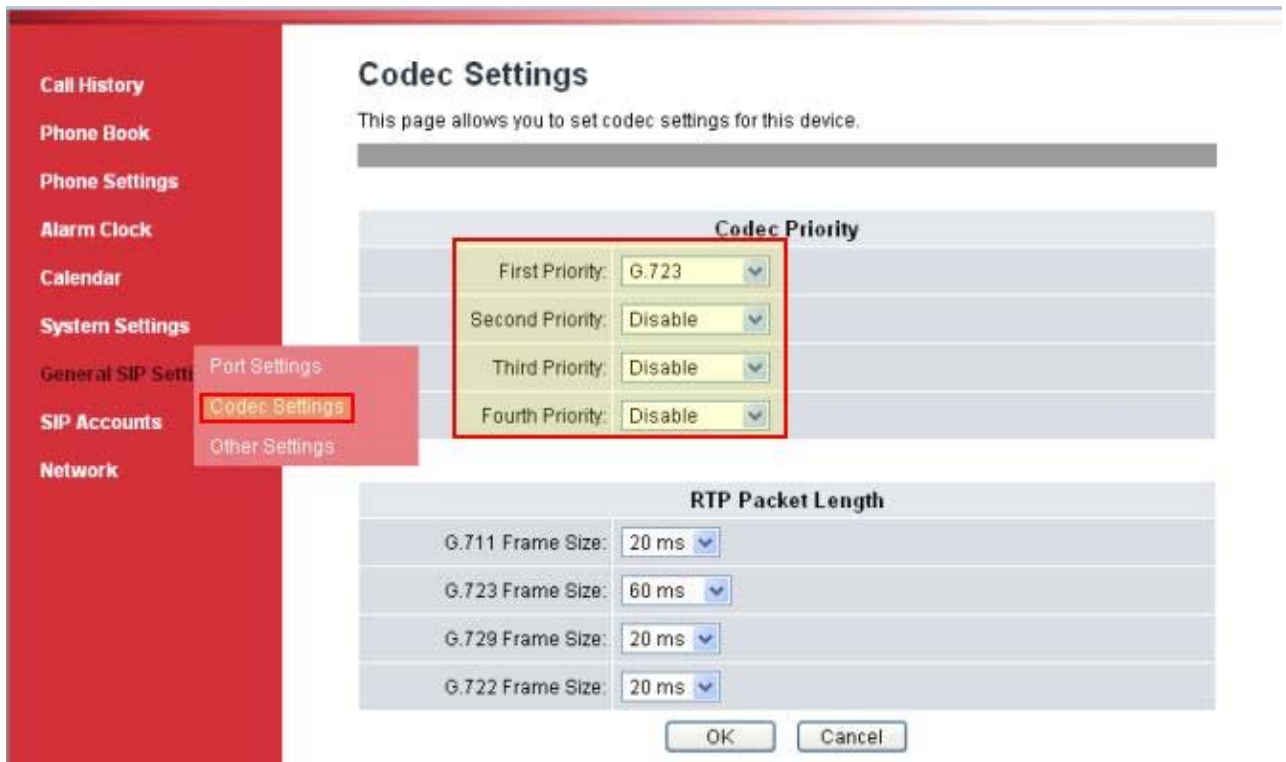


Why the voice mail cannot be left for the extensions under VigorIPPBX 2820?

The voice mail function of VigorIPPBX 2820 only supports two codecs, G.711 and G.729. Any voice message saved but not in the format of G.711 or G.729 will be not allowed into the voice system of VigorIPPBX 2820 for leaving message. Usually, that phone call will be dropped off.

Most of IP phones or software phones in the market support both types of format. Here, we take VigorPhone 350 as an example to tell you how to configure the voice mail format.



Open the Web User Interface of VigorPhone 350 and open **General SIP Setting > Codec Setting**. VigorPhone350 supports four types of codec, G.711, G.722, G.723 and G.729. Please make sure that **G.711** or **G.729** is selected in this page.