



## Call Minder user guide

Call Minder will take messages for you as soon as it is connected. If you don't answer the phone, your caller will hear the following greeting: "You have reached the mailbox of (your phone number). Please leave a detailed message after the tone".

Using Call Minder 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 at any time.

An interrupted dial tone (a series of fast beeps) when you pick up the phone means you have a new message. Ignore this until you have set up your Call Minder.

### Here are some general points about Call Minder:

- Your mailbox is where your messages are kept. New, unsaved messages are held for 42 days before being automatically deleted. You will receive reminders to resave or delete messages every 30 days. Your mailbox can hold up to a total of 120 minutes (each message can be up to 3 minutes long). Clear your messages regularly, so callers don't find your mailbox is full.
- Your mailbox number is your area code and phone number less the leading zero in your area code. For example if your phone number was (09) 123 4567, your mailbox number would be 9 123 4567. (8 digits)
- Your PIN is your personal identification number.
- Before you can access messages, you must set up your mailbox, eg record a personal greeting and PIN

### To open your mailbox for the first time

Setting up your mailbox takes about three minutes - you'll need to do this before you can listen to messages left for you.

1. Using your phone dial 083210
2. Enter 1234 (this is your temporary PIN to use the first time you dial in)
3. Enter a new PIN and decide whether to have PIN protected access. Keep your PIN secret to ensure your mailbox is secure
4. Follow the voice prompts to set up your mailbox:

**Record your name** - you hear your name when you call your mailbox to check your messages

**Record a friendly, personal greeting** to welcome callers and invite them to leave you a message

You can change your personal greeting, mailbox name or PIN as often as you like. Simply call your mailbox, press **3** (personal options) from the main menu and follow the voice prompts.



## Checking your messages

You can check your message from any phone. When a new message is left in your mailbox, you'll hear an interrupted dial tone (a series of fast beeps) when you pick up the phone.

- Dial 083210
- Enter your PIN and 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 another telephone or mobile phone

- Dial 083210
- Press \* \*
- Enter the mailbox number you wish to check, and press #

### Main Menu

- Press 1 to listen to your messages
- Press 3 to change your personal settings

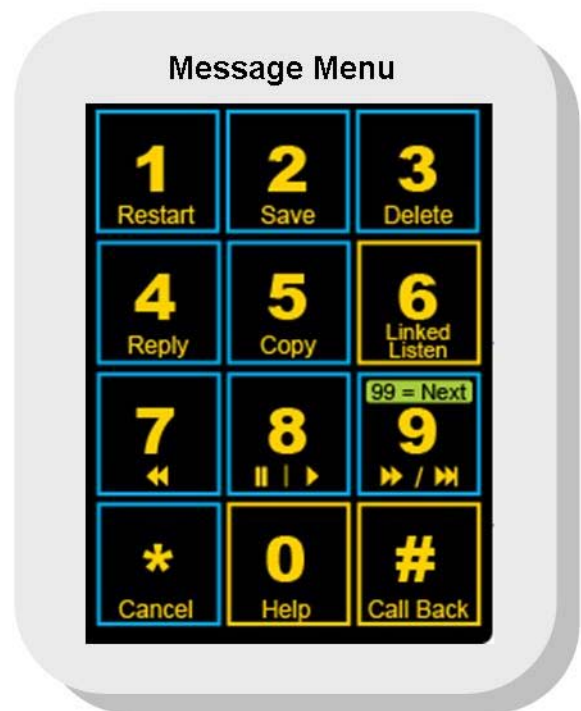
### listening to your messages:

- 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 listen to all your messages one after another
- Press 7 to rewind the message back 8 seconds
- Press 8 to pause the message (press 8 again to restart)
- Press 9 to forward the message 8 seconds
- Press 99 to skip to the next message
- Press \* to go back to the main menu
- Press \*\* to enter an alternative mailbox number

### Changing your personal settings:

- Press 1 to change your greeting or mailbox name
- Press 2 to change your PIN
- Press 3 for message notification options and Call Forward so your callers can press 0 to be forwarded to another number

For Message Envelope settings press 6 - to hear time, date and, where available, your caller's number





## Deleting 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.

## Saving messages

You will receive reminders to save, resave or delete messages every 30 days. Your mailbox can hold up to a total of 120 minutes (each message can be up to 3 minutes long). Clear your messages regularly, so callers don't find your mailbox is full.

## To check messages when overseas

(International call rates apply)

- Dial the International access code of the country you are calling from
- Dial 64
- Dial 83 083210 - wait for the greeting
- Enter your mailbox number (your area code - without the zero - followed by your phone number, e.g. 4 123 4567)
- Press #
- Enter your PIN
- Press # - your messages will now be played to you

## 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 phone number.

To change your PIN from the main menu:

- Press 3 for 'personal options'
- Press 2 for 'pin set up options'
- Press 1 to 'change your pin'
- Follow the voice prompts



## How to set the number of rings before Call Minder answers

Call Minder answers after seven rings if you don't change the setting. Depending on how Call Minder is set up (see notes below) you may be able to choose the number of times your phone will ring (between 0 and 9 rings) before Call Minder answers.

If you select 0, Call Minder will answer your calls immediately, and you won't even hear the phone ring. If you don't wish Call Minder to answer your calls at all, select # and your phone will ring until you answer or until your caller hangs up.

### To set the number of rings from the main menu:

- Press 3 for 'personal options'
- Press 3 for 'message waiting notifications, ringing options or Call Forward'
- Press 1 to choose the number of rings
- Follow the voice prompts

### Notes:

If you have chosen an 0832 XXXXX mailbox number, you cannot change the number of rings using your mailbox menu. If you have a PABX and want to divert your phone to your mailbox, please refer to your PABX user guide.

## Using Call Forward (Call charges apply)

Call Forward means 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".

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

- Press 3 for 'personal options'
- Press 3 for 'message waiting notifications, ringing options or Call Forward' options
- Press 4 to set up Call Forward to another number
- Follow the instructions to enter the number you wish to forward calls to
  1. The number must include the area or mobile network code (including the zero), e.g. 04 123 4567 or 027 123 4567
  2. 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
- Charges calls forwarded from Call Minder will be charged to your account.



## How to change your greeting

This is the greeting callers hear when your phone is busy or you can't answer it. Your greeting can be up to two minutes long.

### To change your greeting from the main menu:

- Press 3 for 'personal options'
- Press 1 for 'greetings or mailbox name'
- Press 1 again to record your own personal greeting
- Follow the voice prompts

## How to change your mailbox name

### To change your mailbox name from the main menu:

- Press 3 for 'personal options'
- Press 1 for 'greetings or mailbox name'
- Press 2 to record your mailbox name
- Follow the voice prompts

## To turn Call Minder off

- Press 3 for personal options
- Press 3 again for ringing options
- Press # to turn Call Minder off

## Turn Call Minder on

- Press 3 for 'personal options'
- Press 3 for 'message waiting notifications, ringing options or Call Forward'
- Press 1 to choose the number of rings
- Follow the voice prompts

## To leave a message in your own mailbox

- Dial 083210 0000 from your phone
- Leave a message