

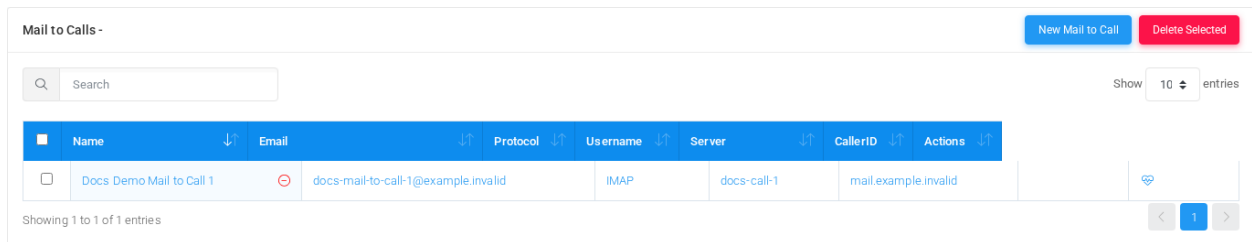
# Mail to Call

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# Overview

The **Mail to Call** page configures mailboxes that turn received email into outbound call jobs. Open it from **Configuration > Settings > Mail to Call**.

The page works against the tenant currently selected in the top bar. The screenshots and demo rows were captured in the **Canistracci OIL** tenant.



Mail to Call list page in the Canistracci OIL tenant.

## Working with objects

Task	How to do it
Add	Select the New mail-to-call mailbox action, complete the form, and select Save.
Edit	Open the mail-to-call mailbox from the list by selecting its name, number, or row action. Change the form and select Save.
Delete	Select the row checkbox and use Delete Selected, or open the mail-to-call mailbox and select Delete, then confirm.

## Page functions

Action	Description
New Mail to Call	Opens the creation form for a new mail to call.
Delete Selected	Deletes the selected rows after confirmation.

## List columns

Column	Description
Name	Display name used in lists and references.
Email	Email address used for notifications, delivery, or mailbox access.
Protocol	Mode selector that changes the behavior of the object.
Username	Display name used in lists and references.
Server	Server, host, or node selection used by the object.
CallerID	Caller ID or caller matching value.
Actions	Object setting shown by the form.

# Demo records

The tenant contains 1 documentation demo record for this page: Docs Demo Mail to Call 1.

# Deleting records

Before deleting a mail-to-call mailbox, check references from call flows, destinations, schedules, reports, or provisioning objects. MiRTA PBX asks for confirmation before the delete is submitted.

# Create and Edit Mail to Call

Use this page when creating a new mail to call rule or editing an existing mail to call rule from **Configuration > Mail to Call**.

The form screenshots below are separated by block where the application exposes separate sections. Complete the required values, review routing or destination references, and save the record.

## Form sections

Section	Description
Information	Core identity and routing fields for the object.
Call details	Settings shown in the Call details block.
Text to Voice	Voice calling behavior, caller handling, recording, and voice-specific limits.

## Information

## Information

Name:	<input type="text"/>
Email:	<input type="text"/> <input type="checkbox"/> Parse as number to call
Protocol:	IMAP <span>▼</span>
Host:	<input type="text"/>
Port:	<input type="text"/>
Transport:	Plain <span>▼</span>
Username:	<input type="text"/>
Password:	*****
Folder:	<input type="text"/>
Authentication Type:	Sender Email <span>▼</span>
Authentication Data:	<input type="text"/>
When not authenticated:	Delete the message <span>▼</span>
Status:	Enabled <span>▼</span>

Information section on the edit form.

Core identity and routing fields for the object.

# Call details

Call details section on the edit form.

Settings shown in the Call details block.

## Text to Voice

Text to Voice section on the edit form.

Voice calling behavior, caller handling, recording, and voice-specific limits.

## Saving and deleting

Task	How to do it
Create	Select the new action from the Mail to Call list, fill the required fields, and select Save.
Edit	Open the existing mail to call rule, update the needed fields, and select Save.
Delete	Before deleting a mail to call rule, check call-flow, destination, schedule, report, provisioning, or integration references. Use the row delete action or the form delete action when available, then confirm.