



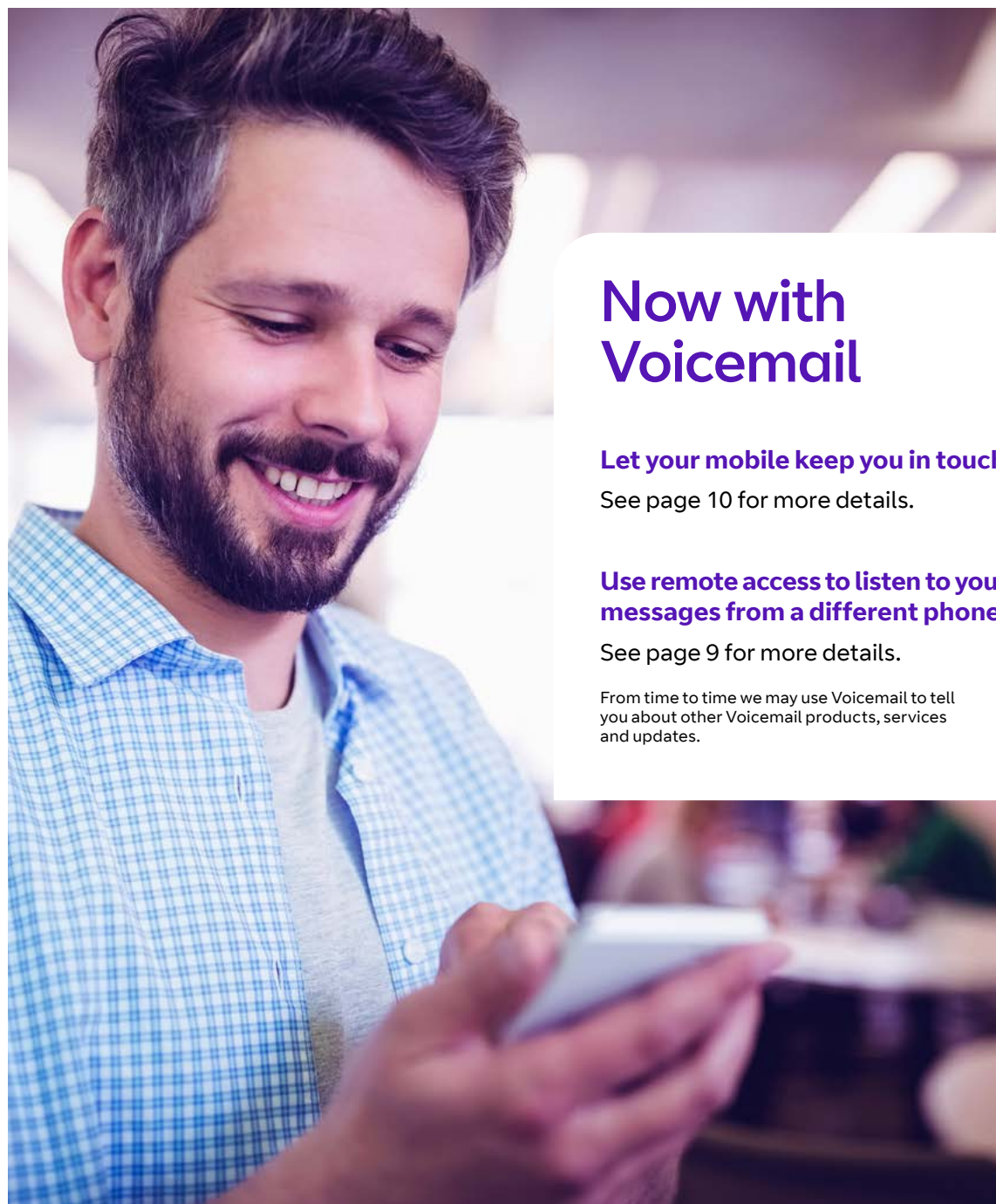
Get the message – wherever you are

Voice mail user guide



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Now with Voicemail

Let your mobile keep you in touch

See page 10 for more details.

Use remote access to listen to your messages from a different phone

See page 9 for more details.

From time to time we may use Voicemail to tell you about other Voicemail products, services and updates.

Getting started



Use the right type of phone

These phones usually have * and # buttons and make musical tones as you dial. If your phone has * and # buttons but you hear clicks instead of musical tones when you dial, you need to switch your phone to tone dialling. The switch is probably on the side or bottom of the phone.

Dial 1571

You can read more about how to do this from another phone on page 9. And page 10 will explain how you can use it with your mobile.

Follow the instructions

You can speak into your phone after the tone to tell Voicemail what to do, just say **1, 2, 3** depending on what you want to do.

You don't have to wait for the instructions to finish. The diagrams in this guide show you which buttons to press to get from the main menu to the feature you want.

