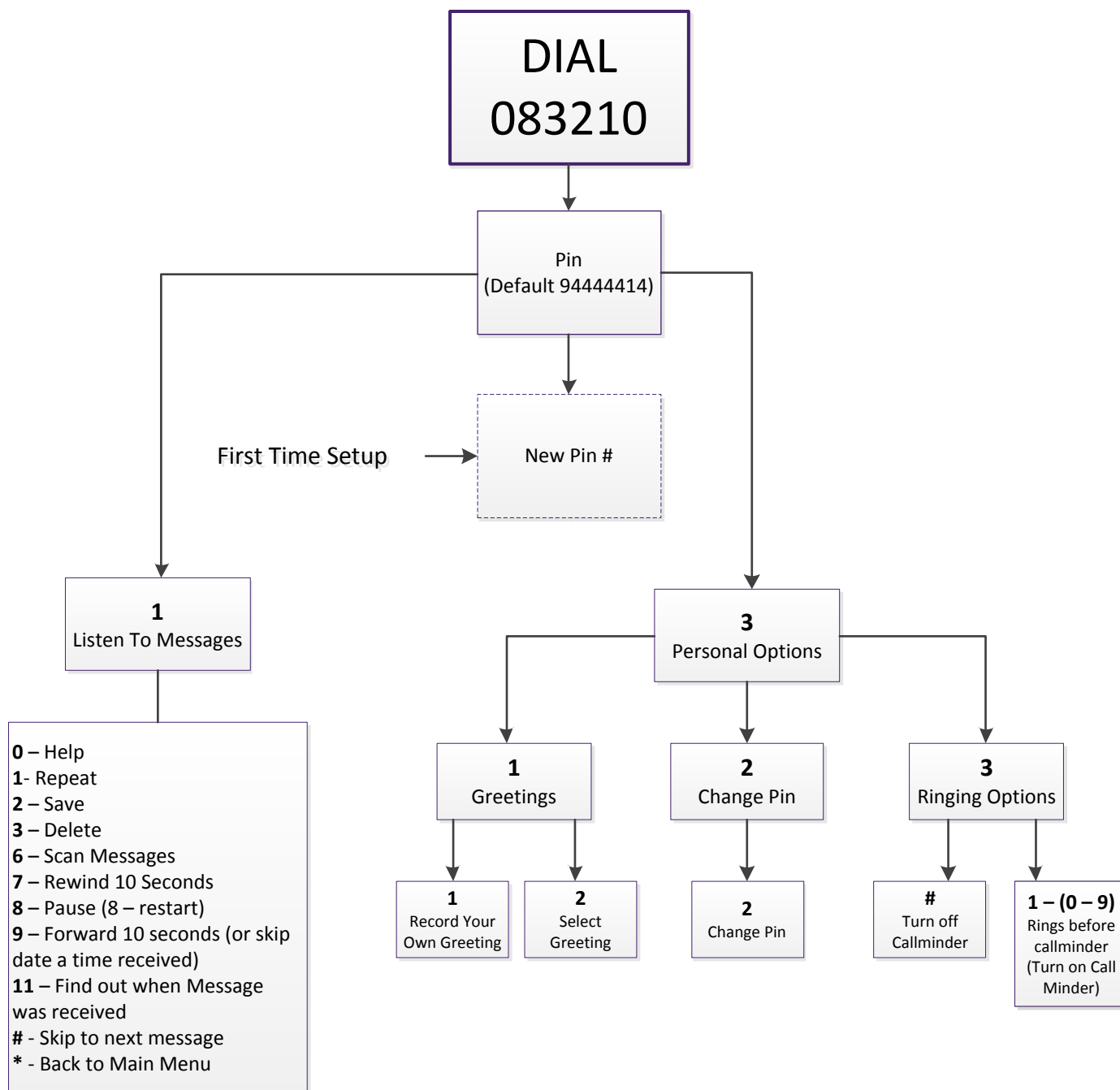


Checking Voicemail

Hear Fast Beeping on Your Phone?



Voicemail User Guide

Voicemail Basics

As soon as we have set up Voicemail on your phone it will take messages for you. If you don't answer the phone, and haven't personalised your Voicemail the person ringing you will hear the following greeting: "You have reached the mailbox of (your phone number). Please leave a detailed message after the tone".

You will know a person has left a message because instead of hearing the normal dial tone when you pick up the phone, you will hear an 'interrupted dial tone' (series of fast beeps).

We have prepared a quick glossary and a some tips to help you with using Voicemail

- Your mailbox number is your area code minus the initial zero followed by your telephone number (e.g. 9 444 4414)
- When using Voicemail you can press 0 for help at any time

Opening your Mailbox for the First Time

From your home phone (the phone number that Voicemail has been set up on):

- Dial 083210
- Enter your temporary pin code. This is your area code without the zero followed by your telephone number (e.g. 9 444 4414)
 - Enter a new PIN and decide whether to have PIN protected access. If you have pin protected access you will be prompted to enter a pin when you are checking your messages. To set up Pin Protected access at a later date see section "Protect your privacy with a personal PIN"
- Press # to get to the main menu. From here follow the voice prompts to set up your mailbox
- To access your mailbox from another phone number Dial 083210 (then press * if that phone also has Voicemail)
- Enter your mailbox number (your area code minus the initial zero followed by your telephone number)
- Press #
- Enter the last four digits of your telephone number (this is your temporary PIN).
- You are now at the main menu
- Follow the voice prompts to set up your mailbox

Protect your Privacy with a Personal PIN

Your mailbox has a PIN number to make sure your messages and mailbox features are secure.

