





## Quick Start Guide




# What is Visual Voicemail?

Visual Voicemail is an alternative to audio voicemail. 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.

## Visual Voicemail on Your Phone



1	Messages button 	Press  to start Visual Voicemail.
2	Softkey buttons 	Use the softkeys  to play, delete, reply, forward, and compose voice messages. On touchscreen phones, use the buttons on the screen.

3	<b>More</b> softkey	Press the <b>More</b> softkey to see other voice message functions. If you cannot see softkeys referred to in this guide, press the <b>More</b> softkey to display them. On touchscreen phones, press the <b>More</b> button on the screen.
4, 5	Call Session buttons  and Handset	You do not need to open a line before you start Visual Voicemail. To avoid disturbing others when you listen to a message, wait until the call session button is green  , and then pick up the handset.
6	Navigation pad and Select button 	Use the Navigation pad to scroll to highlight a message or other items on the screen. Use the Select button to play or pause a message or to select, edit or toggle other highlighted items. While playing a message, pressing left or right will skip back or forward in the audio.

## Using the Touchscreen

If you have a touchscreen phone, you can work with Visual Voicemail in the following ways:

- Press a message on the screen to select the message.
- Press the play and pause icons to play or pause a message.
- Press the progress bar of the message to skip forwards or backwards within the message.
- Flick the message list to scroll up or down through your messages. When you flick up, the next screen of messages is displayed. When you flick down, the previous screen of messages is displayed.


## Accessing Visual Voicemail

### Before You Begin

You must sign in to use Visual Voicemail.

### Procedure

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**Step 1** Press  to start Visual Voicemail.

**Step 2** Enter the numeric PIN for your voicemail account.

**Step 3** Press the **Sign In** softkey.

Visual Voicemail displays a list of your voice messages.

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## Staying Signed In and Signing Out

If you enable the **Remember Me** option when you sign in, Visual Voicemail keeps you signed in after you exit. This option is not offered the first time that you sign in or the option may not be available at your site.

"Remember Me" Option Status	Actions
Yes	To exit but remain signed in, press the <b>Exit</b> softkey. To sign out, press the <b>Sign Out</b> softkey. If you choose to sign out, you will be required to sign in again the next time that you use Visual Voicemail.
No, or not available	To exit, press the <b>Exit</b> softkey.

## Playing Messages

### Procedure

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**Step 1** Use the touchscreen or the navigation pad to highlight the message you want to play.










**Step 2** To play the message, press the **Play** softkey or press the center Select button in the navigation pad.





To avoid disturbing others when you listen to a message, wait until the call session button is green , and then pick up the handset.

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## Receiving and Placing Calls

Visual Voicemail only opens a line when you start the application, play a message, or record a message. Refer to the following table for information on how to receive and place calls while Visual Voicemail is running.

Event	Line Open, Button Green 	Line Not Open, Button Not Lit 
Receive a call	<p>The following occur:</p> <ul style="list-style-type: none"> <li>You hear a beep.</li> <li>One of your call session buttons flashes amber .</li> <li>A notification of the incoming call number is displayed.</li> </ul> <p>To answer the call, do one of the following:</p> <ul style="list-style-type: none"> <li>Press the flashing amber button .</li> <li>Press . Your phone rings. Pick up the handset, or press the <b>Answer</b> softkey.</li> </ul> <p>If you were listening to a voice message, the message is paused. When you end your call, you can continue to listen to your messages.</p>	<p>The following occur:</p> <ul style="list-style-type: none"> <li>Your phone rings.</li> <li>One of your call session buttons flashes amber .</li> <li>A notification of the incoming call number is displayed.</li> </ul> <p>To answer the call, do one of the following:</p> <ul style="list-style-type: none"> <li>Press the flashing amber button .</li> <li>Pick up the handset.</li> </ul>
<p>If you do nothing, the incoming call is diverted to your voice message service.</p>		
Place a call	<p>Do one of the following:</p> <ul style="list-style-type: none"> <li>Press the <b>New Call</b> softkey , then</li> </ul>	<p>Do one of the following:</p> <ul style="list-style-type: none"> <li>Press the <b>New Call</b> softkey , then</li> </ul>

Event	Line Open, Button Green 	Line Not Open, Button Not Lit 
	<p>dial the number you require.</p> <ul style="list-style-type: none"><li>• Press , and wait until the call is ended. Press , then dial the number you require.</li></ul> <p>If you were listening to a voice message, the message is paused. When you end your call, you can continue to listen to your messages.</p>	<p>dial the number you require.</p> <ul style="list-style-type: none"><li>• Pick up the handset, then dial the number you require.</li></ul>