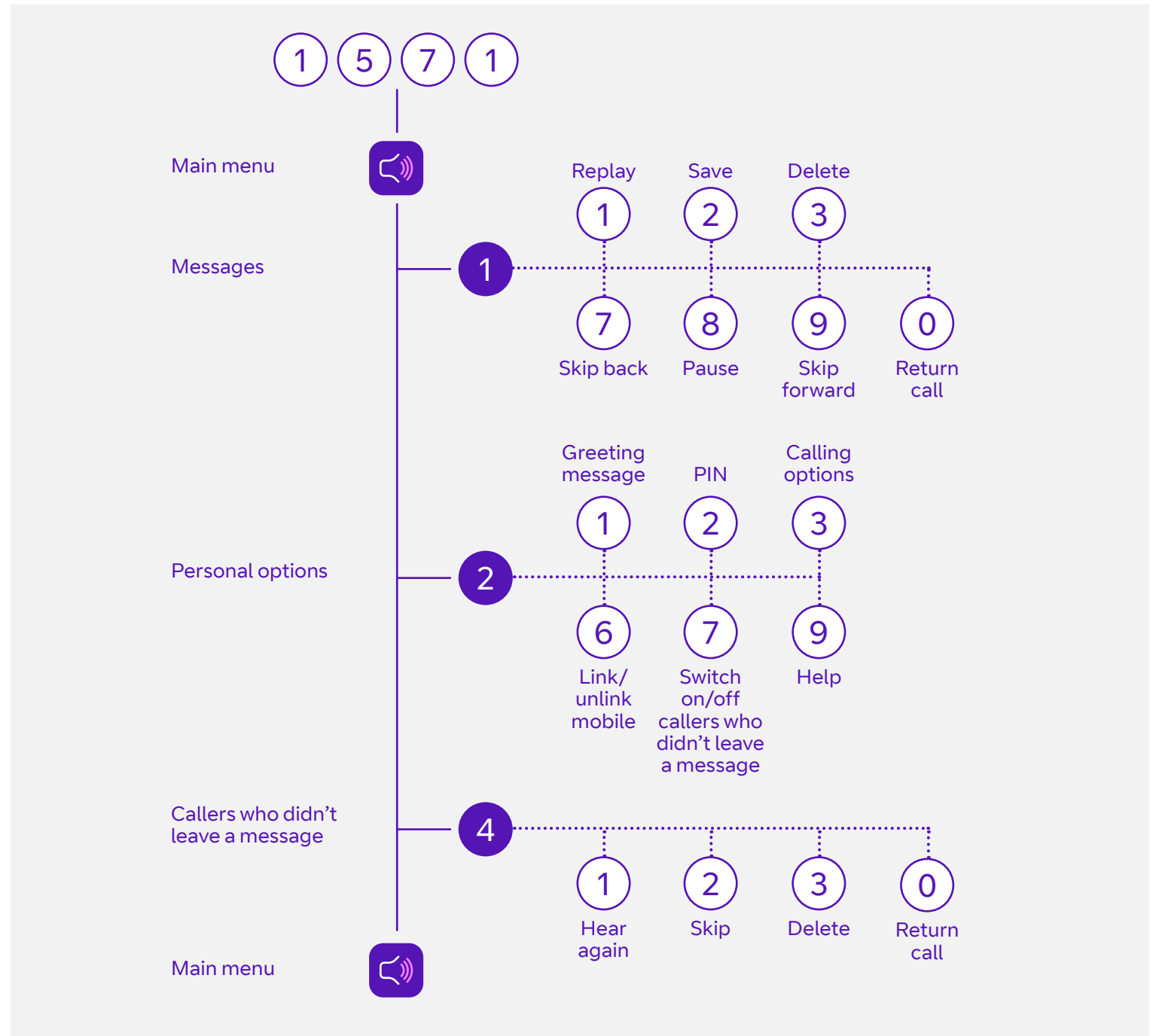
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You can hang up at any time

Voicemail

Here's an overview of your service



Messages

Checking whether you have any messages

You'll hear a different dial tone whenever you have new messages. Just lift your handset and listen to the dial tone to check.

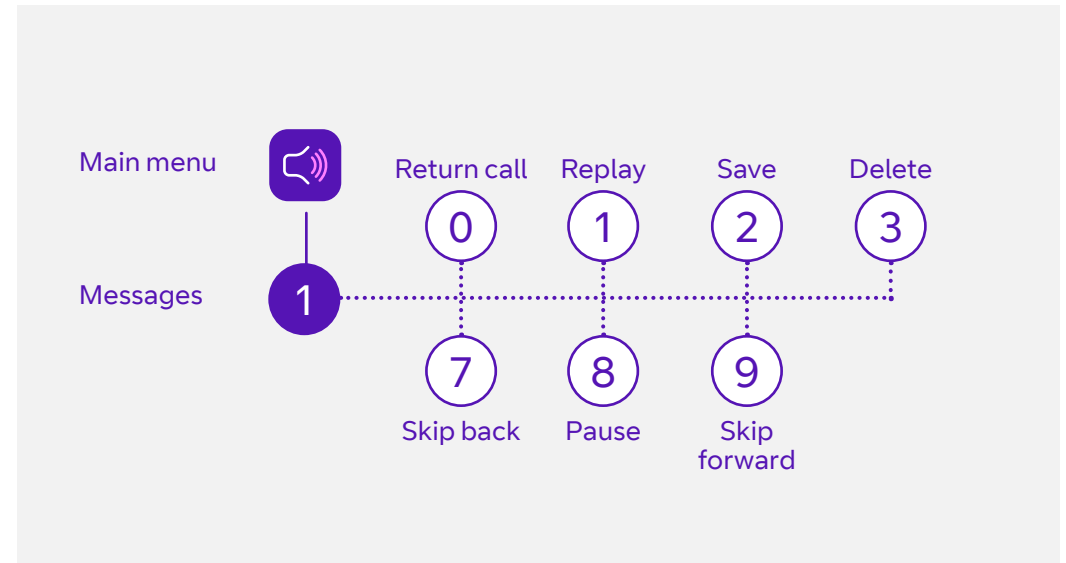
If Voicemail takes a new message while you're on the phone, it'll call you after 10 minutes to let you know you have a message.

If you're still on the phone when Voicemail calls, it'll try every 10 minutes for two hours. If you haven't checked the messages after two hours, you won't be alerted about the messages.

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Listening to, saving and deleting messages

Voicemail will tell you how many new and saved messages you have after you dial **1571**.

After you hear the tone, use the buttons on your phone or speak into the handset to tell Voicemail what you want to do with each message. While you're listening to a message or at the end of listening to one, you can press **0** to return the call. Just be sure to remember that there's a charge for this and we'll route any return calls.

Message space

Voicemail can save up to 30 messages. It'll tell you if it gets close to being full. If someone calls when your message box is full, they'll be asked to call back later.

Time limit

Saved messages will be automatically deleted after 30 days. And new messages that you haven't listened to are deleted automatically after six months.

Personal options

Choosing the message that greets your callers


When your phone is engaged or you can't answer, Voicemail answers with a standard greeting message asking your callers to leave a message for you. You might prefer to record your own personal greeting message.

Your message can be up to one minute long.

Remember to press **2** to make sure your new message is saved.

