



*97

DOCUMENTATION · PHONE SYSTEM

Voicemail and greetings

Never lose a caller: give each extension a mailbox, record greetings in your own voice, and pick up messages from the desk phone, the app or Filantis itself.

Updated 19 September 2026

filantis.com/docs/voicemail/

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At a glance

- **Switch voicemail on for each extension** and give it a 4-digit PIN.
- **Unanswered and busy calls go to the mailbox by themselves**, unless a forwarding rule sends them elsewhere.
- **Dial ***97** to hear your messages**; the desk phone's message light and the app show when there are new ones.
- **Record your own greetings** — one for busy, one for unavailable, and a temporary one for holidays.
- **Departments can share a mailbox**, and call menus can send callers straight to one.

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1 Switch on a mailbox

- 1 Open **Phone & Extensions** → **Extensions** and click the **pencil** on the extension's row.
- 2 Tick **Enable voicemail**.
- 3 Type a 4-digit **Voicemail PIN** and save. The mailbox is ready at once.

Edit extension 1004

☒ Enable voicemail

Voicemail PIN

....

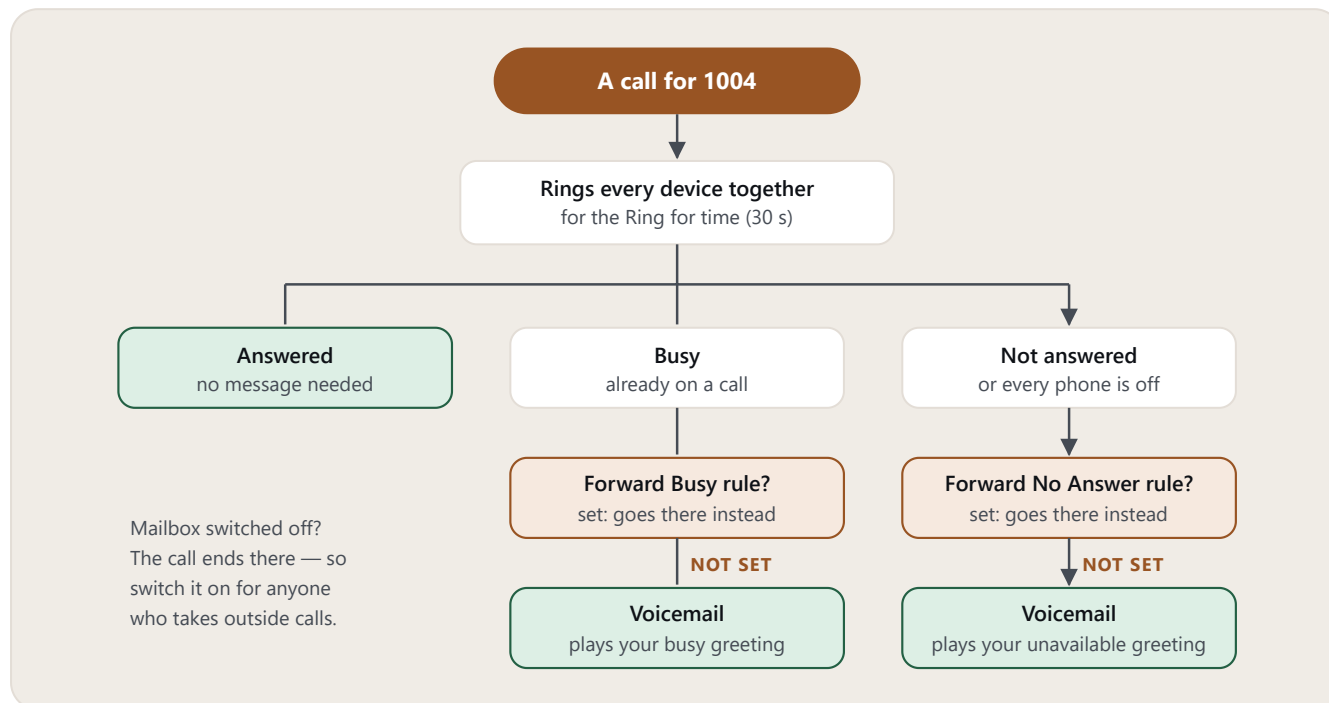
4 digits. Asked for when the mailbox is opened by phone.

Cancel

Save

Always set a PIN. Until you do, the PIN is the extension number itself — the first thing anyone would try.

2 When callers reach voicemail



The caller hears the right greeting — “is on another call” or “is not available”.

Forwarding rules are set on the same extension form, under **Call Transfer** — see [Voicemail, forwarding and DND](#).

3 Listen to messages



Dial *97

From your own desk phone, app or browser dial pad. Enter your PIN and listen.



