

Mobile Voicemail User Guide



How does it work?

Whenever you can't answer calls to your mobile phone your Voicemail box will - callers can listen to your greeting and leave a message.

Using it is easy - simply listen to the voice prompts and follow the instructions by pressing the keys on your phone. If you're not sure of what to do next, wait for the menu to replay. If you'd like help, press **0** anytime.

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Your mailbox

Using your mailbox for the first time

Setting up your mailbox takes about 3 minutes - you'll need to do this before you can listen to messages left for you. You can set up your mailbox as soon as you receive your welcome message - you'll see a mail icon on your mobile screen.

- 1** From your mobile phone call your mailbox - dial 083210
- 2** Follow the step by step instructions to:
 - Choose a PIN - keep your PIN secret to ensure your mailbox is secure
 - Record your name - you hear your name when you call your mailbox to check your messages
 - Record a personal greeting to welcome callers and invite them to leave you a message
- 3** Now you're at the main menu. Follow the voice prompts to listen to your messages.

You can change your personal greeting, mailbox name or PIN as often as you like. Simply call your mailbox, press **1** (personal options) from the main menu and follow the voice prompts.

Checking your messages

When a new message is left in your mailbox, an icon will appear on your mobile screen.

From your mobile

It is fastest and most cost effective to call your mailbox from your own mobile phone:

- Dial 083210
- If prompted, enter your PIN then press **#**
- You'll be told how many new and saved messages you have. They will start to play automatically. Follow the voice prompts to save or delete each message.

From a landline or another mobile phone

- Dial your mobile phone number, including the mobile prefix (e.g. 027 123 4567)
- Press ***** as soon as you hear your greeting
- Enter your PIN at the prompt, then press **#**

Menu Guide

The menu is straightforward - it has three options:

Option 1 to listen to your messages (new messages play automatically when you enter your mailbox)

Option 2 to send a message

Option 3 to change your personal settings

Once you have selected an option from the main menu, you can manage your messages as below.

Options while listening to your messages:

Press **#** to hear the caller's number; hold to call them back

Press **1** to repeat the message

Press **2** ^{ABC} to save the message

Press **3** ^{DEF} to delete the message

Press **6** ^{MNO} to listen to all your messages one after another

Press **7** ^{PQRS} to rewind the message back 8 seconds

Press **8** ^{TUV} to pause the message (press 8 again to restart the message)

Press **9** ^{WXYZ} to forward the message 8 seconds

Press **9** ^{WXYZ} **9** ^{WXYZ} to skip to the next message

Press **0** to get help

Press ***** to go back to the main menu

Options to change your personal settings:

Press **1** to change your greeting or mailbox name

Press **2** ^{ABC} to change your PIN

Press **3** ^{DEF} for message notification options including Call Forward so your callers can press **0** to be forwarded to another number.

For Message Envelope settings

Press **6** ^{MNO} to hear time, date and, where available, your caller's number

Call Back

Using Call Back

When listening to a message you can Call Back the person who called - avoid the hassle of writing down phone numbers while clearing messages!

Charges:

- All Call Back calls will be charged to your TelstraClear mobile account
- Call Back calls are charged at your mobile plan calling rate plus any applicable voicemail retrieval charges.

To call back while clearing messages

- Press **#** you'll hear the number of the person who left a message - and hold to be connected to that number.

If the caller answers, complete your conversation, and when they hang up you'll be returned to the mailbox menu. If the call is not answered after 20 seconds, you'll be returned to your mailbox menu.

Note: If the call is hung-up in an answering system, end your call and redial your mailbox to continue clearing your messages.

Things you should know about Call Back

- You cannot call back international, 0800 or 0900 numbers
- You cannot call back confidential numbers or numbers using restricted caller ID
- Sometimes a message may be left by a caller using a landline business number, i.e. a pilot number that cannot be called back. In this case, you will have to call back by dialling an alternate number

Call Forward

Using Call Forward

You can set up your message service to give your callers the option to go through to another number, e.g. your greeting could say “Sorry, I’m unavailable right now, but please press 0 to go through to my assistant, otherwise leave me a message after the tone”.