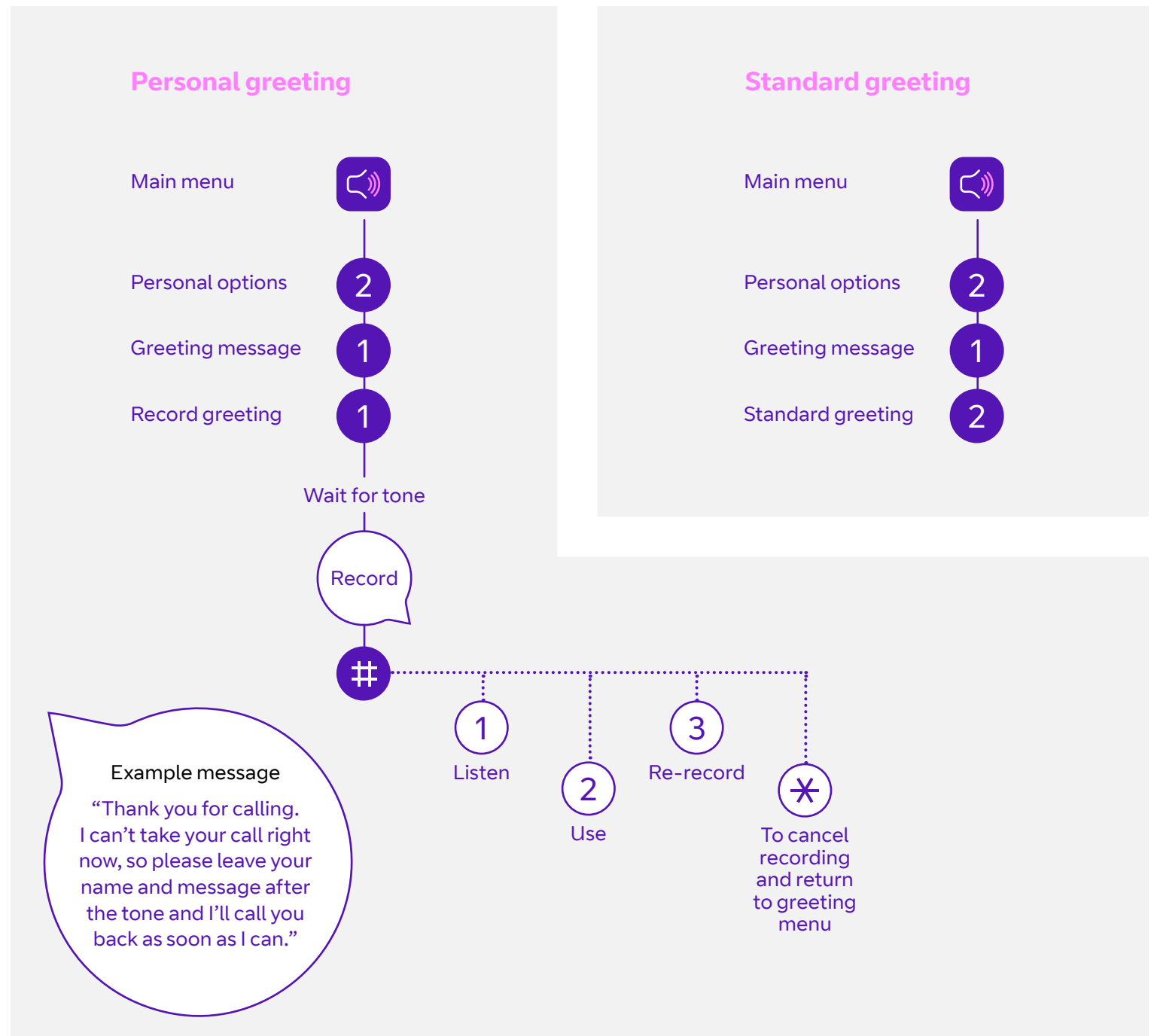
If you record your own message, remember that Voicemail takes calls when you're on the phone as well as when you're out or don't answer.

You can always change back to the standard message if you want to.

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You can hang up at any time

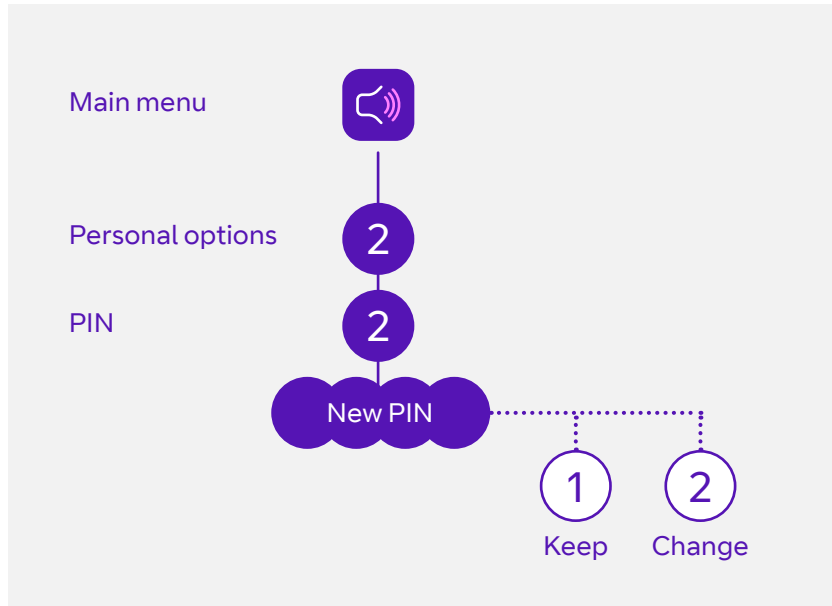


Choosing a different PIN

You need your PIN to listen to your messages from phones other than your own. You can choose a remote access PIN that's easy for you to remember after you dial **1571**.

For security reasons, you won't be able to choose a PIN with simple sequences such as 2222 or 1234.

You can only change your PIN from your own phone.



