





# Visual Voicemail

Visual Voice allows you to access your voicemail mailbox using the display menu of your phone rather than following spoken mailbox prompts. To use Visual Voice, press the **MESSAGES** button and select from the controls below.

## Visual Voice Controls

- **Listen**

Access your own voicemail mailbox. When pressed the screen shows the number of **New**, **Old** and **Saved** messages. Select one of those options to access the messages in that category and then use the options below:

- **Play** - Play the message.
  - To select the next message or previous message, use the  and  cursor keys.
  - To fast forward or rewind the current playing message by 5 seconds, use the  and  cursor keys.
- **Pause** - Pause the message playback.
- **Delete** - Delete the message.
- **Save** - Mark the message as a saved message.
- **Call** - Call the message sender if a caller ID is available.
- **Copy** - Copy the message to another mailbox. When pressed as number of additional options are displayed.

- **Message**

Record and send a voicemail message to another mailbox or mailboxes.

- **Greeting**

Change the main greeting used for callers to your mailbox. If no greeting has been recorded, then the default system mailbox greeting is used.

- **Email**

This option is only shown if you have been configured with an e-mail address for voicemail e-mail usage in the system configuration. This control allows you to see and change the current voicemail e-mail mode being used for new messages received by your voicemail mailbox. Use **Change** to change the selected mode. Press **Done** when the required mode is displayed. Possible modes are:

- **Email Mode Off:** Voicemail email is not used.
- **Email Mode Copy:** Copy new voicemail messages to the email address, leaving the original message in the mailbox.
- **Email Mode Fwd:** Forward new voicemail messages to the email address, deleting the original message from the mailbox.
- **Email Mode Alert:** Send an alert email message to the email address, leaving the message in the mailbox.

- **Passcode**

Change the voicemail mailbox password. To do this requires entry of the existing password.

- **Voicemail**

Switch voicemail coverage on/off.

## Using the Visual Voice Button for Voicemail Transfer

If pressed when you have a call is connected, the **MESSAGE** button allows entry of an extension number for direct to voicemail transfer of the connected call.