

RBI Wireless Broadband and Phone Smart Calling Features User Guide

Voicemail - \$7.15 (gst Incl)

Callers can leave a voice message for you.

Call Waiting – \$4.09 (gst Incl)

So you know when someone is trying to call you while you're on another call

Call Divert - \$4.09 (gst Incl)

Let's you answer calls to your phone wherever you are, and always stay in touch.

Caller Display – No charge, available subject to the phone having caller-id capability

Makes it possible for you to see who is calling before you answer

Voicemail

An answering service for when your phone line is busy or not answered

How does it work?

When you have a new voicemail the power light on the modem will flash and the connected handset will have a stuttered dial tone.

To access your mailbox

- From your main handset call **606**
- Follow the voice prompts to set up your mailbox

For first time access to voicemail, you will be prompted to setup your new PIN, name and greeting.

Choose your PIN

You can change your PIN at any time. It must be between 3 and 6 digits and can't be the same number or sequential sequence. From the main menu:

- Press **3** for personal options
- Press **4** for personal setup
- Press **4** for password
- Follow the voice prompts

Record your greeting

This is the greeting callers will hear when you can't answer the phone. You can change this greeting as often as you like from the main menu:

- Press **3** for personal options
- Press **4** for personal setup
- Press **1** for greetings
- Follow the voice prompts

Record your mailbox name

This is the name others hear when forwarding a message to your mailbox.

From the main menu:

- Press **3** for personal options
- Press **4** for personal setup
- Press **2** for name
- Follow the voice prompts

To listen to your messages

If there is a new message in your mailbox, you will hear an interrupted dial tone (a series of fast beeps) when you pick up the main handset.

From your main handset:

- Call **606**
- You'll be told how many new and saved messages you have, then they will start to play automatically
- Follow the voice prompts

From a Vodafone Mobile phone:

- Call your **mailbox number** (your area code starting with the 0, followed by your phone number e.g. 09 123 4567) and allow it to go to voice messages.
- Once you hear the voice message greeting, press #
- Enter your **PIN**
- You'll be told how many new and saved messages you have, then the messages will start to play automatically

From a Non-Vodafone mobile phone:

- Call **021 700 700**
- Press *******
- Enter your **mailbox number** (your area code starting with the 0, followed by your phone number e.g. 09 123 4567) and press #
- Enter your **PIN**
- You'll be told how many new and saved messages you have, then the messages will start to play automatically

To access your voicemail from overseas:

(International call rates apply)

- Dial + **64 021 700 700**
- Enter your **mailbox number** (your area code starting with the 0, followed by your phone number e.g. 09 123 4567) and press #
- Enter your **PIN** and press #

Important things to know:

- New or unheard messages older than 10 days will be automatically deleted
- Saved or heard messages older than 10 days will be automatically deleted if not resaved before deletion.

Call Waiting

Will notify you when someone is trying to call you while you're on another call.

You need a touchtone phone. Call waiting works well when combined with voicemail because you can choose to accept a second call or let it go through to your voicemail to take a message.

How does it work?

When on a call you will hear one sequence of a double beep (i.e. beep beep) to advise you there is an incoming call, you can switch between calls using flash or recall button.

- To return to the first caller, simply press the flash or recall button 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 activate

- Lift the handset and dial ***43#**

How to suspend call waiting

You can suspend call waiting if you need to make an important call where you don't want to be interrupted. Here's how:

- Lift the handset and dial **#43#**
- Dial your call
- When you complete your call, call waiting needs to be re-activated again, lift the handset and dial ***43#**

Call Divert/Forwarding

Lets you answer calls to a phone wherever you are, and always stay in touch. Divert/Forward calls to a number of your choice.

Activating a diversion from your own phone:

- Lift the handset and wait for the dial tone
- Dial the assigned access code for the type of call diversion you wish to activate and then enter the phone number (e.g. 09 123 4567) to where calls will be forwarded to and press #
- Divert all Calls ***21*number#**
- Divert calls when engaged or busy ***67*number#**
Note: will only divert if call waiting is disabled, or call appearances must be exhausted
- Call divert no answer ***61*number#**
- Hang up

Cancelling call diversion:

- Lift the handset and wait for the dial tone
- Dial **#002#**
- Wait for the confirmation tone
- Hang up.

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

Caller Display

Displays the caller's number for you to see who is calling before you answer the call.

To use this feature, you need a caller ID capable handset. As long as the caller stays on the phone so it rings at least twice, the phone will keep a record of all the people who have called you. In some situations caller display can't show a caller's number, e.g. overseas numbers, payphones and some mobile phones.

How to use Caller Display:

To activate Caller Display

- Lift the handset and wait for dial tone
- Dial ***31#**

To turn Caller Display off

- Lift the handset and wait for dial tone
- Dial **#31#**

Note: Every star code will result in a confirmation or failure tone (which is, strictly, not a dial tone or prompt to dial further)

A successful tone is long beep, short pause, long beep, short pause (continuous pattern repeated)

A failure tone is short beep, short pause, short beep, short pause (continuous pattern repeated)