



voicemail fixed line

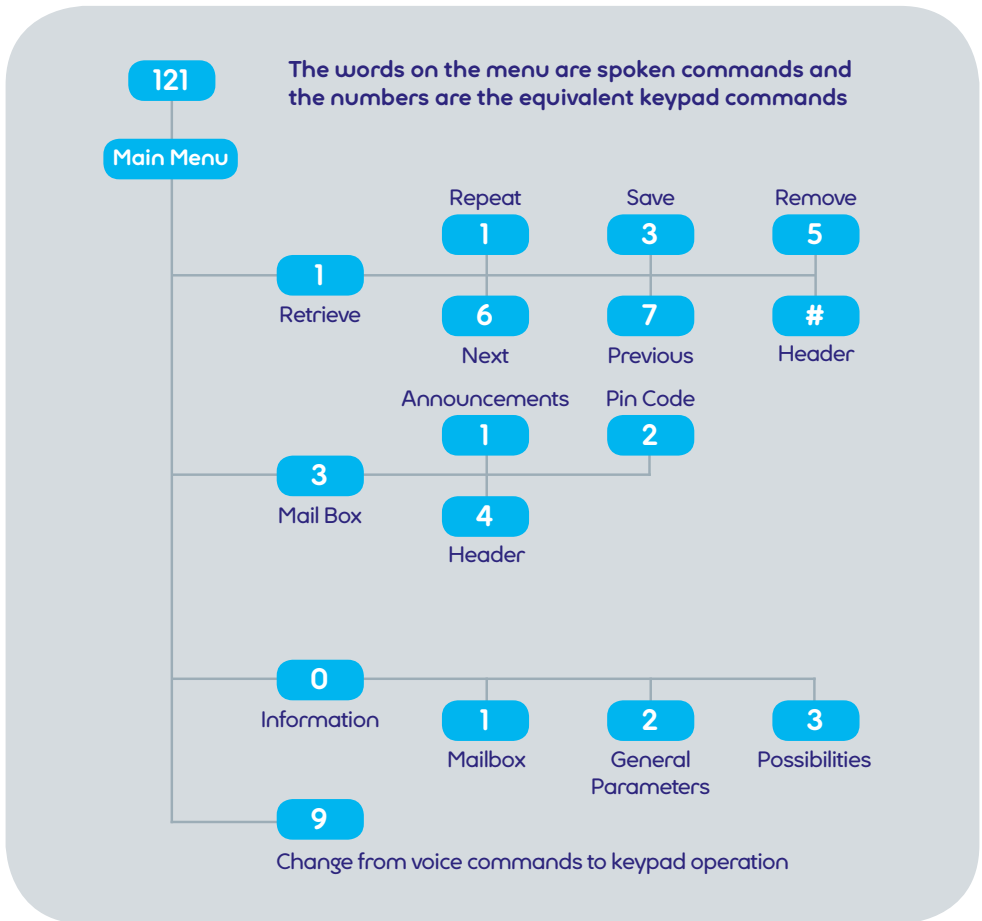
looking after your calls while
you're looking after yourself



welcome to the manx telecom voicemail service.

The Voicemail messaging service can be activated on your line and provides you with a voice mailbox to retrieve messages. It's easy and quick to use, requires no extra equipment and is available for both Manx Telecom fixed landlines and mobile phones.

this map gives you an overview of the service



Important Information:

Not all of the above commands are mentioned in the menu dialogue. However, all the commands shown in the diagram above are available for use. You may interrupt the system if you know the command required. You can say the following commands at any time:

Back - takes you back to the previous menu

Main menu - takes you straight to the main menu

Help - gives you a list of commands available in your current menu

getting started

You can use any touch-tone phone

These phones usually have * and # buttons and make musical tones as you dial. If your phone has * and # buttons but you hear clicks instead of musical tones when you dial, you need to switch your phone to tone dialling.

You can do this by switching your phone to the setting in the dark type on these examples.

The switch is probably on the side or bottom of the phone.

TB or **T** not **P**

MFT not **MFE** or **LD**

TTB not **PE** or **TE**

Tone not **Pulse**

TBR not **ERE**

T not **10** or **20**

to access voicemail from your own phone - dial 121

On your first access to the system from your own phone you will be prompted to input a 4 digit PIN code of your own choice. This is the PIN code you use when accessing your Voicemail remotely.

Please note: For security reasons you will not be able to use remote access to your mailbox until the PIN code has been changed.

You can prompt the Voicemail service by using your voice (saying commands, for example "remove") or using your keypad (by pressing numbers, for example, 5).

You may change between these two options by pressing the 9 key when in the Main Menu. In this guide, keypad commands are shown in a box alongside the corresponding voice command.

