Using Sprint PCS Voicemail

All unanswered calls to your phone are automatically transferred to your voicemail, even if your phone is in use or turned off. Therefore, you will want to set up your voicemail and personal greeting as soon as your phone is activated.

Setting Up Your Voicemail

To set up your voicemail:

1. From standby mode, press and hold the **1** key.
2. Follow the system prompts to:
   - Create your passcode.
   - Record your name announcement.
   - Record your greeting.
   - Choose whether or not to activate One-Touch Message Access (a feature that lets you access messages simply by pressing and holding 1, bypassing the need for you to enter your passcode).

Note:	**Voicemail Passcode:**
	If you are concerned about unauthorized access to your voicemail account, Sprint recommends that you enable your voicemail passcode (do not activate One-Touch Message Access).

Voicemail Notification

There are several ways your phone alerts you to a new message:

- By displaying a message on the phone screen.
- By playing the assigned ringer type.
- By blinking a status LED.
- By displaying a status icon at the top of the phone screen.

Retrieving Your Voicemail Messages

When you receive a new voice message, your phone alerts you and prompts you to call your voicemail.

Note:	When you are roaming off the Nationwide Sprint PCS Network, you may not receive notification of new voicemail messages. It is recommended that you periodically check your voicemail by dialing 1 + area code + your wireless phone number. When your voicemail answers, press the **∗** (asterisk) key and enter your passcode. You will be charged roaming rates when accessing voicemail while roaming.
	Your phone accepts messages even when it is turned off. However, you will only be notified of new messages when your phone is on and you are in a Sprint PCS service area.

To call your voicemail using One-Touch Message Access:

▶ Press and hold the **1** key. (Your phone will dial your voicemail box.)

To call your voicemail using your phone's menu:

1. Select **Menu > Messaging > Voicemail**.
2. Press the **TALK** key to dial your voicemail box.

To call your voicemail from another phone:

1. Dial your wireless phone number.

2. When your voicemail answers, press the ***** (asterisk) key.

3. Enter your passcode.

Tip:	When you call into voicemail, you first hear the header information for the message (date, time, and sender information). To skip directly to the message, press **4** during the header.

Clearing the Message Icon

Your phone may temporarily continue to display the message icon after you have checked your voice and text messages.

To clear the icon from the display screen:

1. Select **Menu > Messaging > Voicemail > Clear**.

2. Select **Clear All** or **Clear Icon** and press **OK**.

Voicemail Options

Using Expert Mode

Using the Expert Mode setting for your personal voicemail box helps you navigate through the voicemail system more quickly by shortening the voice prompts you hear at each level.

To turn Expert Mode on or off:

1. Press and hold the **1** key to access your voicemail. (If your voicemail box contains any new or saved

messages, press the ***** [asterisk] key to access the main voicemail menu.)

2. Press **3** to change your Personal Options, following the system prompts.

3. Press **4** for Expert Mode.

4. Press **1** to turn Expert Mode on or off.

Extended Absence Greeting

When your phone is turned off or you are off the Nationwide Sprint PCS Network for an extended period, this greeting can be played instead of your normal personal greeting.

To program an extended absence greeting:

1. From the main voicemail menu, press **3** for Personal Options.

2. Press **3** for greetings.

3. Press **3** to record an Extended Absence Greeting.

Tip:	For additional voicemail options, follow the voicemail menu prompts when accessing the Sprint PCS Voicemail system.