

# Mobile Voicemail User Guide

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# Contents

1	Ways to access your Voicemail.....	3
1.1	Non-DI / Spark purchased Device – Change the Voicemail number	3
1.2	Setting up for the first time	3
1.3	Change your greeting	3
2	Checking your messages.....	4
2.1	From your Mobile	4
2.2	From another Mobile, Landline or Fibre Landline	4
2.3	From Overseas	4
2.4	Listen to Deleted messages	4
2.5	Reply to a message	4
3	PIN Numbers .....	6
3.1	How to change your PIN number	6
3.2	Specify when a PIN is required to access your mailbox	6
3.3	Forgotten your PIN	6
3.4	Call Back	6
4	Setting Voicemail Diversion .....	7
4.1	Transfer to Personal Assistance	7
4.2	Notifications	7
5	Send a message to another number .....	8
5.1	Send the same message to a group of mailboxes	8
5.2	Forward messages	8
5.3	Guidelines for sending/forwarding messaging to other mailboxes	8
6	Recording a message for future delivery.....	9
6.1	Create a Distribution List	9
6.2	Send a message to a Distribution List	9
7	Missed Call? .....	10
8	What is a Mailbox Number? .....	10
9	Cancel Voicemail .....	10
10	Shortcuts .....	10

## 1. Ways to access your Voicemail

There are several ways to access your Voicemail from your Mobile.

- Dial 083210
- On your keypad, press and hold 1
- Look up Voicemail in your contacts and call

### 1.1 Non-DI / Spark purchased Device - Change the Voicemail number

Devices not purchased from DI or Spark may need to have the settings updated to be able to access Voicemail using 083210.

- Go to Messages
- Look for Voicemail (under Settings or Voice Messages, consult your device user guide)
- Replace the current number with +64 8308 3210

### 1.2 Setting up for the first time

1. Access your Voicemail
2. Follow the voice prompts to set up your mailbox
  - Record your name – you will hear this when you call your mailbox to check your messages
  - Record a friendly, snappy, personal greeting – Callers will hear this

Note: You will be prompted to set up a new pin. Refer to section 3 for PIN number restrictions.

### 1.3 Change your greeting

Follow the voice prompts to change your greeting:

1. Access your Voicemail
2. Press 3 – Change your personal options
3. Press 1 – Change your greeting or mailbox name
4. Press 1 – Set up a personal greeting
5. Press 1 – Re-record your personal greeting
6. Record your new personal greeting
7. Press 1 – Confirm personal greeting is OK

## 2. Checking your messages

You can check your messages from anywhere, any phone, anytime!

### 2.1 From your Mobile

1. Access your Voicemail
2. If prompted enter your PIN
3. Your message/s will play automatically

### 2.2 From another Mobile, Landline or Fibre Landline

1. Dial your mobile number
2. Wait until you hear your greeting
3. Press \*
4. Enter your PIN
5. Press #
6. Your message/s will play automatically

### 2.3 From Overseas

Call charges will apply.

1. Dial the International Access code for the country you're calling from
2. Dial +64 83 083210 and wait for the message
3. Enter your mailbox number (your phone number without the 0 for the area code e.g. 27 1234567)
4. Press #
5. Enter PIN
6. Press # – Listen to your messages

### 2.4 Listen to Deleted messages

Deleted messages can be relistened to then restored, or permanently deleted. To do this:

1. Access your Voicemail
2. Press 4 – Get Deleted Messages
3. Listen to each message
4. Follow the voice prompts

### 2.5 Reply to a message

After listening to a message, you can reply to the caller by ringing them back, sending a message or sending a copy of the message. To do this:

1. Access your Voicemail
2. Listen to your message
3. Press 4 – Send a Reply
4. Follow the voice prompts

## 3. PIN Numbers

Notes:

- You can change your PIN at any time
- PIN numbers must be between four and ten digits & cannot:
  - start with 0
  - be sequential or repeated numbers
  - be your Mobile Number

### 3.1 How to change your PIN number

1. Access your Voicemail
2. Press 3 – Personal Options
3. Press 2 – PIN Setup Options
4. Press 1 – Change your PIN number
5. Follow the voice prompts

### 3.2 Specify when a PIN is required to access your mailbox

1. Access your Voicemail
2. Press 3 – Personal Options
3. Press 2 – PIN Setup Options
4. Press 3 – Change your skip PIN Feature
5. Follow the voice prompts

### 3.3 Forgotten your PIN

A Voicemail PIN can be reset by your mobile Service Provider.

