



# voicemail mobile

looking after your calls while  
you're looking after yourself

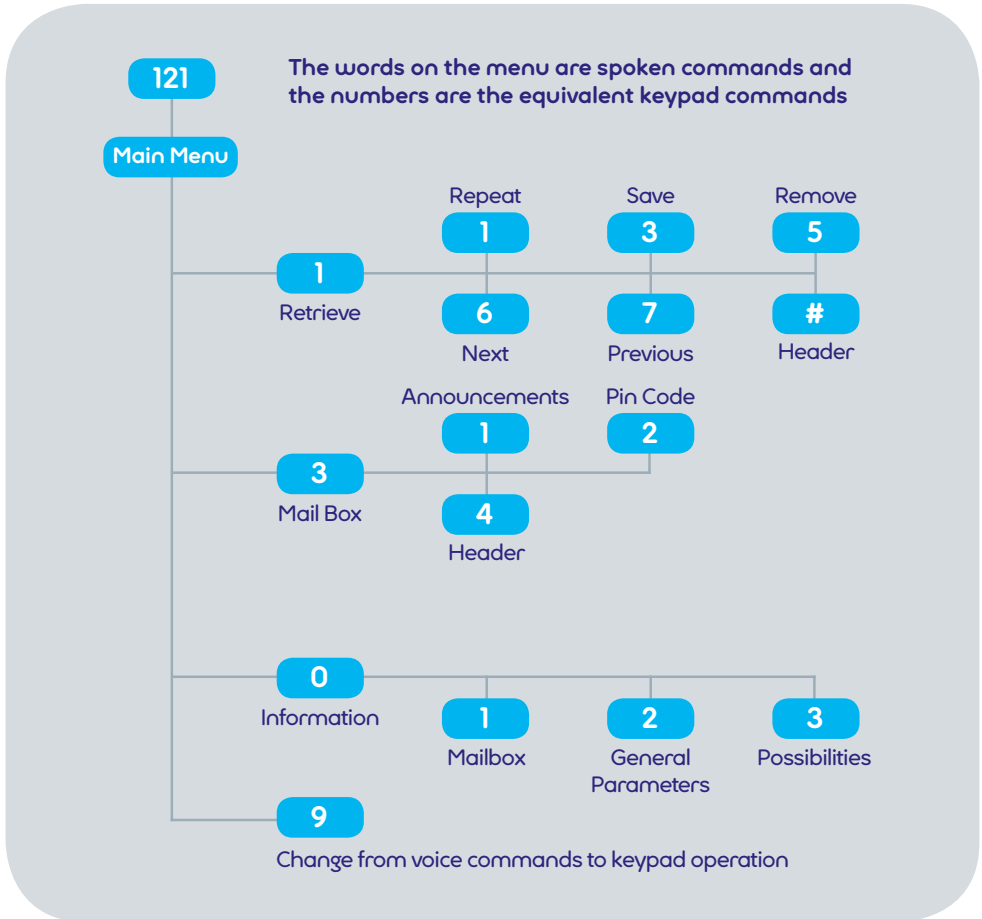


manx telecom

# 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 fixed lines and Manx Telecom 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

## Getting Started

You will need to request Voicemail to be put on to your mobile account by calling Mobile Sales on 01624 624624. Voicemail retrieval is free on all Manx Telecom mobile services.

Once you have requested Voicemail you will need to divert calls to your mailbox. This is done either by using your mobile handset's divert menu or by entering codes. The codes you enter depend on which type of divert(s) you wish you enable.

