



Info Answer

Info Answer provides pre-recorded information when you're unable to take a call.

- The maximum length that Information can be recorded on Info Answer is 10 minutes.
- You can setup a transfer within InfoAnswer, callers just press 0 to be transferred to another number
- InfoAnswer can be set to take all your calls (0 rings) or between 1 and 9 rings before the call is answered.
- Info Answer can be accessed free from any landline phone in New Zealand, at any time of the day.

Common uses

- If you receive a large number of routine inquiries from customers (business hours or services), an InfoAnswer message will be able to provide your customers with accurate, consistent information.
- If you've moved premise and need to direct customers to your new number. Set up Customer link from your old number to automatically divert customers to Info Answer.

Info Answer User Guide

Info Provider number

This number provides access to Info Answer Service so you can record your message. Your Info Provider number is the same as your telephone number and second digit of your area code eg 4 345 6789

Your PIN - is your personal identification number (initially it is the same as your Info Provider number)

Voice prompts and help

You can press 0 for help,* to cancel or # to skip ahead any time

Setting up InfoAnswer

1. Dial 083212
2. Enter your Info Provider number
3. Enter your PIN (initially it is the same as your Info Provider number)
4. Press #
5. Enter your new PIN (between 4 and 10 digits)
6. Press #
7. Press 1 to confirm your PIN or 2 to re-enter another PIN
8. You are now at the main menu, press 2 to record your message
9. Record your message and press #
10. Follow the voice prompts



Accessing the main Info Answer menu

1. Dial 083212
2. Enter your Info Provider number
3. Enter your PIN
4. Press #
5. You are now at the main menu

Changing your message

1. From the main menu press 2
2. Record your message and press #
3. Follow the voice prompts

Changing your PIN

1. From the main menu press 3 for personal options
2. Press 2
3. Follow the voice prompts

Transfer to personal assistance

Callers can be transferred to a pager, mobile phone or another phone number. You can store up to 99 different transfer numbers but you can only direct calls to one number at any one time. First you need to set up speed dial codes for each number.

To set up list of speed dial codes for transfer to personal assistance

1. From the main menu press 8 for Transfer to Personal Assistance
2. Press 1 for speed dial codes
3. Press 1 to setup or change your speed dial code
4. Enter a two-digit code (between 01 and 99)
5. Enter the number you want associated with that code (include the area code eg 04 345 6789)
6. Press 1 to save the number
7. Hang up or press # to set up more speed dial numbers

Set the correct transfer speed dial

1. From the main menu press 8
2. Enter the two digit code (01 and 99) you want callers to be transferred to
3. Follow the voice prompts

To turn transfer to personal assistance off

1. From the main menu press 8
2. Press 4 and hang up



Divert No Answer

Setting up or turning on 'divert no answer'

Any calls you don't answer will be automatically diverted to InfoAnswer

1. From the main menu press 3 for personal options
2. Press 3
3. Follow the voice prompts to set the number of times you want your phone to ring (between 0 and 9) before InfoAnswer responds

If you choose '0 rings' InfoAnswer will automatically answer all your calls.

Turning off 'divert no answer'

1. From the main menu press 3 for personal options
2. Press 1 #
3. Your phone will ring until you answer or the caller hangs up