The message light

Desk phones light their message lamp while there are new messages.



The mobile app

A count of new messages, and a play button for each.



On Extensions

Each row shows its unread count. Click it to see and play that mailbox's messages.

Away from your own phone? Dial ***98** from any extension: Filantis asks which mailbox, then its PIN.

4 The ***97** menu

After your PIN, Filantis tells you how many messages are waiting and reads the main menu:

1 Listen new messages first	2 Folders old, work, family...	3 Advanced more options
4 —	5 —	6 —
7 —	8 —	9 —
* Help hear the options	0 Mailbox options greetings and name	# Exit goodbye

The main menu. Press **1** to start listening.

While a message plays:

KEY	DOES	KEY	DOES
4	Previous message	7	Delete
5	Play it again	8	Forward to another mailbox
6	Next message	9	Save to a folder

KEY	DOES	KEY	DOES
3	More options	#	Exit

A message you have heard moves from **new** to **old**, and the message light goes out when nothing new is left.

5 Record your greetings

Everyone records their own greetings from their own phone. It takes a minute, and callers hear a real voice instead of a robot.

1 Unavailable when you do not answer	2 Busy when you are on a call	3 Your name used in announcements
4 Temporary holiday: overrides the rest	5 —	6 —
7 —	8 —	9 —
* Back to the main menu	0 —	# —

Mailbox options — press **0** from the main menu.

- 1** Dial ***97** and enter your PIN.
- 2** Press **0** for **mailbox options**.
- 3** Press **1** for the unavailable greeting — or **2** busy, **3** your name, **4** temporary.
- 4** Speak after the tone and press **#** when you finish.
- 5** Press **1** to keep it, **2** to hear it, or **3** to record it again.

Going on leave? Record a **temporary greeting** — “I’m away until the 14th; please call reception on 1001.” It plays instead of the others until you remove it from the same menu.

A mailbox with no greeting of its own uses a standard one that reads out the extension number.

6 Send callers straight to a mailbox

Wherever Filantis asks for a destination, two choices lead to voicemail:

- **User Voicemail** — one person's mailbox. Useful for a phone number that exists only to take messages, or a call-menu key such as “press 3 to leave a message for accounts”.
- **Department Voicemail** — a team's shared mailbox, for after hours and busy times. Switch it on with **Enable Department Voicemail** on the department, and listen from the **voicemail** button on its row. See [A shared mailbox](#).

The receptionist's **Operator** screen can also transfer a live call straight into someone's mailbox, so the caller never rings an empty desk.

7 Greetings for call menus

The welcome your business plays — “Thank you for calling Hotel Aravali” — is not a voicemail greeting. It is a **voice prompt**, kept on **Settings** → **Voice Prompts** and chosen in a [call menu](#).

Upload

Your recording

WAV or MP3, mono, 8 or 16 kHz, up to 10 MB and 5 minutes. A studio voice or a phone recording both work.

Type it

Text-to-speech

Type the words, pick a voice, and Filantis makes the recording — with a voice service connected under **Service Connect**.

8 Questions

– Someone forgot their PIN.

An administrator types a new one on the extension's form — the old one stops working at once. Messages and greetings are kept.

– Why did a caller not get voicemail?

Either the mailbox is switched off, or a forwarding rule sent the call somewhere else first. Check **Call Transfer** on the extension, including the tab for the person's current status.

– Can I change how long the phone rings before voicemail?

Yes — **Ring for** on the extension's **Call Transfer**. It is 30 seconds unless you change it.

- **How long can a message be?**

Five minutes, and recording stops after 10 seconds of silence. Change both for the whole workspace on **Settings** → **Voicemail Settings: Longest message** (30–600 seconds) and **End after silence** (5–60 seconds).

- **Do voicemails use my storage?**

Yes. Messages count toward your plan's recording and voicemail storage — 1 GB on Mini, Small and Medium, 2 GB on Large. Additional storage can be purchased at a nominal cost. Delete what you no longer need with **7**.

Every caller heard

Filantis catches every call your team cannot take — in your voice, on every phone — and the message is waiting on the desk, in the app and in the browser.

Your greetings

Busy, unavailable and holiday — recorded by phone.

Shared mailboxes

One inbox for the whole team.

Everywhere

Desk light, app badge, one-click playback.

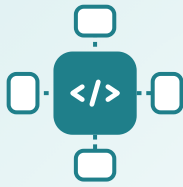
Create my free workspace

See the phone system

What to do next

Keep a copy of the conversations themselves with [Call recording](#), and decide what callers hear out of hours in [Office hours and holidays](#).

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Questions? hello@filantis.com



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