This quick configuration guide explains how to configure many of the voicemail features and also how to perform certain tasks associated with voicemail. These topics include:

- *Configuring Voicemail Classes of Service* on page 1
- *Assigning Voicemail Class of Service to a User* on page 4
- *Reviewing Voicemail Storage Limits* on page 6
- *Enabling Email Notification of Voicemail Messages* on page 7
- *Enabling Multiple Mailbox Monitoring* on page 12
- *Resetting the Voicemail PIN* on page 14

It is assumed that the NetVanta 7100 product has been configured as instructed in the quick start guide provided with your unit and the hardware installation guide provided on the *AOS Documentation* CD. Although it is possible for some features and menus to be enhanced in future releases, the overall functionality and setup will remain the same.

Configuring Voicemail Classes of Service

Use the Web-based graphical user interface (GUI) menus to configure general voicemail parameters, including the voicemail extension and voicemail class of service (CoS). Notice that the voicemail CoS is different from other CoS settings on the AOS system. It only defines message and greeting durations for each individual user.

The NetVanta 7100 supports up to 80 voicemail accounts, 1500 voicemail recordings, and 12 hours of voicemail storage (8 ports) through the CompactFlash® slot that includes an ADTRAN 256 MB CompactFlash card. ADTRAN only supports its 256 MB CompactFlash card (PN 1200817E1).

1. Open a GUI session. If you need assistance, follow the steps in the *NetVanta 7000 Series Web GUI Quick Configuration Guide* available on the *AOS Documentation* CD shipped with your unit or online at www.adtran.com.

> **CAUTION**
>
> *Updated configurations must be saved to nonvolatile memory (NVRAM) to retain new changes after a loss of power or a reboot. To quickly save your configuration at any time while in the GUI, select* **Save** *at the top right of your current menu.*

> **NOTE**
>
> *While navigating the GUI you will notice (question mark symbols) that indicate additional information is available. Simply place your cursor over the symbol to view the additional information.*

2. Navigate to the **Voice** > **Applications** > **Voicemail Settings** menu.

Number to dial to retrieve voicemail.

Number to dial to access voicemail.
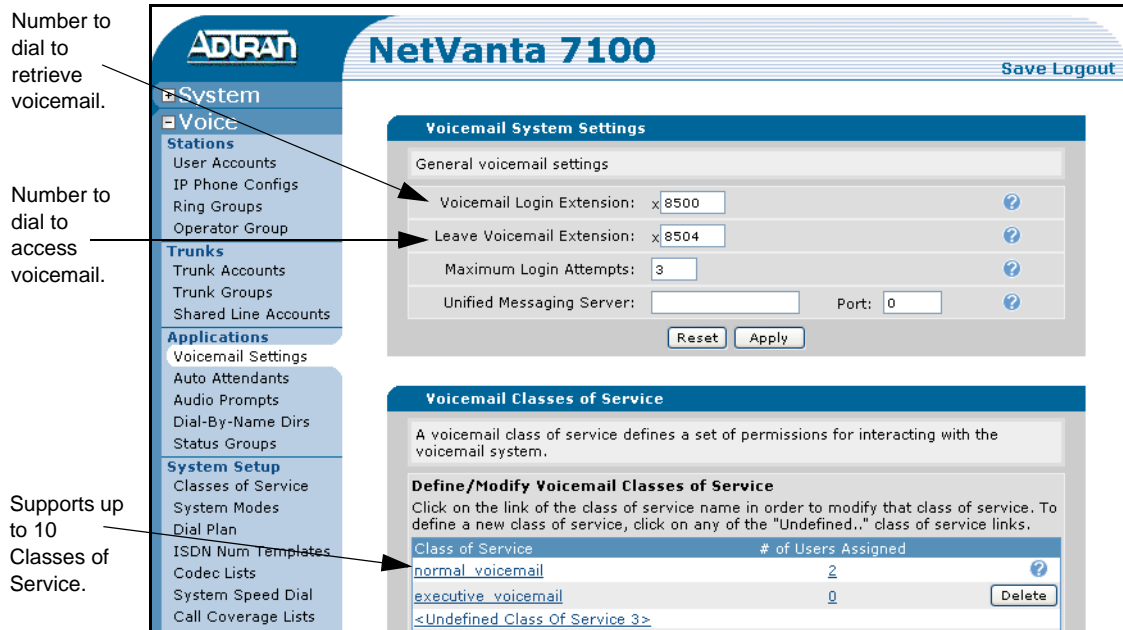
Supports up to 10 Classes of Service.

