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## **Toshiba UC Solution for Skype® for Business / Lync® Integration User Guide**

# Publication Information

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Toshiba UC solution for Microsoft® Skype for Business / Lync® Integration User Guide  
Version B, July 2016

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# IPedge General End User Information

## FCC Requirements

Means of Connection: The IPedge does not connect directly to the telephone network. All direct connections are made to a gateway. Please refer to the gateway manufacturer's documentation.

## Radio Frequency Interference

Warning: This equipment generates, uses, and can radiate radio frequency energy and if not installed and used in accordance with the manufacturer's instruction manual, may cause interference to radio communications. It has been tested and found to comply with the limits for a Class A computing device pursuant to Subpart J of Part 15 of FCC Rules, which are designed to provide reasonable protection against such interference when operated in a commercial environment. Operation of this equipment in a residential area is likely to cause interference, in which case, the user, at his/her own expense, will be required to take whatever measures may be required to correct the interference.

## Underwriters Laboratory

This system is listed with Underwriters Laboratory (UL). Secondary protection is required, on any wiring from any telephone that exits the building or is subject to lightning or other electrical surges, and on DID, OPS, and Tie lines. (Additional information is provided in the IPedge Install Manual.)

## CP01, Issue 8, Part I Section 14.1

Notice: The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements document(s). The Department does not guarantee the Equipment will operate to the user's satisfaction.

**Repairs to Certified Equipment** should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

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**CAUTION!** Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

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While Toshiba offers a wide selection of software, hardware and peripheral products, we do not specifically test or guarantee that the third-party products we offer work under every configuration with any or all of the various models of the Toshiba IPedge. Toshiba does not endorse, warrant nor assume any liability in connection with such third party products or services. If you have questions about compatibility, we recommend and encourage you to contact the third-party software, hardware and peripheral product manufacturer directly.

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This guide describes the installation process and user operation of the Toshiba plug-in for Skype for Business/Microsoft Lync.

## Organization

This guide is divided as follows:

- [Chapter 2 – Installation](#) covers installation, Net Server, and PBX telephone settings and configuration.
- [Chapter 3 – Settings](#) covers Net Server, phone, call forward, and system logs.
- [Chapter 4 – Operation](#) covers user functions: adding contacts, making calls, and call management.

**Important!** This document may contain references to features that are for future implementation.

## Conventions

| Conventions       | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Note</b>       | Elaborates specific items or references other information. Within some tables, general notes apply to the entire table and numbered notes apply to specific items.                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Important!</b> | <i>Calls attention to important instructions or information.</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Extension Number  | Press to answer a call to the Extension Number. Each station can have multiple extension buttons. Incoming calls ring the extension button(s) from the top down. For example, station 10's extensions ring 10-1 first, then 10-2, 10-3, and 10-4. A station is considered busy when all extensions are being used.<br><br><b>Note</b> The naming convention for DKT assignments within Toshiba is Directory Numbers. For clarity and ease of understanding, the terms Extension Number and Phantom Extension Number will be used in this document in lieu of PDN and PhDN. |
| <b>Arial bold</b> | Represents telephone buttons.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Courier</b>    | Shows a computer keyboard entry or screen display.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| “Type”            | Indicates entry of a string of text.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| “Press”           | Indicates entry of a single key. For example: Type <b>prog</b> then press <b>Enter</b> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

| Conventions                   | Description                                                                                                                                                                                                              |
|-------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Plus (+)                      | Shows a multiple PC keyboard or phone button entry. Entries without spaces between them show a simultaneous entry. Example: <b>Esc+Enter</b> . Entries with spaces between them show a sequential entry. Example: # + 5. |
| Tilde (~)                     | Means “through.” Example: 350~640 Hz frequency range.                                                                                                                                                                    |
| ➤                             | Denotes a procedure.                                                                                                                                                                                                     |
| ➤                             | Denotes the step in a one-step procedure.                                                                                                                                                                                |
| <a href="#">See Figure 10</a> | Grey words within the printed text denote cross-references. In the electronic version of this document (Library CD-ROM), cross-references appear in blue hypertext.                                                      |

**Related Documents/Media**

**Note:** Some documents listed here may appear in different versions on the Toshiba FYI site or in print. To find the most current version, check the version/date in the Publication Information on the back of the document's title page.

## Before you Begin

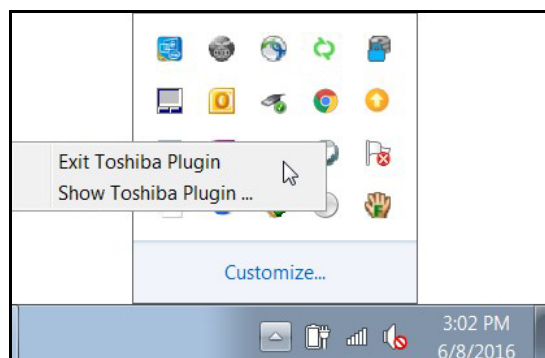
The Toshiba plug-in requires Microsoft .Net Framework 4.0 and SQL Server Compact Edition 4.0. If the computer does not have .NET 4, the setup will install it automatically. This requires administrative privilege on the machine.

