from a local telephone

Your desktop telephone might have a Message Waiting Indicator (MWI) in the form of a light or an LED display, which indicates that this phone's mailbox has new messages waiting.

To access your voicemail from a telephone connected to your internal telephone system:

1. Press the voicemail key, if your phone includes one, or dial the voicemail access number. Your method of access depends upon your specific telephone model.

2. Enter your mailbox number and password, as required. If you are accessing your voicemail for the first time, you must change your password.

> ### Important
>
> When the **Common User Mailbox Password** feature is enabled, user must specify the user ID after the prompt to enter the mailbox number. After the mailbox password prompt, the user must specify the user password.

3. From the main menu, select from the following options:

    - Press 1 to play new messages.

    - Press 3 to play saved messages.

    - Press 4 to reach the greetings menu.

    - Press 5 to record your name or change your password.

    - Press 6 to access a group mailbox, if available to you. Press 1 and enter a group mailbox number or press 2 to hear a list of all available group mailboxes.

4. Use these commands while any message plays:

    - Press 1 to rewind 10 seconds.

    - Press 2 to pause or resume.

    - Press 3 to forward 10 seconds.

    - Press 4 to play a voice menu, which lists all commands for listeners.

    - Press 5 to hear envelope information about the call, for example: message length (in H:M:S) and Caller ID of sender.

    - Press 6 to forward the message.

    - Press 7 to delete.

    - Press # (number sign) to go to the next message.

    - Press * (asterisk) to cancel and return to the main menu.

Note: In the Telephone User Interface (TUI), mailboxes can be accessed only with mailbox credentials (mailbox number). Using DN, agent, or user credentials to access mailboxes is not supported.

Accessing voicemail from a remote telephone

To access your voicemail from a telephone not connected to your internal telephone system:

1. Dial the voicemail access number. If you have dialed into a group mailbox, you can only play messages.

2. Enter your mailbox number and password. If you are accessing your voicemail for the first time, you must change your password.

> **Important**
>
> When the **Common User Mailbox Password** feature is enabled, user must specify the user ID after the prompt to enter the mailbox number. After the mailbox password prompt, the user must specify the user password.

3. Press # to confirm.

4. From the main menu, select from the following options:

   - Press 1 to play new messages. (Messages become old after 1 play.)

   - Press 3 to play saved messages.

   - Press 4 to reach the greetings menu.

   - Press 5 to record your name or change your password.

5. Use these commands while any message plays:

   - Press 1 to rewind 10 seconds.

   - Press 2 to pause or resume.

   - Press 3 to forward 10 seconds.

   - Press 4 to play a voice menu, which lists all commands for listeners.

   - Press 5 to hear envelope information about the call, for example: message length (in H:M:S) and Caller ID of sender.

   - Press 6 to forward the message.

   - Press 7 to delete.

   - Press # (number sign) to go to the next message.

   - Press * (asterisk) to cancel and return to the main menu.

Note: In the Telephone User Interface (TUI), mailboxes can be accessed only with mailbox credentials (mailbox number). Using DN, agent, or user credentials to access mailboxes is not supported.

Accessing voicemail from the web

To access your voicemail from a web browser:

1. Using your user credentials, log into GAX (*GAX IP address:port/*gax). If you are using Firefox, you might first need to install the QuickTime player.

2. Under **Operations > SIP Voicemail & Call Settings**, select a mailbox, which can belong to you personally or to a device or group to which you are assigned. If you have permission, you can:

   - Listen to or delete messages for any type of mailbox.

   - Control message playback: forward, rewind, pause, and adjust volume.

   - View the expiration date of each message (the date on which the system automatically deletes the message).

   - Click **Settings** and:

     - Change the mailbox password.

     - Activate a greeting that you have recorded using the telephone.

     - Enable or disable voicemail (only Group Mailbox Administrators can do so for group mailboxes).

     - View (but not set) the mailbox time zone and language.

   - **Group Mailbox Administrator only:** Click **Group Mailbox Notifications** to set email or web notification preferences. See Voicemail notifications for details.

     - To receive email notifications, select **On** from the **Email Notifications** menu, and type the group email address in the **Email** field. To stop receiving these notifications, select **Off** from the **Email Notifications** menu.

     - To receive web notifications, select **On** from the **HTTP Notifications** menu, and type the group phone number in the **Phone number** field. To stop receiving these notifications, select **Off** from the **HTTP Notifications** menu.

Dos and Don'ts:

- When accessing mailboxes through the web, you cannot use the mailbox number as your login. Use only your user credentials to log in to any associated device mailboxes.

- When you try to play a purged message, you hear "Sorry, this message has been deleted by another user."

- Until you delete them, expired messages count toward the maximum number of allowed messages.

- Automatic purging of voicemails does not reset the "new message" light on your phone.
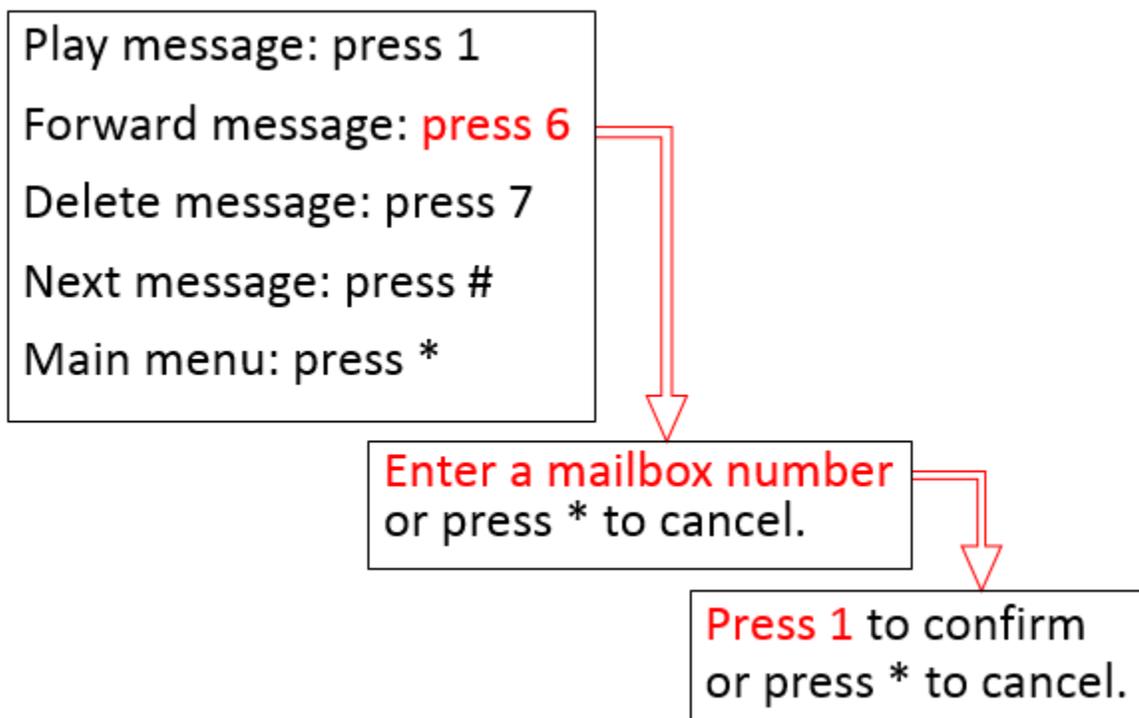
> ## Important
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Voicemail Forwarding

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.

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 an email resets its retention limit in its destination mailbox.