

Basic and Visual Voicemail

Basic Voicemail

Access your voicemail from your wireless or feature phone

1. From the keypad, tap the voicemail icon or press and hold the 1 key.
2. If prompted, enter your voicemail password.

Access your voicemail from your smartphone

1. From the home screen, tap the phone icon.
2. From the phone or dialer tab, tap the voicemail icon, or tap and hold the 1 key.
3. If prompted, enter your voicemail password.

Access your voicemail from another phone

1. Place a call to the wireless number, and do not answer.
2. Interrupt the greeting by pressing the * key.
3. When prompted, enter your voicemail password.

Access your voicemail when traveling internationally

When traveling internationally, you can check your voicemail from your wireless phone or another phone by following the steps below:

1. Before traveling, verify your device works at your destination country.
2. Calls to voicemail are charged the same international roaming fees as for any voice call.
3. If you have trouble checking or managing your messages while out of the country, call GTA at 644-4482 for assistance.

Play and manage messages

Once you are connected to your voicemail, press 1 for “Listen to messages”. While playing a message, the following controls are available:

- Press 1 to save
- Press 2 to delete
- Press 3 to skip
- Press 4 to listen again
- Press # for more options
- Press 1 to return the call
- Press 3 to forward the call
- Press 5 to message time stamp
- Press 6 to message envelope

Customize voicemail settings

Once you are connected to your voicemail, press 1 for “Listen to messages”. While playing a message, the following controls are available:

1. Press 4 for “Personal Options”.
2. Press 2 to change your password, adjust the date and time, and other options.
3. Press 3 to change your voicemail message or greeting type.

Basic and Visual Voicemail

Visual Voicemail

On iPhone, Visual Voicemail lets you see a list of your messages and choose which ones to listen to or delete, without having to listen to instructions or prior messages.

Checking voicemail:

When you tap phone, iPhone shows the number of missed calls and unheard voicemail messages.

To listen to a voicemail message:

- Tap phone from the homescreen.
- Tap voicemail, and then tap a message.

Note: If you've already heard the message, tap the message again to replay it.

Check voicemail from another phone: Dial your own number.

Deleting messages: Select a message, then tap "Delete".

Listen to a deleted message: Tap "Deleted Messages" (at the end of the list), then tap the message.

Undelete a message: Tap "Deleted Messages" (at the end of the list), then tap the message and tap "Undelete".

Important Note: Data and messaging used in replying to and forwarding voicemail messages via messaging or email are counted against your data and/or messaging plan, and applicable charges apply if data and/or messaging plan limits are exceeded. International voice, data, and messaging charges apply to receiving, replying, and forwarding voicemail messages while roaming internationally.