



## Voice Mail in Your Room

*A service for our patients at UWMC*

*The phone in your room has voice mail. This handout explains how it works and how to listen to your messages.*

### About the Phone in Your Room

- **Voice mail:** The phone in your hospital room will record voice messages when you cannot answer the phone.
- **Long distance calls:** You can dial direct for all numbers in the U.S. (*press 9 + 1 + area code + number*). To call outside the U.S., you will need to use a phone card. You can buy a phone card in the Gift Shop on the 3rd floor.
- **Volume:** A knob on the back of the phone controls the volume.
- **Hearing aid adapter:** All phones in the hospital have a T-coil that can be used if you have hearing aids. Ask your nurse for help, if needed.



*The phone in your room will record messages when you cannot answer the phone.*

#### How to Listen to Messages

1. Press the ON key.
2. Pick up the phone. Listen for the dial tone.
3. Call 8.5550.
4. Press 2 to play messages.
5. To hear the previous message, press 4.
6. To skip to the next message, press 6.

#### How to Delete a Message

Press 76 while a message is playing or right after it finishes. Messages are deleted 24 hours after they are recorded.

### How the Voice Mail Works

- You do not need a code or password to access messages.
- If you have a message, the red light on the phone will be lit.
- When callers reach voice mail, they will hear: "The person at this extension is not available. Please leave a message."
- Voice mail will answer calls after the 4th ring.
- If you are on the phone, incoming calls will go directly to voice mail.
- Messages can be no longer than 5 minutes.
- Messages are deleted 24 hours after they are recorded.
- Your messages can be accessed only from the phone in your room.