

Voicemail

Version 1.0.0 | Updated 2026-09-05 | 1 min read

Preparation / invited access

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Voicemail depends on the provider routing and mailbox assigned to your endpoint.

Before you start

Use the access and features actually assigned to your account. Keep a rollback or recovery route before changing existing service settings.

Steps

1. Confirm that the mailbox is assigned and obtain its supported access method.
2. Set a suitable greeting without publishing personal information.
3. Arrange a consented test message and check notification and retrieval.
4. Protect voicemail credentials and review retention before deleting messages.

Verify the result

An intended unanswered call reaches the correct mailbox and its owner can retrieve the message. Do not include recordings in general diagnostics.

Help and related information

Contact support, service status, and Customer Access. Never send passwords or recovery codes.