Choosing a different PIN

Main Menu

3 Mailbox

2 PIN Code

2 Modify

Enter PIN followed by #

Enter new PIN again followed by #

Permanent Divert

You can divert all your calls to Voicemail so that the phone doesn't ring at all. (You may need to call our Sales Team to have Star Services activated on your line. Freephone 0808 1624 222).

To divert all calls : *21*1202#

To check : *#21#

To cancel : #21#

Pin Code

A request to activate/disable the Pin Code can be made when you dial 121. To do this go to "mailbox" in the main menu, then enter "Pin Code", you can then either activate or disable this feature.

messages

Checking whether you have any messages

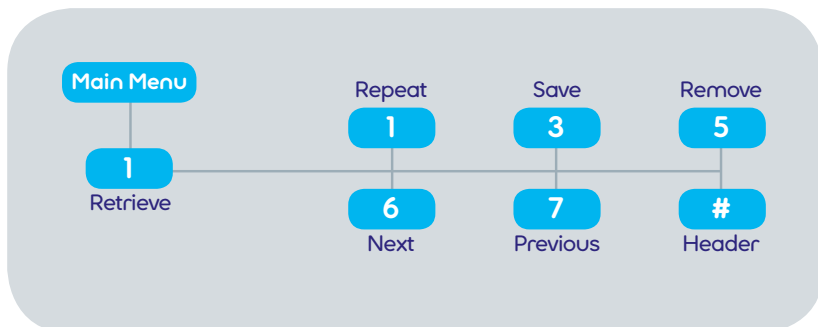
You'll hear an interrupted dial tone whenever you have new messages. Just lift your handset and listen to the dial tone.

If a caller leaves a message in your mailbox whilst you are on the phone the system will try to call you back to inform you that you have a message. For additional security when the system calls your phone, you will be asked for your PIN before being able to access any messages. Please allow the system 15 seconds to clear the call once you hang up. If you happen to miss the call back you will still have an interrupted dial tone to inform you of any new messages.

Listening to, saving and deleting messages

Voicemail will tell you how many new messages and missed calls you have after you dial 121. The oldest message will be played first.

Use your phone's keypad or speak into the handset to tell the Voicemail system what you want to do with each message.



After listening to new and played messages Voicemail will ask if you would like to repeat or remove the message. Other options are available. See the call flow chart above for Voicemail command and keypad operation instructions.

Message Parameters

Voicemail can store up to 30 messages lasting 180 seconds each. If someone calls when your mailbox is full, they'll be asked to call back later.

New messages which have not been listened to will be automatically deleted after 84 days. Once listened to, voice messages are moved to 'old messages' where they will be automatically deleted after 5 days. You may save up to 5 messages; these will be moved to 'saved messages' where they will remain for 56 days before being automatically deleted.

personal options

Choose the message that greets your callers.

When your phone is engaged or you can't answer, Voicemail answers with a standard greeting message and your telephone number. It will then ask your callers to leave a message for you. You might prefer to record your own greeting message; this can be either a full personal greeting or just a voice signature. The voice signature replaces your phone number in the standard greeting.

Personal greeting example:

"Hi you've reached the Smith household, please leave a message and we'll call you back"

Voice signature example:

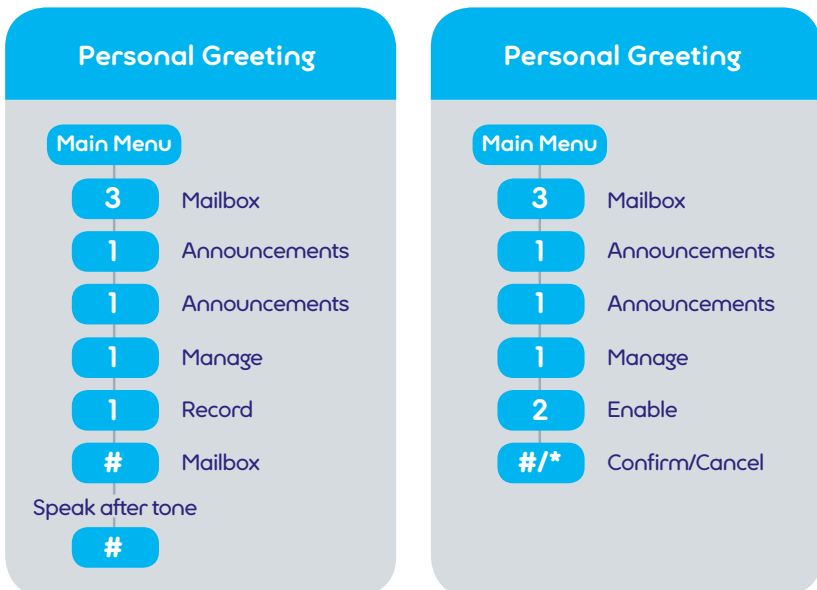
You are accessing the answering service of "Edward Smith." To leave a message speak after the tone; when finished either press * or simply hang up.

