Using Visual Voice

Visual Voice gives you access to your mailbox (and **any group mailboxes you belong to**) using softkeys for a more user-friendly option control. Visual Voice is accessed by pressing a programmed "**Visual Voice**" key, or the built-in **Message** button (if it's been defaulted to Visual Voice), and then selecting from the displayed options. Scroll using the ▲up and ▼down arrow keys:

Listen - When pressed the screen will show the number of **New**, **Old** and **Saved** messages. ▲up and ▼down arrow keys to highlight which messages (New, Old or Saved) that you want to listen to, and press **Select**. The details of the first message of that type are displayed. You can use the up and down arrow keys to scroll through the messages. Use the options below:

- **Play** / **Pause**
  Start/stop playback of the currently displayed message.
- **Call**
  Call the person who left the message.
- **Back**
  Return to the previous menu.
- **More**
  Switch between the different sets of available soft key functions.
- **Delete**
  Delete the message.
- **Save**
  Mark the message as saved. Saved messages are not normally automatically deleted.
- **Copy:** Copy the message to another mailbox (this is same as forwarding of a message). When pressed as number of additional options are displayed.
  - o **Pre-Rec:** Record a message that will be attached to the start of the message being copied.
  - o **Targets:** Enter the destination for the message copy.
  - o **Done:** Copy the message using the targets entered.

Message - You can leave a message directly in a mailbox you specify.

Greeting - You can listen to, change or delete your personal greeting message.

Email – shown if you have been configured with an email address for voicemail to email usage, this control allows you to see and change the current voicemail email mode being used for new messages:
- Email Mode Off: Voicemail to email is not used.
- Email Mode Copy: New voicemail messages are copied to the user's email address. The original message is left in the voicemail mailbox.
- Email Mode Fwd: New voicemail messages are forwarded to the user's email address. The original message is deleted from their voicemail mailbox.
- Email Mode Alert: An alert email message is sent to the user's email address. The original message is not attached to the email and is left in the voicemail mailbox.

Password - You can change your voicemail password. To do this requires entry of the existing password.

Voicemail - Switch voicemail coverage on/off.