

You need never miss an
important call again!
How to get the most
from Call Answer



Call Answer User Guide



0508 555 500 www.telstraclear.co.nz

Call Answer is Easy to Use

- *It answers your calls when you can't.*
- *When your phone is busy or unanswered, callers will hear your personal greeting and will then be prompted to leave a message.*
- *The system lets you know when you've got messages, and you can dial into your mailbox from anywhere, any time, to retrieve your messages and update your greetings.*

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Welcome to Call Answer

Standard features

Call Answer is TelstraClear's standard network-based voicemail service. Your Call Answer voicemail box has the following features:

- Personal greeting
- Personal busy greeting
- Extended absence greeting
- PIN protection (4 –10 digits)
- Storage for up to 50 messages
- Message waiting indicator to your TelstraClear phone:
 - Stutter dial tone
 - Ring "Splash"
 - Message waiting lamp (on compatible phones)

Calling your mailbox for the first time

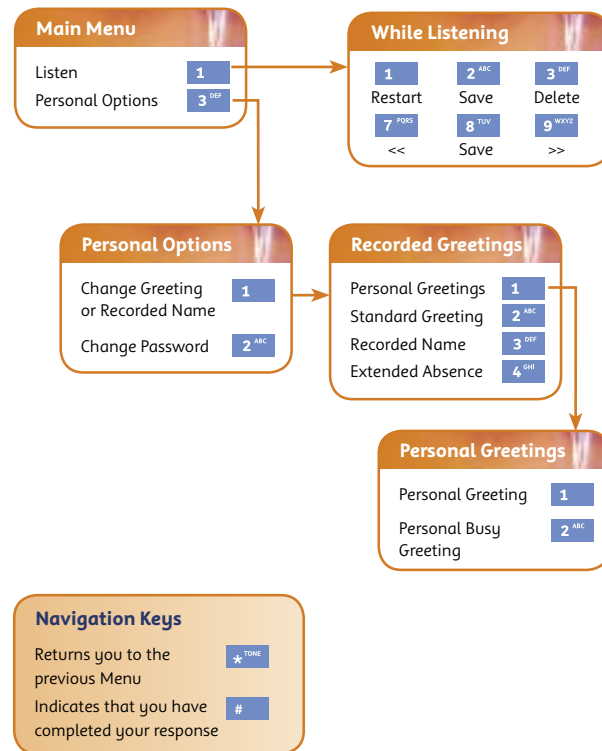
- Dial **0508-15-20-20**.
- At the prompt, enter your password (PIN) and mailbox ID.
- For first-time use, your PIN and Mailbox ID will match your TelstraClear phone number, eg 099124200.
- Once you're in, simply follow the prompts to change your PIN and record your name and personal greetings.
- Don't forget to record a personal busy greeting as well as your personal greeting.

Accessing your mailbox

From any phone, anywhere in the world:

- Dial your **own** TelstraClear phone number,
- When you hear your greeting, press the *** TONE** key.
- At the prompt, enter your password and press the **#** key.

Telephone Keypad Controls



Controls to use while listening to messages

Call Answer lets you use the keys on your phone at any time during message playback. The table below shows what functions you can use while you are listening to your messages.

Key	Function
1	Restart the message from the beginning
1 1	Play the date and time that the message was received
2 ABC	Save the message for 30 days
3 DEF	Delete the message
7 PQRS	Go back 10 seconds
8 TUV	Pause/resume
9 WXYZ	Go forward 10 seconds
#	Next message

Controls to use after listening to messages

The table below shows what functions you can use after you have listened to a message.

Key	Function
1	Restart the message from the beginning
1 1	Play the date and time that the message was received
2 ABC	Save the message for 30 days
3 DEF	Delete the message
#	Next message

How to record or change your personal greetings

Your call answer mailbox has two types of personal greeting;

- the **personal greeting**, which callers hear when your phone is left unanswered, and
- the **personal busy greeting**, which callers hear whenever you are on the phone.

Instructions:

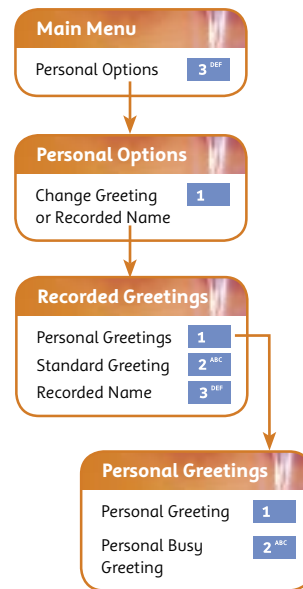
Follow these instructions to record your personal greetings.

To change your personal greeting:

From the Main Menu press **3 DEF 1 1 1** then follow the instructions

To change your personal busy greeting:

From the Main Menu press **3 DEF 1 1 2 ABC** then follow the instructions



How to activate the standard system greetings

If you don't wish to use personal greetings, you can activate the standard system greetings instead.

Example: "Boris Brown is on the telephone right now. Please leave a detailed message after the tone..."

To activate the standard system greetings:

From the Main Menu, press **3**^{DEF} **2**^{ABC} **1**

How to reactivate your personal greetings

If you wish to reactivate your personal greetings, then you'll need to reactivate **both** your personal greeting **and** your personal busy greeting, as follows:

To activate your personal greeting:

From the main menu, press **3**^{DEF} **1** **1** **1**
then follow the instructions

To activate your personal busy greeting:

From the main menu, press **3**^{DEF} **1** **1** **2**^{ABC}
then follow the instructions

How it works

- The Extended Absence greeting temporarily overrides your recorded personal greetings so that, if you're away from the office for an extended period, you can activate the extended absence greeting without having to record over your personal greeting and personal busy greetings.
- Each time you dial into your mailbox, you'll be reminded that your extended absence greeting is turned on.

Extended Absence options

When you activate the Extended Absence greeting, the system will ask you if you wish your mailbox to accept messages (press **1** for yes and **2**^{ABC} for no).

If you set "Accept Message" to Off, then your mailbox will play your extended absence greeting then say **"Thank you for calling. Goodbye."** and end the call.

To activate Extended Absence greeting

From the Main Menu, press **3**^{DEF} **1** **4**^{GH}

- To turn "Accept Message" On, press **1**
- Or to turn "Accept Message" Off, press **2**^{ABC}
- Then follow the instructions to record your greeting.

Changing Your Password

How to change your password

Your Call Answer mailbox can have a password (or PIN) of between 4 and 10 digits.

To change your password from the Main Menu

Press **3** ^{DEF} **2** ^{ABC} **1** then follow the instructions.

How to suppress password entry

If you wish, you can suppress password entry so that anyone dialling into your mailbox from your TelstraClear phone will go directly into your mailbox without having to enter the password.

To switch suppress password entry on or off

Go to the Main Menu, then press **3** ^{DEF} **2** ^{ABC} **2** ^{ABC} **1**

Mailbox Capacity

Number of messages

Your standard Call Answer mailbox will store up to 50 new and saved messages.

Message life

Saved messages will be held for up to 30 days.

Unread messages will be held indefinitely.



Business Customer Care

Phone TollFree 0508 555 500

Fax TollFree 0508 555 501

Freepost

TelstraClear, Freepost 4768,
Private Bag 92143, Auckland.

1TCB042 12/04



0508 555 500 www.telstraclear.co.nz