**Note:** Ensure that the user has administrative privileges, or have your system administrator install .NET 4 before installing the Toshiba plug-in.

**Important!** Before running the Setup for the Lync Plugin, using the link below download and install the Microsoft Lync 2013 update on your computer.

<https://support.microsoft.com/en-us/kb/2956174>

If the previous version of Lync plugin is installed and running, stop and exit out of it. Right click on the Toshiba Plugin icon in the Task tray and click “Exit Toshiba Plugin” (shown below).



## IPedge/CIX Lync

The Toshiba Unified Communications (UC) Solution for Microsoft® Skype for Business/Lync integrates any Toshiba IPedge/Strata CIX systems with Microsoft Skype for Business/Lync 2013 client through the Toshiba plug-in. This allows Skype for Business/Lync users to utilize IPedge/CIX phone from Microsoft Skype for Business/Lync application. Lync online or Skype for Business online can be supported with the client application. Web client is not supported.

The Toshiba plug-in features the following components:

- Plug-in: The plug-in UI component interfaces with the Skype for Business/Lync client to control the call.
- Notification pop-up window: The Notification pop-up window will be displayed on an incoming call for a user.
- TAPI: Monitors status of notification pop-up and other components and automatically run those components if they are not running.  
Client
- Windows 7 or Windows 10 (32-bit or 64-bit)

## IPedge and Strata CIX Installation

- Microsoft Skype for Business/Lync 2013 client
- Built-in Soft Phone and pairing with DKT/IPT

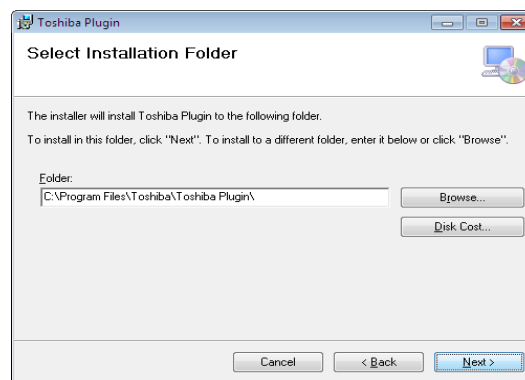
- Server**
- Toshiba Net Server on IPedge, IPedge Application Server or Media Application Server (MAS) with/without Unifier
  - Strata CIX or IPedge

**License** Each client will require a UCedge or Call Manager Advanced License for the server platform. If the built-in softphone option is used, the UCedge or Call Manager VoIP option license AND (the user license for IPedge) OR (IP endpoint license for Strata CIX) will also be required.

### Run the Installer

1. Locate and select the setup file (Setup.exe).
2. Click Next.

**Note:** If the destination PC does not have .Net 4 and mySQL, the installer will install these two components first, then proceed with the Lync Plugin installation afterward.

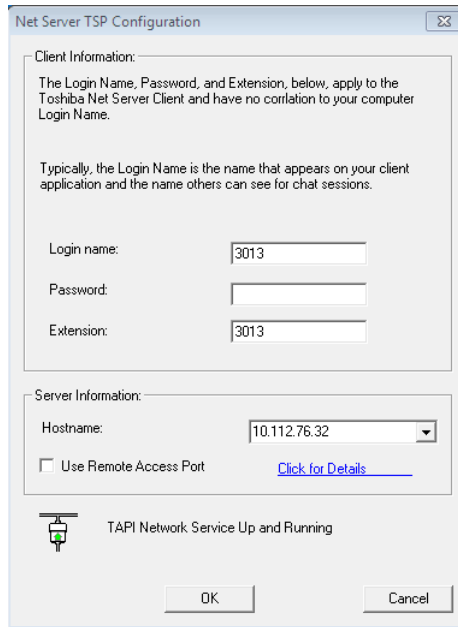


3. Select installation folder (normally left at default) and click Next.
4. Confirm the installation and click Next

## Configuring Net Server TSP

5. Enter the required details:

- User Login: Login name to be used for connecting to the Toshiba Net Server or the UC client name.
- Password: Password to be used for connecting to the Toshiba Net Server.
- Extension: Extension number.
- Host Name: IP address of the Toshiba Net Server or the IP address of the IPedge system.



The dialog box is titled "Net Server TSP Configuration". It contains two main sections: "Client Information" and "Server Information".

**Client Information:**

The Login Name, Password, and Extension, below, apply to the Toshiba Net Server Client and have no correlation to your computer Login Name.

Typically, the Login Name is the name that appears on your client application and the name others can see for chat sessions.

Login name: 3013

Password:

Extension: 3013

**Server Information:**

Hostname: 10.112.76.32

☐ Use Remote Access Port [Click for Details](#)

TAPI Network Service Up and Running

OK Cancel

6. Click **OK**.  
The installation will continue.
7. Close all other open applications when requested to do so.
8. Restart the device when requested.

