TELUS Personal Voice Mail

access your mailbox

from home or office:
1. dial ✱ 98
2. if prompted, enter your password

remote access:
1. dial your access number and follow the prompts
   OR
2. dial your home or office number
3. when you hear your voice mail greeting, press ✱
4. enter your password

with autoplay turned on you go direct to message review

review messages

to return to main menu press ✱

playback controls (during message playback)

1 rewind 10 sec	1 1 replay message	2 pause	3 forward 10 sec
3 3 skip to end	5 date/time /sender	7 delete	8 reply
9 save	✱ cancel/ back up	0 help	# skip

after playback

replay message	1 1
date/time/sender	5
send copy	6
delete	7
reply	8
save	9
return to main menu	✱
more options	0

record message

- continue recording 2
- re-record ✱
- end recording #

- send #
  - enter phone number
  - or group list number
- delivery options 5

main menu

check new & saved messages	1
recover deleted messages	1 9
send a message	2
personal options	4
restart login	5
login to an extension	6
more options	0
exit	✱

personal options

message waiting on/off	1
pager/outcall notification	1
administrative options	2
greetings & recorded name	3
set-up/manage extension mailbox	9
previous menu	✱

administrative options

passwords	1
group lists	2
check receipt	3
autoplay	4
day & time	5
previous menu	✱

greetings

greetings	1
hear active greeting	2
extended absence greeting	3
recorded name	4
greeting schedules	5

greetings

personal greeting	1
busy greeting	2
previous menu	✱

personal greetings

select a greeting	1
record a greeting	2
previous menu	✱

busy greetings

system greeting	1
record a greeting	2
previous menu	✱

delivery options (can be multiple)

private	1
urgent	2
anonymous	3
message confirmation	4
future delivery	6
cancel	✱

— available with all TELUS Personal Voice Mail

- - - available when using Mailbox-to-Mailbox Messaging

▭ not available with Voice Mail Simple

set rings:
Choose the number of rings you want callers to hear before they get your greeting
1. lift the receiver and dial ✱ 94. After you hear the dial tone, enter the number of rings (2-9).
2. listen for 2 beeps, then hang up.

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