

## access feature keys - VOIP

*77	Anonymous Call Rejection Activation
#77	Anonymous Call Rejection Deactivation
*52*	Anonymous Call Rejection Interrogation
#8 or #08	Automatic Callback Deactivation
#9	Automatic Callback Menu Access
*21	Call Forwarding Always Activation
#21	Call Forwarding Always Deactivation
*21*	Call Forwarding Always Interrogation
*45	Call Forwarding Always To Voice Mail Activation
#45	Call Forwarding Always To Voice Mail Deactivation
*24	Call Forwarding Busy Activation
#24	Call Forwarding Busy Deactivation
*67*	Call Forwarding Busy Interrogation
*40	Call Forwarding Busy To Voice Mail Activation
#40	Call Forwarding Busy To Voice Mail Deactivation
*61	Call Forwarding No Answer Activation
#61	Call Forwarding No Answer Deactivation
*61*	Call Forwarding No Answer Interrogation
*41	Call Forwarding No Answer To Voice Mail Activation
#41	Call Forwarding No Answer To Voice Mail Deactivation
*25	Call Forwarding Not Reachable Activation
#25	Call Forwarding Not Reachable Deactivation
*63*	Call Forwarding Not Reachable Interrogation
*54*	Calling Line ID Delivery Blocking Interrogation
*67 or 1831	Calling Line ID Delivery Blocking per Call
*31	Calling Line ID Delivery Blocking Persistent Activation
#31	Calling Line ID Delivery Blocking Persistent Deactivation
*65 or 1832	Calling Line ID Delivery per Call
*87	Call Park
*88	Call Park Retrieve
*69 or *10	Call Return
#92#	Call Return Number Deletion
*53*	Call Waiting Interrogation
*43	Call Waiting Persistent Activation
#43	Call Waiting Persistent Deactivation
*44	Cancel Call Waiting
*99 or 1777	Clear Voice Message Waiting Indicator
*56*	Connected Line Identification Restriction Interrogation
*57	Customer Originated Trace
*55	Direct Voice Mail Transfer
*80	Diversion Inhibitor
*78	Do Not Disturb Activation
#78	Do Not Disturb Deactivation
*22	Flash Call Hold
#58	Group Call Park
#51	Hunt Group Busy Activation
#52	Hunt Group Busy Deactivation
#53	Hunt Group Busy Interrogation
*66 or *00	Last Number Redial
*60	Music On Hold Per-Call Deactivation
*610	No Answer Timer
*75	Speed Dial 100
*74	Speed Dial 8
*86	Voice Mail Retrieval
*62	Voice Portal Access

## voicemail

VoIP voicemail retrieval can be done from any telephone or via a V-mail email notification that is sent to your nominated email address.

To retrieve your messages via phone dial the voicemail phone number that corresponds with the city that you live in:

Sydney	(02) 9016 4500
Melbourne	(03) 9012 5200
Brisbane	(07) 3114 2100
Adelaide	(08) 8464 0100
Perth	(08) 6363 5100

### Accessing Voicemail using a Telephone



### Main Menu

Press **1** to access mailbox

Press **3** to record your name

Press **8** to change your password

Press **9** to exit

Press **#** to repeat the menu

## general playback

### Voice Messaging Menu

Accessed from Option 1 of Main Menu

Press **1** to listen to messages

Press **2** to change your busy greeting

Press **3** to record and activate new unavailable greeting

Press **5** to compose and send messages

Press **7** to delete all messages in your mailbox

Press **\*** to return to previous menu

Press **#** to repeat the menu

Please note: All messages will be automatically deleted after 30 days.

### Listen to Messages Menu

Accessed from Option 1 of Voice Messaging Menu

Press **#** to save message

Press **7** to delete message

Press **2** to play or repeat message

Press **5** to play envelope

Press **8** to initiate call to sender

Press **9** for additional options

Press **\*** to return to previous menu

## general playback

### Playback Short Cuts

Press **1** to skip backward 3 seconds

Press **2** to pause playback

Press **3** to skip forward 3 seconds

Press **4** to skip beginning of message

Press **6** to skip to end of message

Please note: Shortcuts can be used anytime during playback

## changing your greetings

### Busy Greeting Menu

Accessed from Option 2 of Voice Messaging Menu

Press **1** to record new greeting

Press **2** to listen to current greeting

Press **3** to revert to default greeting

Press **\*** to return to main menu

Press **#** to repeat menu

### No Answer Greeting Menu

Accessed from Option 3 of Voice Messaging Menu

Press **1** to record new greeting

Press **2** to listen to current greeting

Press **3** to revert to default greeting

Press **\*** to return to previous menu

Press **#** to repeat menu

## additional features

(Available on multi-user phone groups only)

### Additional Options Menu

Accessed from Option 9 of Listen to Messages Menu

- Press **1** to reply to message
- Press **2** to forward messages
- Press **\*** to return to previous menu
- Press **#** to repeat menu

### Reply to Message Menu

Accessed from Option 1 of Additional Options Menu

- Press **3** to send reply
- Press **1** to change current reply
- Press **2** to listen to current reply
- Press **6** to set or clear urgent indicator
- Press **7** to set or clear confidential indicator
- Press **\*** to return to previous menu
- Press **#** to repeat menu

## additional features

(Available on multi-user phone groups only)

### Forward Messages Menu

Accessed from Option 2 of Additional Options Menu

- Press **1** to reply to message
- Press **2** to forward messages
- Press **\*** to return to previous menu
- Press **#** to repeat menu

### Reply to Message Menu

Accessed from Option 1 of Additional Options Menu

- Press **3** to send
- Press **1** to change current introduction
- Press **2** to listen to current introduction
- Press **6** to set or clear urgent indicator
- Press **7** to set or clear confidential indicator
- Press **\*** to return to previous menu
- Press **#** to repeat menu

## additional features

(Available on multi-user phone groups only)

### Compose Message Menu

Accessed from Option 5 of Voice Messaging Menu

Press **3** to send message

Press **1** to change current message

Press **2** to listen to current message

Press **6** to set or clear urgent indicator

Press **7** to set or clear confidential indicator

Press **\*** to return to main menu

Press **#** to repeat menu

Please note: Messages marked as urgent or confidential will be the first messages played back Confidential messages cannot be forwarded.