

Home Phone Voicemail Guide

WHAT IS VOICEMAIL?

Voicemail provides a personal answering service if your phone line is busy, if you're on another call or you can't get to the phone to answer it. Callers will hear your personal greeting and are able to leave a message, which you can retrieve at your leisure.

INSTRUCTIONS FOR USE

Setting up

The voicemail prompts will take you through a process to set up your mailbox including setting a PIN to protect the privacy of your messages, recording a name announcement to identify your mailbox to callers, and recording a personal greeting that callers will hear when leaving a message for you. If you are unsure of your PIN, try the last four or six digits of your telephone number.

Accessing messages

To access voicemail from the phone it is connected to:



To access voicemail from other fixed or mobile services within Australia:



Note: Your mailbox number is the phone number including the area code

To access voicemail from services connected with PABXs or other carriers:



To access voicemail from phone services in other countries:



Listening to messages

You will know you have new messages when you hear a special dial tone when you pick up your phone. Once you have accessed voicemail, your messages will play automatically.

After listening to a message, you can replay it by:



After listening to a message, to replay it:



After listening to a message, to delete it:



Once you have selected an option, voicemail will move on to the next message.

Voicemail automatically stores all new messages for 14 days. Once played, messages are kept for 7 days unless you delete them. Voicemail allows 60 messages of up to 5 minutes in length to be stored at any one time.

Voicemail shortcuts - these can be entered at any time

To return to the Main Menu:

Dial 9

To cancel and go back one menu level:

Dial *

For help:

Dial 8

Voicemail shortcuts - these can be entered while listening to messages

To go back to the start of the message:

Dial 1

To go back 8 seconds:

Dial 2

To go forward 8 seconds:

Dial 3

To fast forward to the end of the message:

Dial 33

To skip to the next message:

Dial 6

To pause a message while it is playing:

Dial 7  **Dial 7 again to resume**

Additional features

If a caller hangs up immediately after your personal greeting tone is heard, you will be notified of their number (if it is not a blocked or silent number). You need to turn this feature on via the Main Menu.

To activate Hang Up Messages, from the Main Menu:



By default, the phone will ring for approximately 20 seconds before voicemail takes the call. To change the number of rings:

