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SIP Feature Server User's Guide

Accessing voicemail from the web

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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

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.