m:

voicemail
fixed line

looking after your calls while
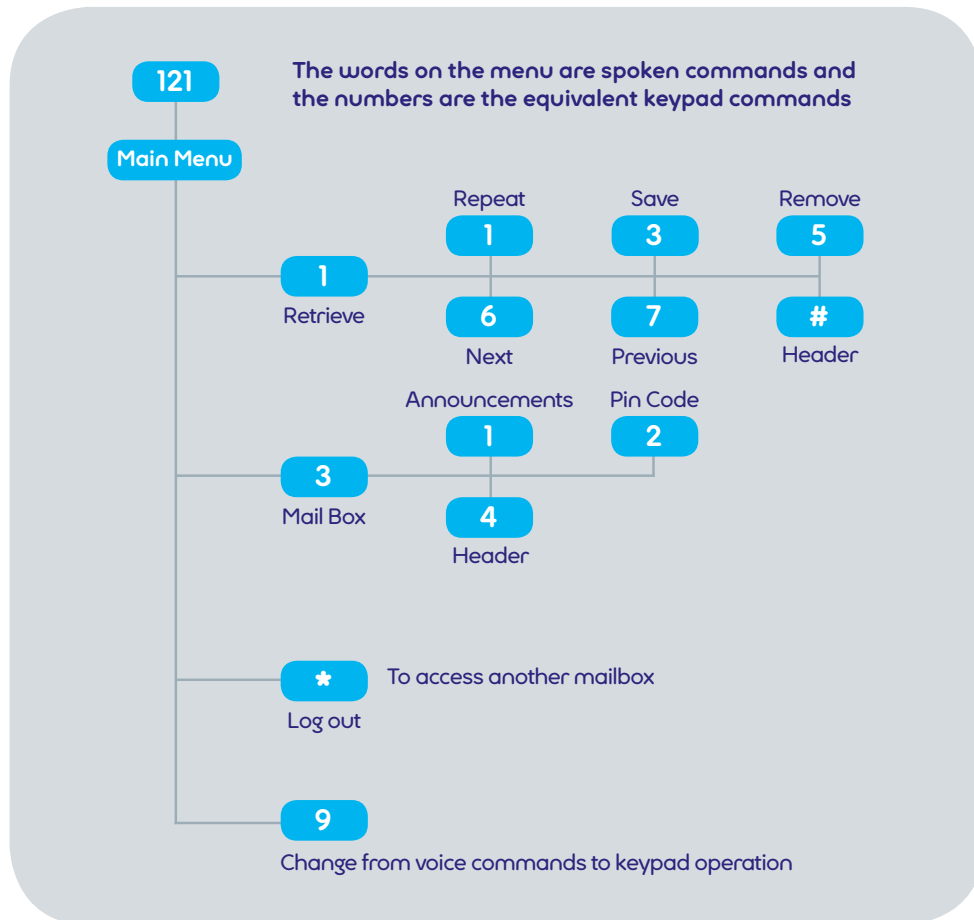you're looking after yourself

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 new Voicemail messaging service now works with a web interface so you can manage your messages online. Please refer to www.manxtelecom.com/voicemail for the full web user guide.

this map gives you an overview of the service

121

Main Menu

The words on the menu are spoken commands and the numbers are the equivalent keypad commands

	Repeat	Save	Remove
1 Retrieve	**1**	**3**	**5**
	6 Next	**7** Previous	**#** Header

	Announcements	Pin Code
3 Mail Box	**1**	**2**
	4 Header	

* To access another mailbox
Log out

9
Change from voice commands to keypad operation

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.

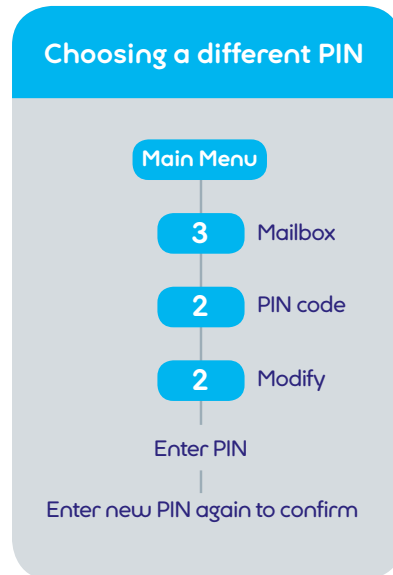|	
TB or **T** not **P**	**MFT** not **MFE** or **LD**
TTB not **PE** or **TE**	**Tone** not **Pulse**
TBR not **ERE**	**T** not **10** or **20**

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, or have the PIN enabled for normal 121 access. Please choose a PIN code that is difficult for anyone else to guess, ie avoid same digit and running codes – 0000 or 1234 etc.

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. You can also change to keypad only at any point during the call by pressing any key.

Choosing a different PIN

Main Menu

3 Mailbox

2 PIN code

2 Modify

Enter PIN

Enter new PIN again to confirm

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.

