



## Setting up Your Voice Mail

Whether you have *Voice Mail 3*, *Voice Mail 10* or *Voice Mail 25*, initial set up is the same.

*Note: Voice mail can only be set up by calling from your PCS phone.*

### *Steps to be Taken*

### *Expected Results, Notes and Tips*

From your PCS Phone, dial 1 + area code + your PCS phone number.

You will hear a welcome message and be asked to create a password and record your name and greeting. Just follow the prompts and you'll be up and running in a few minutes. Don't forget your password!

*\*\*If you forget your voicemail password or require any assistance please call Wireless Systems Solutions at 905-761-1823.*

## Calling Voice Mail

### *Mobile Phone Access*

To access your voice mail box from your TELUS Mobility wireless phone, dial 1+ the 10-digit wireless phone number. Enter your password and follow the prompts. *(Please note that airtime will be consumed)*

### *Remote Access*

To access your voice mail box from a land line phone or other wireless phone, dial your 10-digit wireless phone number. Press the \* key to skip the greeting and access the system. Enter your password and follow the prompts. *(Please note that NO airtime will be consumed)*

## Voice Mail 10 Menu Map

Use this guide to assist you when accessing your Voice Mail. The numbers correspond to the options in your Voice Mail.

### **MAIN MENU**

<b>1</b>	<b><u>Review Voice Messages</u></b> (while reviewing messages) <b><u>Play Menu</u></b> (after reviewing messages)
<b>2</b>	<b><u>Send Voice Messages</u></b> (to forward messages to other mail boxes)
<b>3</b>	Check Receipt
<b>4</b>	<b><u>Personal Options</u></b> (to change greetings, the way you receive messages, etc.)
<b>19</b>	Recover Deleted Messages (Recover messages deleted during session. Messages will not be recoverable after logout.)
<b>*</b>	Exit the System
<b>0</b>	Help

*\*\*Please note that any time during navigating through the voicemail options you can use \* to back out to the main menu.*



**1: Review Voice Messages (while reviewing messages)**

- |    |              |   |              |     |                       |
|----|--------------|---|--------------|-----|-----------------------|
| 1  | rewind       | 4 | slower speed | 9   | save                  |
| 11 | replay       | 5 | date & time  | *   | back up               |
| 2  | pause        | 6 | faster speed | 0   | help                  |
| 3  | fast forward | 7 | delete       | #   | skip                  |
| 33 | skip to end  | 8 | reply        | # # | skip to saved message |

**1: Play Menu (after reviewing messages)**

- |    |                          |   |              |     |                       |
|----|--------------------------|---|--------------|-----|-----------------------|
| 1  | replay this message      | 6 | forward copy | *   | back up               |
| 19 | recover deleted messages | 7 | delete       | #   | skip                  |
| 2  | play previous message    | 8 | reply        | # # | skip to saved message |
| 5  | play date & time         | 9 | save         |     |                       |

**2: Send Voice Messages (To forward a recorded message)**

- |  |   |                         |
|--|---|-------------------------|
| record message<br>(# to end recording) | 1 | review recorded message |
|  | 2 | add recording           |
|  | 5 | delivery options        |
|  | 7 | delete recorded message |
|  | # | send message now        |

**4: Personal Options**

1	notification options	3	Pager Outcall ON/OFF <i>(only used if forwarding messages to a pager)</i>
		4	set Pager Outcall numbers <i>(only used if forwarding messages to a pager)</i>
		5	notification schedule <i>(only used if forwarding messages to a pager)</i>
		6	VoicePage ON/OFF
2	administrative options	1	password options <i>(to change your login password)</i>
		3	check receipt <i>(to check if you have received messages by another party by entering in their phone number)</i>
		4	Autoplay <i>(allows messages to be played automatically once your password has been entered)</i>
		5	day & time <i>(Voicemail is defaulted to play the date and time prior to the actual voicemail. This will allow you to turn option off.)</i>
		8	playback order FIFO/LIFO <i>(first in, first out – last in, first out)</i>
3	greeting/name option	1	select/record greeting
		2	play active greeting
		3	extended absence greeting
		4	record name
5	language option	1	owner menu language
		2	caller menu language



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