

# Message Manager user guide

## Getting started

Familiarise yourself with these terms if you are new to Message Manager.

- Your **mailbox** is where your messages are kept
- Your **mailbox number** is an eight-digit number starting with 832, eg. 832 12345
- Your **PIN** is your personal identification number
- The **Telecom Message Exchange** is where your mailbox 'lives'

Voice prompts and 'help' guide you when using your mailbox. Listen to the prompts and follow the instructions. You can press 0 for help, \* to cancel or # to skip ahead at any time

## To open your mailbox

There are three ways to access your mailbox:

### Free access

Free from anywhere in New Zealand. Normal mobile phone or payphone charges apply.

- Dial 083210 (then press \* if that phone has other Telecom services)
- Enter your mailbox number (skip this step if you are calling from your own line)
- Enter your PIN
- Press # - you are now at the main menu

### Speed access

Dial your mailbox direct (\$0.10 a minute fee).

- Dial 0 followed by your mailbox number
- Press \* when you hear your greeting
- Enter your PIN
- Press # - you are now at the main menu

### Overseas access

Standard international toll rates apply when you access your mailbox from overseas.

- Dial the international access code of the country you are in
- Dial 00 64 83 083210
- Enter your mailbox number
- Enter your PIN
- Press # - you are now at the main menu

## To change your mailbox options

### To change your greeting, mailbox name or PIN

From the main menu:

- Press 3 for 'personal options'
- Follow the voice prompts to:
  - record your greeting
  - change your PIN (a PIN must be between four and ten digits)
  - record your mailbox name which is played when you access your mailbox

### To change your call diversion option

You can programme the number calls are diverted if callers choose to press 0 instead of leaving a message. Use any number in New Zealand, including mobile phones and pagers.

From the main menu:

- Press 334
- Enter the area code and number callers divert to

### To set up message notification

From the main menu:

- Press 332 for Message Alert notification to a Telecom text-capable mobile phone or a pager
- Press 333 for a call notification to a telephone or mobile phone
- Press 1 to turn notification on or off
- Press 2 and follow the voice prompts

## To set up Message Manager to answer your phone

You can use Message Manager to answer your phone for you when you're out of the office or on another call.

### Telephone

Use your normal PABX call forward codes to divert calls to your Message Manager.

### Mobile phone

If your mobile phone has Call Diversion, you can set Message Manager to answer your calls on 'busy' or 'no answer'.

To divert on 'busy'

- Press \*80
- Enter your mailbox number
- Press SND

Press \*#8SND to check if your set up is correct.

To divert on 'no answer'

- Press \*70
- Enter your mailbox number
- Press SND

Press \*#7SND to check if your set up is correct.

## To listen to your messages

To listen to your messages:

- Open your mailbox
- Press 1

While listening to your messages you can:

- Press 1 to repeat a message
- Press 2 to save a message
- Press 3 to delete a message
- Press 4 to reply to a message
- Press 5 to copy a message to another mailbox
- Press 6 to scan your messages
- Press 7 to rewind a message
- Press 8 to pause a message (press 8 again to restart)
- Press 9 to fast forward through a message

### Deleting by mistake

If you delete a message by mistake - don't hang up. Choose 'listen' from the main menu. The message you deleted will be played last. You can then choose to listen to it again, save or delete it.

Once you've hung up, you won't be able to retrieve any messages you've deleted.

## To send a message

Rather than calling another mailbox direct to leave a message, you can save money by sending them from your mailbox.

To send a message to another mailbox

From the main menu:

- Press 2
- Enter the mailbox number
- Press #1 to record your message
- Press #
- Choose one of these options:
  - Press 1 to listen to your message
  - Press 2 to send your message

- Press 3 to rerecord your message
- Press 4 for delivery options

Follow the same procedure to send a message to Call Minder, Centrex Message Manager or a phone or mobile number. Instead of a mailbox number, enter one of the following:

- Call Minder or Centrex Message Manager without Direct Access - enter the area code minus the 0 and phone number
- Centrex Message Manager with Direct Access - enter the mailbox number. This will be the same format as your mailbox number, ie. an eight-digit number beginning 832
- Telephone or mobile phone - enter the area code including the leading 0 followed by the number

### **To create a distribution list**

Create up to ten different distribution lists, each with up to 20 numbers. Message Manager will assign an identification number to each list you create.

From the main menu:

- Press 3 for 'personal options'
- Press 5 for 'distribution options'
- Press 1 to create a list and follow the voice prompts

### **Delivery options**

Your messages will be sent as a 'regular' message unless you choose a different delivery option.

From the main menu:

- Press 4
- Choose one of these four options:
  - Press 1 to mark the message 'urgent' - it will be played first
  - Press 2 to mark the message 'private' - the message cannot be copied or forwarded. You can mark messages both 'urgent' and 'private'
  - Press 3 to request a confirmation message when your message has been opened
  - Press 4 for 'future delivery' - you can record the message now and have it sent later