Listening to, saving and deleting messages
Voicemail will tell you how many new messages and missed calls you have after you dial 121. You can configure your mailbox using the web user interface to choose which message you would like to be played first, ie oldest, newest etc.

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

Main Menu

	Repeat	Save	Remove
1 Retrieve	**1**	**3**	**5**
	6 Next	**7** Previous	**#** Header
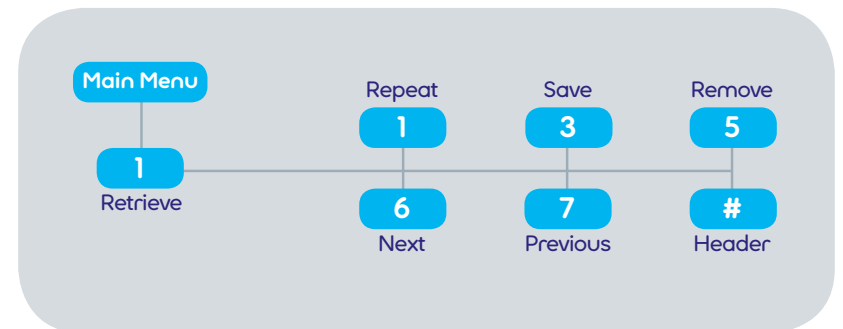
After listening to new and played messages Voicemail will ask if you would like to repeat or remove the message. Other options are available. See the call flow chart above for Voicemail command and keypad operation instructions.

Message parameters
Voicemail can store up to 30 messages lasting 180 seconds each. When your mailbox reaches its maximum limit you will be advised to delete some messages. Callers are still able to leave you a message even when your mailbox has reached its limit.

New messages which have not been listened to will be automatically deleted after 84 days. Once listened to, voice messages are 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 default 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.
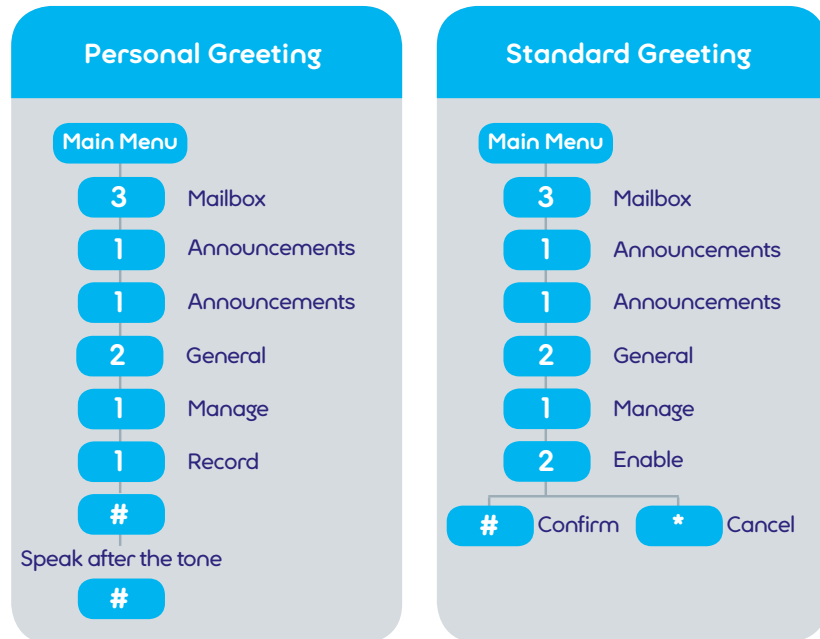
Personal greeting example:

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

Your personal greeting message can be up to 180 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.
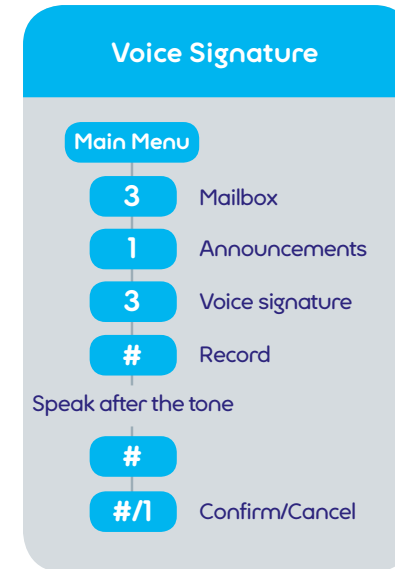
You can always change back to the standard message if you want to.

Personal Greeting

Main Menu

3	Mailbox
1	Announcements
1	Announcements
2	General
1	Manage
1	Record
#	

Speak after the tone

| # | |

Standard Greeting

Main Menu

3	Mailbox
1	Announcements
1	Announcements
2	General
1	Manage
2	Enable

| # | Confirm | * | Cancel |

Voice signature example:

This is the Manx Telecom voicemail service for "Edward Smith". Please leave a message after the tone. To finish your recording please hang up or press any key for more options.

