Voicemail

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Your Voicemail Account

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 Voice Messages

Check for voice messages in one of the following ways:

Procedure

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<th>Step</th>
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<td>Step 1</td>
<td>Check the number of new voice messages displayed on your screen.</td>
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<td>Step 2</td>
<td>Look for a solid red light on your handset. You can set up the visual message waiting lamp using the Self Care Portal.</td>
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<td>Step 3</td>
<td>Look for a Message icon on a line label. The red background indicates that there are new voice messages.</td>
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If call forwarding is set up on a line that has new voice messages, the Call Forward icon replaces the Message icon on the line label.

If you have a voicemail and a missed call, you see the Message icon and the missed call icon.

**Step 4**

Listen for a stutter tone (if available) from your handset, headset, or speakerphone when you place a call. The stutter tone is line-specific. You hear it only when using the line that has new voice messages.

You can set up audible message waiting tones using the Self Care Portal.

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**Related Topics**

Sign In to the Cisco Unified Communications Self Care Portal

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**Listen to Voice Messages**

After you listen to your new voice messages, the message indicators are updated on the phone screen. If there are no new voice messages, the Message icon is removed from the line label, and the Voicemail icon is removed from the right side of the phone screen.

**Procedure**

**Step 1**

To listen to voice messages, press the Messages button.

**Step 2**

Follow the prompts to listen to your voice messages.

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**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.