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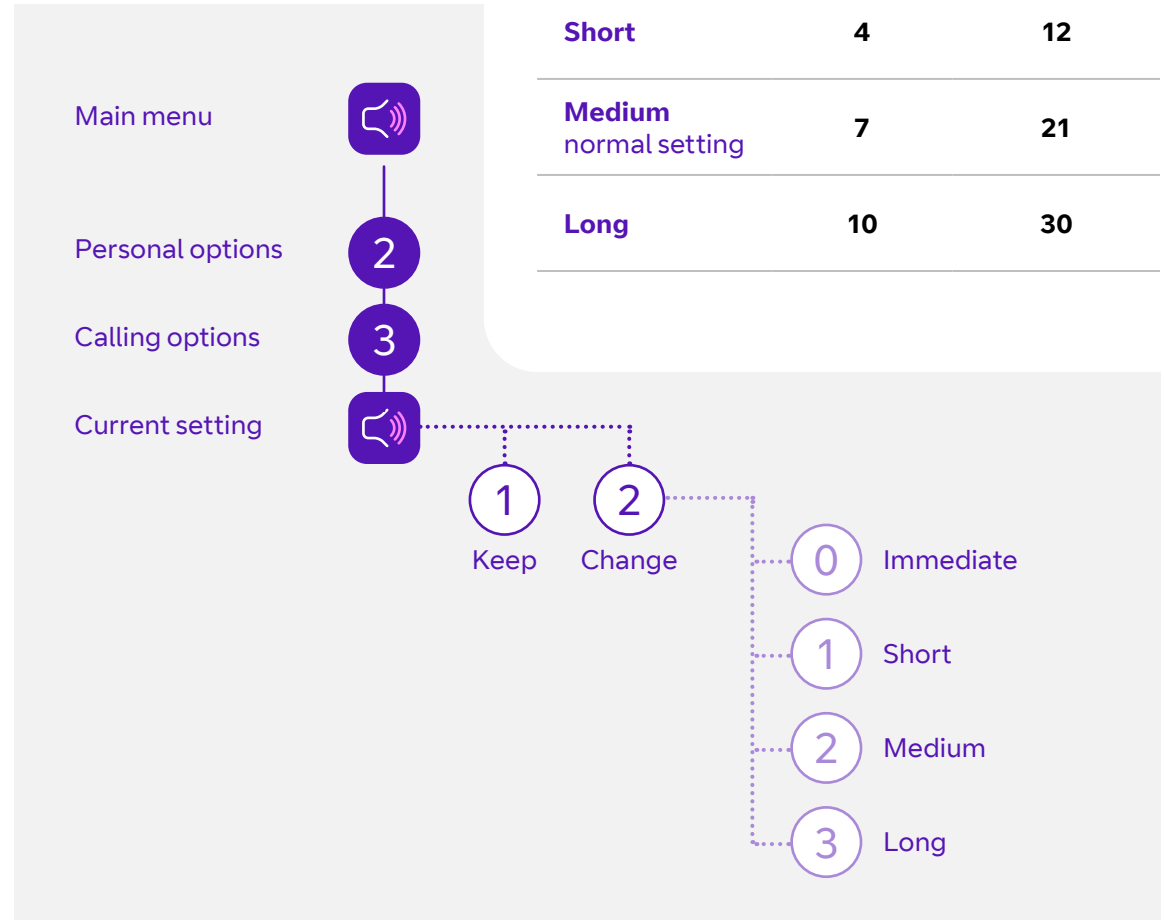
You can hang up at any time

Choosing how long before Voicemail answers

You can change the number of rings before Voicemail answers your calls.

There are four settings to choose from:

Setting	Rings	Seconds
Immediate	0	0
Short	4	12
Medium normal setting	7	21
Long	10	30



Callers who didn't leave a message

Callers who did and didn't leave a message

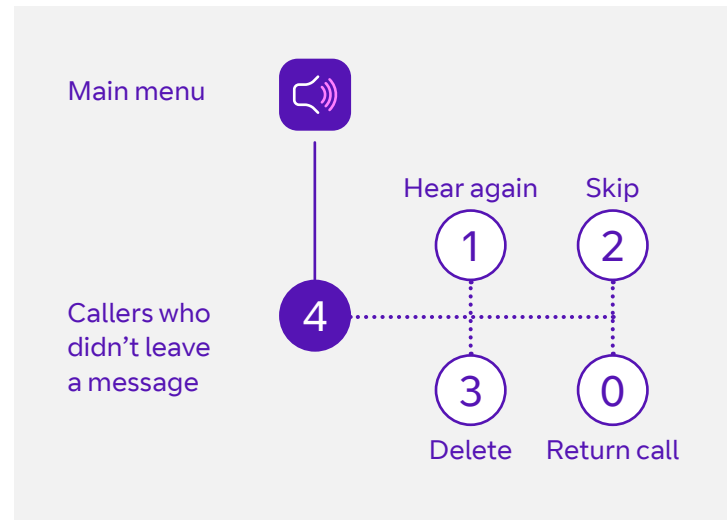
If you have this option switched on, Voicemail stores details about callers who put the phone down without leaving a message for you.

It stores the caller's number and the date and time of the three most recent callers to call without leaving you a message.

It stores the details whether your phone was engaged or if you didn't answer.

If the same number calls more than once, only details of the last call are stored.

Voicemail doesn't store details of callers who withhold their number.

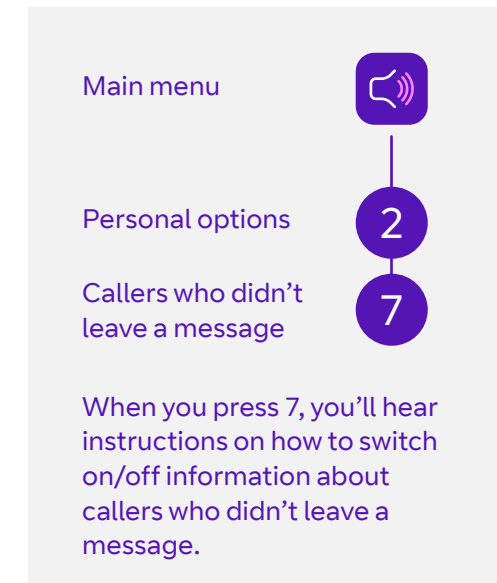


Choosing whether to store information about callers who didn't leave a message

Voicemail normally stores details about callers who put the phone down without leaving a message for you.

It stores the caller's number and the date and time they called.

You can switch this option on or off by following the instructions.



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Remote access

Calling from another phone number when you're away from your own phone

You can listen to your messages when you're away from your phone by using remote access. You can play, save or delete your messages and you can access your calling options, too.

To do this, you need to call your own phone from another phone line. After Voicemail answers, press * and enter your four digit PIN. This will take you to the main menu where you can use Voicemail in the normal way.

The remote access call will be charged to the phone bill for the phone you're calling from. Normal call charges will apply.

