
9. Visual Voice

Visual Voice allows you to access your voicemail mailbox using the display menu of your phone rather than following spoken mailbox prompts.

To use Visual Voice, your system maintainer must either add a Visual Voice button to your phone or set the MESSAGES button to use Visual Voice.

- Visual Voice is supported on most Avaya desk phones supported by IP Office™ Platform subject to a suitable display. On other phones, the button can be used for mailbox access using voice prompts and for direct to voicemail transfer during a call.
- On T3 phones, the Visual Voice button goes direct to the Listen function of Visual Voice. To access the full set of Visual Voice functions use Menu > Settings > Voicemail Settings.

Visual Voice Controls

The arrangement of options on the screen will vary depending on the phone type and display size.

- Listen
Access your own voicemail mailbox. When pressed the screen will show the number of New , Old and Saved messages. Select one of those options to start playback of messages in that category. Use the options below
 - Listen
Play the message.
 - Pause
Pause the message playback.
 - Delete
Delete the message.
 - Save
Mark the message as a saved message.
 - Call
Call the message sender if a caller ID is available.
 - Copy
Copy the message to another mailbox. When pressed as number of additional options are displayed.
- Message
Record and send a voicemail message to another mailbox or mailboxes.
- Greeting
Change the main greeting used for callers to your mailbox. If no greeting has been recorded then the default system mailbox greeting is used.
- Email
This option is only shown if you have been configured with an email address for voicemail email usage in the IP Office™ Platform configuration. This control allows you to see and change the current voicemail email mode being used for new messages received by your voicemail mailbox. Use Change to change the selected mode. Press Done when the required mode is displayed. Possible modes are:
- Password
Change the voicemail mailbox password. To do this requires entry of the existing password.
- Voicemail
Switch voicemail coverage on/off.

Using the Visual Voice Button for Voicemail Transfer

If pressed when you have a call is connected, the MESSAGE button allows entry of an extension number for direct to voicemail transfer of the connected call.