

# REX Voicemail Function User Manual

## Function Introduction

While calling the extension on the REX, user can configure that while there is no condition or can't answer the call, then user can leave a voicemail in the Voice Mail Box. And the voicemail can be listened and deleted by the function code, and it also can be listened by the PBXRecord Software and it also can be sent to the specified Email.

Note:

- 
- Manage the voicemail by the extension and receive the voicemail by the email, these two functions can't coexist
- 

## Listen to the voicemail

User can listen the voicemail on the extension by the function code.

Pick up+\*98 to listen the voicemail, there is voice prompt during the listening:






“You have no voicemail” or “You have N new/old voicemail(s), press # to listen the voicemail. While listening the voicemail, press 1 to listen it again, press 2 to delete it and press 3 to listen the next one”.

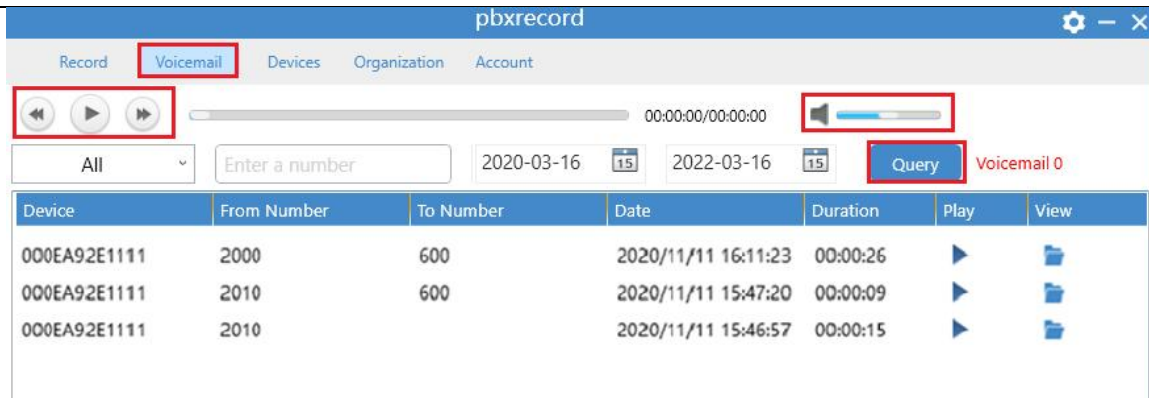
After listened every voicemail, there is voice prompt: press 1 to listen it again, press 2 to delete it and press 3 to listen to the next one.

## Listen to the voicemail by the PBXRecord Software

User can check and listen to the voicemail by the PBXRecord Software while it was configured as below 3 modes in the REX:

- While the recording mode is “**Internal USB flash drive**”, and enable the function of “**Back up to recording server**”;
- While the recording mode is “**Remote storage**”;
- While the recording mode is “**Remote recording/Local voice mail**”.

After login the PBXRecord Software , click the “**Voicemail**” menu, the device name, Caller or Called ID and the Date of record can be input on this page, and click the “**Query**” to search the voicemail record, after select the voicemail, you can click    to Fast Backward, Play and Fast Forward the voicemail,   can be used for adjust the volume.



