Using Voicemail on IsatPhone, LandPhone and FleetPhone

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Contents

Getting started

1   Introduction

This document describes how to manage your voicemail services on IsatPhone, LandPhone and FleetPhone.

You can listen to and manage voicemail messages, and set up and edit voicemail administration settings using the IsatPhone or FleetPhone keypad, or any suitable handset connected to the LandPhone.

Important: The phone does NOT send you a notification when you have a new voicemail message. You must access the voicemail system periodically to check if you have any new messages. Refer to "Listening to voicemail messages" on page 4 for details.

2   Accessing voicemail

To access voicemail, simply dial either the short dial code or the full number, as follows:

- Short code: **570**

- Full number: **00 870 772 001 899**

Depending on how your mailbox is set up, you may also need:

- Your mailbox ID – This is the phone number associated with your account. It is supplied by your service provider.

- Your PIN – supplied to you by your service provider.

Enter these if prompted.

When you hear the automated voicemail greeting, you can now carry out any of the operations described in this document.

3   Setting up voicemail for the first time

The first time you access voicemail, you will be talked through the minimum set up procedure by the automated voice. As part of this procedure, you are asked to enter a PIN number, and record a voicemail greeting.

Use the procedure below to assist you, if required:

a. Access voicemail using the short code or full number, shown in "Accessing voicemail" above.

b. When prompted, enter a new 4-digit PIN, followed by the **#** symbol.

    Note: The **#** symbol is referred to as the "pound" symbol by the automated voice.

c. When prompted, re-enter the same 4-digit PIN, followed by **#**. If the PINs you entered in steps b. and c. match, you are informed that the PIN has been changed.

    Note: You must enter a PIN when setting up voicemail for the first time. You are subsequently prompted to enter this PIN each time you turn on your phone. If you want to disable this feature, you can do so at any time after completing the initial set up. Refer to "Changing the Fast login and PIN skip settings" on page 7 for details.

d. When prompted, say your name and press **#**. This is NOT your full greeting text; say your name only. This name is called the system name, and is used to take a voicemail message when no other greeting is available.

e. When prompted, do the following:

- Press **1** to use this system name and proceed with the setup procedure.

- Press **2** to listen to the system name.

- Press **3** to re-record your system name.

f. When prompted, say the greeting that you want callers to hear when you are unable to take a call, and press **#**.

g. When prompted, do the following:

- Press **1** to use this greeting and proceed with the setup procedure.

- Press **2** to listen to the greeting.

- Press **3** to re-record your greeting.

The recorded voice now confirms that the setup procedure is complete, informs you if there are any voicemail messages for you, and offers you further administration options. Refer to the following sections for details.

4 Setting up call forwarding to voicemail

By default, all incoming calls are forwarded to the following voicemail number:

00 870 772 001 899

If you want to change this default setting, you must set up call forwarding for the types of incoming call that you want to divert to voicemail or disable all call forwarding. The call forwarding options are as follows:

- Forward all incoming calls to voicemail (the default setting).

- Forward incoming calls to voicemail if the phone is **out of reach**, for example the terminal is switched off or out of coverage.

- Forward incoming calls to voicemail if the phone is **busy**.

- Forward incoming calls to voicemail if the phone is **not answered** after a certain period of time.

The following table shows the commands that you must enter into the phone's keypad to set up or edit your call forwarding options.

See the Examples after the table for guidance.

Call forwarding option	Command (enter using the keypad)
Call forward all calls - activate (register)	**21*DN##
Call forward all calls – deactivate (deregister)	##21##
Call forward all calls – check current status	*#21##
Call forward if out of reach – activate (register)	**62*DN##
Call forward if out of reach – deactivate (deregister)	##62##

Call forward if out of reach – check current status	*#62##
Call forward if busy – activate (register)	**67*DN##
Call forward if busy – deactivate (deregister)	##67##
Call forward if busy – check current status	*#67##
Call forward if not answered – activate (register)	**61*DN**T##
Call forward if not answered – deactivate (deregister)	##61##
Call forward is not answered – check current status	*#61##

Note: In the table above:

- DN refers to Destination Number – type in a valid telephone number at this point in the command.

- T refers to Time elapsed, in seconds, before the call is forwarded – type in a figure at this point in the command.

See the examples below for details.

Examples

- To forward incoming calls to the voicemail number when the phone is busy:

  Activate (register) the number using the format **67*DN*## (where DN is the destination telephone number, to which calls will be forwarded).
  Keystrokes: **67*00870772001899##
  (sets up calls to be forwarded to voicemail when the phone is busy).

- To forward incoming calls that do not receive a reply to the voicemail number:

  Activate (register) the number and the time that you want to elapse before the call is forwarded, using the format **61*DN**T## (where DN is the destination telephone number to which calls will be forwarded, and T is the time elapsed before the call is forwarded, in seconds).
  Keystrokes: **61*00870772001899**20##
  (sets up calls to be forward to voicemail, after 20 seconds without reply).

- To deactivate a service, enter the required command.

- To check on the current status of a service, enter the required command.

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5   Useful commands

There are some commands that you can use anywhere in the voicemail system, and that will help you navigate through the system. They are as follows:

- Press ***1** to return to the main menu from anywhere in the system.

- Press ***2** to return to the previous menu from anywhere in the system.

- Press ***3** to erase a message.

- Press ***8** to make a call from within the mailbox system. You are prompted to enter the number (followed by **#**), and the voicemail system will then try and connect you.

- Press **7** to move back several seconds while listening to a message.

- Press **8** to pause the voicemail system, then press **8** again to resume.

- Press **9** to move forward several seconds while listening to a message.