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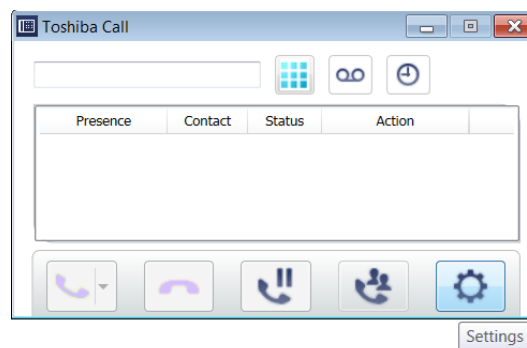
## Accessing Settings

Once the Plug-in installation is complete, you must configure the application.

1. Click the Start icon > Toshiba Plugin (shown below).



2. The Toshiba Call screen displays. This screen contains the Settings button (shown below).

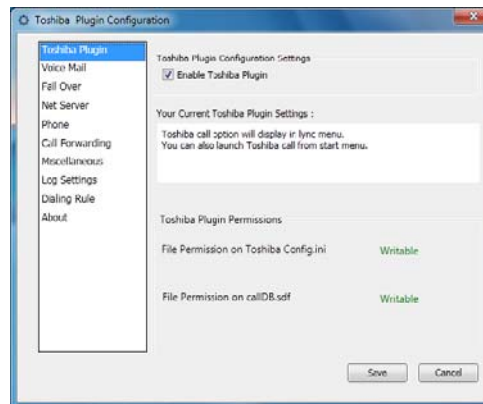


## **Toshiba plug-in Configuration**

To access the configuration window, click the **Settings button** (shown on previous page).

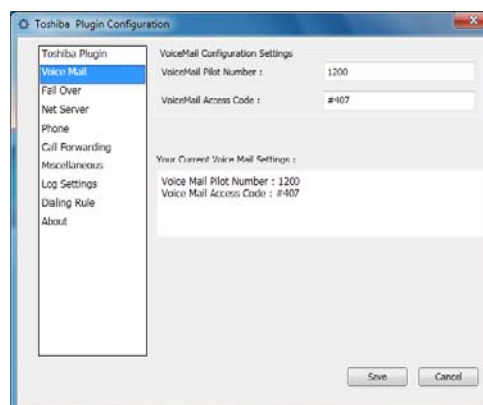
The configuration window allows configuration of the following system settings:

- Toshiba plug-in
- Voice Mail
- Fail Over
- Net Server
- Phone
- Call Forwarding
- Miscellaneous
- Log Settings
- About



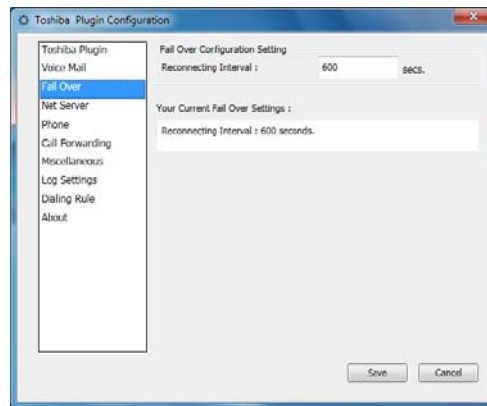
## **Toshiba Plug-in**

Check the box next to **“Enable Toshiba Plug-in”** to launch from either the Microsoft Lync menu **or** the Windows Start Menu. If unchecked, the Toshiba Voicemail plug-in may only be opened from the Windows Start Menu.



- Voice Mail Pilot Number: Pilot Number (DN) to access the voicemail.

- Voice Mail Access Code: Voice Mail Transfer access code to specify the mailbox when diverting the call to the voice mail. The default value is #407, and may be changed by the system administrator.



**Important!** Click Save to save the voicemail settings before continuing with the next steps.

- Fail Over**
  - Reconnecting Interval: the length of time (in seconds) the plug-in will wait before attempting to re-establish the connection to the secondary server if the connection is lost.
- Net Server**
  - Login Name: Login name for connecting to the Toshiba Net Server. This is also your UC Client name.
  - Password: This is the password used to connect to the Toshiba Net Server.
  - Extension: Extension number for connecting to the Net Server.
  - Host Name: IP address of the Toshiba Net Server or the IPedge.



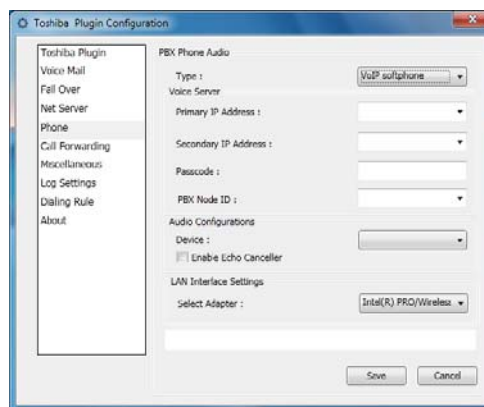
- Phone** For Pairing with IPT or DKT or softphone (other than built-in softphone): Select "Use PBX Phone" from the dropdown list.

