



ACN Voicemail Guide

Activation Process

- To activate the service, dial 0771 181806 from your home phone
- Choose a personal code
- If you would like, you can record a personal greeting
- If you would like, you can choose SMS notification (you will receive messages to your mobile phone via SMS when you have a voicemail message waiting)
- Change settings – press 5
- For help – press 0 (zero)
- For the previous menu – press*

Call Forwarding

- To get this service to work, simply forward your calls to your voicemail
- Pick up the handset and dial *61*0771181806*
- Optional number of seconds# -- choose between 5 and 55 seconds

Leaving messages

- When someone calls you and you do not answer and the phone is not busy, the call is then connected to your voicemail
- The caller will hear your personal greeting or a default message with your phone number
- After a beep, the caller can leave a message up to two minutes in length

Managing your messages

Listen to messages from your home phone (the number that the voicemail is connected to). If you are at home you can dial 0771 181806 and you will immediately hear your messages and be informed of any missed calls. If you want to listen to your voicemail from a different phone, just dial 0771 181807. You will be prompted to supply your home phone number including the prefix, then enter your four digit pin code and follow the instructions.

When you listen to messages and missed calls, you have the following options:

- Call the person who left the message - press 5 while you listen to the message
- To delete a message - press 6
- Go back - press 7
- Pause while you listen to - press 8
- Keep listening - press 8 again
- Go ahead and listen to the next message - press 9
- If you accidentally delete a message, listen to the message again before you exit and then press 6 again to undo
- By pressing star (*) you can always go back to the previous menu option



Missed calls ("Number presentation")

When a caller gets connected to your voicemail but does not leave a message, it is logged as a missed call. You can turn on and off this feature in the 'Change Settings' menu.

Message notification ("Call status")

You will be notified if there are new messages or missed calls that occurred while the phone was engaged. You can turn on and off this feature in the 'Change Settings' menu.

SMS notification

Activate this feature in the 'Change Settings' menu. Voicemail will send you an SMS to the mobile number of your choice. You will receive a new SMS every time there is a new message or a missed call. In the SMS you can see details of the missed call. There is a corresponding fee when Voicemail sends messages via SMS.

Automatic dial-up

When you have listened to a message or a missed call you can choose to dial the caller automatically. Press "5" whilst listening to the message or when the corresponding announcement is given. Once you are connected to the caller the Voicemail system will disconnect.

Menu Options

When accessing Voicemail you will first hear all of the new messages, followed by any new missed calls. You will then reach the main menu where you will have the following choices:

- 1) Play back new messages again
- 2) Play the new missed calls again
- 3) Play any old messages
- 4) Play any old missed calls
- 5) Change settings
- 0) Get Help

In the Change settings menu you have the following choices:

- 1) Change the greeting message
- 2) Change the PIN code
- 3) Turn on or turn off SMS notifications
- 4) Turn on or turn off the missed calls
- 5) Turn on or turn off the call alert
- 8) Exit Voicemail
- 9) Return to main menu
- 0) Get Help



Deactivate Voicemail

If you would like to deactivate the voicemail service, first press the number 5 to access the 'Change Settings' menu, then press 8 and a message will say the following:

"ARE YOU SURE YOU WANT TO DEACTIVATE YOUR VOICEMAIL? TO RE-ACTIVATE IT YOU MUST CONTACT CUSTOMER SERVICE, PRESS 1 TO CONFIRM!"

You should then deactivate the call forwarding by lifting the home phone handset and dial #61#. You will receive an automatic confirmation on the phone that the service has been deactivated.

Technical information

- Maximum personal greeting: 2 minutes
- Maximum Message: 2 minutes
- Minimum message length: 2 seconds
- Maximum number of voice mail messages: 60
- Automatic cleanup of voice mail (old numbers and messages are cleared after three days, the new numbers and messages are cleared after 60 days)
- Automatic cleanup of deactivated voicemail after 30 days (billing remains)
- Personal four digit PIN code is blocked after three incorrect attempts