### 3.4 Call Back

When you have a message in your Mailbox, you have the option to Call Back the person who left the message. Press # during or at the end of message playback to make the Call Back.

Things you should know about Call Back:

- All Call Back calls are charged to your mobile account
- If your mobile is part of a linked group, Call Back calls are charged to the primary number of the linked group
- Call Back calls are charged at your mobile plan calling rate
- Call Back calls use your included minutes if applicable
- You cannot call back international, 0800 or 0900 numbers
- You cannot call back confidential numbers or numbers using restricted Caller ID
- Sometimes a message may be left by a caller using a landline business number that cannot be called back i.e. a pilot number. In this case, you will have to call back by dialling an alternate number.

## 4. Setting Voicemail Diversion

1. On your mobile phone, find the options that allow you to set the Call Forwarding options
2. Enter the Voicemail Forwarding / Diversion number (+64 8320 0000) for the No answer, Divert if busy and Not reachable options

### 4.1 Transfer to Personal Assistance (TTPA)

Transfer to personal assistance means you can set up your Voicemail to give your callers the option to go through to another number, e.g. your greeting could say "Sorry, I'm unavailable right now, but please press 0 to go through to my assistant, otherwise leave me a message after the tone". To set up your **Transfer to Personal Assistant (TTPA)**:

Navigate to Operator Menu from the Main Menu

1. Select Option 3: Personal Options Menu
2. Select Option 7: Additional Settings Menu
3. Select Option 1: Add an operator number, **or**
4. Select Option 2: Set up your operator schedule (*Note: Operator number must already be added to set up schedule and you **must** have a schedule, for operator number to function*)

#### To set up Operator Schedule:

Select day:

To change schedule hours for Monday: Press 1

To change schedule hours for Tuesday: Press 2

To change schedule hours for Wednesday: Press 3

To change schedule hours for Thursday: Press 4

To change schedule hours for Friday: Press 5

To change schedule hours for Saturday: Press 6

To change schedule hours for Sunday: Press 7

Once you have selected a day:

- Enter start time, must be between 0000-1159
  - Press 1 for AM
  - Press 2 for PM
- Enter end time, must be between 0000-1159. *Must be more than 15 minutes between start and end time*
  - Press 1 for AM
  - Press 2 for PM
- To use these times, press 1
- To change times, press 2

To use same period for Tuesday, press 2. Weds press 3, Thurs press 4, Friday press 5, Saturday press 6, Sunday press 7.

*(Will repeat for all days of the week)*

Once days and times are set up:

To continue, press # (**Note: Must press # to confirm changes**)

**Notes:**

- The number must include the area or Mobile Network Code (including the zero). E.g. 04 123 4567 or 027 123 4567
- You can select the hours you wish Call Forward to be active. E.g. 0800 to 1145 only

**Things you should know about Transfer to Personal Assistance**

- All transferred calls will be charged to your mobile account
- If your mobile is part of a linked group, transferred calls are charged to the primary number of the linked group
- Transferred calls are charged at your mobile plan calling rate plus any applicable voicemail retrieval charges
- Transferred calls use your included minutes where applicable

Transferred calls cannot be forwarded to international, or 0800 and 0900 numbers

## 4.2 Notifications

Your Voicemail service has several ways of advising that messages have been left. Different notifications options (e.g. text) can be set along with other options (e.g. when urgent or within defined time periods). To set this:

