6 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 Lit 🟢	Line Not Open, Button Not Lit ⚪
Receive a call	You hear a beep, and the incoming call number is displayed at the bottom of your screen. To answer the call, press the lit line button 🟢. Your phone rings. Pick up the handset, or press the **Answer** softkey. 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.	Your phone rings, your line button flashes amber 🟠, and the incoming call number is displayed at the bottom of your screen as normal. To answer the call, pick up the handset.
	If you do nothing, the incoming call is diverted to your voice message service.	
Place a call	To place a call, press your line button 🟢, and wait until the light is not lit. Press your unlit line button ⚪, then dial the number you require. 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.	To place a call, pick up the handset, then dial the number you require.

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1 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.

2 Visual Voicemail on Your Phone

	Description
1	Press the Messages button ⬛ to start Visual Voicemail.
2	Use the softkeys to play, delete, reply, forward, and compose voice messages.
3	Press the **more** softkey to see other voice message functions. If you cannot see softkeys referred to in this guide, press the **more** softkey to display them.
4, 5	You do not need to open a line before you start Visual Voicemail. To avoid disturbing others when you listen to your messages, pick up the handset, *but only do this after the line button is lit* 🟢.
6	Press the arrows on the navigation button to select a message. Press the arrows to navigate to options on your screen, for example, the **Keep me signed in** option.

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 rewind or fast forward the message.
- Press the scroll bar on the left of the list of messages to navigate to a message.

Using the Keypad

In audio voice message services, you can press keypad digits to perform tasks on your voice messages. You can do the same in Visual Voicemail. For information about which keys to press, contact your system administrator.

3 Accessing Visual Voicemail

You must sign in to use Visual Voicemail.

Step 1 Press the Messages button ⬛ to start Visual Voicemail.

Step 2 Enter your password, that is, the numeric password for your voice message service.

Step 3 Press the **Sign In** softkey. Visual Voicemail displays a list of your voice messages.

4 Staying Signed In and Signing Out

If you select the **Keep me signed in** option when you sign in, Visual Voicemail keeps you signed in after you exit. You cannot use this option the first time that you sign in, or if the option is not available on your site.

Use the following procedures to sign out and exit.

Option Status	Actions
Selected	To exit but remain signed in, press the **Exit** softkey.
	To sign out, press the **Sign Out** softkey. You must sign in again the next time that you use Visual Voicemail.
Not selected, or not available	To exit and sign out, press the **Sign Out** softkey.

5 Playing Messages

Step 1 Use the navigation button (6) to select the message you require.

Step 2 To play the message, press the **Play** softkey. To avoid disturbing others, pick up the handset, *but only do this after the line button is lit* 🟢.