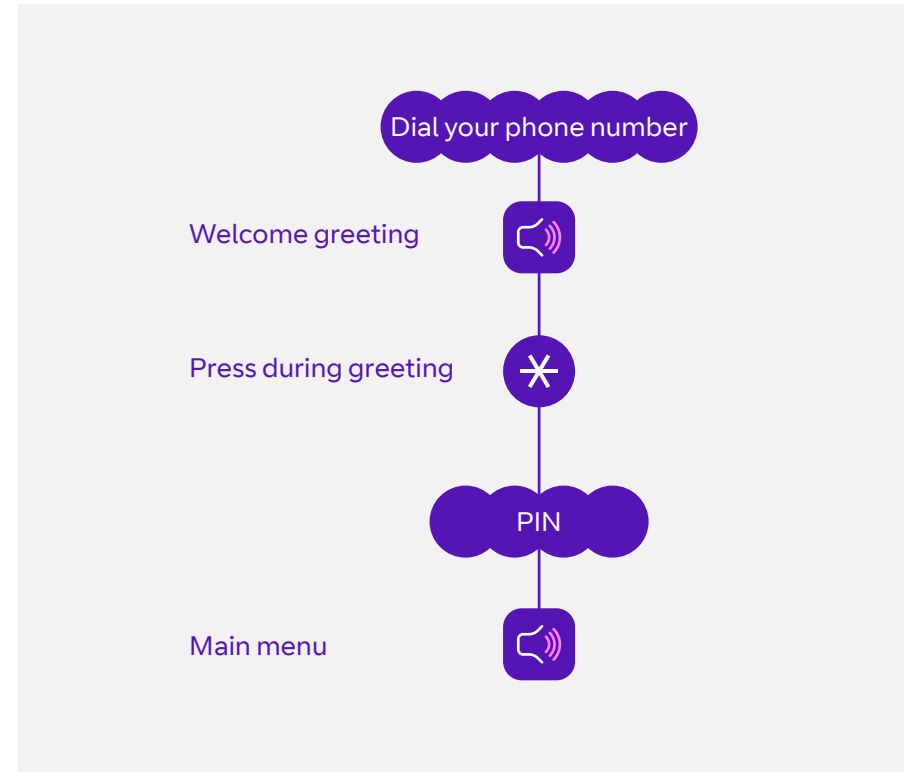
PIN

We strongly recommend that you set up a remote access PIN so that your mailbox is secure. Check out page 7 for more details.

For security reasons, your PIN can't be changed by remote access.

If you want to know how to remotely access your messages from a linked mobile, check out page 10.

The return call facility isn't available when you access your mailbox remotely.



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You can hang up at any time

Voicemail and your mobile

Before you can use Voicemail with your mobile you need to link it to your service so that Voicemail knows your mobile number. You'll also need to set up a four digit remote access PIN from your home phone – you only need to do this once.

Link your BT 1571 messaging service to a mobile, with the text alert feature

This service allows you to link your mobile phone to the BT 1571 messaging service. Every time a new message is left on your 1571 messaging service, you'll get a text straight to your mobile. You can then call in to your land line number to listen to the message using your linked mobile.

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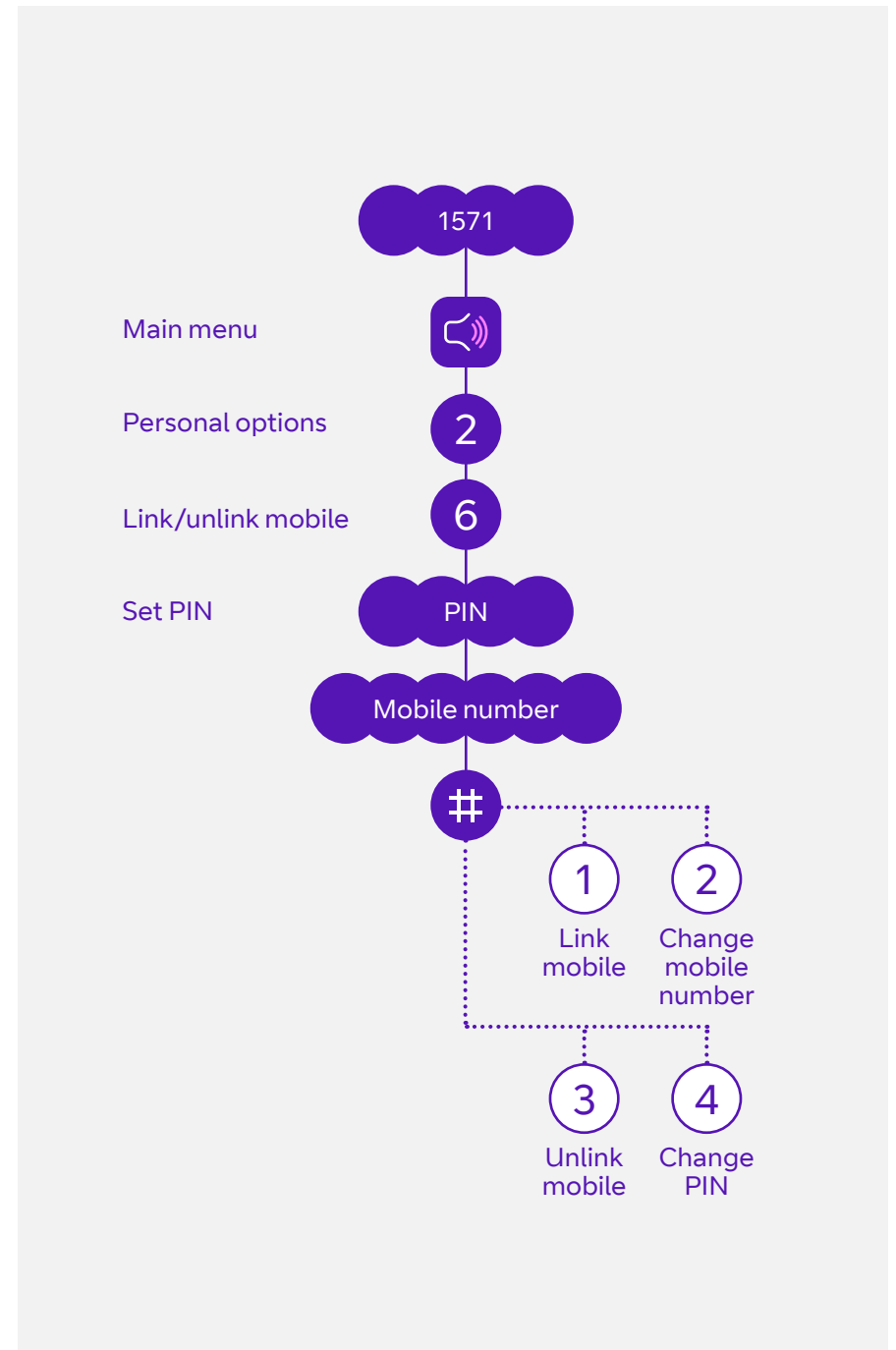
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You can hang up at any time

