What if my phone already has voicemail?

Quickline Talk · https://quickline.co.uk/knowledge/what-if-my-phone-already-has-voicemail/

Sometimes phones come with their own built-in voicemail.

If you also turn on voicemail through Quickline Talk+, you could end up with two voicemail services running at the same time.
This can cause problems, like:

- Your phone's own voicemail answering too quickly
- Messages being saved in the wrong place
- Confusing voicemail notifications

What should I do if I want to use Quickline Talk voicemail?

If you want to use the Quickline Talk+ voicemail service, you should turn off voicemail on your phone (the handset itself).
This way, all your messages will be saved in one place, and you will always know where to find them.

You can usually turn off your phone's built-in voicemail by:

- Checking the phone's settings
- Looking at the phone's instruction manual
- Contacting the phone's manufacturer for help

If you are not sure how to do this, our support team can guide you.

How to check where voicemail is coming from

If you are not sure which voicemail is active, here is a simple way to check:

1. Turn off Quickline Talk+ voicemail by dialling **#41** on your phone.
2. Then call your Quickline Talk+ number from another phone.
3. If voicemail still answers the call, it is likely coming from your phone's built-in voicemail.

If no voicemail answers after you turn off Quickline Talk+ voicemail, then you know your phone's own voicemail is not active.

Common Problems and How to Fix Them

- **I get two voicemail services**: Turn off voicemail on your phone or our Quickline Talk+ voicemail. Then use whichever you did not switch off.
- **I cannot find how to turn off voicemail on my handset**: Check your phone’s manual or contact the manufacturor.

Helpful Tips

- It is always simpler to have just one voicemail service.

Need more help?

If you are unsure about voicemail on your phone, or need help checking, just contact our friendly tech support team.