Your voice signature can be up to 30 seconds long.

Voice Signature

Main Menu

3	Mailbox
1	Announcements
3	Voice signature
#	Record

Speak after the tone

| # | |
| #/1 | Confirm/Cancel |

For other greetings, such as multiple, reason based or timed, you will need to change these using the personal greeting tab within the voicemail web interface.
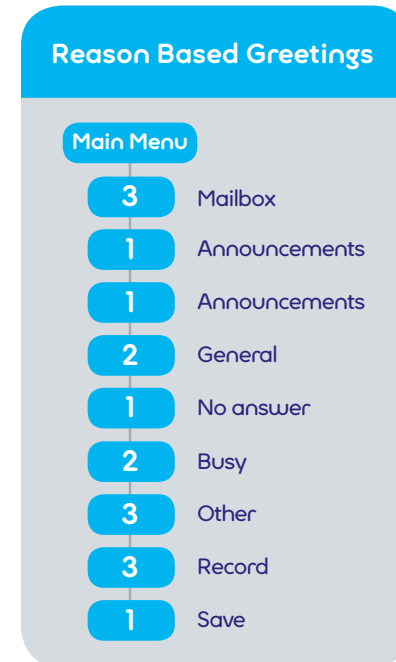
Multiple greetings

You can record up to 9 different personal greetings using your telephone and decide which of those greetings will be played. This is useful, for example, if you are out of the office, or want to tell callers to ring you on another number temporarily.

Multiple Greetings

Main Menu

3	Mailbox
1	Announcements
1	Announcements
2	General
3	Greeting

Enter 0-9

3	Record
1	Save

Reason based greetings

If you set your mailbox to reason based greetings you can record greetings that are invoked depending on the reason why the caller was diverted to voicemail e.g. no answer, busy or other.

Reason Based Greetings

Main Menu

3	Mailbox
1	Announcements
1	Announcements
2	General
1	No answer
2	Busy
3	Other
3	Record
1	Save

Caller ID greetings

You can record greetings that will be played to callers from specified numbers, to personalise their experience. For example, you might record one greeting for family members and a different greeting for work colleagues.
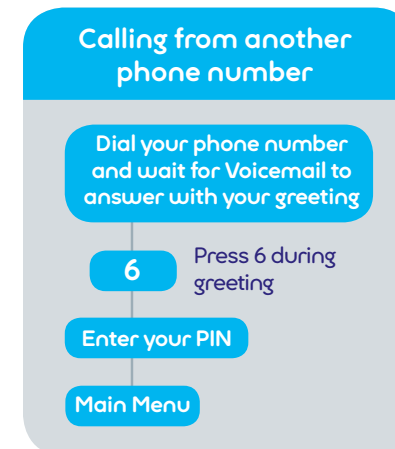
Caller ID Greetings

Main Menu

3	Mailbox
1	Announcements
1	Announcements
1	Caller
1	Enable
1	Record

Enter telephone number then #

1	Save

remote access

Retrieving messages from another phone

You can listen to your messages from another 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.

Calling from another phone number

Dial your phone number and wait for Voicemail to answer with your greeting

6	Press 6 during greeting

Enter your PIN

Main Menu

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.
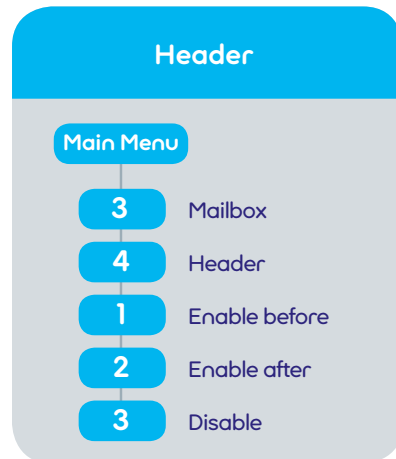
Callers who left no message (missed calls)

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, date and time of all diverted calls where no message was left. It stores the details whether you were engaged or did not answer. Note: if a caller withholds their number then no missed call will be registered.

Turning Header on and off

The header enables you to hear the time, date and telephone number of the caller and, when activated, plays before or after each message depending on your chosen option. 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.

Header

Main Menu

3	Mailbox
4	Header
1	Enable before
2	Enable after
3	Disable

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.
Help	The help menu will be played.
Previous	Will take you back to the previous message.
Header	This plays the time and date the call was received and the number of the caller if available.
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.
Retrieve	This will play your message.
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.
Saved message	This is a message you have listened to in full and has been saved automatically.
Activate	Enables options.
Voice signature	This is when you can record your name for people to hear when they get through to your answering service.

Manx Telecom Limited
Isle of Man Business Park
Cooil Road
Braddan
Isle of Man IM99 1HX

Call: +44 (0)1624 624 624
Email: info@manxtelecom.com
Visit: manxtelecom.com

manx telecom