Simply follow the options shown in the diagram. Once you've set it up you'll get a confirmation text to let you know you're good to go.

1. From the home phone number, dial **1571**.
2. To link your mobile press **2**, then press **6**.
3. Set your PIN (if you haven't already).
4. Enter the mobile number that you want to link to your messaging service, followed by **#**.
5. Press **1** to link this mobile to your messaging service, press **2** to enter a different number, press **3** to unlink this mobile from your mailbox, press **4** if you'd like to change the mailbox PIN or hang up.

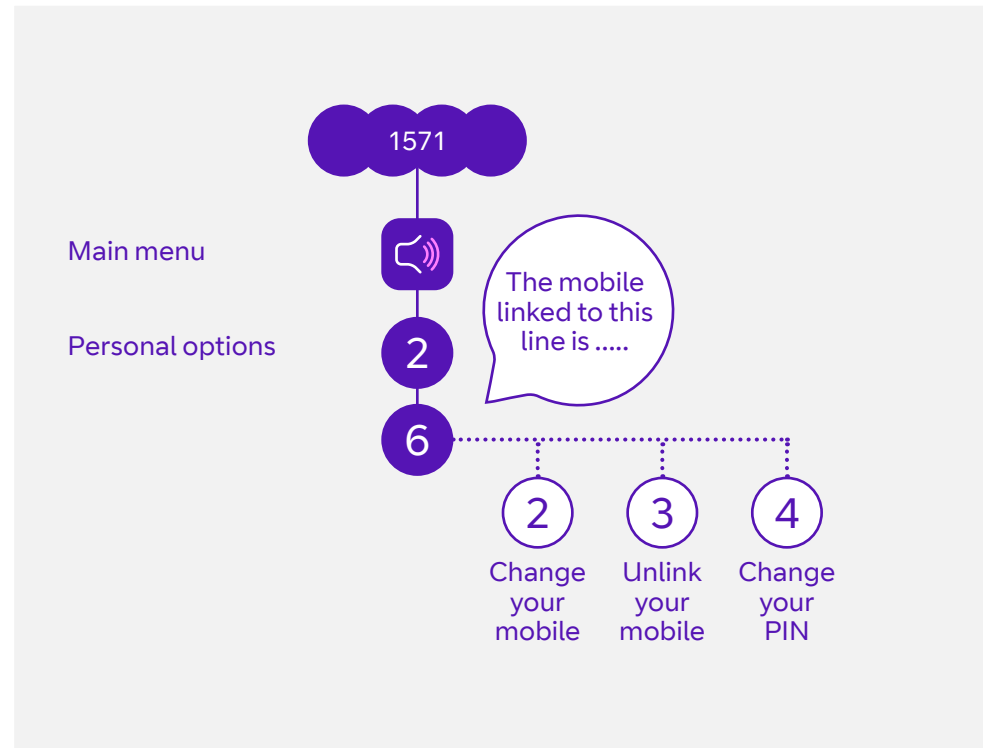
Note: You can't link your mobile number to more than one messaging mailbox at any one time.



To change or unlink your mobile from the mailbox

1. Follow the options shown in the diagram.
2. After pressing **6**, you'll be told "The mobile number linked to this line is ...".
3. To change it (mobile no) press **2**, to unlink this mobile from your mailbox press **3**. If you'd like to change the mailbox PIN press **4**, or hang up.

A text message will be sent to your mobile to confirm that the work is complete.



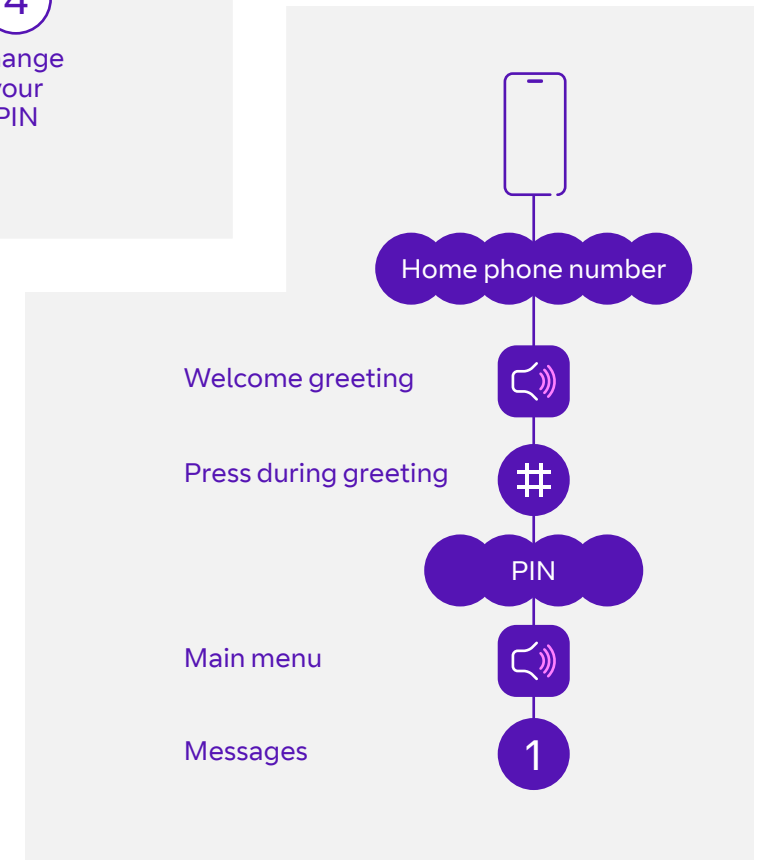
Retrieving your messages

1. Dial your land line number from your linked mobile.
2. After Voicemail answers, press ***** when prompted and enter your 4 digit PIN.
3. You'll then be at the beginning of your messages.

