

[] Mobility

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

- 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#.

- 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.





Account no.:

Temporary PW:

Telephone no.:

Email:

Advice at your fingertips

Mobile phone voicemail

Notes



Need help? Find all our tips at www.videotron.com/en/support



On your compatible phone or tablet, open the integrated Camera app. Direct the camera towards the QR code. Tap the banner that appears on your phone or tablet. Follow the on-screen instructions to finalize the connection.