## IPedge and Strata CIX Settings

### VOIP Softphone

For built-in softphone, Select VOIP softphone and configure the following items:

- Primary IPU IP address: The Primary Address of IPedge system or MIPU that is used to connect IP Phones/ Softphones to PBX
- Secondary IPU IP address: The Secondary Address of IPedge or MIPU that is used to connect IP Phones/ Softphones to PBX
- Passcode: Passcode to connect to the server (optional)
- PBX Node ID: Node ID to be used for PBX when the Unifier is used
- Audio Configurations | Device: The Audio device used if softphone is configured
- Enable Echo Canceller: Enable this setting for improved voice call quality
- LAN Interface Settings: Select the client adapter used to access Wi-Fi or your local area network

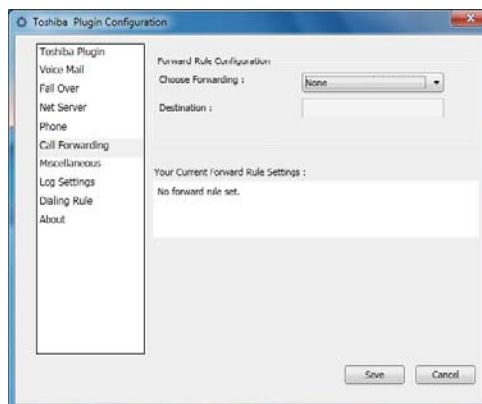


### Call Forwarding Settings

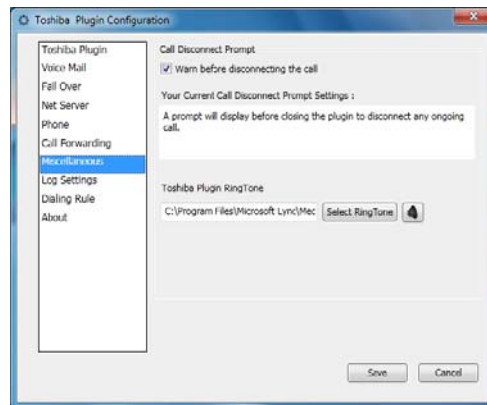
Call forwarding may be set to the desired number destination with either of the following rule(s):

- None
- Immediate
- Busy
- No Answer
- Busy/No Answer
- Destination

**Note:** **Destination** is **not** required when setting Forwarding rule to **None**.



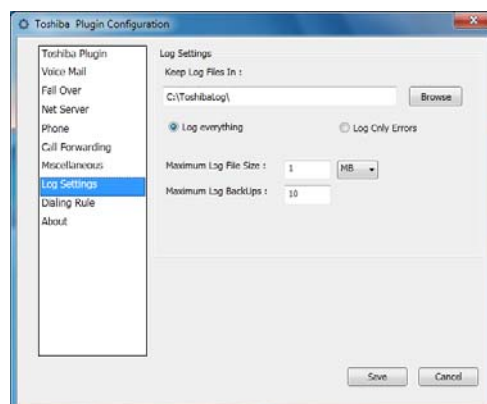
**Miscellaneous** Check the box next to “Warn before disconnecting the call” to enable a disconnect warning when the plug-in is closed during a call.



Toshiba Plug-in Ring tone can select the ring tone to be played back when the call arrives.

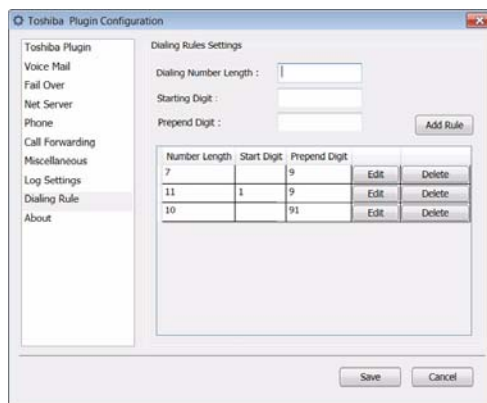
**Log Settings** The configuration settings for the log file.

- Keep Log Files In: Location for creating the log files - default location is the same as the plug-in installation directory
- Log Everything: Log all types of details, “Info” and “error”
- Log Only Errors: Only Errors are logged
- Max Log File Size: Max size for a log file, after which a new version of log file will be created
- Max Log Backups: The number of log file backups to keep before overwriting the old log file

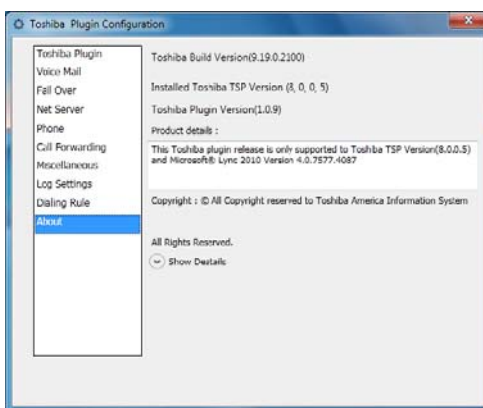


## IPedge and Strata CIX Settings

**Dialing Rule** Local dialing rule can be defined. The default rule adds 9 for 7 and 11 digit dialing and 91 for 10 digit dialing. The user can change/delete the default settings and/or add new dialing rules.