- Press ***9** to exit the voicemail system.

- Press ***0** for help with the current operation.

- Press **0** for a list of further menu options.

6   Listening to voicemail messages

To listen to and manage voicemail messages:

a. Dial **570** (or the alternative full number) to access voicemail. The recorded voice informs you how many new messages you have (if any) and how many saved messages (if any).

b. Either:

- If you have a new message, it will be played automatically. You will hear the caller's number (if supplied), the time and date of the call, and the message itself. The message is saved automatically, and the next new message (if any) is played.

- If you have a saved message, you can listen to it by pressing **1**. You will hear the caller's number (if supplied), the time and date of the call, and the message itself.

c. You can now do one of the following:

- Press **1** to listen to a message again.

- Press **2**, then press **1** to dial the number of the caller and return the call.

- Press **3** to erase the message.

- Press **6** to tag a saved message as a new message. This is useful if you want to remind yourself that you have yet to respond to a message. Next time you access voicemail, this message plays as a new message.

- Press **#** to save the message.

Note the following:

- The maximum length of a voicemail message is 60 seconds.

- If you do not want messages to be played automatically when you access voicemail, you can disable this feature and go straight to the main menu when you access voicemail. Refer to "Changing the automatic message play setting" on page 5.

- By default, the most recently received message is played first. If you want to reverse the order in which messages are played, refer to "Changing the play order" on page 5.

- By default, the header information (which includes the caller's number, and the date and time that the message was received), and the message itself are both played. If you want to play only the header or only the message, refer to "Changing the message content" on page 6.

Important: The phone does NOT send you a notification when you have a new voicemail message. You must access the voicemail system periodically to check if you have any new messages.

Note: The mailbox can store a maximum of 10 messages. If the mailbox is full, a caller will be unable to leave a message.

7   Managing the messages

If required, you can change the default settings for your voicemail messages. The default settings are as follows:

- You are notified of how many new messages you have and how many saved messages each time you access voicemail. In addition, new messages play automatically. If required, you can disable this feature and go straight to the main menu when you access voicemail. Refer to "Changing the automatic message play setting" on page 5.

- The most recently received message plays first. If required, you can reverse the order in which messages are played. Refer to "Changing the play order" on page 5.

- The header information and the message both play. If required, you can play header only, or the message only. Refer to "Changing the message content" on page 6.

7.1   Changing the automatic message play setting

You can choose whether or not you want to be notified of how many new and saved messages you have each time you access voicemail. To change the current setting:

a. From the main menu, select **4**.

b. From the sub-menu, select **5**.

c. From the sub-menu, select **1**.

d. Select **1** to change the current setting. (So, for example, if this feature is enabled, selecting **1** disables it.)

7.2   Changing the play order

You can choose whether you want to play messages in the order they were received (oldest message first), or in reverse order (newest message first). To change the current setting:

a. From the main menu, select **4**.

b. From the sub-menu, select **5**.

c. Either:

- To change the setting for new messages, select **2** from the sub-menu. Select **1** to change the current setting.

- To change the setting for saved messages, select **3** from the sub-menu. Select **1** to change the current setting.

7.3 Changing the message content

You can choose if you want to play the header only (the header includes the caller's number and the time and date of the call), the message only, or header and message together. To change the current setting:

a. From the main menu, select **4**.

b. From the sub-menu, select **5**.

c. From the sub- menu, select **5**.

d. Either:

- Select **1** to play the header only.

- Select **2** to play the message only.

- Select **3** to play the header and message.

8   Setting up and changing your greetings

By default, you have one greeting already recorded, set up the first time you accessed voicemail. If required, you can change this greeting, or you can record further greetings specific to the reason for voicemail picking up the call. You can set up or change any of the following greetings:

- All calls greeting – this is the greeting you set up by default, and that is used to answer all calls picked up by voicemail, unless you set up other greeting types.

- No answer greeting – if you record this greeting, it is used when you are not able to take a call.

- Busy greeting – if you record this greeting, it is used when you are busy on another call.

To change or set up a greeting:

a. From the main menu, select **3**. The recorded voice informs you of the greetings currently active.

b. Do one of the following:

- Press **1** to change the All calls greeting.

- Press **4** to set up or change the No answer greeting.

- Press **5** to set up or change the Busy greeting.

c. When prompted, record the greeting, then press **#**.

d. When prompted, do one of the following:

- Press **1** to listen to the greeting.

- Press **2** to use the greeting. (If the greeting is already in use, press **2** to turn off the greeting. Turning off the greeting is not the same as deleting the greeting; you can use it again in future by returning to this option and pressing **2**.)

- Press **3** to re-record the greeting.

- Press **6** to erase the greeting.

9 Changing the PIN and PIN usage

You can change the PIN that you use to access voicemail, and you can change the login options if you want to increase or decrease voicemail security.

9.1 Changing the PIN

To change the voicemail PIN:

a. From the main menu, select **4**.

b. From the sub-menu, select **3**.

c. From the sub-menu, select **1**.

d. When prompted, enter your new 4-digit PIN and press #.

e. When prompted, re-enter the same 4-digit PIN and press **#**. If the PINs you entered in steps d. and e. match, you are informed that the PIN has changed.

9.2 Changing the Fast login and PIN skip settings

If you enable the Fast login and PIN skip settings, you can access voicemail without having to confirm any security details.

To enable (or disable) Fast login and PIN skip:

a. From the main menu, select **4**.

b. From the sub-menu, select **3**.

c. From the sub-menu, select **2**.

d. Either:

- Select **1** to change the current Fast login setting.
- Select **2** to enter the PIN skip option. Select 1 to change the current PIN skip setting.

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