Figure 1. Voicemail Settings Menu

3. Select either the name of the voicemail CoS to modify or an undefined CoS to create. Either the **Modify Voicemail Classes of Service** or the **Configure New Voicemail Class of Service** menus appear, allowing you to modify or configure the voicemail system permissions (including voicemail storage limits).

4. Enter the desired CoS settings. Review the right side of the menu for explanations of each setting. Changes made to the existing CoS only apply to users assigned to the selected voicemail CoS.

Figure 2. Configure New Voicemail Class of Service Menu

Table 1. Voicemail CoS Options
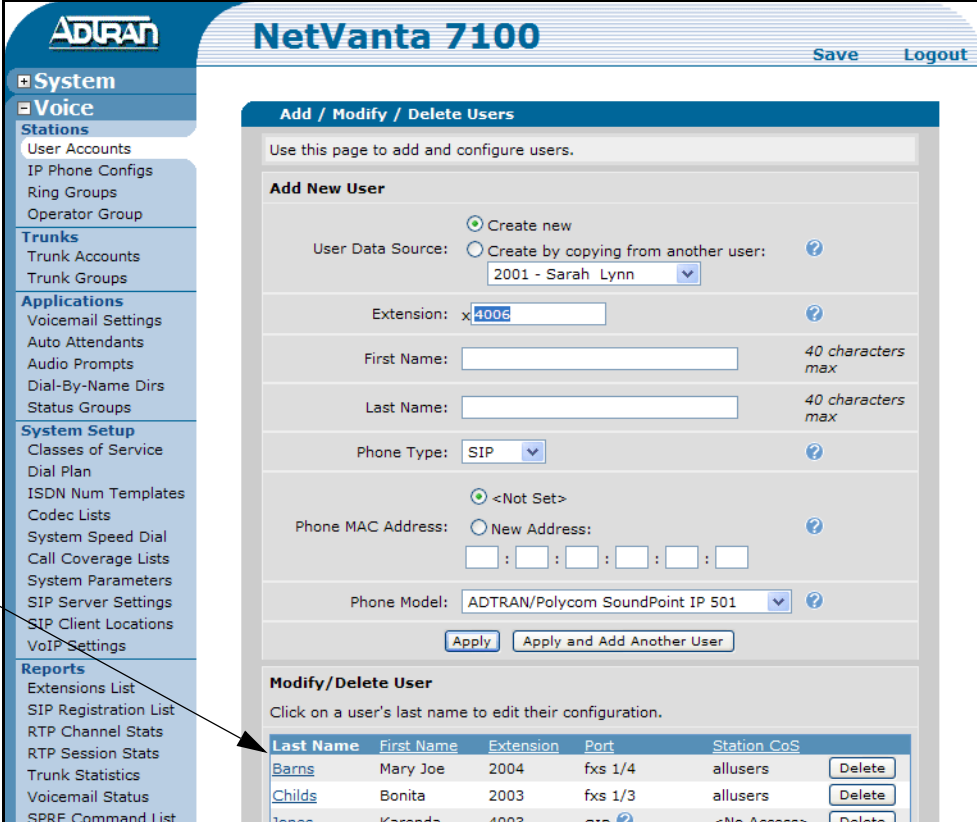
Settings	Descriptions and Options
CoS Name	Assigns a name (30 characters maximum) to the voicemail CoS.
Max Time Per Greeting	Sets the allowed recording time (in seconds) for each greeting. The default is 60 seconds.
Max Time For All Greetings	Configures the total amount of time (in minutes) allowed for all user-recorded greetings. The default is 3 minutes.
Max Time Per Message	Configures the allowed duration of recording time (in seconds) for each voicemail message. The default is 120 seconds.
Max Time For All Messages	Sets the total number of minutes for all recorded messages for each user. The default is 10 minutes.
Prompt Before Message Delete	Notifies users of expired voicemail and gives them the option to save or delete the old message. When disabled, the system automatically deletes expired voicemail.
Message Lifetime	Specifies the total number of days a message is stored on the system before it expires. The default is 14 days. Setting the parameter to 0 eliminates the expiration so that messages never expire.

5. Select **Apply** to save the new settings.

Assigning Voicemail Class of Service to a User

By default, users are not assigned a voicemail CoS unless a user account is created by copying the settings of another user that has a voicemail CoS assigned. When a user account's voicemail CoS is set to the default **No Access**, the user will not have access to a voice mailbox. To assign a CoS to a user and enable voicemail access, follow these steps:

1. Navigate to the **Voice** > **Stations** > **User Accounts** menu. Scroll to the bottom of the **Add / Modify / Delete Users** menu and select the user's **Last Name** to access the user's account settings. This step automatically takes you to the **Edit User** configuration menu.