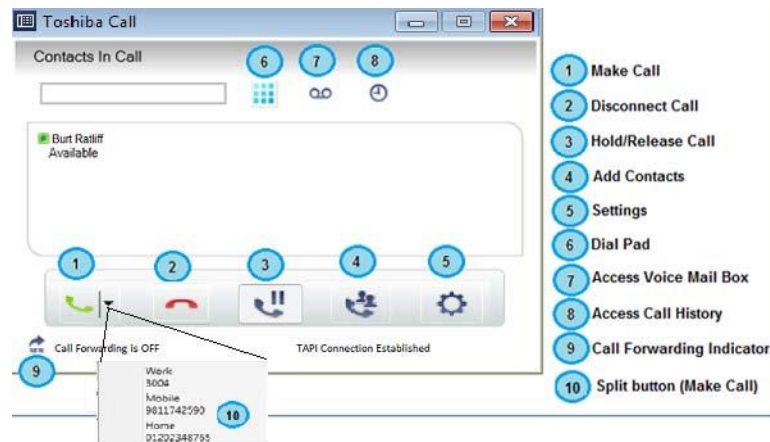


**About** Displays software information.



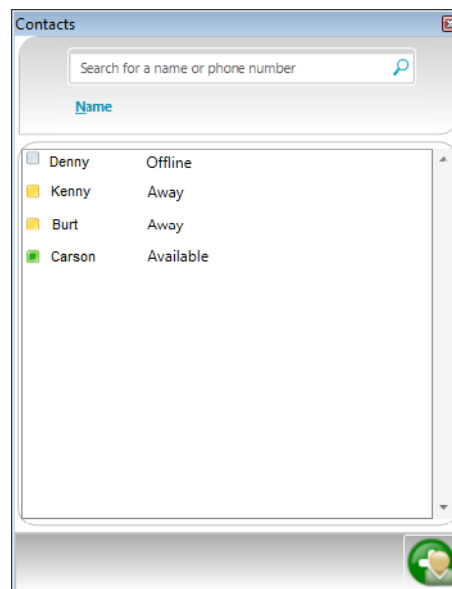
## Navigating the Call Interface

All user functions for the Toshiba plug-in interface are available from the Call Screen.



## Add Contact

To add a contact, click **Add Contact** button, double-click a contact, or Drag and Drop the user to the plug-in window.

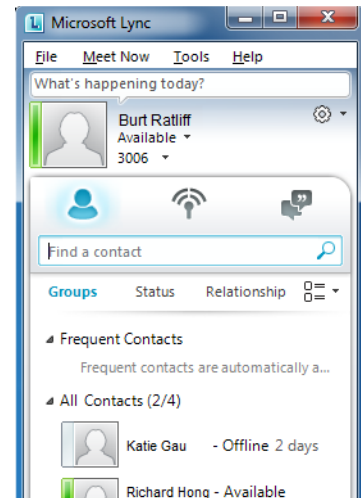


## IPedge and Strata CIX Operation

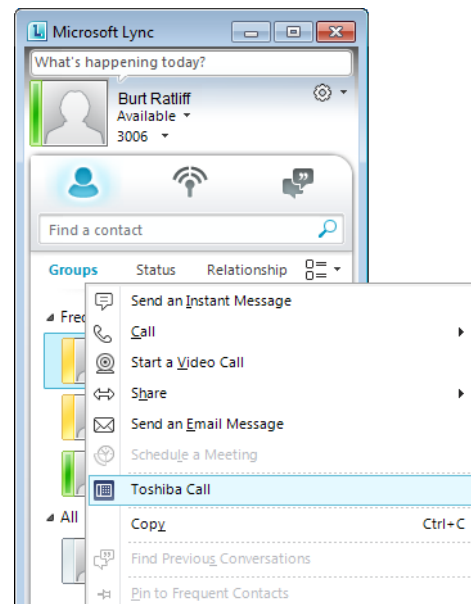
### Make a Call Option 1

To make a call from Skye for Business/Lync:

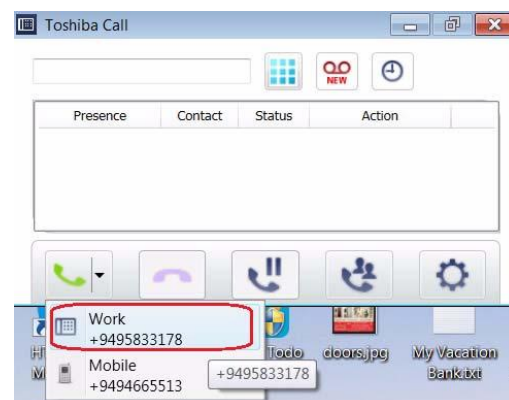
1. Login to MS Skype for Business/Lync.
2. From the main menu, right-click to select a user.



