

VISUAL VOICE MAIL (5340 IP Phone Only)

Set up your mailbox

Before you can use voice mail, you must first set up your mailbox.

To set up your mailbox:


1. Dial the voice mail Hunt Group number provided by your system administrator.
2. Follow the verbal instructions to create your personal passcode and to record your name and greeting.
3. Set up [Call Forwarding](#) to direct your calls to the voice mail hunt group number.

Enable Visual Voice Mail

To enable Visual Voice Mail

1. Press **Applications**.
2. Press **Settings**.
3. Press **Message Key Configuration**.
4. Select **Open Voice Mail Application**.
5. Press **Save**.

Opening the Visual Voice Mail application

You can open the *Visual Voice Mail* application by selecting it in the *Application* list or by using the *Settings* application to program a key (either a feature key or the Message key,  to open it. See “[Program Feature Keys Using the Settings Application](#).”

Note: You must log out of Visual Voice Mail before you can access your voice mailbox from the dialpad.

Log into your mailbox from your own extension

To login to your mailbox from your extension:

1. Open the *Voice mail* application.

Note: The mailbox number assigned to the prime extension of this phone is displayed. From this window, only the mailbox assigned to this extension can be logged into. If this is not your mailbox number, see [Log into your mailbox from another extension](#). If there is no mailbox associated with the phone’s primary DN, the mailbox status is displayed as *No Mailbox*. In this case, see [Log into your mailbox from another extension](#).

Save a message

To save a message:

1. Open the *Voice mail* application.
2. Login to your mailbox.
3. Press on a message in your message list.
4. Press **Keep**.

The saved message is removed from the new list and added to the saved list.

Delete a message

To delete a message:

1. Open the *Voice mail* application.
2. Login to your mailbox.
3. Press on a message in your message list.
4. Press **Discard**.

The next message in the message list is displayed. If the last message in the list was deleted, the Message Details window is closed.

Add a message sender to your contacts list

To add a sender to your contact list:

1. Open the *Voice mail* application.
2. Login to your mailbox.
3. Select a message in your message list.
4. Press **To contacts**.

The contact is added to your contacts list in the *People* application. If the contact already exists in your contact list, it is not added.

Forward a message to another mailbox

You can only forward messages to internal mailboxes. Confidential messages cannot be forwarded.

To forward a message to another mailbox:

1. Open the *Voice mail* application.

Play a voice message

To play a voice message:

1. Open the *Voice mail* application.
2. Login to your mailbox.
3. Select a message in your message list.
4. Press **Play**.

Control the play of the message via the following command buttons:

- stop
- pause
- rewind the message by five seconds (⏮ Skip)
- fast forward the message by five seconds (Skip ⏭)
- go to the beginning of the message (⏮ To start)
- go to the end of the message (To end ⏭)

Note: The audio connection is terminated after 30 seconds of idle time.

Dial message sender

To dial the phone number of a message sender:

1. Open the *Voice mail* application.
2. Login to your mailbox.
3. Do one of the following:
 - In the main window Message List, press the Dial key to the right of the message.
 - Select a message in your message list to display the Message Details, and then press **Dial**.

If there is no known number, the Dial key is disabled (no icon appears next to the key).

If the number is external, enter the required prefix digit (for example “9”) to access an outside line before pressing **Dial**. When dialing from the window Message List, the number is dialed as displayed; no prefix entry is allowed.

Pressing **Dial** may display the *Phone* application depending on the Call Notification preference selected in the *Settings* application.

Display message details

To display details about a message:

1. Open the *Voice mail* application.
2. Login to your mailbox.
3. Press on a message in your message list. The Message Details window displays showing the following information about your message:
 - Message sender name and number (if available)
 - Message type: new, saved, confidential, urgent or recorded, receipt confirmation
 - Date, time and duration of message



The Message Details Window

In this window, you can save (Keep), play, or delete (Discard) the message. You can send the voicemail to your email if the Forward to Email feature is enabled or forward it to another user. You can dial the message sender or add the message sender to your contact list in the *People* application.

4. To view other messages and their details, use the Navigation keys (◀, ▶) to move up or down through your message list.

About the Visual Voice Mail main window



The Voice Mail Application Main Window

The Voice Mail application main window contains a chronological list of the voice messages in your mailbox, with the oldest message listed first. Use the Navigation keys to scroll through the messages. By default, only new messages are listed when the main screen opens. You sort the list by message type using the sorting keys (All, New, Urgent, Recorded, Saved) in Control keys area. Messages are marked in the following ways:

Icon	Type of Message
	New (never played)
	New Confidential
	New Urgent
	New Confidential Urgent
	Saved
	Saved Confidential
	Saved Urgent
	Saved Confidential Urgent
	Recorded calls recorded using the Record A Call feature

Note: Confidential messages cannot be forwarded.

2. Enter your passcode.
3. Press **OK**.
4. If you wish to have the system remember this passcode, press **Remember my passcode** to enable the check box ()
5. Press **Login**.

Note: While you are logged into your mailbox, no indication of any new messages arriving is provided until you log out and log in again.

Log into your mailbox from another extension

To login to your mailbox from another extension:

1. Open the *Voice mail* application.
2. Press **Connect as guest**.
3. Enter your mailbox number.
4. Press **Enter Passcode**.
5. Enter your passcode.
6. Press **Login**.

Note: If you wish to return to the owner login window, press **Connect as owner** at any time.

Log out of your mailbox

To logout of your mailbox:

- Press Logout. This closes the *Voice Mail* application.

Note: After five minutes of inactivity, you are automatically logged out of your mailbox and the *Voice Mail* application closes. When you close the *Voice Mail* application, you are **not** automatically logged out of your mailbox.

2. Login to your mailbox.
3. Select a message in your message list.
4. Press **Give**.
5. Enter the recipient's mailbox number.
6. Press **Send message**.

Forward a message to your email address

You can only forward a message to your email address if the Forward to Email feature is enabled on your system. You can tell that the feature is disabled by the absence of a **To Email** button on your phone.

To forward a message to your email address:

1. Open the *Voice mail* application.
2. Login to your mailbox.
3. Select a message in your message list.
4. Press **To Email**.

The message is forwarded to your email address. If you have set your preference in the Desktop User tool to delete messages when forwarding, the message is deleted (but remains in the list until you log out of your mailbox).