Select the name of the user's account to edit.

Figure 3. Add / Modify / Delete Users Menu

2. Scroll down near the bottom of the **Edit User** menu and select the **VM Settings** tab.

3. From the **VM Settings** tab, select the drop down list for **VM Class of Service** and select the appropriate option.
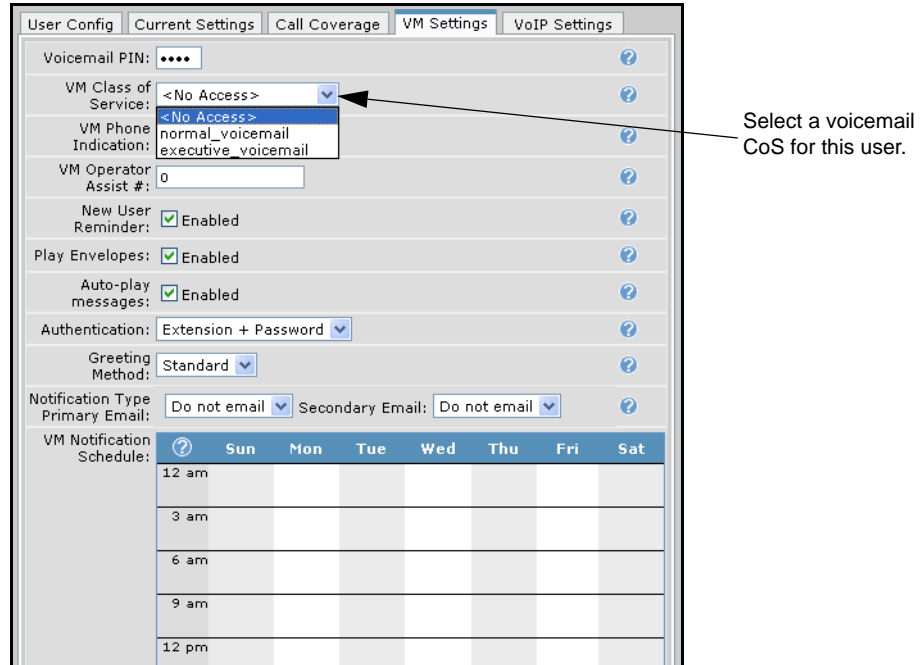

Figure 4. Edit User Menu VM Settings Tab

4. After making changes, select **Apply** to accept the new settings and return to the **Add / Modify / Delete Users** menu.

Reviewing Voicemail Storage Limits

Voicemail statistics and capacity settings can be displayed in real time reports, available in the **Voicemail Status** menu that displays all extensions in the system and their status.

1. Navigate to the **Voice** > **Reports** > **Voicemail Status** menu to view voicemail statistics for each extension.

Figure 5. Voicemail Status Menu

Table 2. Voicemail Status Menu Options

Settings	Descriptions and Options
Ext.	Displays the extension. Selecting the underlined extension displays the user account settings for this extension.
VM COS	Displays the voicemail CoS assigned to this user.
New Msg	Indicates the number of new messages for this user.
Num Msgs	Indicates the number of messages stored in this user's voicemail box.
Total Time Used	Displays the total minutes of voicemail storage used by this user.
Total Time Free	Displays the total unused minutes of voicemail storage available to this user.
Greeting Time	Displays the length of the recorded greeting for this user.

2. Optional. Select an extension to modify the user's account. See Figure 5 on page 6 to view an example **Edit User** menu.

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Enabling Email Notification of Voicemail Messages

Configuring voicemail notification consists of selecting the time of day and specifying email addresses the system will use to notify users when they receive a new voicemail message. When this feature is configured, the system sends an email alert to the specified email address.

> **NOTE**
> *To allow email notification, the system administrator must first configure the outgoing mail server settings under **Utilities** > **Logging** > **Email Forwarding** menu. The minimum configuration required is enabling **Email Forwarding** and configuring the **Email Server** (IP address) and the **Email Sender** (email address).*

1. Navigate to the **Voice** > **Stations** > **User Accounts** menu. Scroll to the bottom of the **Add / Modify / Delete Users** menu and select the user's **Last Name** to access the user's account settings. This step automatically takes you to the **Edit User** configuration menu (shown in Figure 3 on page 4).

