

Voice Messages

Voice Messages Overview


To access voice messages, press the Messages  button.

Your company determines the voicemail service that your phone uses. For the most accurate and detailed information about your service, contact your system administrator.

For information about the commands that your voicemail service supports, see the voicemail service user documentation.

Voice Message Identification

When you have a voice message, look for:

- A steady red light on your handset. (This indicator can vary. See [Ring and Message Indicator Customization](#).)
- A flashing message-waiting icon  and text message on your phone screen.

The red light and message-waiting icon display only when you have a message on your primary line, even if you receive voice messages on other lines.

When you have a voice message, listen for:


- A stutter tone 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 with the waiting message.

To send a call to a voice message system, press iDivert. For more information, see [Call Transfer To Voice Message System](#).


Set Up and Personalize Voice-Message Service

Procedure

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|-----------|--|
| Step
1 | Press  and follow the voice instructions. |
| Step
2 | If a menu appears on your screen, choose an appropriate menu item. |
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Listen to Voice Messages or Access Voice Messages Menu

Procedure

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| Step
1 | Press  and follow the voice instructions. |
| Step
2 | If a menu appears on your screen, choose an appropriate menu item. |

If you are connecting to a voice message service, the line that has a voice message is selected by default. If more than one line has a voice message, the first available line is selected.

To connect each time to the voice message service on the primary line, contact your system administrator for the options.