

# Accessing voice mail via a phone

You can access your voice mail from a phone in one of three ways:

Dial 8400 using your own **service** phone. The system can authenticate your phone and therefore connects you straight to your voice mail.

Dial 8500 using another **service** phone in the same account. You will be prompted for your telephone number and then your 4 digit **PIN**, after which you will be connected to your voice mail.

Dial 0208 150 2500 using any other (external) phone e.g. from a mobile or land line. You will be prompted for your telephone number and then your 4 digit **PIN**, after which you will be connected to your voice mail.

## General Information

When connected to your voice mail you will hear an announcement telling you how many new and old messages you have.

The system records the time, duration and caller number of all voice messages; the time is read out prior to playback of the message. All this information is available via your portal website.

## On-Phone Help

The system will prompt you with options available and the \* key invokes help which repeats these options.

Once you become familiar with the system it is possible to take short cuts, e.g. 8400 followed by 5 as soon as you hear "You..." will play the first new message you have (or old message if you have no new ones)

## Voice Mail Folders

The voice mail system supports several folders where messages can be stored

- New - Messages are first stored here on arrival. This folder will be the default folder if you have new messages
- Old - Once a message has been heard it will be copied to this folder automatically. This folder will be the default folder to listen to if there are no new messages, but you do have old messages.
- Friends, Family and Work - These three folders are for your convenience for storing old messages.

Subject to our fair-use policy we do not delete old messages from user folders.

The options are as follows;

**Press 1** to select your default folder and listen to your new messages (or old messages if you don't have any new ones)

**Press 2** to change to another voice mail folder, then:

- 0 – New Messages
- 1 – Old Messages
- 2 – Work Messages
- 3 – Family Messages
- 4 – Friends messages
- # – Exit

**Press 0** to change your Voice mail settings, then:

- 1 – Record your personal unavailable greeting. This greeting plays if you do not answer your phone within a certain time.
- 2 – Record your busy greeting. This greeting plays if you are already on the phone when a second call comes in.

- 3 – Record your name. Callers directed to Voice mail will hear the greeting "<Name> is unavailable" or "<Name> is on the phone. Please leave a message".
- 4 – Record your temporary greeting. This will take precedence over any of the other greetings settings (those set in options 1, 2 and 3).
- 5 – Change your 4 digit **Service PIN** number used to access the Voice mail **service**.
- \* – Return to the main menu
- # – Exit

### **Listening to Messages**

Once your voice mail folder has been selected, the system will announce and play the first message automatically, then:

- 3 – Advanced Options. You will be presented with options to send a reply, hear the message details or to make an outbound call
- 4 – Play previous message
- 5 – Repeat current message
- 6 – Play Next message
- 7 – Delete current message
- 8 – Forward message to the inbox of another of your phones
- 9 – Save to Folder. You will be presented with the list of folders to select from

The general menu options 0 and 2 are also available at this time

When the message is playing \* will rewind to the start of the message and # will fast forward to the end of the message. Use 0 (zero) to pause and resume the message.