

# Overview

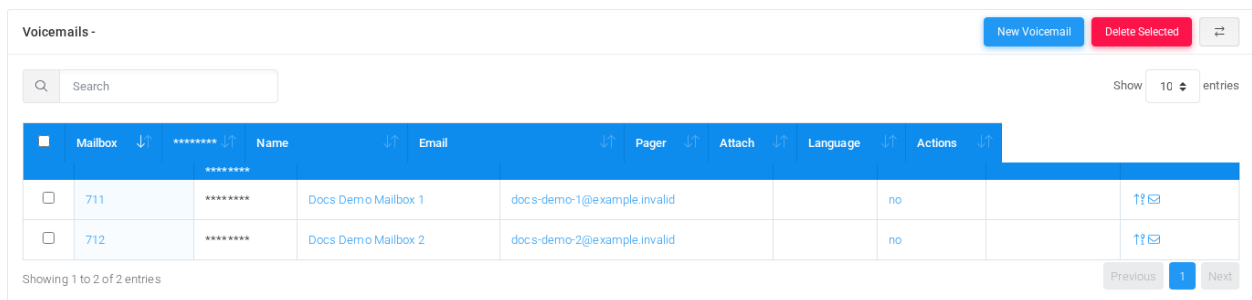
The **Voicemails** page manages voicemail boxes, message retention, greetings, notification, transcript, and escalation behavior. Open it from **Configuration > Voicemails**.

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	↑↑

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="x"/>	<input type="text" value="*****"/>	<input type="text" value="x"/>	<input type="text" value="x"/>	<input type="text" value="x"/>	<input type="text" value="x"/>	<input type="text" value="x"/>
<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.

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