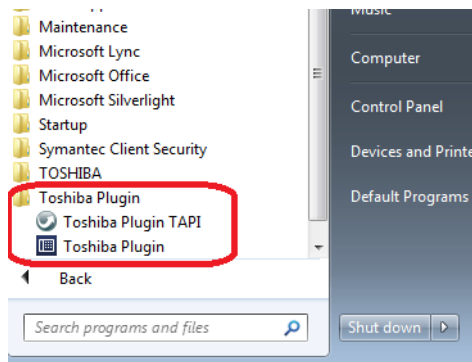
3. Select **Toshiba Call** from the menu options.



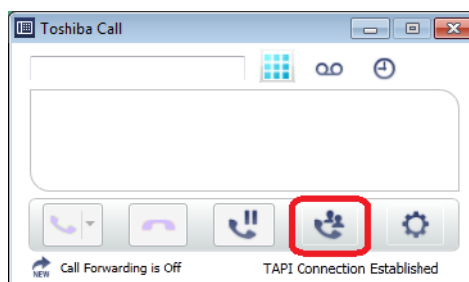
**Note:** In the case the person you are calling has more than one phone number in his Lync client configuration, then click on the handset icon of the Toshiba Call GUI to select which phone number to want to call (shown right).



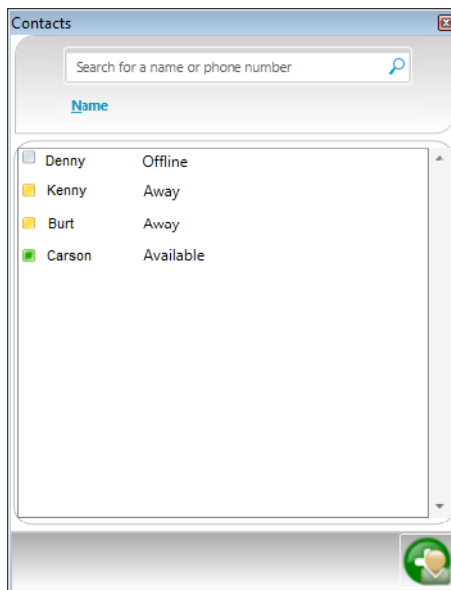
- Make a Call Option 2**
1. Launch the Toshiba Lync plug-in by selecting the Windows **Start Menu**, then selecting **Toshiba plug-in > Start Toshiba plug-in**.



2. Add a contact from the contact list by clicking **Add Contacts**.



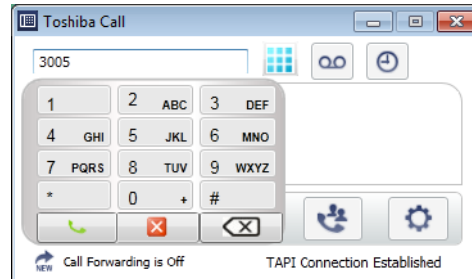
3. From the **Contacts** screen, double-click **or** drag and drop to the Lync screen. Selecting a contact and it will be automatically added to the Contacts list.



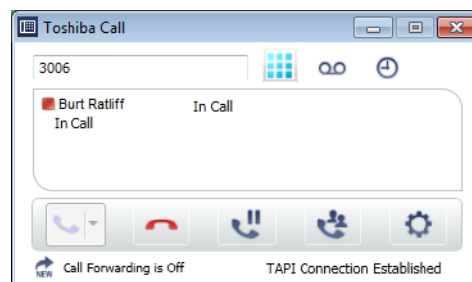
4. To add more than one user, drag the contact/contacts from the contact list.

**OR**

5. Dial the desired number on the Dial Pad and click **Call**.



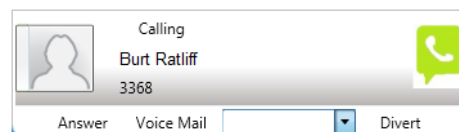
6. Calling/Called Party presence indicator and status will change to "In Call" when call is answered.



### **Answer Call**

The system will display an incoming call notification pop-up with the options "Answer", "Voice mail", and "Divert". To answer a call:

1. To answer the call, click **Answer**.



**Note:** If the incoming call number is mapped to a Skype for Business/Lync contact number, the pop-up window displays the contact card of the calling party. If not, the window will display Caller ID information.