1. Access your Voicemail
2. Press 3 – Personal Options
3. Press 3 – Message waiting notifications, Ringing Options
4. Follow the Voice Prompts

## 5. Send a message to another number

It's easy to leave a message n another Voicemail Mailbox:

1. Access your Voicemail
2. Press 2 – Send a message
3. Enter the mailbox or Distribution List number
4. Follow the voice prompts

### 5.1 Send the same message to a group of mailboxes

1. Access your Voicemail
2. Press 2 – Send a message
3. Enter the mailbox number
4. After entering the first mailbox number just press 3 to continue adding mailbox numbers
5. Follow the voice prompts

Note: Refer to Section 6.1 Create a Distribution List for more information

### 5.2 Forward messages

1. Access your Voicemail
2. Listen to your messages.
3. At the end of the message Press 5 – Forward a copy of the message to another Mailbox
4. Follow the voice prompts

### 5.3 Guidelines for sending/forwarding messaging to other mailboxes

- Your Voicemail must not be used to send inappropriate messages to other mailboxes or phone numbers
- Inappropriate messages include, but are not limited to, messages that are:
  - Unsolicited advertising messages
  - From an anonymous sender
  - Annoying or offensive in nature
- Spark reserves the right to deactivate the message delivery function from a mailbox if it has been used inappropriately.



## 6. Recording a message for future delivery

As well as adding delivery options (private, urgent or request confirmation) to a message, you can also record a message up to 15 days in advance and mark it for delivery at a specified date and time.

1. Access your Voicemail
2. Press 2 - Send a Message.
3. Follow the voice prompts to enter the mailbox or distribution list you want
4. Record your message
5. Press #
6. Press 4 - Delivery Options
7. Press 4 - Future Delivery
8. For delivery today Press #
9. For delivery on a specific date enter the two digits for the day, followed by the two digits for the month, e.g. 26 January will be 2601, then press #. Then enter the time you would like your message to be delivered, and press 1 for AM or 2 for PM, e.g. 2:35PM will be 2352.

### 6.1 Create a Distribution List

1. Access your Voicemail
2. Press 3 – Personal Options
3. Press 5 – Distribution Lists
4. Press 1 – Add a new Distribution list
5. Follow the Voice Prompts

### 6.2 Send a message to a Distribution List

1. Access your Voicemail
2. Press 2 – Send a Message
3. Enter the Distribution List number
4. Press #
5. Follow the Voice Prompts

## 7. Missed Call?

You will receive a missed call notification on your mobile, when you turn your phone on. This is hugely helpful in situations like flat mobile phone battery, Airplane Mode activated, Powered off, or simply outside the coverage area.

This fantastic service lets you know who called even when the caller hasn't left you a voice message. As soon as your phone is available on the Spark network again, you will receive your missed call notification.

Note: Calling back the caller is charged at your normal per minute rate.

## 8. What is a Mailbox Number?

This is the phone number without the 0 at the front. For example, 027 123 4567 will be 271234567, and 09 482 1234 will be 94821234.

## 9. Shortcuts

To save time when navigating Voicemail menus, below is the numbers that can be selected during or at the end of a message.

To do what?	Old Voicemail	New Voicemail
Help	n/a	Press 0
Replay a message	Press 1	Press 1
Save a message for up to 365 days	Press 2	Press 2
Delete a message	Press 3	Press 3
Send a reply	n/a	Press 4
Forward a copy to another Mailbox	n/a	Press 5
Listen to all your messages one after another To remove details on the number that has called, and time the message was left, press 6 while playing the message and it remove the details for all subsequent messages (until 6 is pressed again during messages being played).	Press 6	Press 6
Rewind 5 seconds	Press 7	Press 7
Pause	Press 8	Press 8
Fast forward 5 seconds	Press 9	Press 9
Go to next message	n/a	Press 9
Fast forward to end	Press 99	Press 99
Call back the caller	n/a	Press #
Return to the main menu	Press *	Press 77
Return to the previous Menu	n/a	Press *
Exit	Hang up	Hang up