



Caller Minder (Voice Mail) user guide

Introduction

Whenever you can't answer calls your Call Minder will - callers can listen to your greeting and leave a message in your mailbox. 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.

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 without the initial zero followed by your phone number, e.g. if your phone number was 041234567 your mailbox number is 41234567
- Your PIN is your Personal Identification Number
- Before you can access messages, you must set up your mailbox, e.g. record a personal greeting and PIN
- An interrupted dial tone (a series of fast beeps) when you pick up the phone means you have a new message

Using 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 messages 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, and if you are sharing your mailbox with your mobile you'll see an icon on your screen.

To check messages using your home phone

- Dial 083210
- If prompted, 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.

To check messages using your mobile (Mobile call rates apply)

- Dial 083210
- Press **

- Enter the mailbox number you wish to check, and press #

To check messages using another landline within New Zealand

(Business line or Payphone rates apply)

- Dial 083210
- Enter the mailbox number you wish to check (if the mailbox has voicemail, press ** - as soon as you hear the mailbox name)

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. 41234567)
- Press #
- Enter your PIN
- Press # - your messages will now be played to you.

Using the main menu

The menu has two options:

Option 1 to listen to your messages (new messages play automatically when you enter your mailbox).

Option 3 to change your personal settings.

Once you have selected an option from the main menu, you can manage your messages as below.

Options while listening to your messages:

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 the message)

Press 9 to forward the message 8 seconds

Press 99 to skip to the next message

Press 0 to get help

Press * to go back to the main menu

Press ** to enter an alternative mailbox number

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 a 832XXXXX mailbox number, you cannot change the number of rings using your mailbox menu as callers are diverted immediately to your mailbox. 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 mobile, 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
- The number must include the area or mobile network code (including the zero), e.g. 04 123 4567 or 027 123 4567
- 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

- If this service is not available on your mailbox, please call Woosh on 0800 4 WOOSH to enable Call Forward
- Calls cannot be forwarded to international, 0800 or 0900 numbers
- Charges for calls forwarded from Call Minder will be charged to the same account as your mailbox rental is charged

Sharing your mailbox with several phone numbers

(Charges apply to access your mailbox from a mobile and for calls forwarded)

You can share your Call Minder with up to 4 different phone numbers (landline or mobile). This means all messages, regardless of which number your caller dialled, will be in the same mailbox. You can call your mailbox from any of the nominated phone numbers and hear all messages. A shared mailbox has one greeting and one PIN, so it's convenient and easy to use.

To check your messages:

- Dial 083210
- If prompted, 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.

Things you should know about a shared mailbox

- A shared mailbox has one set of features, therefore all phone numbers sharing the mailbox will have exactly the same set of features available to them, e.g. same greeting, same PIN, and if Call Forward is enabled, it will be available to all callers diverting to your mailbox
- Charges will be charged to your Woosh account.

How to set up a Message Alert to your Telecom mobile or pager

(Charges apply for Message Alert and Pager Notification, and if you access your mailbox from your mobile)

You can set up Call Minder to send a text message (Message Alert) to your Telecom mobile or pager as soon as anyone leaves a message in your mailbox. That way you can keep track of messages while you're out and about.

To set up a Message Alert from the main menu:

- Press 3 for 'personal options'
- Press 3 for 'message waiting notifications, ringing options or Call Forward' options
- Press 2 to set up message notification to a Telecom mobile or pager
- Follow the voice prompts

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 up Optional PIN

The Optional PIN service lets you choose whether you want your mailbox to be protected by a PIN when calling from your own phone. If you turn Optional PIN ON, and use your phone, your mailbox recognises it's you and allows you access without needing to enter a PIN. If you turn Optional PIN OFF, you will always be prompted to enter your PIN.

To make sure your messages and mailbox features are secure we recommend you use a PIN. Note: Even if you set Optional PIN ON, you will still be required to enter a PIN when checking for message from overseas.

To turn Optional PIN on/of from the main menu:

- Press 3 for 'personal options'
- Press 2 for 'pin set up options' (the system will tell you your current PIN)
- Press 2 to set up Optional PIN
- Press 1 to turn Optional PIN ON/OFF

Note: OFF – PIN required when accessing your mailbox from your own phone. ON – No PIN required when accessing your mailbox from your own phone.

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

Important things to know

If I delete a message by mistake?

Don't hang up - simply press 1 (listen) from the main menu and your deleted message will be played again.

How do I leave a message in my own mailbox?

- Dial 08320 0000 from your own phone.
- Leave a message