Messages & Calls

You can access the Messages & Calls page from the top section of the Home page. The Messages & Calls page has a number of sections which you can select by clicking on the relevant tab.

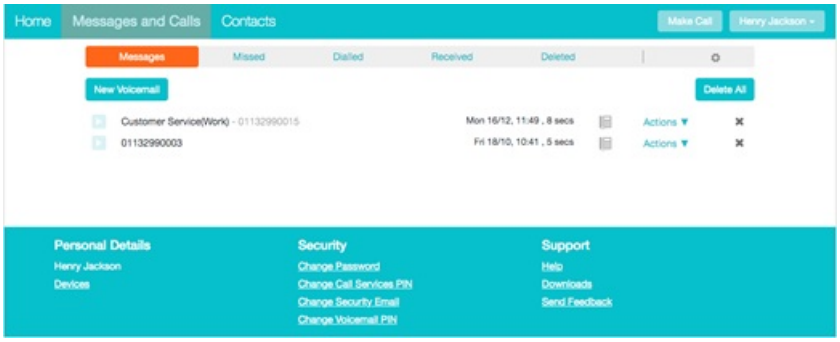
- Messages
- Missed
- Dialled
- Received
- Deleted

Messages

Messages

This shows you all stored voice messages, both those you have listened to and those you haven't. Unheard messages are shown in bold:

Messages & Calls – Messages tab



Listen to a Message

To listen to a message click on the play icon to the left of the message:

This will pop up a Voicemail player which loads and plays the message.

Voicemail Player



With this player you can:

- See when the message was received and how long it is.
- Pause, rewind and fast forward the message.
- Mute the player or change the volume.
- Delete the message, or Save it to disk.
- Close the player.
- If you are able to use video messaging, you will see the video content of your messages in the large window.
- If you have the Speech to Text service, you will see a transcript of the message.

Deleting a Message

To delete a voice message, click on the Delete icon to the right of the message.

- The message will be moved to the Deleted tab.

Marking a Message as Heard

Listening to a voice message will mark it as heard. If you want to mark a message as heard without listening to it, follow these steps:

- Click on the Actions icon to the tight of the message and select **Mark as heard** from the dropdown

Message options drop down menu



Marking a Message as New

To mark a message as new, follow these steps:

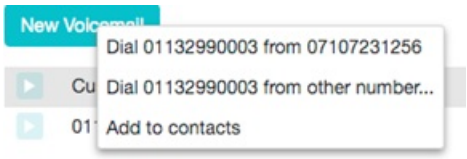
1. Click on the Action icon to the right of the message, as shown above
2. Select **Mark as new** from the dropdown.

Call Back

To call back a caller who left you a voice message, follow these steps:

1. Click on the number or name of the caller.
2. Select the required *Dial* section

Call back message sender



Add Caller to Contacts

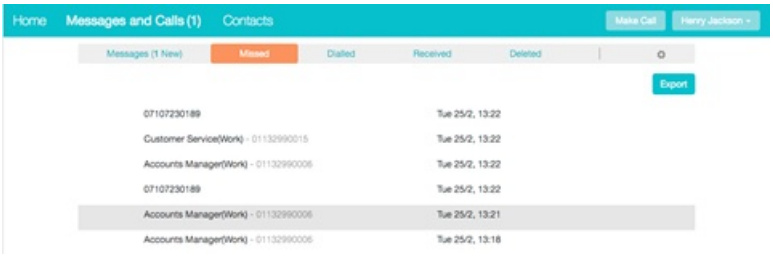
To add the number of someone who left you a voicemail to your Contacts, follow these steps:

1. Click on the number or name of the caller.
2. Select the *Add to contacts* option.
3. This will take you to the Contacts page. Enter the details for your new contact and click on Save. See Contacts section for more information on using the Contacts page.

Missed

The Missed section shows you the recent calls that you have received but did not answer:

Messages & Calls – Missed tab



If a caller is in your Contacts list then their name will be shown instead of their number, and an icon indicating which of that Contact's numbers they used to call you.

If you have a Call Manager service, Show Rule takes you to the Home page where you can view your Call Manager configuration.

Add Caller to Contacts

To add the number of someone who called you to your Contacts, follow these steps:

1. Click on the number or name of the caller.
2. Select the Add to contacts

This will now take you to the Contacts page. Enter the details for your new contact and click on Save. See Contacts section for more information on this

Dialled

This page shows you all of the recent calls you have made, including those which you made using Click To Dial

Add Dialled Number to Contacts

To add the number of someone you called to you to your Contacts, follow these steps:

1. Click on the number or name of the caller.
2. Select the Add to contacts
3. This will now take you to the Contacts page. Enter the details for your new contact and click on Save. See Contacts section for more information on using the Contacts page.

Received

Add Number to Contacts

To add the number of someone who called you to your to your Contacts, follow these steps:

1. Click on the number or name of the caller.
2. Select the *Add to contacts* section
3. This will now take you to the Contacts page. Enter the details for your new contact and click on Save. See Contacts section for more information on using the Contacts page.

Deleted

This page shows you all the messages that you have deleted from the other tabs on the *Messages & Calls* pages.



Listen to Deleted Messages

To listen to messages on this tab:

1. Click the play icon to the left of the message
2. Use the Voicemail Player described in *Listen to a Message* section.
3. Click the **Restore** button on the Voicemail player if you want to return this message to the *Messages* tab.

Restoring Deleted Messages

To restore messages:

1. Click on the Actions icon to the right of the message.
2. Select **Restore**.
3. The message will now appear on either the Messages

Permanently Delete Messages

You should regularly delete unwanted messages from this tab to avoid your mailbox reaching its quota and making it impossible for you to receive new messages.

To delete a single item:

1. Click on the Actions icon to the right of the message.
2. Select **Delete Permanently**.

To delete all the messages on this tab:

1. Click the **Permanently Delete All** button at the top right of the page.