Charges:

- All forwarded calls will be charged to your TelstraClear mobile account
- Forwarded calls are charged at your mobile plan calling rate plus any applicable voicemail retrieval charges. Forwarded calls use your included minutes where applicable

To set up or change Call Forward from the main menu:

Press **3**^{DEF} for ‘personal options’

Press **3**^{DEF} for ‘message notifications and Call Forward’ options

Press **4**^{GHI} to set up Call Forward to another number

Follow the instructions to enter the number you wish to forward calls to

- The number must include the area or mobile network code (including the zero), e.g. 04 123 4567 or 027 123 4567
- You can select the hours you wish Call Forward to be active e.g. from 0800 to 1145 only

Things you should know about Call Forward

- Calls cannot be forwarded to international, 0800 or 0900 numbers

PIN Numbers

How to change your PIN

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 mobile phone number. From the main menu:

Press **3**^{DEF} for ‘personal options’

Press **2**^{ABC} for ‘pin set up options’

Press **1** to ‘change your pin’

Follow the voice prompts

How to set up Optional PIN

The Optional PIN service lets you choose whether you want your mailbox to be protected by a PIN when calling from your own phone. If you turn Optional PIN ON, and use your own mobile, your mailbox recognises it’s you and allows you access without needing to enter a PIN. If you turn Optional PIN OFF, you will always be prompted to enter your PIN.

For mailbox security we recommend you use a PIN.

To turn Optional PIN on/off from the main menu:

Press **3**^{DEF} for ‘personal options’

Press **2**^{ABC} for ‘pin set up options’

Press **2**^{ABC} set up Optional PIN

Press **1** to turn Optional PIN on/off

Note: OFF - PIN required when accessing your mailbox from your own phone
ON - No PIN required when accessing your mailbox from your own phone

Messaging

Sending messages to other mailboxes

When you simply need to leave information for another TelstraClear Voicemail user, to save time you can send a message.

To send a message to an individual or a group

From the main menu:

Press **2** ^{ABC} and follow the voice prompts

If you want to send the same message to a group of mailboxes, after entering the first mailbox number just press **3** ^{DEF} to continue adding mailbox numbers.

To copy and forward messages

You can redirect messages inappropriately left for you, or pass messages on to one or several people by copying and forwarding.

After listening to the message you want to forward:

Press **5** ^{JKL} to copy the message and follow the voice prompts

Guidelines for sending/forwarding messaging to other mailboxes

- Your Voicemail must not be used to send inappropriate messages to other mailboxes or phone numbers
- Inappropriate messages include, but are not limited to, messages that are:
 - Unsolicited advertising messages
 - From an anonymous sender
 - Annoying or offensive in nature
- TelstraClear reserves the right to deactivate the message delivery function from a mailbox if it has been used inappropriately

Important things to know

If I delete a message by mistake?

Don't hang up - simply press **1** (listen) from the main menu and your deleted message will be played again.

How do I access another mailbox from my mobile phone mailbox?

Press ***** ***** from the main menu, then enter the mailbox number you wish to check.

How do I speed up listening to my messages?

There's no need to wait and listen to each and every voice prompt or message - once you're familiar with your mailbox menu you can "hotkey" - just press the keys to select the options you need. You can also programme the key sequence to open your mailbox as a speed dial on your mobile.

Using Voicemail with Call Waiting

You'll hear the Call Waiting beeps to let you know when you have another call. You can then:

Press **TALK** - put your first caller on hold and talk to the second caller. If you do not press TALK the call diverts to your voicemail or if you have Mobile Call Diversion, the same way as you've set up for "no answer"

Note: **TALK** - for the purposes of this guide, the **TALK** symbol is used to indicate the button you normally use to make a call. This button differs depending on the mobile phone you are using. Refer to your phone's user guide for more information.