2. On the **Edit User** menu, scroll down to the **User Config** tab and set (or edit) the email address(es) to use for voicemail notification.

> **NOTE**
> *Users can manage their voicemail notification email address(es) and notification schedule(s) using the Personal Phone Manager. Refer to the **NetVanta 7000 Series Personal Phone Manager Quick Configuration Guide**, available on the **AOS Documentation** CD shipped with your unit or online at www.adtran.com.*

Set the **Primary Email** and/or **Secondary Email** notification addresses.

Figure 6. Edit User Menu

3. After making changes, select **Apply** to accept the new settings and return to the **Add / Modify / Delete Users** menu.

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4. Scroll down near the bottom of the **Edit User** menu and select the **VM Settings** tab.

5. From the **VM Settings** tab, scroll down to the bottom left and select the **Add Range** button.

Figure 7. Edit User Menu VM Settings Tab

6. The **Add Notification Schedule Range** menu appears. Enter the **Start Day/Time** and **End Day/Time** times for the voicemail notification range. A range is the period of time during the week that will have the same notification type. The schedule range added here will appear in the **VM Notification Schedule** graph (as shown in Figure 9 on page 11).
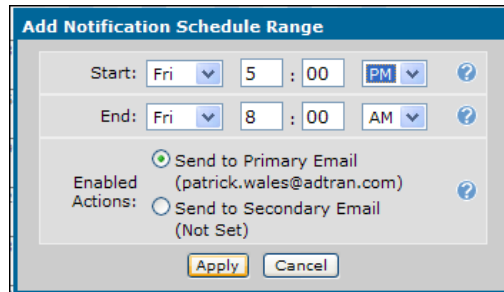
Figure 8. Add Notification Schedule Range Menu

7. Select either **Send to Primary Email** or **Send to Secondary Email** as the notification type. The primary and secondary email addresses appear in parentheses below each option. Select **Apply** to save the schedule. The new voicemail notification schedule will appear as a graph at the bottom of the **VM Settings** tab.

> *If the email address does not appear below the selected option, select **Apply** and continue to the next step.*

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8. To configure an email address that is not set, select the email type under **Notify Action**. This will automatically route you to the email fields on the **User Config** tab. Enter or edit the email addresses as explained in *Enabling Email Notification of Voicemail Messages* on page 7.

Select to set or edit the email address for voicemail notification.

Figure 9. Edit User Menu VM Settings Tab (VM Notification Schedule)

9. Select **Save** at the top right of the current menu. A dialog box appears if the save is successful. Select **OK** to close the box and return to the previous menu.

Enabling Multiple Mailbox Monitoring

By creating a status group containing one or more mailboxes, voicemail messages can be monitored for user mailboxes or ring group mailboxes. When a message is left in any of the monitored mailboxes, the user is alerted by the busy lamp field (BLF) on the phone station.

1. To create a Status Group, navigate to the **Voice** > **Applications** > **Status Groups** menu.
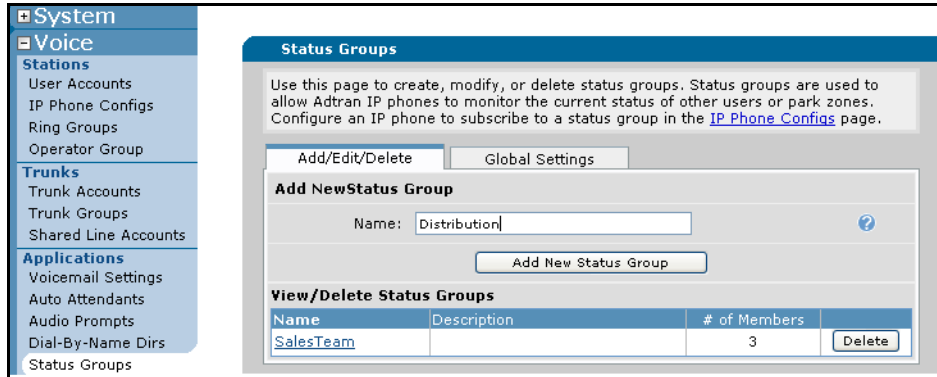

