



How to set up and use your Voicemail

Learn how to easily set up and use your mobile phone's Voicemail.

Initial Voicemail setup

- 1 Go to 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 phone number** followed by **99#**.
For example, if your number is 514-281-1711, enter 171199#.

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

How to reset your PIN

- 1 Sign in to the **Customer Centre**.
- 2 Go to **Mobile Phone** → **View more +**.
- 3 Click **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 using PIN Skip

! **Warning:** If you activate 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 enable or disable access code authentication (using the PIN).



