

# Accessing Voicemail

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## Email is voicemail

Voicemail messages are simple e-mails with a sound file attached. They’re stored in your *mohawkcollege.ca* mail box and can be played on your phone, computer, or mobile device.

## Access voicemail using your desk phone

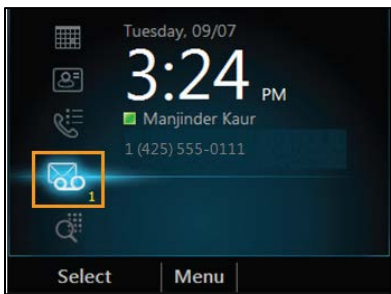
**Note:** Your desk phone **must be unlocked** to use these functions.

### Speed dial your voicemail

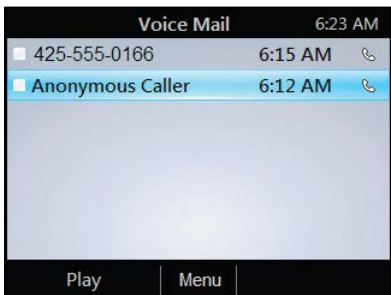
- 1. Hold down the 1 key on your phone for three seconds.
- 2. Listen for commands.

### Play a message from your phone’s list

**Note:** This feature is only available to Windows users who have connected their phone to their workstation.



- 1. On the phone, use the ↑ or ↓ key to scroll to Voicemail.
- 2. Press ✓ to select Voicemail.



- 3. Use the ↑ or ↓ key to select the message you wish to play.
- 4. Press **Play**.
- 5. When the message has finished playing, press **Menu** and select **Delete** to delete the message.

## Call your voicemail from any phone

1. Dial 905-575-2727 from an external phone, or extension 2727 from an internal phone.
2. Enter your extension, followed by #
3. Enter your voicemail PIN, followed by #
4. Listen for commands. You may hang up when finished.

## Play a message from your Outlook inbox

When you receive a voicemail notification in Outlook, the message will be attached as a small audio file.

Ensure that your PC speakers or headphones are connected. Double click the attached audio file to play the message.

You can forward the message to anyone by simply forwarding the email.

**Note:** Deleting the message in Outlook will also delete it from all other voicemail menus. Remember, voicemail messages are simply e-mails.

## Play a message on your mobile phone

Add your *mohawkcollege.ca* email account to your mobile phone. Open or download the audio file attached to your voicemail notification.

You can forward the message to anyone by simply forwarding the email.

**Note:** You may require an app capable of playing .wav files in order to hear the message.