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You can hang up at any time

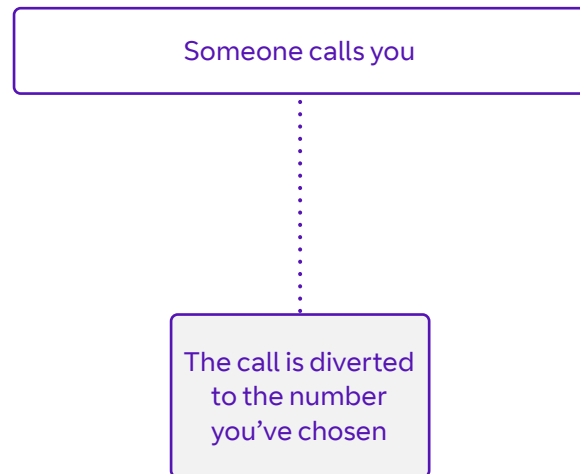


Voicemail and other calling features

Using Voicemail with call diversion

If you divert all your calls

Calls are diverted to the number you've chosen straight away.



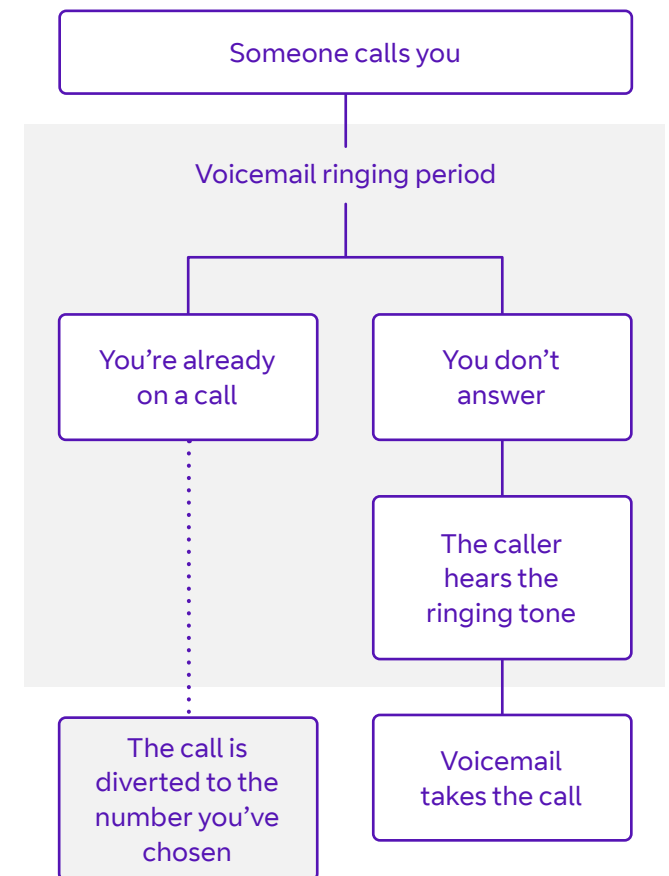
If you divert calls that you don't answer (on no reply)

They're diverted to the number you've chosen. Voicemail will take any new calls made to you when you're engaged.



If you divert calls when you're engaged

Calls are diverted to the number you've chosen. Voicemail will take calls that you don't answer.



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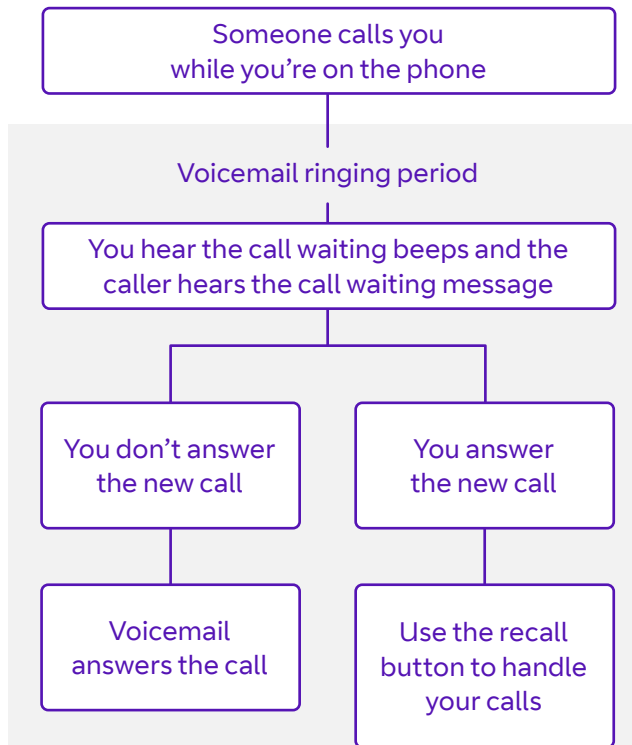
You can hang up at any time



Using Voicemail with call waiting

If you're on the phone while someone else is calling you, you'll hear the call waiting beeps. You can press recall to answer the call before Voicemail takes it. (See call waiting user guide.)