Your personal greeting message can be up to 60 seconds long.

Your voice signature can be up to 30 seconds long.

If you record your own message, remember that Voicemail takes the calls when you're on the phone as well as when you don't answer.

You can always change back to the standard message if you want to.



Voice Signature

Main Menu

3

Mailbox

1

Announcements

3

Voice Signature

#

Record

Speak after tone

#

#/1

Confirm/Cancel

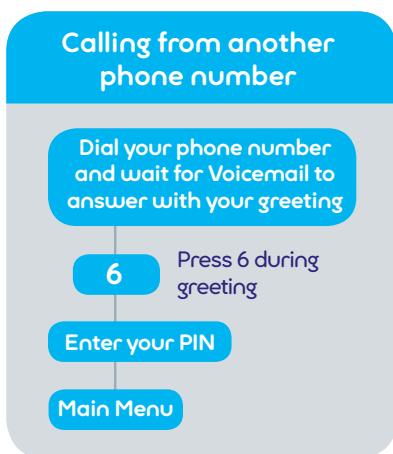
remote access

Retrieving messages from another phone when you're away.

You can listen to your messages when you're away from your phone by using Remote Access. You can play, save or delete your messages and also access your calling options.

To do this, you need to call your own number. After the Voicemail service answers press 6 during the greeting and enter your 4 digit PIN. This will take you to the main menu where you can use the Voicemail system in the normal way.

The remote access call will be charged to the phone you're calling from. Call charges will apply.



Using Voicemail with Call Waiting

If you're on the phone when a new call is made to you, you'll hear the Call Waiting beeps. You can press the 'Recall' button on your phone to answer the call before it is delivered to your mailbox.

Voicemail and your Modem

The Voicemail interrupted dial tone that alerts you to new messages could interfere with your modem and internet connection.

Switching your modem to "ignore dial tone" should help with this. Your modem user guide will have instructions on how to do this.

This warning does not apply to Broadband modems.

Alarm Lines

We advise you not to use Voicemail with burglar alarm systems that are reset through your phone line.

Callers who left no message (missed calls)

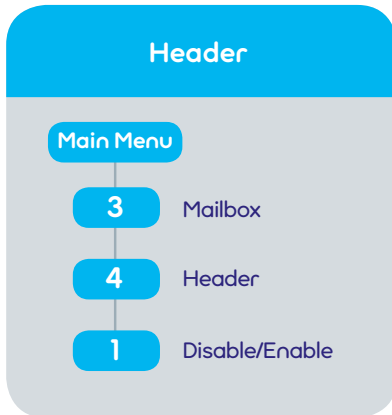
Finding out the phone numbers of callers who left no message.

Once Voicemail has answered the call it stores details about callers even if they hang-up without leaving a message. Voicemail stores the caller's number (if available) and the date and time of the most recent calls who didn't leave a message. It stores the details whether you were engaged or did not answer. Voicemail does not store the details of callers who withhold their number.

Turning Header on and off/Turning message deposit on and off

The header enables you to hear the time, date and telephone number of the caller and, when activated, plays before each message. Turning the header option off also disables the 'missed calls' function. Please note when the header option is disabled you can still hear the time, date and number of the caller by saying 'header' when listening to a message.

Message Deposit enables you to control when you want messages to be left. You may like to switch the Message Deposit off when going on holiday and don't want to return to lots of messages.



glossary of terms

PIN	Personal Identification Number.
Local Access	Dialling into your Voicemail from your own phone.
Remote Access	Dialling into your Voicemail from another phone.
Repeat	This will replay the message.
Remove	This will permanently delete the message.
Next	Will take you to the next message.
Save	This will store messages you wish to save.
Help	You can say this at any time, it will talk you through the options.
Previous	Will take you back to the previous message.
Header	This lets you hear the time, date and number of the caller.
Information	Will give you general information about the Voicemail service.
Mailbox	This is where your messages are stored.
Voicemail	This is the name of the answering service.
Possibilities	This gives some general guidance on voicemail system use.
General Parameters	Gives you an overview of message storage.
Retrieve	This is when you listen to your messages.
Personalise	Lets you change the greeting your callers hear.
Missed Calls	Once Voicemail has answered the call it stores details about callers even if they put the phone down without leaving a message for you. Missed calls will not store details about your caller if their number's withheld or if the header function is disabled.
New Message	This is a message you haven't listened to yet.
Old Message	This is a message you have listened to.
Saved Message	This is a message you have decided to save.
Activate	This switches different options on.
Voice Signature	This is when you can record your name for people to hear when they get through to your answering service.

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