

BizPhone – Voicemail Setting in Frontier



When setting a diversion to voicemail:

*55 (last five digits of number)

For example:

Call Forward to: *5591885

Setup Voicemail for Hunt Group/Auto Attendant

Dial into your handset: *62

Enter voicemail passcode:

Voicemail Box Number:

Accessing your Voice Mail

You can access your Voice Mail via your BizPhone handset or any external number (including Mobile).

To access your Voice Mail via your BizPhone handset please refer to each of the handset guide (depending on your handset model).

To access your Voice Mail via an external number:

Dial one of the following Voice Portal Numbers.

City	Voice Portal Number
Adelaide	08 8220 9999
Brisbane	07 3144 9999
Canberra	02 6210 9999
Melbourne	03 9909 9999
Perth	08 6266 9999
Sydney	02 8022 9999

Follow prompt:

Press * to use another number

Enter the Mailbox ID – (the phone number) and press '#'

Enter the password (can only provide via BizPhone support team) and press '#'

Note: Need to get BizPhone Support to link the file to Hunt Group/Auto Attendant

How to upload recordings to voicemail:

Go to vPBX page

Go to Advanced Features

Go to upload announcement

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Converter for correct file type

.WAV	<ul style="list-style-type: none">• 8.000 or 16.00kHz• 8 or 16 bit mono• U law, A law or PCM
.WMA	<ul style="list-style-type: none">• 8.000 or 16.00kHz• 16 bit mono• U law, A law or PCM
Both .WAV and .WMA	<ul style="list-style-type: none">• Maximum audio length 2 minutes for voice mail greetings and custom ringback user/group.• Maximum audio length 10 seconds for user's personalised name.• Maximum audio length 10 minutes for Music on Hold greeting.• Maximum audio length 5 minutes for all other services.

<https://audio.online-convert.com/convert-to-wav>

Optional settings

Change bit resolution:

Change sampling rate:

Change audio channels:

Trim audio: to

Normalize audio:

Show advanced options >

PCM format: