



# Mobile phone voicemail

Learn how to set up and use your mobile phone voicemail to suit your needs in a few simple steps.

## First voicemail setup

- 1 Access your voicemail by holding down the 1 key.
- 2 Enter your temporary Personal Identification Number (PIN).

**!** **Temporary PIN**, i.e. the last 4 digits of your number followed by 99#. E.g. If your phone number is 514-281-1711, enter 171199#.

- 3 Follow the instructions:  
Enter a new PIN, followed by #.  
Enable the feature PIN Skip, if desired.
- 4 Save your name for the greeting: wait for the beep at the end of the instructions, say your name, then press #.
- 5 Choose the type of greeting:
  - System message with your name only
  - Personalized greeting

## How to reset your PIN

- 1 Sign in to the Customer Centre.
- 2 Access the Home Phone or Mobile Phone → View More + section.
- 3 Click on Reset your Voicemail PIN.
- 4 Call your voicemail and enter the temporary PIN.
- 5 Press 4-1-2 to set up your new PIN.

## Access your voicemail without a password with the Personal Identification Number (PIN) Skip

**!** Important: If you activate the PIN Skip, anyone with access to your device could access your voicemail.

- 1 Access your voicemail by holding down the 1 key.
- 2 Press 4-1 to access the PIN Skip options.
- 3 Press 1 to activate PIN Skip or 2 to deactivate.