**Divert to 1200 when using handset menu.**

**To divert all calls (your mobile won't ring at all)**

**Activate:** \*\*21\*491200# send **To Check:** \*#21# send **To cancel:** ##21# send

**The following diverts can be enabled at the same time, most people choose all three.**

**To divert to Voicemail when engaged:**

**Activate:** \*\*67\*491200# send **To Check:** \*#67# send **To cancel:** ##67# send

**To divert all unanswered calls to Voicemail:**

**Activate:** \*\*61\*491200# send **To Check:** \*#61# send **To cancel:** ##61# send

**To divert when out of mobile coverage:**

**Activate:** \*\*62\*491200# send **To Check:** \*#62# send **To cancel:** ##62# send

**To amend the time delay before Voicemail answers:**

**Activate:** \*\*61\*491200\*11\* time delay (5 to 30 seconds)# send

## To access Voicemail from your own phone...

### Dial 121 followed by the send button

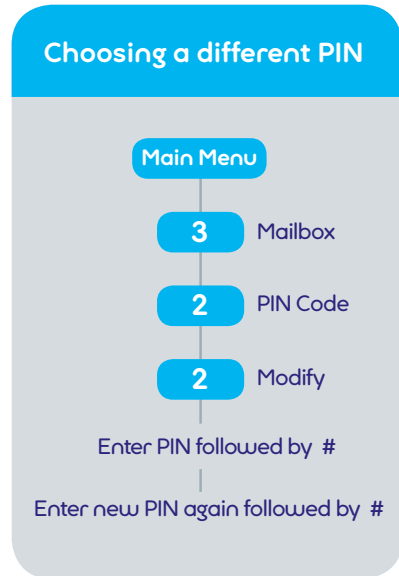
On your first access to the system from your own phone you will be prompted to input a 4 digit PIN code of your own choice. This is the PIN code you use when accessing your Voicemail remotely.

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.

Please note that dialling 121 may not always connect you when roaming on a foreign network. Please refer to the **Remote Access** section.



# messages

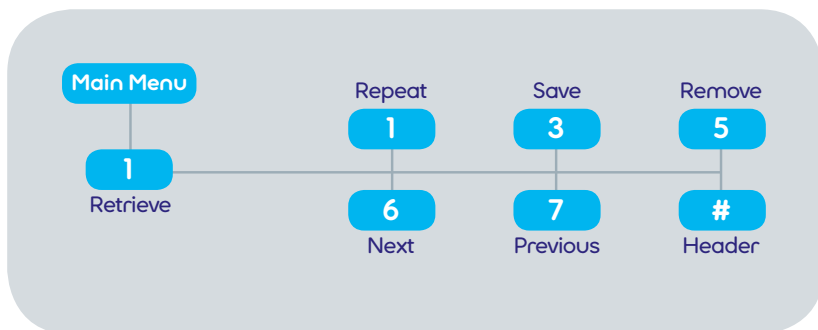
## Listening to, saving and deleting messages

Voicemail will indicate how many new messages have been received by sending an SMS.

Voicemail will tell you how many new messages 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 below 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 Edward Smith please leave a message and I'll call you back"

### Voice signature example:

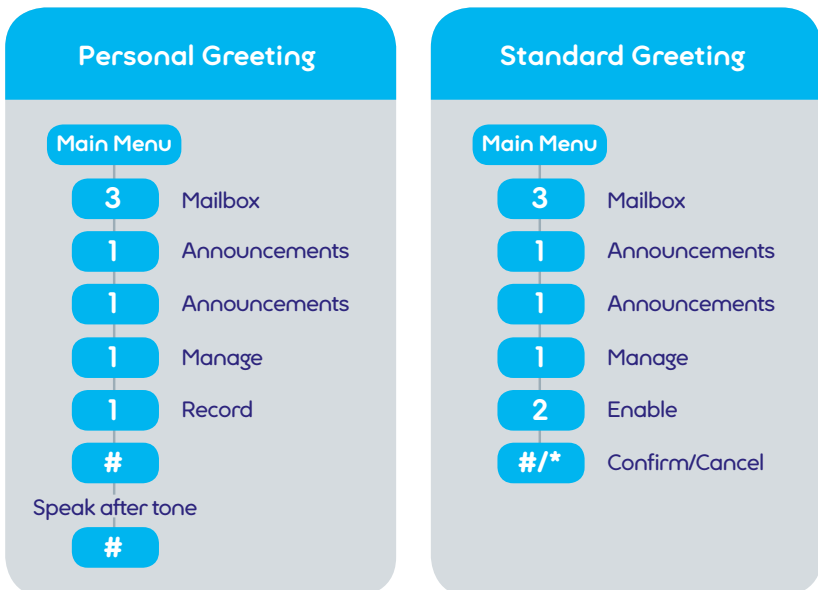
You are accessing the answering service of "Edward Smith." To leave a message speak after the tone; when finished either press \* or simply hang up.