## Send voicemail by email

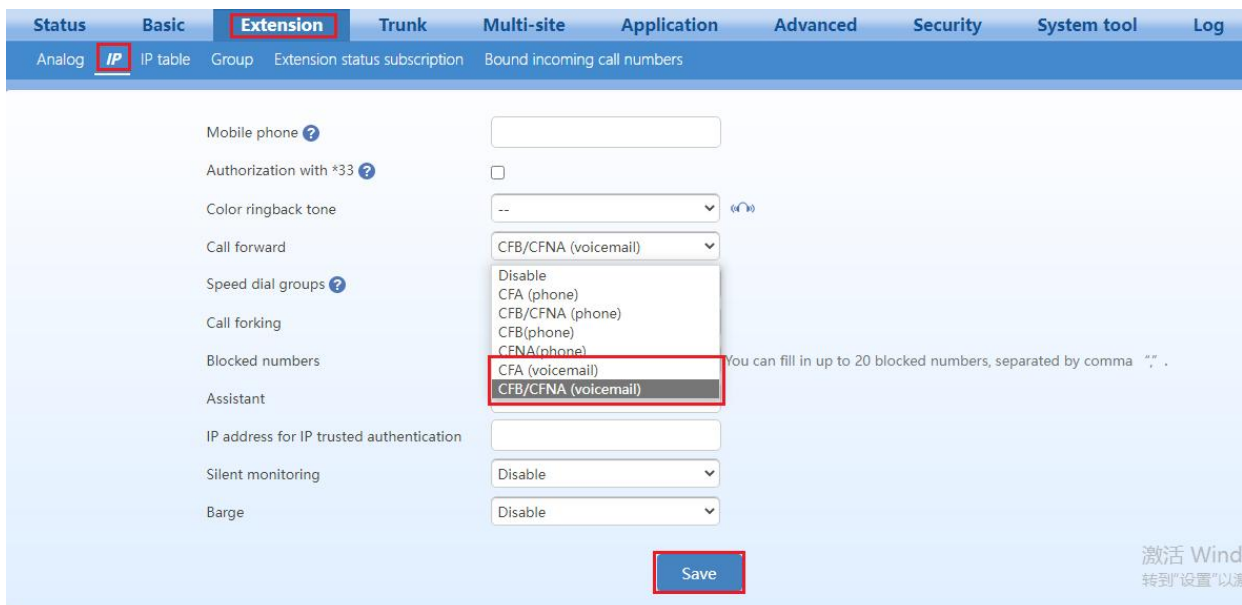
While configure the **Recording/Voicemail** mode as “**Remote storage**” and use it with the PBXRecord Software, then the voicemail will be sent to the specified Email.

## Enable the voicemail function through the extension

User can dial the \*99 function code to enable the voicemail function of the extension according to the voice prompt.

## Enable the voicemail function on the REX

Click **Extension>Analog/IP>Setting**, Select the Call Forward as **CFB/CFNA (voicemail)** or **CFA (voicemail)**, and click **Save** as below:



## Send voicemail by Email

### Configure the remote recording

Click **Application>Recording/Voicemail**, select the **Recording/Voicemail** as **Remote Storage**. Configure the **Recording Server** as the IP Address of the PBXRecord Software, the default Port No. is 1311, and configure the available **Outgoing Email Server**, the **Sender** and **Password** for

voicemail sending.

Status Basic Extension Trunk Multi-site **Application** Advanced Security System tool Log

Casting rule Fax Media API **Recording/Voice mail** Call barring Storage Manager/assistant Duty schedule Alarm notification Remote support Newlync server

Recording/Voice mail

Storage mode <sup>?</sup>  Disable  Internal USB flash drive  Remote storage

Remote recording/Local voice mail (Local recording upon network failure)

Recording server <sup>?</sup>  Please input as "IP address/Name: Port number" . e.g. 192.168.56.23:1311 or record.sohu.com:1311

Backup recording server <sup>?</sup>  Please input as "IP address/Name: Port number" . e.g. 192.168.56.23:1311 or record.sohu.com:1311

Secure code to copy recordings:

Voice mail email settings

Outgoing email server  e.g. 192.168.45.32 or smtp.sohu.com

Sender  It is recommended to use a public email address

Password

Note: Change the email address of receiving recording in Analog extension IP extension

### Configure the Email which receive the voicemail

Click **Extension>Analog/IP>Setting**, configure the Email which receive the voicemail which from the user's extension, while there is new voicemail on the extension, then the system will send the voicemail file to this email automatically.

Status Basic **Extension** Trunk Multi-site Application Advanced Security System tool

Analog **IP** IP table Group Extension status subscription Bound incoming call numbers

[Go back](#)

Number: 32200

Group: --

PIN: \*\*\*\*\*

Authorization with PIN:

Email:

Display as:

Call restriction: Domestic

Call blacklist: None

Call whitelist: None

Mobile phone <sup>?</sup>: