HOW TO ACCESS VOICEMAIL VIA DESKPHONE

YEALINK CORDLESS HANDSETS

How to access your voicemail:
Voicemail feature ensures you will never miss any important messages recorded to your Call Solutions Unified extension number when someone leaves an important message for you. The desktop phone light alert will alert you to the number of unread voicemails, and the message key LED flashes.

Read the [Supported/Unsupported Devices](#) list article for more information, to investigate any featured utilities by user guide settings shared by and tested with your Call Solutions unified communications account.

Note: The voicemail feature is not available on all services if you reassigned a DID under new settings via HostPilot® Control Panel. Contact your system administrator for more information. You can leave a voicemail to someone else when they are busy or cannot answer the call. Follow the voice prompts from the system server to leave a voicemail, and then hang up.

To configure the voicemail access PIN number via the handset:
1. Press **OK** to enter the main menu.
2. Select Voicemail > Set Voice Mail. The screen will display the lines assigned to the handset as incoming lines and outgoing lines simultaneously, and the number of voicemails for each line.
3. Press the **Left** or **Right** key to highlight the desired line, and then press the **Select** soft key.
4. Press the **Up** or **Down** key to select **Enabled** from the **Status** field.
5. Enter the voicemail access code in the **Number** field.
6. Press the **OK** soft key to accept the change or the Back soft key to cancel.

You can configure fast access to connect straight to the voicemails of the desired line by long pressing the digit key 1 without having to scroll through the menu when the handset is idle.

1. Press **OK** to enter the main menu.
2. Select Voicemail > Set Key 1. The screen displays the lines assigned to the handset as incoming lines and outgoing lines simultaneously.
3. Press the **Up** or **Down** key to highlight the desired line and press the **Select** soft key. The radio box of the selected line will be marked.

YEALINK CORDLESS HANDSETS CONTINUED...

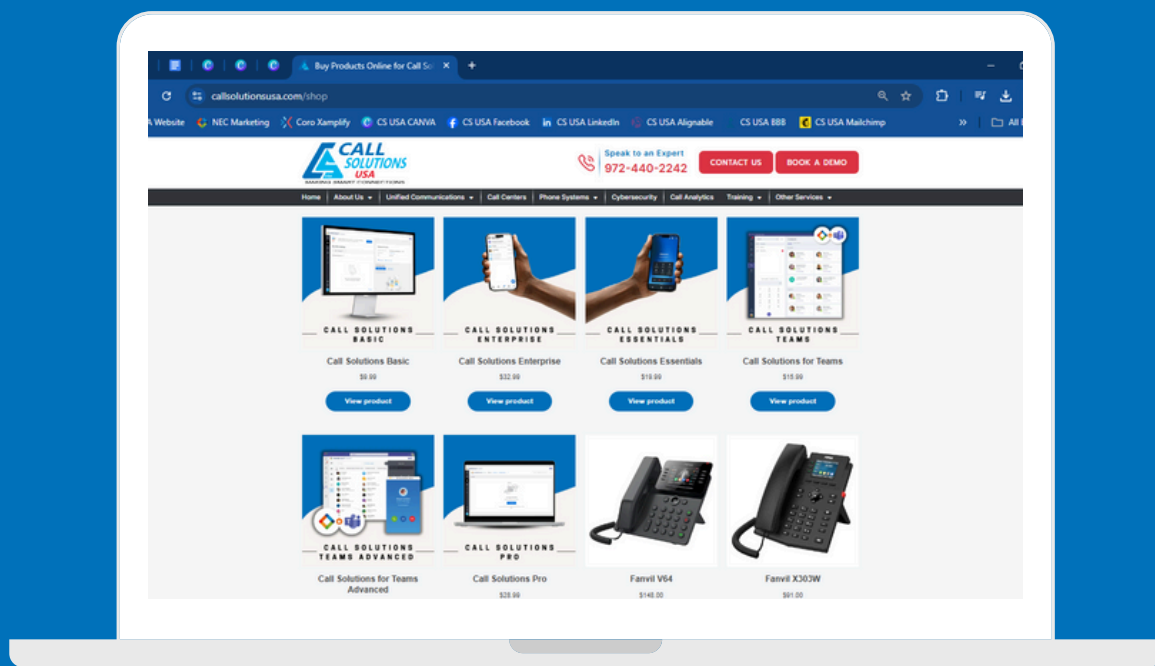**To listen to the voicemail using the menu via the handset:**
1. Press **OK** to enter the main menu.
2. Select Voicemail > Play Message. The screen displays the lines assigned to the handset as incoming lines and outgoing lines simultaneously, and the number of voicemails for each line.
3. Press the **Up** or **Down** key to highlight the desired line, and then press the **Select** soft key. The handset will dial out the voicemail access code using the selected line automatically.
4. Follow the voice prompt from the system server to listen to your voicemails.

To listen to the voicemail via fast access via the handset:
1. Long press Voicemail > Key 1 when the handset is idle. The handset will automatically dial out the voicemail access code using the line you selected when configuring fast access for voicemail.
2. Follow the voice prompt from the system server to listen to your voicemails. You can also listen to the voicemail by pressing the **Message** key to enter the Messages & Calls screen. Select the desired line and press the **Select** soft key.

Note: Before listening to the voicemails, make sure the voicemail PIN number has been configured. When all new voicemails are retrieved, the icon will disappear from the screen by device settings.

Important: If you need assistance updating your Voicemail PIN code, contact our Tech or Support Team via service@callsolutionsusa.com or +1 469 213 1456.

FOR ASSISTANCE CONTACT US:

+1 469 213 1456

SERVICE@CALLSOLUTIONSUSA.COM

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