Figure 10. Status Group Menu

2. Type the name of the new group in the **Name** field, and select **Add New Status Group**.
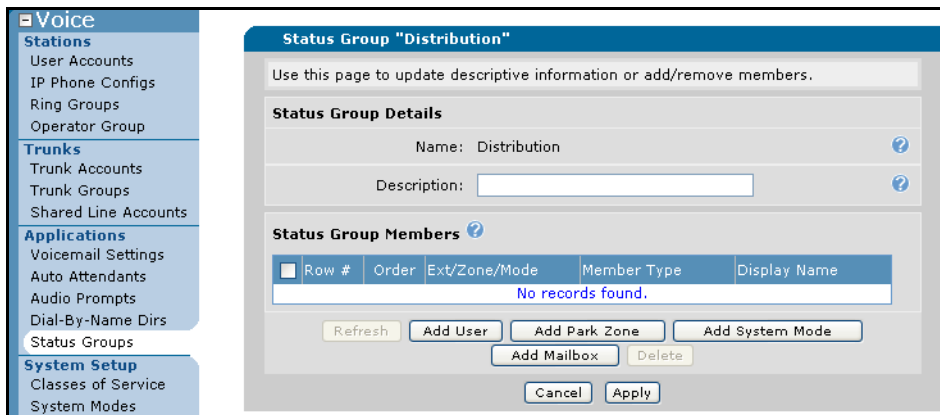

Figure 11. Status Group Details Menu

> NOTE *The name of the status group cannot be modified after it is created.*

3. Optionally, enter a description of the status group.

4. Select **Add Mailbox**.

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5. Select the mailbox from the dialog box. Select **Apply** to accept the new group members.

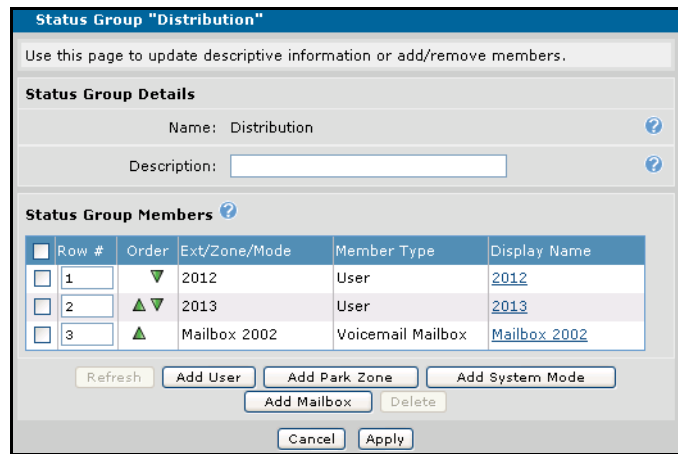6. Select **Apply** to accept the changes to the new status group.

Figure 12. Status Group with Members

Table 3. Status Group Members Menu Options

Settings	Descriptions and Options
Row #	The order in which members are displayed in this menu indicates how they will display on a subscriber's phone. Enter a different row # for the member to be moved and select **Refresh**.
Order	The order in which members are displayed is how they will display on a subscriber's phone. Select the up/down arrows to move members around.
Extension/Zone/ Mode	The extension, park zone, voicemail box, or system mode whose status will be displayed.
Member Type	The type of member included in the group. This can be **User**, **Park Zone**, **Voicemail Mailbox**, or **System Mode**.
Display Name	The name that displays on the phone for this member. User display names can be changed by selecting the link.
To add a new user, park zone, system mode, or mailbox, select the appropriate button.	
To delete members, select the check box next to the member and select the **Delete** button.	

Resetting the Voicemail PIN

The **Voicemail PIN** sets the password the user must enter to access the voicemail system. Each user's default **Voicemail PIN** is 1234. Initially, the **Voicemail PIN** must be used to access voicemail. Users can replace the default **Voicemail PIN** with a password of their choice once they enter their voicemail account. To recover a lost or forgotten password, the **Voicemail PIN** must be reset by the system administrator. Follow the instructions below to reset a user's **Voicemail PIN**. Users are encouraged to define a new password once access is regained to their voicemail account.

1. Navigate to the **Voice** > **Stations** > **User Accounts** menu (shown in Figure 4 on page 5). Scroll to the bottom of the menu and select the **Last Name** of the user that needs the voicemail PIN reset. This step automatically takes you to the **Edit User** configuration menu (shown in Figure 6 on page 8).

2. Scroll down and select the **VM Settings** tab.

3. Select the password inside the **Voicemail PIN** field and replace it with a new password.

Figure 13.   Edit User Menu VM Settings Tab

> ✎ **NOTE**   *The PIN must consist of four numerical digits.*

4. Select **Apply** to accept the new settings.

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