

Homeline Smart Calling Features

User Guide

Call Waiting	1
Call Minder (Voicemail).....	2
Call Restrict	5
Call Display	6
Call Divert.....	7
Dual Number	8
Call Fax	8
Call Withhold	8

Call Waiting

When you're on a call and another call is coming in, Call Waiting will beep to let you know, you can answer it or just stay on the call you are already on. You can switch from one call to the other

How does it work?

- Four short beeps tell you someone's calling you when you're on another call. However, you have longer than this to answer the second call. The second caller simply hears a ringing tone and will usually keep holding for six to eight rings.
- Excuse yourself from the first caller, then press the 'flash' or 'recall' button on your phone. You can then talk to the second caller
- To return to the first caller, simply press the 'flash' or 'recall' button again and you will be able to continue your original conversation
- If you use the 'flash' or 'recall' button on your phone to move between calls you won't lose a caller by mistake.

How to suspend Call Waiting

- You can suspend Call Waiting if, say, you need to make an important call where you don't want to be interrupted.
- Before you make your call lift the handset and dial *52
- Then dial your call
- When you complete your call, Call Waiting is automatically reactivated.

Call Waiting with other services

Call Waiting works well with Call Minder. You can decide whether to accept the second call or let it go through to Call Minder to take a message. If you have a fax operating on the same number, we suggest using our Call Dual or Call Fax services, so that you never miss important faxes.

Does Call Display work with Call Waiting?

If you are on the phone and another call comes in, Call Waiting will let you know, but Caller Display won't display or record the caller information of the second call.

Call Minder (Voicemail)

Make sure your phone gets answered even when you're not around. Call Minder (Voicemail) plays callers a greeting (which you can pre-record) and lets them leave a message, which you can listen to when it suits you.

How does it work?

Whenever you can't answer calls your Call Minder will - callers can listen to your greeting and leave a message in your mailbox. You can access your messages from anywhere, and when you call to listen to them, it costs the same as making any other phone call.

Before you can listen to your messages, you will need to set up your mailbox (record a personal greeting) and PIN

- Your mailbox number is your area code without the initial zero followed by your phone number, e.g. if your phone number was 04 1234567 your mailbox number is 41234567
- You chose your PIN when you first setup your voicemail

Using Call Minder is easy, simply listen to the voice prompts and follow the instructions by pressing the keys on your phone. If you're not sure of what to do next, wait for the menu to replay. If you'd like help, press **0** at any time.

- Your mailbox is where your messages are kept. New, unsaved messages are held for 42 days before being automatically deleted. You will receive reminders to resave or delete messages every 30 days.
- Your mailbox can hold up to a total of 120 minutes (each message can be up to 3 minutes long). Clear your messages regularly, so callers don't find your mailbox is full.
- An interrupted dial tone (a series of fast beeps) when you pick up the phone means you have a new message

Using your mailbox for the first time

Setting up your mailbox takes about three minutes, you'll need to do this before you can listen to messages left for you.

1. Using your phone dial 083210
2. Enter 1234 (this is your temporary PIN to use the first time you dial in)
3. Enter a new PIN and decide whether to have PIN protected access. Keep your PIN secret to ensure your mailbox is secure
4. Follow the voice prompts to set up your mailbox:

Record your name - you hear your name when you call your mailbox to check your messages

Record a friendly, personal greeting to welcome callers and invite them to leave you a message

You can change your personal greeting, mailbox name or PIN as often as you like. Simply call your mailbox, press **3** (personal options) from the main menu and follow the voice prompts.

Keep your PIN secret to make sure your mailbox is secure. You will need to enter your PIN whenever you check your mailbox from a different phone.

Checking your messages

You can check your message from any phone. When a new message is left in your mailbox, you'll hear an interrupted dial tone (a series of fast beeps) when you pick up the phone. To check messages using your home phone.

- Dial 083210

- If prompted, enter your PIN and press #
- You'll be told how many new and saved messages you have. They will start to play automatically.
- Follow the voice prompts to save or delete each message.

To check messages using your mobile

(Mobile call rates apply)

- Dial 083210
- Press **
- Enter the mailbox number you wish to check, and press #

To check messages using another landline within New Zealand

(Business line or Payphone rates apply)

- Dial 083210
- Enter the mailbox number you wish to check (if the mailbox has voicemail, press **, as soon as you hear the mailbox name)

To check messages when overseas

(International call rates apply)

- Dial the International access code of the country you are calling from
- Dial +64 83 083210 and 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 # your messages will now be played to you

Using the main menu

The menu has two options:

Option 1 to listen to your messages (new messages play automatically when you enter your mailbox)

Option 3 to change your personal settings

Once you have selected an option from the main menu, you can manage your messages as below:

Options while listening to your messages:

Press **1** to repeat the message

Press **2** to save the message

Press **3** to delete the message

Press **6** to listen to all your messages one after another

Press **7** to rewind the message back 8 seconds

Press **8** to pause the message (press 8 again to restart the message)

