



Tomorrow's Technology **TODAY**



Call Minder User Guide

Before you set up Call Minder

Call Minder will take messages for you as soon as it is connected. If you don't answer the phone, your caller will hear the following greeting: "You have reached the mailbox of (your phone number). Please leave a detailed message after the tone".

An interrupted dial tone (a series of fast beeps) when you pick up the phone means you have a new message. Ignore this until you have set up your Call Minder.

Here are some general points about Call Minder:

- Your mailbox is where your messages are kept. One line can hold up to five mailboxes
- Your mailbox number is your area code minus the initial zero followed by your telephone number
- 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 at any time

To open your mailbox for the first time

From your telephone

- Dial 083210
- Enter your area code without the zero and your telephone number i.e. 9 123 4567 (this is your temporary PIN)
- Enter a new PIN and decide whether to have PIN protected access (this PIN will apply to both your home and mobile phones)

Phone: 64 9 8132021
Fax: 64 9 8132023
Address: Box15-350, New Lynn, Auckland, NZ
Email: sales@proactivetech.co.nz

- Set up Pager Notification (this is optional)
- Press # - you are now at the main menu
- Follow the voice prompts to set up your mailbox

From your mobile phone

- Dial #00 SND
- Set up a PIN and decide whether to have PIN protected access (this PIN will apply to both your mobile and home phones)
- Set up Pager Notification (this is optional)

From another telephone

- Dial 083210 (then press * if that phone also has Call Minder)
- Enter your mailbox number
- Press #
- Enter the last four digits of your telephone number (this is your temporary PIN).
You are now at the main menu
- Follow the voice prompts to set up your mailbox

To record your greeting

This is the greeting callers will hear when you can't answer the phone. You have up to 2 minutes for the greeting and can choose our standard greeting or record your own. From the main menu

- Press 3 for 'personal options'
- Press 1 for 'greetings'
- Press 1 again to record your own personal greeting, or
- Press 2 to select the standard greeting
- Follow the voice prompts

To choose your PIN

You can change your PIN at any time. It must be between four and ten digits and can't start with 0 or be the last four digits of your phone number. From the main menu

- Press 3 for 'personal options'
- Press 2 to change your PIN
- Press 2 again
- Follow the voice prompts

Protect your privacy with your personal PIN

Your mailbox has a PIN number to make sure your messages and mailbox features are secure.

Only those people who know your PIN can listen to the messages on your voicemail or change the setup of your mailbox features. If however, you have Optional PIN turned ON on your mailbox, then there's a chance that other people can enter your mailbox, access your messages and even change your mailbox settings without your permission and without you knowing.

It's easy to protect your mailbox and we recommend that you do it now. Please follow the simple instructions below to secure your mailbox - it only takes a minute.

How to change your PIN and turn optional PIN OFF

1. Dial into your mailbox
2. From the mailbox Main Menu press 3 for Personal Options
3. Press 2 to change your PIN (The system will tell you your current PIN)
4. Press 2 to change the PIN then, at the prompt, enter your new PIN and press #
5. The system will tell you your new PIN - press 1 to save it or 2 to change it
6. Once you've saved your new PIN the system will confirm your PIN
7. Press 3 to check that optional PIN is turned OFF
 - If Optional PIN is already OFF, then press * to cancel, - if Optional PIN is currently ON, then press 1 to turn it OFF.

To record your mailbox name

This is the name you hear when you access your mailbox. Remember to name your mailbox from both your home and mobile phones.

From the main menu

- Press 3 for 'personal options'
- Press 1 for 'greetings'
- Press 3 to record your mailbox name
- Follow the voice prompts

To set the number of rings

Depending on the type of phone you have you may be able to choose the number of times your home phone will ring (between 0 and 9 rings) before Call Minder answers.

If you have been assigned an 832 xx-xxx mailbox number, you cannot change the number of rings through your mailbox Main Menu. If you have a PABX and want to divert your phone to your mailbox, please refer to your PABX user guide.

If you have set up your own Call Diversion, and you have selected call diversion if not answered, Call Minder will answer your call after 10 seconds.

Set the number of rings (between zero and nine) before Call Minder answers. The service will answer after four rings if you don't change the setting. From the main menu

- Press 3 for 'personal options'
- Press 3 again for 'ringing options'
- Press 1 to choose the number of rings
- Follow the voice prompts

To listen to your messages

If there is a new message in your mailbox, you'll hear an interrupted dial tone (a series of fast beeps) when you pick up the phone. You can check your messages from any phone. From your telephone

- Dial 083210
- Enter your PIN (if prompted)
- Press 1 to listen to your messages

From your mobile

- Dial #00 SND
- Enter your PIN (if prompted)
- Press 1 to listen to your messages

From another telephone

- Dial 083210 (then press * if that phone also has Call Minder)
- Enter your mailbox number (your area code - without the zero - followed by your phone number, e.g. 4 123 4567)
- Enter your PIN
- Press 1 to listen to your messages

