

# MessageBank<sup>®</sup> Virtual<sup>∞</sup>

U S E R U G U I D E

## Never miss a call

Telstra *MessageBank*<sup>®</sup> is the smart way to get your messages. With MessageBank Virtual, you can divert your home, business and mobile calls to one mailbox†.

MessageBank Virtual is ideal for people or businesses on the move. You don't even need an existing phone service as callers can dial your mailbox directly to leave messages. You can also forward calls to your mailbox from virtually any phone‡ and choose which calls you want to respond to and when.

When you're busy, MessageBank Virtual can manage your call overflow and allow you to get on with whatever you're doing, without rushing to answer a ringing phone.

## It's easy to use

Follow the steps in the diagram and enjoy the benefits of MessageBank. The diagram explains how to:

- Get Started (call forwarding your phone to MessageBank)
- Identify if you have a message
- Access your MessageBank
- Set up your MessageBank
- Listen to messages

When you first receive your MessageBank Virtual service, you will also receive your MessageBank Access Number. If you lift the receiver and then press \* 6 6 # MessageBank Access Number # and hang up, all your calls will be forwarded to MessageBank when you are engaged on another call or you don't answer (see the 'How do I get started?' section of the diagram for more details).

The first time you call your MessageBank Virtual service, an introductory tutorial will guide you through recording your personal greeting step-by-step. Note, the first time you are asked to enter your PIN, dial the last four digits of your MessageBank Access Number (this is your temporary PIN) then press #.

If you require any further assistance with Telstra MessageBank Virtual or pricing information, please visit [www.telstra.com](http://www.telstra.com) or call us on FREECALL™ 1800 670 206^.

# MessageBank made easy

## How do I get started from a touch tone phone?

### Call Forward No Answer from a touch tone phone:

To turn Call Forward No Answer on:

 \* 6 1 MessageBank Access Number # 

Forwards calls when the call is not answered (after 20 seconds ringing)

To turn Call Forward No Answer off:

 # 6 1 # 

### Call Forward No Answer/Busy from a touch tone phone:

To turn Call Forward No Answer/Busy on:

 \* 6 6 MessageBank Access Number # 

Forwards calls when the phone is engaged or the call is not answered

To turn Call Forward No Answer/Busy off:

 # 6 6 # 

### Call Forward Busy from a touch tone phone:

To turn Call Forward Busy on:

 \* 2 4 MessageBank Access Number # 

Forwards calls only when your phone is engaged

To turn Call Forward Busy off:

 # 2 4 # 

After activating or deactivating any call forwarding facility a recorded voice announcement will confirm your changes. You may then hang up.

■ Remember to dial the Area Code before your MessageBank Access Number.

## How do I get started from a CustomNet® phone?

### Call Forward Immediate from a CustomNet Phone:

To turn Call Forward Immediate on:

 Wait for Dial Tone \* 7 8 Special dial tone Phone Number Confirmation Tone 

To turn Call Forward Immediate off:

 Wait for Dial Tone # 7 8 # Confirmation Tone 

### Call Forward Busy from a CustomNet Phone:

To turn Call Forward Busy on:

 Wait for Dial Tone \* 7 6 Special dial tone Phone Number Confirmation Tone 

To turn Call Forward Busy off:

 Wait for Dial Tone # 7 6 # Confirmation Tone 

### Call Forward No Answer from a CustomNet Phone:

To turn Call Forward No Answer on:

 Wait for Dial Tone \* 7 7 Special dial tone Phone Number Confirmation Tone 

To turn Call Forward No Answer off:

 Wait for Dial Tone # 7 7 # Confirmation Tone 

## How do I access my MessageBank?

Dial your MessageBank Access Number directly (e.g. 03 XXXX XXXX) and while the greeting is playing press **#**, enter your PIN, then press **#**.

*Note: If you are calling from interstate, use the appropriate STD® Area Code for your mailbox.*

*TIP: Store your MessageBank Access Number into the memory dial of your telephone handset so that you can reach your mailbox without having to remember or dial your access number.*

## How do I set up my MessageBank?

The MessageBank prompts will take you through a process to set up your mailbox including:

- **Setting a PIN** to protect the privacy and security of your messages. Your PIN must be 4-6 digits long and can be changed at any time.
- **Record a Name Announcement.** This is important to identify your mailbox to other callers.
- **Record a Personal Greeting** that your callers will hear when leaving messages for you. Your greeting can be up to 5 minutes long and can be changed at any time.

## How do I know when I have a message?

You will know you have new messages when you hear a special 'stutter' dial tone when you pick up your telephone. Or you can call your mailbox directly at any time and listen to your messages.

If, when you dial your mailbox, the call is answered straight away without any ring tone, you have new messages waiting to be collected.

If, when you dial your mailbox, the call is not answered straight away, then you have no new messages.

If you hang up during the first three bursts of the ring tone, you will not be charged for the call.

## How do I listen to my messages?

### Messages start playing automatically

**After listening to messages:**

PRESS **1** To replay message

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PRESS **5** To delete and go to next message

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MessageBank Virtual automatically stores all new messages that have not been listened to for up to 35 days. Once played, MessageBank Virtual keeps messages for 35 days unless you delete them.

MessageBank Virtual allows 50 messages of up to 5 minutes in length to be stored at any one time.

## Useful information

Personal greeting length	Up to 5 minutes
Messages stored per mailbox	50
New messages stored (that have not been listened to)	35 days
Messages saved	35 days
Max message length (e.g. left by callers)	5 minutes
Auto Play – automatically plays messages	Yes
Auto Save – automatically stores messages	Yes
Hang Up Messages	Yes. You need to turn this feature on via the Main Menu.
Maximum number of Hang Up Messages	5
Stutter dial tone message notification	Yes – optional. You can select a specific phone line to direct notification to.

## Additional features

### Hang Up Messages

If a caller hangs up immediately after hearing your personal greeting, you can be notified of their number (provided that it is not a blocked or a silent number). You need to turn this feature on via the Main Menus.

PRESS **9** for Main Menu

PRESS **3** for Mailbox Set-up

PRESS **5** for Mailbox Options

PRESS **6** for Hang Up Messages, then choose ON.

### At any time:

PRESS **9** to Return to Main Menu

PRESS **\*** to Cancel and Go Back one menu level

PRESS **8** for Help

### When listening to your messages:

PRESS **1** to Go Back to Start

PRESS **2** to Go Back 8 seconds

PRESS **3** to Go Forward 8 seconds

PRESS **3 3** to Fast Forward to the end of the message

PRESS **6** to Skip to next message

PRESS **7** to Pause a message while it is playing

PRESS **7** to Resume again

## MessageBank shortcuts

∞ Available most areas. Monthly access charges and message retrieval charges apply.

† Charges apply for forwarded calls and retrieval.

^ A free call from most fixed phones.

▲ Message retrieval charges apply.

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