Voicemail

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Your Voicemail Account

You can access your voice messages directly from your phone. But your administrator must set up your voicemail account and set up your phone to access the voicemail system.

The Messages button on your phone acts as a speed dial into the voicemail system.

The voicemail system is not part of the phone. The voicemail system is a separate system that the phone and the call server communicate with to give you voicemail capability.

When you aren't at your desk, you can call your voicemail system to access your voicemail. Typically, your voicemail system has a phone number that you can dial directly and then follow the prompts to log into your voice mailbox. Your administrator can give you the voicemail system phone number.

Because each voicemail system is different, we can't tell you how to use your voicemail system. For information and help with your voicemail commands, see the voicemail system user documentation or contact your administrator or IT department.

Check for New Voice Messages

To find out if you have new voicemail messages, look for one of these signs:

- The light strip on your handset is solid red.
- The number of missed calls and voicemail messages is displayed on your screen. If you have more than 99 new messages, a plus (+) sign is displayed.

You will also hear a stutter tone played from your handset, headset, or speakerphone when you use a phone line. This stutter tone is line-specific. You only hear it when you use a line that has voice messages.

Related Topics

Self Care Portal
## Access Voicemail

**Procedure**

**Step 1**  
If you have more than line, press the appropriate line key.

**Step 2**  
Press Messages.

**Step 3**  
Follow the voice prompts.

## Visual Voicemail

Visual Voicemail is an alternative to audio voicemail that might be available to you, depending on your voicemail system. You use the screen on your phone to work with your messages, rather than respond to audio prompts. You can view a list of your messages and play your messages. You can also compose, reply to, forward, and delete messages.

Depending upon your voicemail system, you may be able to access your audio voicemail by selecting Audio inbox. Use this feature if you occasionally work with audio prompts, but you have the visual prompts set up as your default.


## Access Audio Voicemail

Depending upon how your administrator has set up your phone, you can retrieve your voicemail without viewing a list of messages. This option is useful if you prefer a list of voicemail messages, but you occasionally access your messages without the visual prompts.

**Procedure**

**Step 1**  
In the screen, press the **Audio** softkey.

**Step 2**  
When prompted, enter your voicemail credentials.