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.

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.”

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.