

TELUS Voicemail Quick Reference Guide



Mailbox Access	
Mobile Phone Access:	
■ Select from phone menu	
OR	
■ Hold down the "1" key	
■ Enter Password if required	
Remote Access:	
■ Dial the Mobile phone number	
■ Press * during your greeting	
■ Enter Password	

Main Menu	
Listen to messages	1
Send a message	2
Greetings	3
Personal Options	4
Recover Deleted & Expired Messages	1 9
Exit	* *

While Listening	
Rewind (10 sec.)	1
Pause/Resume	2
Forward (10 sec.)	3
Message Time/Date	5
Delete	7
Save	9
Keep Message as New	#
Main Menu	*

After Listening	
Replay	1
Message Time/Date	5
Forward a Copy	6
Delete	7
Replay	8
Save	9
Keep Message as New	#
Main Menu	*

Recording	
Record message when finished press	#
Replay	1
Pause/Resume	2
Delivery Options	5
Delete Recording	7
Send Message	#

Greetings	
Personal Greetings	1
Busy Greeting	2
Holiday Greeting	3
Extended Absence Greeting	4

Personal Greetings	
Activate a Greeting	1
Listen to Greetings	2
Record a Greeting	3
Delete a Greeting	4
System Greeting	6

Group Lists	
Review List(s)	1
Create List	2
Delete List	3
Modify List	4

Personal Options	
Group Lists	2
Pager Notification	3
Personal Preferences	4
Bypass Password On/Off	8

Personal Preferences	
Change Password	1
Playback Preferences	2
Recorded Name	3
Change Language	5

Pager Notification	
Review	1
Modify	2
Notify All Messages On/Off	3
Notify Only Urgent Messages On/Off	4
Delete Notification	8

Helpful Hints	
■ In most menus, pressing * will cancel your entry or bring you back to the previous menu.	
■ Voicemail 25 can have up to 4 Personal Greetings	
■ Only available for Voicemail 25	
--- Available when recording and sending a message mailbox to mailbox	
Important Reminder	
Messages will Auto Expire and be Deleted in:	
■ 3 Days for Voicemail 3	
■ 10 Days for Voicemail 10	
■ 25 Days for Voicemail 25	
You can recover them up to 48 hrs after deletion by pressing 1 9 from the Main Menu	

Caller Menu	
During Greeting	
Skip Greeting & Begin Recording	#
Send your Callback number by Text	1
Login to your mailbox	*
Access a different mailbox	* 2
Send Message	
Send Message	# Or Hang up
Replay Message	3
Delivery Options (Urgent, Private)	5