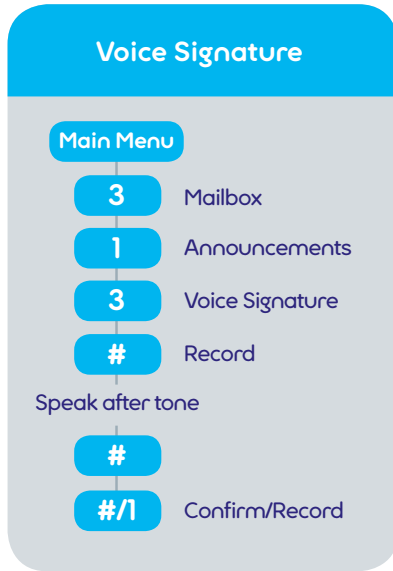
Your personal greeting message can be up to 60 seconds long.

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 engaged as well as when you don't answer.

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



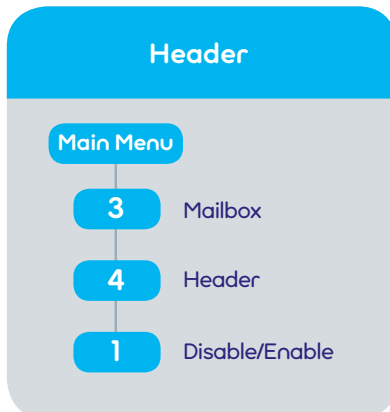


## Pin Code

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.

## 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. 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.





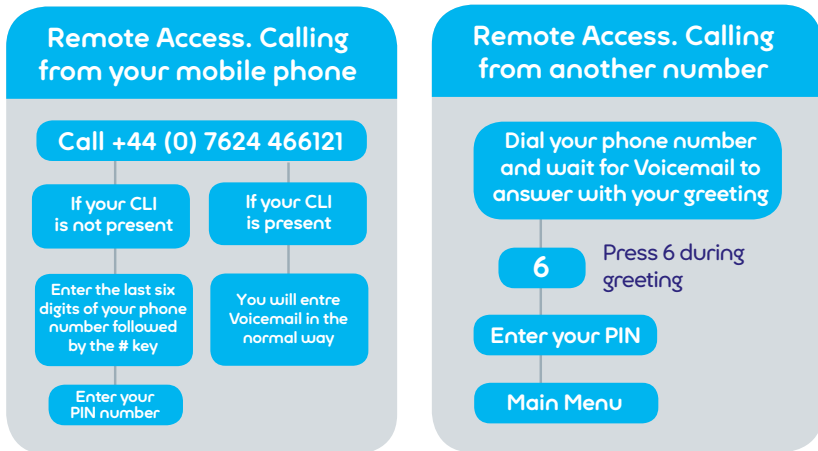
# remote access

## Retrieving messages from another phone when you're away.

This feature enables you to retrieve messages from another phone or while travelling offisland (roaming).

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

The charges paid vary depending on the visited mobile network.



# glossary of terms

<b>PIN</b>	Personal Identification Number.
<b>Local Access</b>	Dialling into your Voicemail from your own phone.
<b>Remote Access</b>	Dialling into your Voicemail from another phone.
<b>Repeat</b>	This will replay the message.
<b>Remove</b>	This will permanently delete the message.
<b>Next</b>	Will take you to the next message.
<b>Save</b>	This will store messages you wish to save.
<b>Help</b>	You can say this at any time, it will talk you through the options.
<b>Previous</b>	Will take you back to the previous message.
<b>Header</b>	This lets you hear the time, date and number of the caller.
<b>Information</b>	Will give you general information about the Voicemail service.
<b>Mailbox</b>	This is where your messages are stored.
<b>Voicemail</b>	This is the name of the answering service.
<b>Possibilities</b>	This gives some general guidance on voicemail system use.
<b>General Parameters</b>	Gives you an overview of message storage.
<b>Retrieve</b>	This is when you listen to your messages.
<b>Personalise</b>	Lets you change the greeting your callers hear.
<b>Missed Calls</b>	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.
<b>New Message</b>	This is a message you haven't listened to yet.
<b>Old Message</b>	This is a message you have listened to.
<b>Saved Message</b>	This is a message you have decided to save.
<b>Activate</b>	This switches different options on.
<b>Voice Signature</b>	This is when you can record your name for people to hear when they get through to your answering service.
<b>Roaming</b>	Travelling off Island with your mobile phone.
<b>CLI Caller Line Identity</b>	Your phone number is forwarded to the person calling.
<b>SMS</b>	Short Message Service or text.



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