

Quick Reference Guide

Call Features



Voicemail

Your new Woosh Calling service comes with Voicemail automatically connected. So if you're unable to answer a call, the Woosh Voicemail system will play callers your greeting and store voice messages in your mailbox.

Just choose a PIN and record a personalised greeting that callers will hear.

Calling your voicemail for the first time

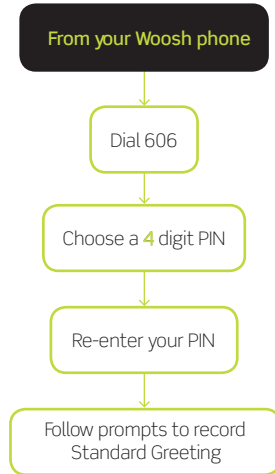
Follow these steps using your Woosh phone to choose a PIN and record your standard greeting that callers will hear when you're unable to answer calls.

Personalise your greeting

After recording a standard greeting for callers to hear, you can also record a temporary greeting. You can choose which greeting you'd like callers to hear. Switching between greetings means you don't have to re-record your standard greeting every time you make a change. Follow the steps on P.3-4 to record and switch between your greetings.

Voicemail options

Refer to the Woosh Voicemail Menu on P.3-4 for a full menu of options.



New message notification

You'll know you have new messages when you lift your Woosh phone handset and hear a series of fast beeps.

Listen to your messages from any phone

You can listen to your Voicemail messages from your Woosh phone or from any other phone when you're out and about. Follow the steps on P.3-4 for a full menu of options.

Forward a message to friends

Forward a message you have received to friends without actually speaking with them. Enter your friends phone number including the area code (eg 09) and Voicemail will call the number and play the message when they answer. Forwarded messages will be charged at normal Woosh calling rates.

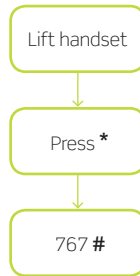
Return a call from a message

Return Call will automatically call a number back without having to dial the number. Return Calls will be charged at normal Woosh calling rates.

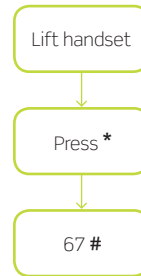
Turning your voicemail off and on

Your Woosh Calling service automatically has Voicemail turned on.

To turn Voicemail OFF

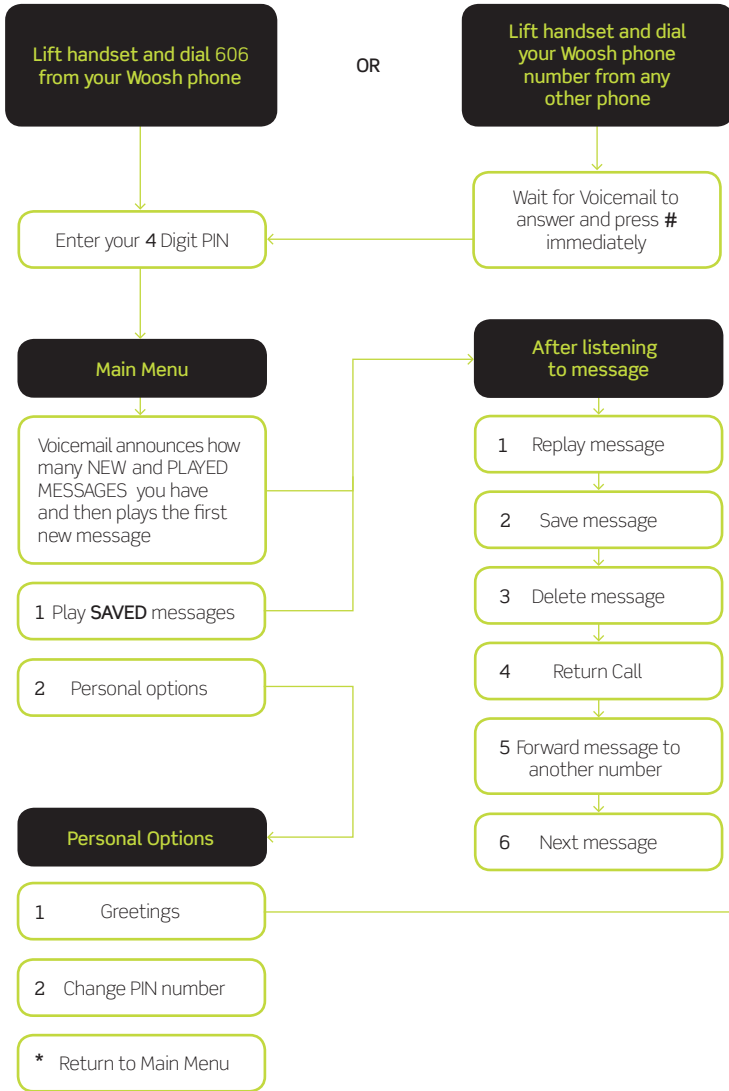


To turn Voicemail ON



NOTE:

The # symbol indicates the end of the dialed number so the system does not time out.



