

Voicemails

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Overview

The **Voicemails** page manages voicemail boxes, message retention, greetings, notification, transcript, and escalation behavior. Open it from **Configuration > Voicemails**.

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

Display modes

The Voicemails page can be shown in DataTable mode or jqGrid mode. Use the display mode toggle in the toolbar to switch between them.

DataTable mode

Mailbox	Name	Email	Pager	Attach	Language	Actions
<input type="checkbox"/> 711	Docs Demo Mailbox 1	docs-demo-1@example.invalid			no	↑ ↓ ✉
<input type="checkbox"/> 712	Docs Demo Mailbox 2	docs-demo-2@example.invalid			no	↑ ↓ ✉

Showing 1 to 2 of 2 entries

Voicemails page in DataTable display mode.

DataTable mode shows the standard table with search, sorting, page-size selection, row checkboxes, and bulk actions.

jqGrid mode

Voicemails -								New Voicemail
<input type="checkbox"/>	Mailbox	PIN	Name	Email	Pager	Attach	Language	
<input type="checkbox"/>	<input type="text" value=""/>	<input type="text" value="*****"/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>	
<input type="checkbox"/>	711	7101	Docs Demo Mailbox 1	docs-demo-1@exampl		no		
<input type="checkbox"/>	712	7102	Docs Demo Mailbox 2	docs-demo-2@exampl		no		

Columns Send test voicem Renumbr voicemail messag Edit Call Escalati View 1 - 2 of 2

Voicemails page in jqGrid display mode.

jqGrid mode shows the same voicemail records in an advanced grid with column filters and grid toolbar actions.

Working with objects

Task	How to do it
Add	Select the New voicemail mailbox action, complete the form, and select Save.
Edit	Open the voicemail 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 voicemail mailbox and select Delete, then confirm.

Page functions

Action	Description
New Voicemail	Opens the creation form for a new voicemail.
Delete Selected	Deletes the selected rows after confirmation.

Action	Description
Enable jqGrid	Switches the table display mode for advanced grid controls.

List columns

Column	Description
Mailbox	Object setting shown by the form.
PIN	Credential or PIN value. Treat it as sensitive.
Name	Display name used in lists and references.
Email	Email address used for notifications, delivery, or mailbox access.
Pager	Object setting shown by the form.
Attach	Object setting shown by the form.
Language	Language or voice selection used for prompts, transcription, or speech synthesis.
Actions	Object setting shown by the form.

Demo records

The tenant contains 2 documentation demo records for this page: Docs Demo Mailbox 1 and Docs Demo Mailbox 2.

Deleting records

Before deleting a voicemail 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 Voicemails

Use this page when creating a new voicemail mailbox or editing an existing voicemail mailbox from **Configuration > Voicemails**.

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.
Messages	Settings shown in the Messages block.
Operator/Extras	Settings shown in the Operator/Extras block.
Greetings	Settings shown in the Greetings block.

