



## Voicemail

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- [Your Voicemail Account, on page 1](#)
- [Check New Voice Messages, on page 2](#)
- [Access Voicemail, on page 2](#)
- [Access Audio Voicemail, on page 2](#)
- [Phone Behavior with Voicemail Setting, on page 2](#)
- [Phone Behavior with Voicemail and Missed Call Configuration Setting, on page 3](#)

## Your Voicemail Account

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

If your administrator has enabled the **Messages** softkey on your phone, you can use the softkey to access the voicemail system.

When you aren't at your desk, you can call your voicemail system to access your voicemail. 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 about your voicemail commands, see the voicemail system user documentation or contact your administrator.

## Set up Voicemail on Your Phone

If your administrator has not set up your personal voicemail phone number on your phone, you can set it up yourself.

### Procedure

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- Step 1** Press **Settings**.
  - Step 2** Select **User preferences > Call preferences**.
  - Step 3** Enter your personal voicemail phone number in **Voice mail**.
  - Step 4** Press **Set**.
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## Check New Voice Messages

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

- 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.
- An exclamation mark (!) indicates urgent voicemail messages.

You will hear a stutter tone played from the speakerphone when you use the phone line. You only hear it when the line has a voice message.

## Access Voicemail

### Before you begin

Your administrator must enable the **Messages** softkey on your phone.

### Procedure

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- Step 1** Press **Messages**.
- Step 2** Follow the voice prompts.
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## Access Audio Voicemail

Depending upon how your administrator has set up your phone, you can retrieve your personal 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

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- Step 1** In the screen, press the **Audio** softkey.
- Step 2** When prompted, enter your voicemail credentials.
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## Phone Behavior with Voicemail Setting

This table lists the phone behavior in various scenarios when the **Handset LED Alert** field in the Configuration Utility is set to Voicemail.

Starting State	Event	LED Status After Event	LED Turn Off Criteria
No Voicemail, No Missed Call	There is no active call and a call is missed or a call is on hold and the call is missed.	LED Off	-
No Voicemail, No Missed Call	Voicemail comes in	LED On	User calls the voicemail to retrieve a message.
Voicemail	There is no active call and a call is missed or a call is on hold and the call is missed.	LED On	User calls the voicemail to retrieve a message.
Missed Call	Voicemail comes in	LED On	User calls the voicemail to retrieve a message.
No Voicemail, No Missed Call	No event	LED Off	-

## Phone Behavior with Voicemail and Missed Call Configuration Setting

This table lists the phone behavior in various scenarios when the **Handset LED Alert** field in the Configuration Utility is set to **Voicemail, Missed Call**.

Starting State	Event	LED Status After Event	LED Turn Off Criteria
No Voicemail, No Missed Call	There is no active call and a call is missed or a call is on hold and the call is missed.	LED On	User interacts with the phone.
No Voicemail, No Missed Call	Voicemail comes in	LED On	User calls the voicemail to retrieve a message.
Voicemail	There is no active call and a call is missed or a call is on hold and the call is missed.	LED On	User interacts with the phone and calls the voicemail to retrieve a message.
Missed Call	Voicemail comes in	LED On	User interacts with the phone and calls the voicemail to retrieve a message.

<b>Starting State</b>	<b>Event</b>	<b>LED Status After Event</b>	<b>LED Turn Off Criteria</b>
No Voicemail, No Missed Call	No event	LED Off	-