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Workspace Desktop Edition User's Guide

[Connect to your Voicemail Messages](#)

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Connect to your Voicemail Messages

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In this lesson, you will learn how to determine whether you have waiting voicemail messages and how to connect to your voicemail box.

Tip

Workspace might be configured by your administrator to enable you to view your voicemail boxes and connect to your voicemail boxes by using the Workspace main view.

Lesson: Connecting to your Voicemail Messages

Purpose: To determine whether or not you have unplayed voicemail messages and to connect to your voicemail boxes.

Prerequisites

- Your account is enabled to view the status of your voicemail box in the Workspace main view.
- You are logged into Workspace (see [Getting Started](#)).
- You have unplayed voicemail messages.

Start

1. If you have unplayed voicemail messages, a "messages waiting indicator" (6) is displayed on the **Access and use Workspace supporting views** button (≡).

Tip

The message waiting indicator displays the number of unplayed messages in your voicemail box(es) and the number of unread system messages. Your system administrator can configure Workspace to display the sum of the number of messages in your personal voicemail box, group voicemail boxes, and/or your **My Messages** view.

2. To view the status of your voicemail boxes, hover your mouse pointer over the message waiting indicator. A tooltip is displayed that lists the number of messages in each of your voicemail boxes and the **My Messages** view.
3. To access your voicemail box(es), click ≡ to display the **Supporting Views** menu.
Your voicemail boxes are displayed in the menu.

If you have voicemail messages that you have not played, a "messages waiting indicator" (6) is displayed beside the name of each of the voicemail boxes that your administrator has granted you access.

4. To call your voicemail box, select it from the **Supporting Views** menu.

A new internal interaction is launched.

5. Use the keypad to enter your authentication.

End

See also: [View and Connect to Your Voicemail Messages](#) in the *Workspace 8.5.1 Help*.

Related Information

- [View and connect to your Voicemail messages](#)