Information

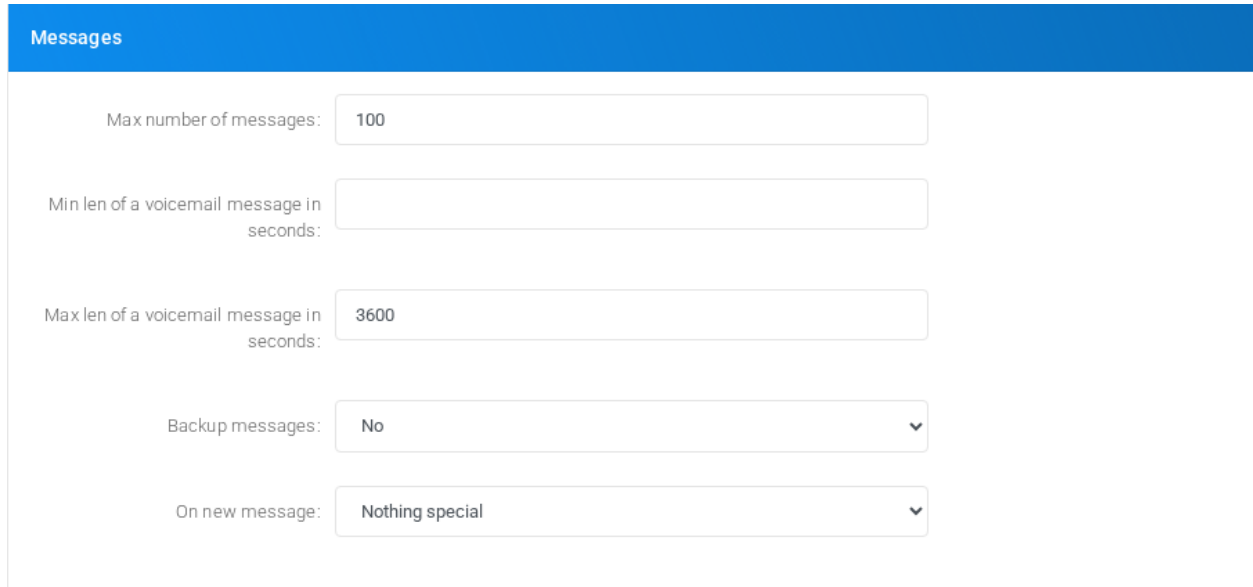
Information

Mailbox:	<input type="text"/>
PIN:	<input type="text" value="*****"/>
Name:	<input type="text"/>
Email:	<input type="text"/>
Timezone:	<input type="text" value="Use tenant default"/>
Pager:	<input type="text"/>
Envelope playback:	<input type="text" value="Yes"/>
Say Caller ID:	<input type="text" value="No"/>
Attach message:	<input type="text" value="Yes"/>
Store transcript and summary:	<input type="text" value="No"/>
Generate transcript:	<input type="text" value="Automatic"/>
Generate summary:	<input type="text" value="Automatic"/>
Automatic delete:	<input type="text" value="No"/>
Delete older messages:	<input type="text" value="No"/>
Allow review:	<input type="text" value="No"/>
Allow callback:	<input type="text" value="No"/>
Allow dialout:	<input type="text" value="No"/>
Play a message after the other:	<input type="text" value="No"/>
Include in Dial By Name Directory:	<input type="text" value="No"/>
Greeting:	<input type="text" value="Automatic with No Instructions"/>
Language:	<input type="text" value="Tenant Default"/>

Information section on the edit form.

Core identity and routing fields for the object.

Messages



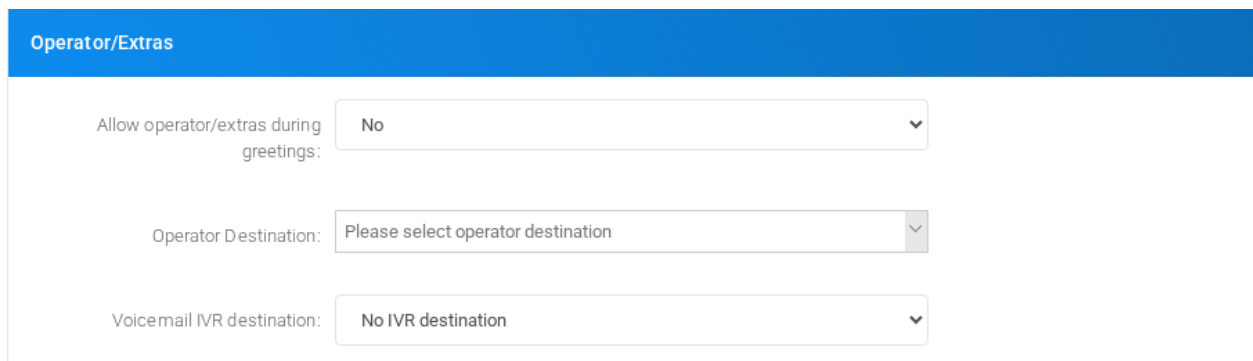
The screenshot shows a blue header bar with the text "Messages". Below it are five form fields:

- Max number of messages: 100
- Min len of a voicemail message in seconds: (empty)
- Max len of a voicemail message in seconds: 3600
- Backup messages: No
- On new message: Nothing special

Messages section on the edit form.