Options to change your personal settings:

Press **1** to change your greeting or mailbox name

Press **2** to change your PIN

Press **3** for message notification options

For Message Envelope settings

Press **6** to hear time, date and, where available, your caller's number

Press **9** to forward the message 8 seconds

Press **99** to skip to the next message

Press **0** to get help

Press * to go back to the main menu
Press ** to enter an alternative mailbox number

How to set the number of rings before Call Minder answers

Call Minder answers after seven rings if you don't change the setting. Depending on how Call Minder is set up (see notes below) you may be able to choose the number of times your phone will ring (between 0 and 9 rings) before Call Minder answers.

If you select 0, Call Minder will answer your calls immediately, and you won't even hear the phone ring.

If you don't wish Call Minder to answer your calls at all, select # and your phone will ring until you answer or until your caller hangs up.

To set the number of rings from the main menu:

- Press **3** for 'personal options'
- Press **3** for 'message waiting notifications, ringing options'
- Press **1** to choose the number of rings
- Follow the voice prompts

Notes: If you have chosen an 0832 XXXXX mailbox number, you cannot change the number of rings using your mailbox menu.

Sharing your mailbox with several phone numbers

(Charges apply to access your mailbox from a mobile and for calls forwarded)

With Call Minder up to 5 different landline phone numbers can share a mailbox. This means all messages, regardless of which number your caller dialled, will be in the same mailbox. You can call your mailbox from any of the nominated phone numbers and hear all messages. A shared mailbox has one greeting and one PIN, so it's convenient and easy to use.

To check your messages:

- Dial 083210
- If prompted, enter your PIN and press #

You'll be told how many new and saved messages you have. They will start to play automatically. Follow the voice prompts to save or delete each message.

Things you should know about a shared mailbox

- A shared mailbox has one set of features, therefore all phone numbers sharing the mailbox will have exactly the same set of features available to them, e.g. same greeting, same PIN.
- Charges will be charged to your residential account.

How to change 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. To change your PIN from the main menu:

- Press **3** for 'personal options'
- Press **2** for 'pin set up options'
- Press **1** to 'change your pin'
- Follow the voice prompts

How to set up Optional PIN

The Optional PIN service lets you choose whether you want your mailbox to be protected by a PIN when calling from your own phone.

- If you turn Optional PIN ON, and use your phone, your mailbox recognises it's you and allows you access without needing to enter a PIN.
- If you turn Optional PIN OFF, you will always be prompted to enter your PIN.

To make sure your messages and mailbox features are secure we recommend you use a PIN.

Note: Even if you set Optional PIN on, you will still be required to enter a PIN when checking for message from overseas

To turn Optional PIN on/off from the main menu:

- Press **3** for 'personal options'
 - Press **2** for 'pin set up options' (the system will tell you your current PIN)
 - Press **2** to set up Optional PIN
 - Press **1** to turn Optional PIN on/off
- OFF – PIN** is required when accessing your mailbox from your own phone.
ON – No PIN is required when accessing your mailbox from your own phone.

How to change your greeting

This is the greeting callers hear when your phone is busy or you can't answer it. Your greeting can be up to two minutes long. To change your greeting from the main menu:

- Press **3** for 'personal options'
- Press **1** for 'greetings or mailbox name'
- Press **1** again to record your own personal greeting
- Follow the voice prompts

How to change your mailbox name

To change your mailbox name from the main menu:

- Press **3** for 'personal options'
- Press **1** for 'greetings or mailbox name'
- Press **2** to record your mailbox name
- Follow the voice prompts

Important things to know

If I delete a message by mistake?

Don't hang up, simply press **1** (listen) from the main menu and your deleted message will be played again.

How do I leave a message in my own mailbox?

- Dial 08320 0000 from your own phone.
- Leave a message

Call Restrict

Restrict chargeable calls by setting a PIN number to be entered before a toll call will proceed

How to turn Call Restrict On

- Lift the handset and wait for the dial tone
- Dial **1880**, followed by your **4 digit PIN**
- Wait for confirmation tone(long-short-long)
- Hang up

How to turn Call Restrict Off

- Lift the handset and wait for the dial tone

- Dial **1881**, followed by your **4 digit PIN**
- Wait for confirmation tone(long-short-long)
- Hang up

Call Display

Displays the number of the person calling you before you answer. Requires compatible phone or display unit.

When you call family and friends with Call Display, they can recognise the number and know it's you who's calling.

Keeping it confidential

If you don't want people with Call Display to see your number, you can withhold it. Call Withhold is free and easy to use. Simply dial 0197 (or 197 if you're calling from a business phone with a toll barred extension) before the number you want and the words 'Anonymous Call' (or similar) will appear instead of your number.

If you have Call Display, remember that people calling you can choose to withhold their number.

