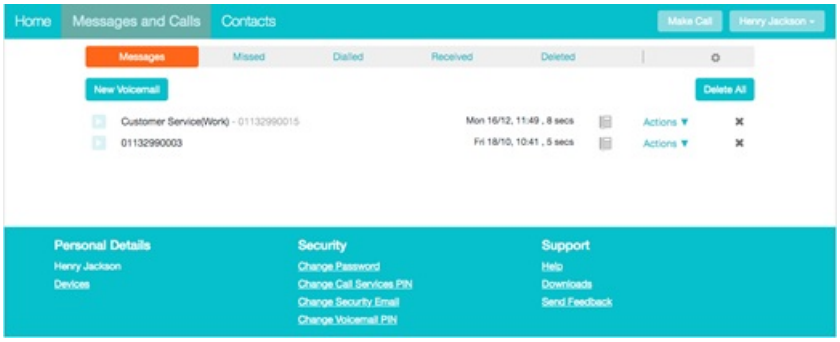
Messages

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:

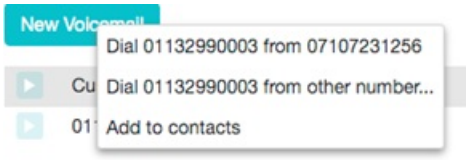
1. Click on the Action icon to the right of the message, as shown above
2. Select **Mark as new** from the dropdown.

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.

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