Settings shown in the Messages block.

Operator/Extras



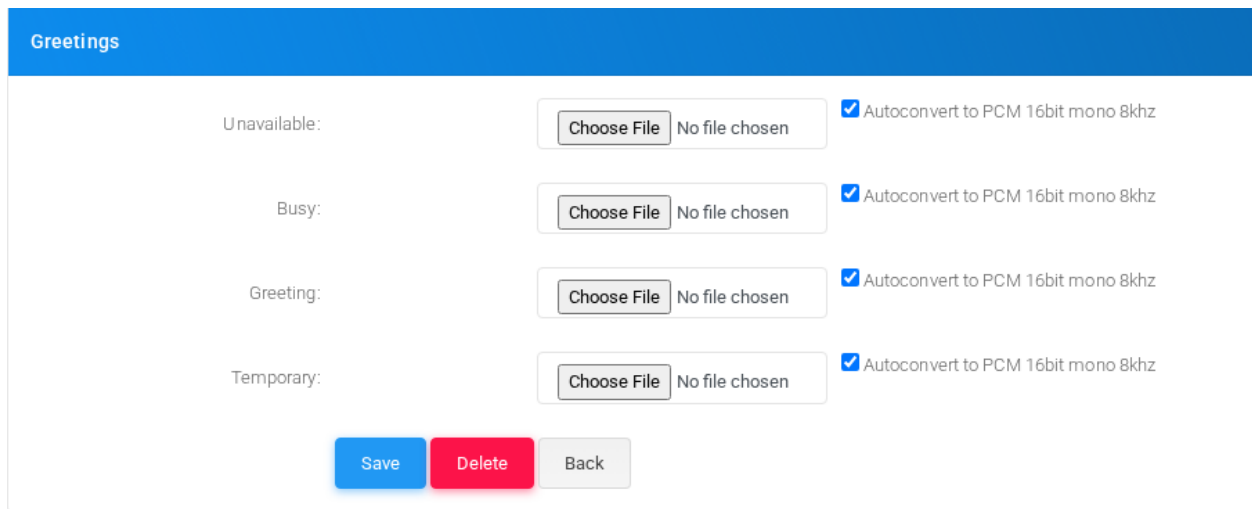
The screenshot shows a blue header bar with the text "Operator/Extras". Below it are three form fields:

- Allow operator/extras during greetings: No
- Operator Destination: Please select operator destination
- Voicemail IVR destination: No IVR destination

Operator/Extras section on the edit form.

Settings shown in the Operator/Extras block.

Greetings



Greetings section on the edit form.

Settings shown in the Greetings block.

Main fields

Field	Description
Mailbox:	Object setting shown by the form.
PIN:	Credential or PIN value. Treat it as sensitive.
Name:	Display name used in lists and references.
Email:	Email address used for notifications, delivery, or mailbox access.
Timezone:	Object setting shown by the form.
Pager:	Object setting shown by the form.
Envelope playback:	Object setting shown by the form.
Say Caller ID:	Caller ID or caller matching value.
Attach message:	Object setting shown by the form.
Store transcript and summary:	Object setting shown by the form.
Generate transcript:	Object setting shown by the form.
Generate summary:	Object setting shown by the form.
Automatic delete:	Object setting shown by the form.
Delete older messages:	Object setting shown by the form.
Allow review:	Object setting shown by the form.
Allow callback:	Object setting shown by the form.
Allow dialout:	Object setting shown by the form.

Field	Description
Play a message after the other:	Object setting shown by the form.
Include in Dial By Name Directory:	Display name used in lists and references.
Greeting:	Object setting shown by the form.
Language:	Language or voice selection used for prompts, transcription, or speech synthesis.
Max number of messages:	Dialed value, identifier, or matching value used by the PBX.
Min len of a voicemail message in seconds:	Email address used for notifications, delivery, or mailbox access.
Max len of a voicemail message in seconds:	Email address used for notifications, delivery, or mailbox access.
Backup messages:	Object setting shown by the form.
On new message:	Object setting shown by the form.
URL:	Object setting shown by the form.
POST data:	Object setting shown by the form.

Saving and deleting

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