Some helpful advice

1. Not every call made to your telephone will have the caller's telephone number displayed, for example: The caller's telephone number will not be displayed if they have withheld their number. If a number is not displayed, it will not be stored. Where a person is calling from certain networks, older exchanges, some payphones, or some mobile phones, the number will not be displayed and the phrase 'Anonymous Call' or 'Unavailable' (or similar) will appear.
2. If the call is made from a caller's own telephone system such as a PABX (business exchange) system the number could be any one of the numbers assigned to that organisation.
3. The caller may not necessarily be the person you normally associate with the telephone number displayed.
4. The caller may be using someone else's telephone or perhaps a number of people have access to that particular telephone.
5. The telephone must complete two ringing cycles before incoming call information is displayed or stored.
6. Different types of Call Display equipment may display words other than 'Anonymous Call' or 'Unavailable' for calls not presented.
7. The Privacy Act imposes certain obligations on people and organisations when they collect, hold, use or disclose personal information. You must comply with the Privacy Act and any code of practice issued under that Act which applies to you. It is intended that Call Display information be collected and used by you for the purpose of (a) potentially identifying the calling party and, (b) calling back a telephone number displayed or stored on your special display equipment. If you collect or use the Call Display information for other purposes, you must ensure you do so in accordance with the Act or any code. If you are unsure of any of your obligations under the Act or any code, then you should seek legal advice.
8. Do NOT dial '0' plus area code when returning calls within your local calling area. When dialling '0' in front of a local call makes it a national call and charges will apply.
9. Call Display is not available in all areas.
10. Calls to 111 Emergency Services will always display the telephone number, even if you use Call Withhold, so that help can always be provided.

Call Divert

Divert your phone to another number

Setting up Call Divert

To programme each number you want your calls diverted to:

- Lift the handset and wait for the dial tone
- Dial 181, followed by a code number between 161 and 169
- Dial the number to which calls are to be diverted, including area code if the number is outside your local calling area (eg. 181 - 163 - 04 - 801 9000), then press the # key
- Wait for the confirmation tone (Dial Tone)
- Hang up

The code number is now registered against the number to be diverted to. We recommend you keep a record of these for future reference.

Activating a Call Divert (from your own phone)

- Lift the handset and wait for the dial tone
- Dial the appropriate code (i.e. 161, 162 etc) for the number you wish to divert to
- Wait for confirmation tone
- To confirm the correct diversion has been made wait a little longer and a call will automatically go through to the selected diversion number
- Hang up

Cancelling a Call Divert

- Lift the handset and wait for confirmation tone
- Dial 160
- Wait for confirmation tone
- Hang up

You can still make outgoing calls from your phone when Call Divert is in use, but the dial tone is different (long-short-long). This reminds you that incoming calls are still being diverted.

Using Remote Call Divert

- Lift the handset and wait for confirmation tone
- Dial 083215
- Enter your area code
- Enter your phone number (i.e. the number of the phone you are diverting calls from)
- Enter your PIN
- Follow the prompts
- Then follow the same instructions as for Call Divert
- If you're calling from overseas:
 - Dial the international access code of the country you're calling from
 - Dial 64 83 083 215

Follow the normal Call Divert steps (as above). International calling charges apply

If you're calling from outside the local calling area or from a mobile phone, applicable call charges apply.

Testing Call Divert

If you wish to test the number you're diverting your calls to:

- Lift the handset and wait for the dial tone
- Dial the pre-programmed code number

The call will automatically go through to the pre-programmed number.

Dual Number

Get 2 different numbers on the same phone line. You can use one for home calls and the other as a work or fax number, or have a one as a private number and the other as a public number.

If you have Call Minder (voicemail) or Call Divert activated on your main number, other people can still contact you on your Dual Number, or have one number for faxes and the other as your main number for calls.

Your main number and Dual Number use the same phone line, so you won't be able to use both numbers at the same time.

- Dual number requires a touch-tone phone and is available in most areas
- You can't use both numbers at the same time i.e send a fax and make a phone call
- Any calls from your Dual Number won't be diverted or answered by your Call Minder (voicemail). Only calls to the main number will divert

Call Fax

Have both your phone and fax machine on the same line. With Call Fax your fax machine gets it's own number. The fax number has a special ringing pattern so you know if you're receiving a phone call or a fax.

- Call Fax requires a compatible fax machine set according to the fax manual in the correct mode.
- The usual local, national and international charges apply for all outgoing calls.
- You can't make a phone call and send a fax at the same time

Call Withhold

Keeps your phone number private and is free. You can choose to restrict you number on every call, or just some calls.

When you withhold your number, the person you call will see a mess like "Caller ID Blocked".

Even if you withhold your number it will still be displayed to 111 emergency services and operators

How does it work?

- Per Call – just dial 0197 before you dial the number, or 197 if the number you are calling from has a toll bar.