While listening to your messages you can:

- Press 0 to get help
- Press 1 to repeat the message
- Press 2 to save the message
- Press 3 to delete the message
- Press 6 to scan your messages
- Press 7 to rewind the message back 10 seconds
- Press 8 to pause the message (press 8 again to restart)
- Press 9 to forward the message 10 seconds or skip the date and time before a message
- Press 11 to find out when the message was received. Your message will continue to play from where it was interrupted
- Press # to skip to the next message
- Press * to go back to the main menu
- Press *** or END to exit your mailbox

Deleting by mistake

If you delete a message by mistake - don't hang up. Press the * key to go back to the main menu and press 1 to listen to your messages again. 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.

Saving messages

Messages can be saved for 20 days each time you open and resave them. Your mailbox can hold up to a total of 40 three-minute messages (both new and saved from your home and mobile phones combined). Clear your messages regularly, so callers don't find your mailbox is full.

To access your Call Minder from overseas

You can check your messages anytime from almost any touchtone phone, anywhere in the world. International call rates apply.

- Dial the International access code of the country you are calling from
- Dial 64
- Dial 83 083210 - wait for the greeting
- Enter your mailbox number (your area code - without the zero - followed by your phone number, e.g. 4 123 4567)
- Press #
- Enter your PIN
- Press # - you are now at the main menu and can listen to your messages

To leave a message in your own mailbox

- Dial 08320 0000 from your phone
- Leave a message

To turn Call Minder off

If you're expecting an important call on your home phone or if you know you won't be able to get to your home phone in time you might decide to turn Call Minder off. If you turn Call Minder off, your home phone will keep ringing until you answer it, or until your caller hangs up. If you don't want Call Minder to answer your calls at all:

- Press 3 for 'personal options'
- Press 3 again for 'ringing options'
- Press 1 for 'number of rings'
- Press # to turn Call Minder off

To turn Call Minder back on, from the Main Menu

- Press 3 for Personal Options
- Press 3 for Ringing Options
- Press 1 prior to entering the number of rings to turn Call Minder on.
- Enter the number of rings (between 0 and 9)

Your calls divert to your mobile phone mailbox if you haven't answered after 20 seconds. You can arrange to change this to 10, 30 or 40 seconds. Just call *123 from your mobile to change arrange this.

Added Call Minder features (Call Forward and Message Alert)

Setting Call Forward so callers can press 0 to forward their call to an alternative number of your choice

If you set up Call Forward, when a caller reaches your Call Minder voicemail, they can press 0 to forward their call to an alternative number of your choice. You can change the number, or turn this feature on and off to suit your needs.

How it works

From the main menu

- Press 3 for 'personal options'
- Press 3 for 'Call Forward to another number'
- Press 4 to set up Call Forward to another number
- Follow the voice prompts

The first time you enter this menu you will be prompted to enter the number you want to forward calls to. The number must begin with a zero, and include the area or mobile network code, for example 04 123 4567, or 027 123 4567. After confirming the number, Call Forwarding is turned on.

You may return to the menu at any time to change the Call Forward number programmed in, or turn Call Forward on or off. When the menu is accessed, the last entered Call Forward number is announced to you. You can choose to accept

the number (turns on Call Forward with that number), change the number, or turn the Call Forward option off.

How much?

Mobile and national calls forwarded from Call Minder will be charged to your Telecom residential account. Calls transferred to a mobile phone will be charged at .48c per minute (including GST). Calls transferred to another landline will be charged at standard national calling rates.

Things you should know

Some customers may not be able to access and set up this feature on Call Minder. If you are not able to access the 'Call Forward' option in your mailbox menu, ring 123 and ask about our latest Call Minder with a full range of features.

Calls cannot be forwarded to an international number.

Setting Call Minder to send a message to your Telecom mobile or a pager

You choose the times you want Call Minder to send you a Message Alert by setting up an Alert timetable for the week and weekend. For example, you might want Call Minder to alert you to new messages from 8am to 6pm during the week and from 12pm to 5pm during the weekend.

How it works

From the main menu

- Press 3 for 'personal options'
- Press 3 again for 'notification options'
- Press 2 to set up message waiting notification to a Telecom text-capable mobile or a pager
- Follow the voice prompts

When you receive a new message:

- A text message displays how many new messages you have and notes any that are urgent
- Tone pagers beep
- Numeric pagers display your phone number
- Alphanumeric pagers display your phone number and how many new messages you have received

- Minicall pagers display '083210' and your phone number.

How much?

From 01 December 2003 each Telecom Message Alert' cost 5 cents (including GST) per alert, or \$2.95 (including GST) per month for an unlimited number of Message Alerts.

Standard mobile call charges apply if you access your mailbox from your mobile phone.

Pager Notification is included in the standard monthly price. However there is a small charge for using Pager Notification. For more details call 123.