Only those who know your PIN can listen to the messages on your messages or change the setup of your Voicemail features. If however, you have Optional PIN turned ON on your mailbox, then there's a chance that other people can enter your mailbox, access your messages and even change your mailbox settings without your permission and without you knowing.

It's easy to protect your mailbox and we recommend that you do it now. Please follow the instructions below to secure your mailbox - it only takes a minute.

How to change your PIN and turn optional PIN OFF

From the Voicemail Main Menu:



- Press 3 for Personal Options
- Press 2 to change your PIN (The system will tell you your current PIN)
- Press 2 to change the PIN then, at the prompt, enter your new PIN and press #
- The system will tell you your new PIN - press 1 to save it or 2 to change it
- Once you've saved your new PIN the system will confirm your PIN
- Press 3 to check that optional PIN is turned OFF
- If Optional PIN is already OFF, then press * to cancel, - if optional PIN is currently ON, then press 1 to turn it OFF.

Choosing your PIN Number

You can change your PIN at any time. It must be between four and ten digits and can't start with 0 or be the last four digits of your phone number.

From the Voicemail main menu

- Press 3 for 'personal options'
- Press 2 to change your PIN
- Press 2 again
- Follow the voice prompts to finish setting your pin

Recording your Personal Greeting

Please follow these steps to set up your personal greeting. This is the greeting callers will hear when you can't answer the phone.

You have up to 2 minutes for the greeting and can choose our standard greeting or record your own.

From the Voicemail main menu

- Press 3 for 'personal options'
- Press 1 for 'greetings'
- Press 1 again to record your own personal greeting, or
- Press 2 to select the standard greeting
- Follow the voice prompts to finish setting up your greeting

Recording your Mailbox Name

Your mailbox name is the name you hear when you access your mailbox.

From the Voicemail main menu

- Press 3 for 'personal options'
- Press 1 for 'greetings'
- Press 3 to record your mailbox name
- Follow the voice prompts to finish recording your mailbox name

Setting Number of Rings

Depending on the type of phone you have you may be able to choose the number of times your home phone will ring (between 0 and 9 rings) before Voicemail answers.

If you have been assigned an 832 xx-xxx mailbox number, you cannot change the number of rings through your mailbox Main Menu.

To set the number of rings (between 0 and 9) before Voicemail answers please follow the instructions below.

From the Voicemail main menu

- Press 3 for 'personal options'
- Press 3 again for 'ringing options'



- Press 1 to choose the number of rings
 - Follow the voice prompts
- If you do not change the number of rings by default Voicemail will pick up your answer after 4 rings.

Listening to your Messages

You know a person has left a message because instead of hearing the normal dial tone when you pick up the phone, you will hear an 'interrupted dial tone' (a series of fast beeps).

To check you messages from your home phone:

- Dial 083210
- Enter your PIN (if prompted)
- Press 1 to listen to your messages

To check you messages from another phone:

- Dial 083210 (then press * if that phone also has Voicemail)
- Enter your mailbox number (your area code - without the zero - followed by your phone number, eg. 9 444 4414)
- Enter your PIN
- Press 1 to listen to your messages

While listening to your messages you can:

- Press 0 to get help
- Press 1 to repeat the message
- Press 2 to save the message
- Press 3 to delete the message
- Press 6 to scan your messages
- Press 7 to rewind the message back 10 seconds
- Press 8 to pause the message (press 8 again to restart)
- Press 9 to forward the message 10 seconds or skip the date and time before a message
- Press 11 to find out when the message was received. Your message will continue to play from where it was interrupted
- Press # to skip to the next message
- Press * to go back to the main menu
- Press *** or END to exit your mailbox

Saving your Messages

Messages can be saved for 20 days each time you open and resave them. Your mailbox can hold up to a total of 40 three-minute messages (both new and saved from your home phones). Clear your messages regularly, so callers don't find your mailbox is full.

If you want to save a message, when listening to the message press 2. It will then say "Message Saved".

How to Turn Voicemail On and Off

If you are expecting an important call on your home phone or if you know you won't be able to get to your home phone in time you might decide to turn Voicemail off. If you turn Voicemail off, your home phone will keep ringing until you answer it, or until your caller hangs up.

To turn Voicemail off:

From the Voicemail main menu



- Press 3 for 'personal options'
- Press 3 again for 'ringing options'
- Press 1 for 'number of rings'
- Press # to turn Voicemail off

To turn Voicemail back on; from the main menu

- Press 3 for 'personal options'
- Press 3 again for 'ringing options'
- Press 1 before entering then number of rings to turn Voicemail on
- Enter the number of rings (between 0 and 9)

Oops... I Deleted a Message by Mistake

If you delete a message by mistake - don't hang up. Press the * key to go back to the main menu and press 1 to listen to your messages again. The message you deleted will be played last. You can then choose to listen to it again, save or delete it.

Once you've hung up, you won't be able to retrieve any messages you've deleted.

Accessing your Messages from Overseas

You can check your messages anytime from almost any touchtone phone, anywhere in the world. International call rates apply.

- Dial the International access code of the country you are calling from
- Dial 64
- Dial 83 083210 and wait for the greeting
- Enter your mailbox number (your area code - without the zero - followed by your phone number, eg. 4 123 4567)
- Press #
- Enter your PIN
- Press # - you are now at the main menu and can listen to your messages

Leave a Message in your Own Mailbox

To leave a message in your own mailbox:

- Dial 08320 0000 from your phone
- Leave a message