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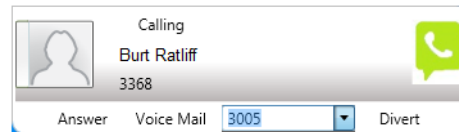
**CAUTION!** If the PC awakens from Hibernation, the contact name may not be shown, and the status may display as "Unknown". If this occurs, the Skype for Business/Lync client must be restarted

---

**Send to Voice Mail** Click **Voice Mail** to route the call immediately to the voice mail system.

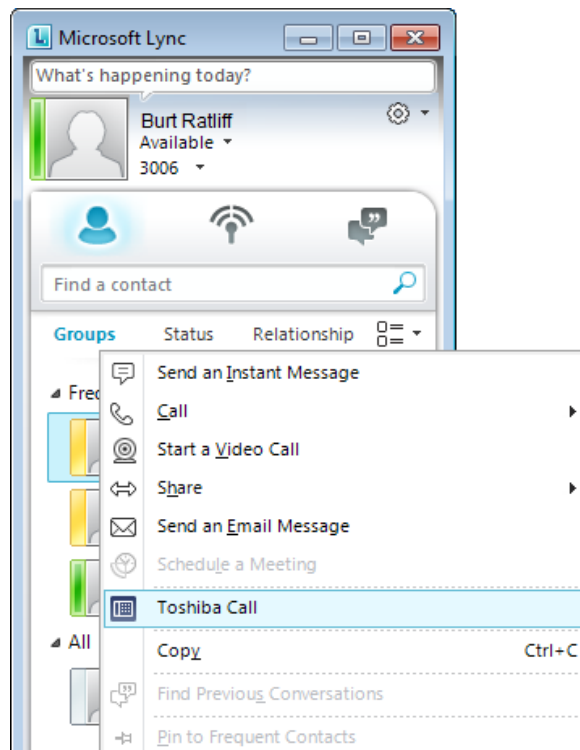
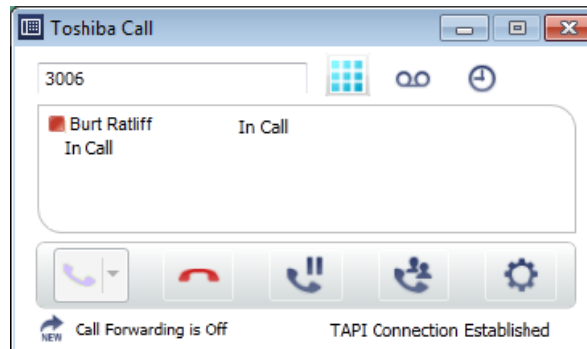
**Divert Call** Use **Divert** to forward a call immediately to another extension. To divert an incoming call:

1. Enter the extension in the box, or select a contact from the pull-down menu
2. Click **Divert** to forward the call to the selected contact/extension.



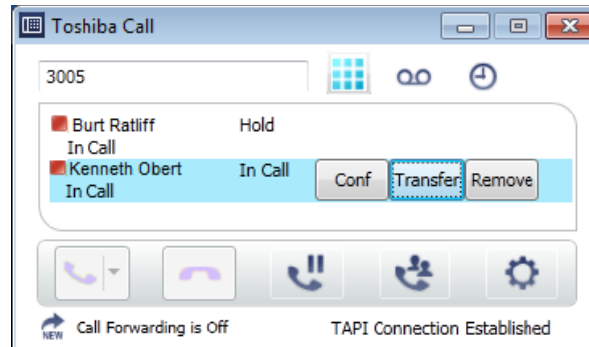
**Calling a Third Party** While on a call, the user may initiate a call to a third party for consultation, transfer, or conference. To call a third-party:

1. While talking, right-click a party from the Skype for Business/Lync Contact and select Toshiba Call.



## IPedge and Strata CIX Operation

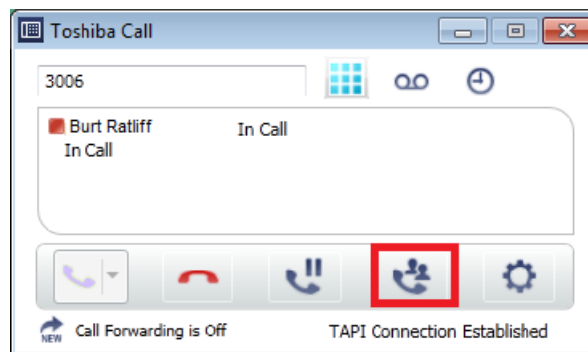
2. The system will place an existing call on hold and automatically dial the party if he/she has only one number. Otherwise, select the number from the Dial icon.



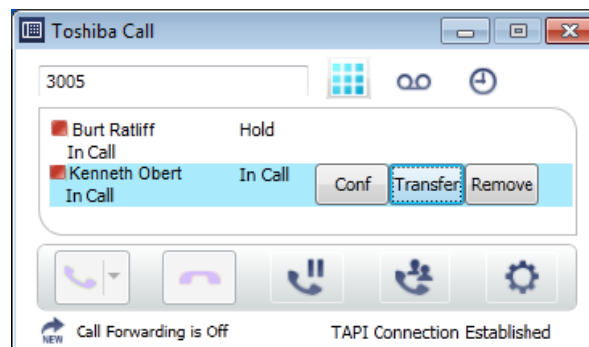
3. Follow the Transfer or Conference scenario shown below.

