

_Setting_up_a_voice_mailbox_Intro_v1

We know it sounds difficult to set up a voice mailbox (or mailboxes), but it's not. Configuring the settings is important, but not difficult, and we'll walk you through the process.



Where do I find it?

You can find the [Add a Mailbox](#) page by going to **Services > Voice Mail: Mailboxes** and clicking **Add a Mailbox**.

Your first voice mailbox is created for you by default. A default password is set for you, however you may change that password at any time.

If you plan to allow your callers to leave a message in this mailbox, change the **Allow Messages** to **Yes** and click **Save Mailbox**. Then enter information for the following fields (if applicable):

- **Mailbox Number:*** Select the mailbox number to use from the drop-down list of available mailboxes
- **Allow Messages:*** Select **Yes** if you would like your callers to be able to leave a message in this mailbox
- **Mailbox Name:*** Your internal name for the mailbox, like "Adoptions"
- **Email Address:** You can provide one Email Address to send an email alert when someone leaves a message
- **Pager Address:** You can provide one Text Pager address to send an SMS alert when someone leaves a message
- **Attach Recording:*** Select **Yes** to have an audio file of the message be attached to the email alert
- **Delete Recording:*** Select **Yes** if you want the server to delete the message after the recording is emailed to you
- **Say Envelope:*** Select **Yes** if you want to hear the date and time of the message in the recording
- **Say Caller ID:*** Select **Yes** if you want to hear the caller's phone number in the recording
- **Password:*** Enter the password you would like to use for the mailbox (passwords should be set to 4 digits)



Maximum voice messages

If you do not have the system automatically delete messages, you will need to login and delete messages on a regular basis. Each mailbox will hold up to 100 voice mail messages.