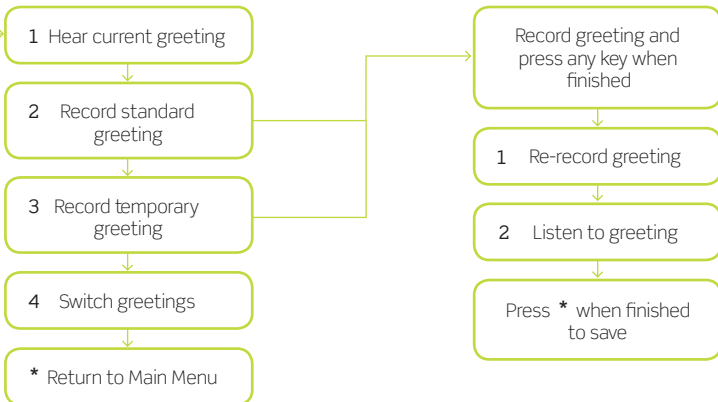
Woosh Voicemail Menu

During messages

7 Skip to end of message

9 Rewind to start of message

* Return to Main Menu



Call Features

Your new Woosh Calling service has a number of Call Features to help you better manage your calls. Here's how to use the special features of your new phone service:

Call Display

Call Display allows you to see the phone number of the incoming caller before you answer it on any display capable phone.

Call Display is provided free of charge for all Woosh customers.

Number Withhold

Number Withhold allows you to make a call and block your telephone number from being displayed on the phone you're calling (except for calls to 111 emergency services or the Woosh Contact Centre).

Number Withhold is automatically turned OFF for Woosh customers, which means your telephone number will be displayed.

Number Withhold is provided free of charge for all Woosh customers.

NOTE: The # symbol indicates the end of the dialed number so the system does not time out.

To turn Number Withhold ON
(to hide your number)



To turn Number Withhold OFF



Call Waiting

Never miss another call while you're on the phone. You'll hear a series of short beeps to let you know there's another incoming call. Switch from one call to another by pressing the recall or flash button on your phone. This places one caller on hold while you speak with the other. Press the recall or flash button again to switch to the other caller.

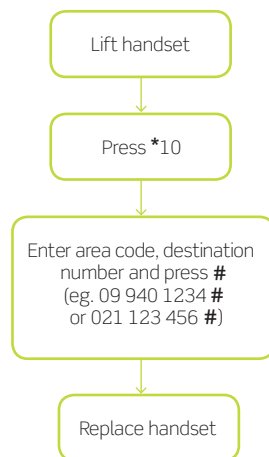
Call Forward

With Call Forward you're never out of touch. When you're out and about your phone calls can follow you! Forward calls to your mobile, to another telephone number in New Zealand or overseas, or straight to Voicemail. Normal Woosh call charges will apply to calls you forward.

Call Forward No Answer

Forward calls to another number if you don't answer in 20 seconds.

To turn Call Forward no answer ON



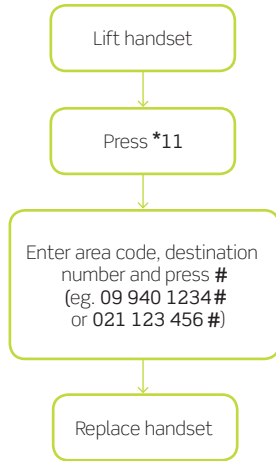
To turn Call Forward no answer OFF



Call Forward Immediate

Forward calls to another number immediately.

To turn Call Forward immediate ON



To turn Call Forward immediate OFF

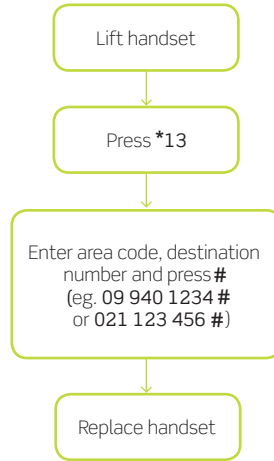


To forward calls immediately to your Voicemail without ringing, Press *12 # and to cancel Press *712 #.

Call Forward Busy

Forward calls to another number when you're on a call.

To turn Call Forward busy ON



To turn Call Forward busy OFF



To turn OFF all Call Forward options Press *700 #.