OR

1. While talking, click **Add Contact** and select a contact to call.

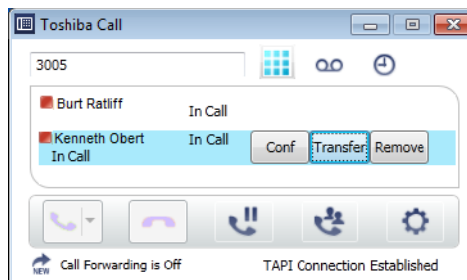


2. Click the Dial icon or select the number from Dial icon to make a call.



3. Follow Transfer or Conference scenario shown below.

- Transfer Call** The transfer function works only while in-call. To transfer a call to another user:
1. While on the call, click **Transfer** next to the user.

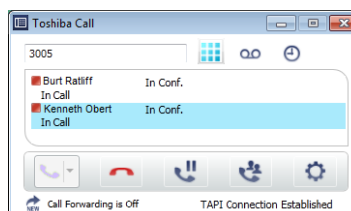
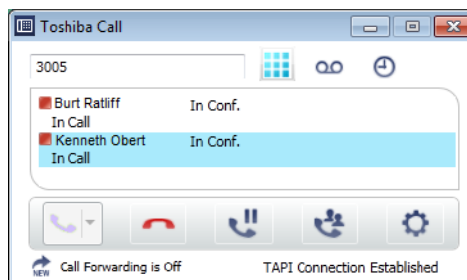


**Note:** Clicking **Conf** will initiate a three way conference call.

- If **Transfer** is selected after answering the call, the process is a consultative transfer.
- If **Transfer** is selected without answering the call, the process is an un-screened transfer.

**Conference Call** Conference call is supported for up to three parties including the organizer. Click **Conf**.

1. Either party may initiate a conference call by clicking Conf while in-call.



## IPedge and Strata CIX Operation

**Disconnect Call** To disconnect an existing call:

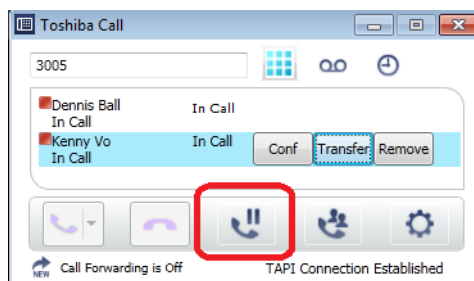
1. Click "**Disconnect Call**".



2. The Toshiba plug-in window will close and call history will be saved in the system.

**Hold/Retrieve Call** To Hold or Release a call, there must already be a call in progress. To place a party on Hold:

1. Click the Hold/Release button to place the selected party on Hold.



2. Press **Hold** again to release the hold on the call.

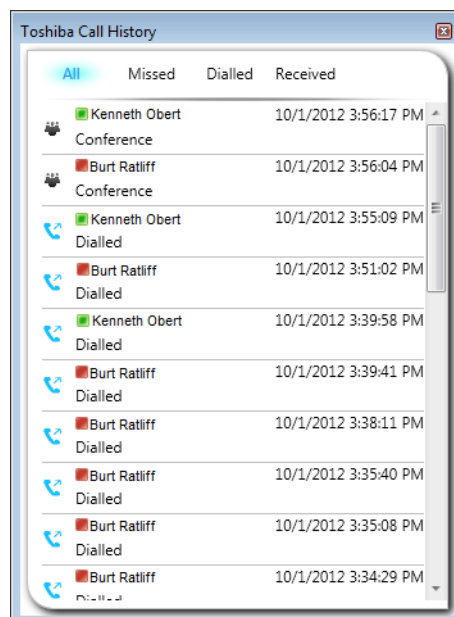
**Note:** Callers already on Hold may not place another call on hold.

**Call History** All user call history for dialed and received calls is stored in the database and may be viewed by clicking **Call History**. 

The Call History page can be used to place calls back to callers listed in the Call History entries.

Call history data stored:

- **Call Duration**
- **Calling Number**
- **Called Number**
- **Call Type**
- **Call Status**
  - Not Answered
  - Answered
  - Diverted
  - Transferred
  - Conferenced (Answered/Not Answered)



## IPedge and Strata CIX Operation

### Voice Mail Access and Notification

The Dial Pad is used to access the voice mailbox to playback and delete voice mail messages.



**Note:** To access the voice mail system:

- The Toshiba plug-in must be connected to a Toshiba PBX phone and online with the IPedge PBX or Strata CIX.
- The voice mail settings must have already been configured as part of the Toshiba plug-in configuration settings.

### Accessing Voice Mail

To access Voice Mail:

1. Click the **New Voice Mail/Voice Mail Notification** icon which will open the voice mail Dial Pad for accessing voice mail.
2. Enter the voice mailbox number and click **Call**.
3. Follow the system prompts to access voice mail messages.

*End of document.*