



Voicemail to Email

The NEWT Managed PBX solution offers the "**Voicemail to Email**" feature that can be activated on any extension on the PBX - Virtual or Handset. When a voicemail message is left on an extension, the PBX will automatically send an email to the user notifying them that a voicemail has been left on the extension. In addition, the user can also receive the attached .wav file of the message included in the email, thus allowing them to listen to the message via the .wav file.

In order to set up voicemail to email notification on an extension (**handset or virtual extension**) please use the following steps as listed below:

1. Access to the Configuration Facility is required - this can be a NEWT Administrator or an end user that has access to their individual extension page
2. Once in the Configuration Facility click on the "Extensions Tab" to access the Local drop-down box (if a NEWT Administrator) and scroll to the desired extension page (handset or virtual)

Local: 402 Group: []

Extension Name: Kim Harper

Voicemail to email: [Redacted]

Include attachment: Yes

Password: []

Offline number: []

Outbound CallerID: Default

Voicemail Operator: Default

Disable Call Waiting: []

Directory Exempt: []

3. In the "**Voicemail to Email**" field enter the user's email address. **NOTE: Only one email address is accepted per extension - APPLY CHANGES**

4. If you would like the .wav file to be included in the email notification, using the "**Include Attachment**" drop down box select **YES**, or the **COMPRESSED** option - **APPLY CHANGES**

NOTE: Selecting '**No**' sends no attachment, but the user will still receive an email notification listing the date, time and duration of the message left. Including the caller ID if available.

'**Compressed**' sends a compressed .wav file attachment, and '**Yes**' sends a non-compressed .wav file attachment.

Technical Tip: If your email service restricts file type or size, this may impact your ability to receive the attachments and you should confirm with your email provider whether there may be restrictions in place.

NOTE: When a voicemail is delivered via email notification, the message will also be delivered to the handset extension or virtual extension that sits in the network core. They do not impact each other. If you delete the message from your email inbox it will remain on the handset or virtual extension and vice versa until removed from this location.