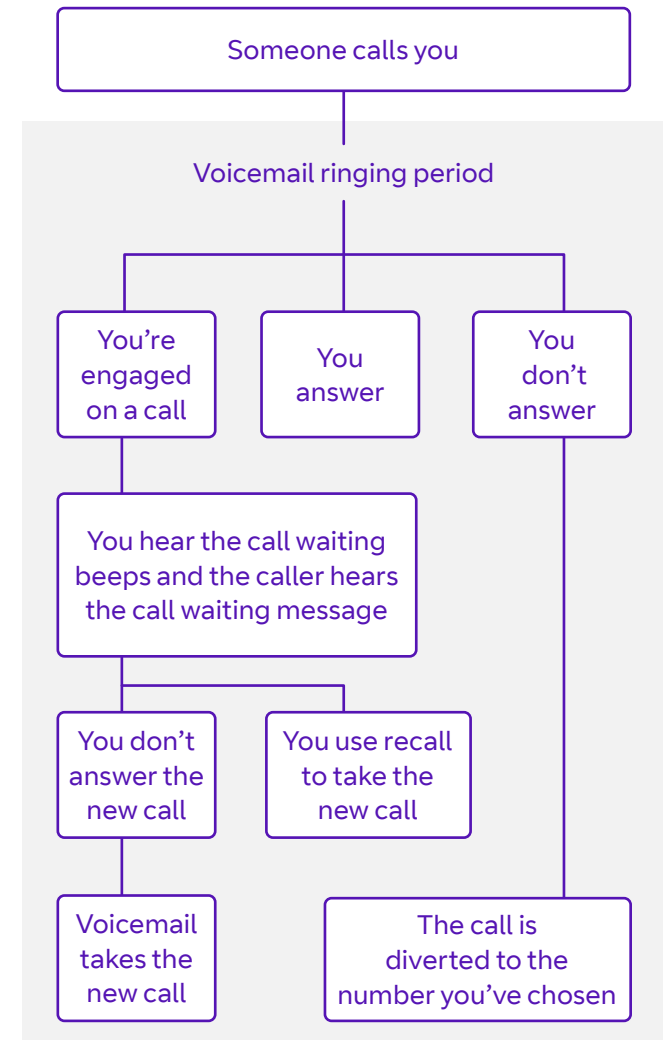
You can set the Voicemail ringing period to 'long' to give yourself more time to answer.



If a customer ignores their call waiting and the caller leaves a message in the Voicemail mailbox, won't be any 'message alert' attempts, made to the customer.

Using Voicemail with call waiting and call diversion

The services work together in the same way as Voicemail and call diversion unless you divert calls that you don't answer. Then you'll have a choice between taking the new call or letting Voicemail take a message.



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Using Voicemail with call return (1471)

Call return will store numbers when Voicemail takes calls you don't answer, or if the call goes to call waiting.

Call return doesn't update when the line is busy, and the call is answered by Voicemail.

Charge advice

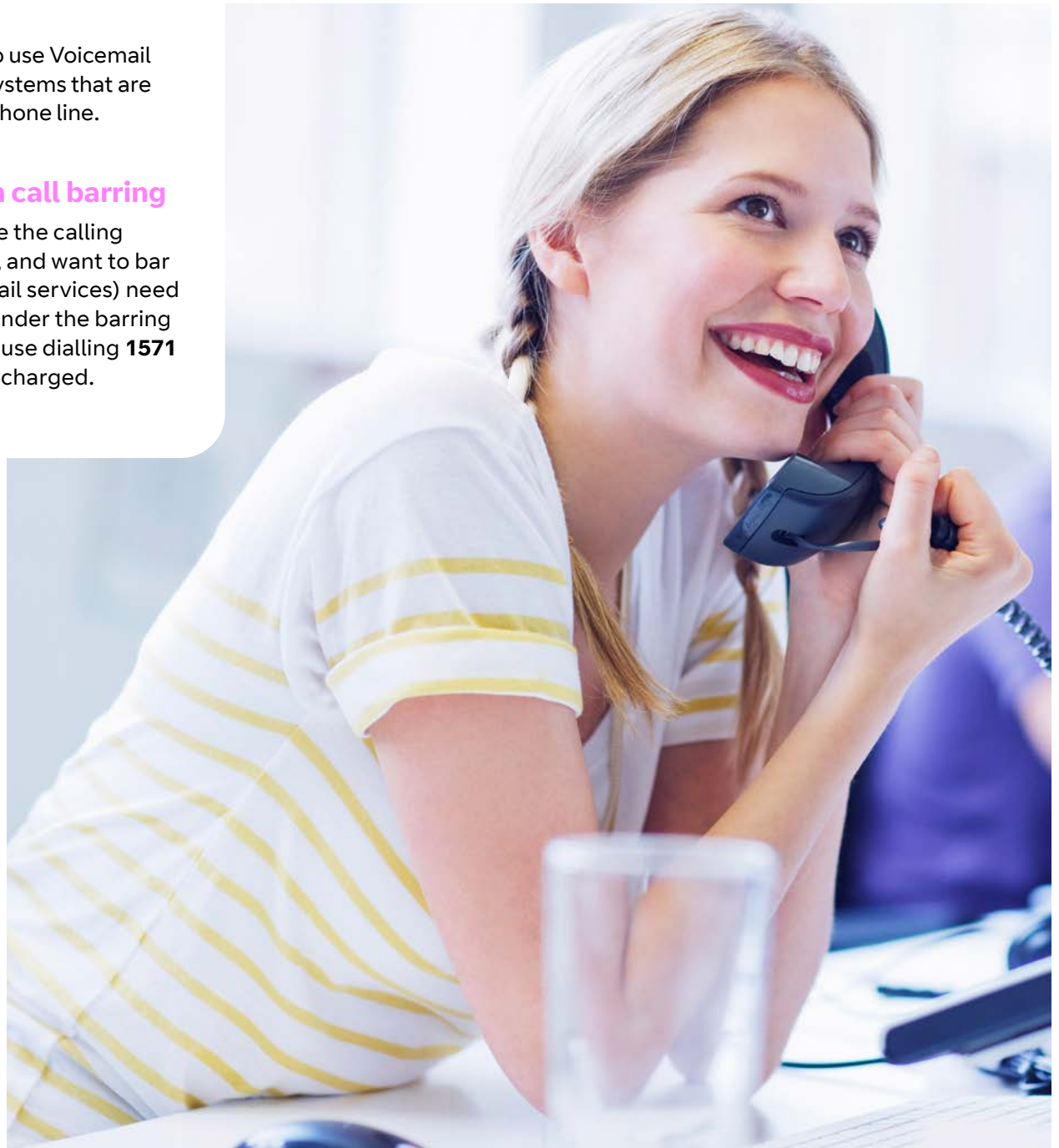
We recommend that you don't switch charge advice on for calls.

Alarm lines

We advise you not to use Voicemail with burglar alarm systems that are reset through your phone line.

Return call with call barring

Customers who have the calling feature, call barring, and want to bar using **1571** (Voicemail services) need to select code one under the barring options. This is because dialling **1571** could mean you get charged.



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Offices worldwide

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