

# TalkMAIL user guide

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# Welcome to TalkMAIL

Welcome to TalkMAIL – TransACT’s voicemail system. This guide will help you make the most of TalkMAIL, so keep it within reach of your phone for quick and easy reference. If you require any assistance with TalkMAIL please call the TransACT Customer Care team on **13 30 61** or email **customer.care@transact.com.au**

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## Setting up TalkMAIL

### *Logging in to the TalkMAIL system*

To log in to TalkMAIL you need to:

- **press #66** if calling from a phone on the TransACT network, or
- **dial 6161 6666** if you are calling from a phone not on the TransACT network. If you are outside the (02) area you will have to dial the Area Code (02) before the number (02 6161 6666). If you are overseas you will have to dial the Country Code for Australia (61), followed by 2 (that is, 61 2 6161 6666).

You will then be connected to the TalkMAIL system and be prompted to:

- enter your mailbox number, which is your phone number **with area code** (if you have calling line identification on your line you will not be asked to enter your mailbox number)
- enter your password – the default password is **1234**.

### *Changing your password*

For security purposes we encourage you to change your password when you set up your mailbox. Your password can be between four and 12 digits in length.

- **Press 84** to change your password.

**How to do it:**

- enter a new password and **press #**
- confirm the new password by re-entering it and **press #**
- to implement the new password, enter your **old** password and **press #**.

### *Recording your personal greeting*

You can record a personal greeting that will be given to callers when they reach your mailbox. If no personal greeting message is recorded, callers hear the system's greeting message.

- **Press 82** to record your personal greeting message.

**How to do it:**

- to change the greeting message **press 1**
- **press 5** to record your message
- **press #** to end the recording.

To delete your message **press 6**. The system's greeting message will then be used.

### *Personal Identification – your name*

You can have your name given to callers instead of your mailbox number.

- **Press 81** to record your name.

**How to do it:**

- **press 5** to record your name
- **press #** to end the recording.



## Diverting your phone to TalkMAIL

### *Call Forward Immediate*

Call Forward Immediate allows you to forward all calls to TalkMAIL immediately (without your phone ringing).

#### **How to turn it on:**

- **press \* 121 #**
- you will then hear three short tones.

#### **How to turn it off:**

- **press # 121 #**
- you will then hear three short tones.

### *Call Forward No Answer*

Call Forward No Answer forwards incoming calls to TalkMAIL if your phone is not answered within 20 seconds.

#### **How to turn it on:**

- **press \* 161 #**
- you will then hear three short tones.

#### **How to turn it off:**

- **press # 161 #.**
- you will then hear three short tones.

### *Call Forward Busy*

Call Forward Busy redirects your calls to TalkMAIL when your phone is busy.

#### **How to turn it on:**

- **press \* 124 #**
- you will then hear three short tones.

#### **How to turn it off:**

- **press # 124 #**
- you will then hear three short tones.

### *Diversion indication*

If you have diverted your phone to the TalkMAIL service using Call Forward Immediate or Call Forward Busy, the dial tone on your phone will change to a special continuous tone to remind you that your phone has been diverted.

Please note that any automatic dialling equipment that uses dial tone recognition will not work with the diversion tone. Examples of such equipment include some back-to-base alarms and medical monitoring equipment. If you are unsure please contact your supplier or call TransACT on **13 30 61**.



### ***Priority of TransACT call features***

If you enable several TransACT call features at the same time, some will take priority over others.

- Call Forward Immediate takes precedence over Call Waiting, Call Forward No Answer and Call Forward Busy.
- Call Forward Busy takes precedence over Call Waiting and Call Forward No Answer.

When diverting your phone to voicemail, please ensure that any existing diversions are deactivated.

### ***Interactions with fax machines, modems or EFTPOS machines***

Where a fax machine, modem or EFTPOS machine is installed on the same line as the TalkMAIL service, difficulties may be experienced depending on the type of equipment used. With some fax machines, modems and EFTPOS machines, messages may need to be cleared prior to dialling out. This issue does not affect incoming faxes.

Where the issue involves an EFTPOS machine, an alternative machine that blind dials should overcome the issue. This type of machine may be obtained through your bank.

## Performing routine functions

### Message waiting alert

If a message has been left on your TalkMAIL service the dial tone on your phone will change to a special dial tone to remind you that a message is waiting to be retrieved. This consists of three short tones rising in pitch.

### Accessing your messages

You can listen to your messages from your own phone or from any phone in the world. You don't need to wait for the prompts – you can move to the next step at any time.

To access your messages:

- **press #66** if calling from a phone on the TransACT network, or
- **dial 6161 6666** if you are calling from a phone not on the TransACT network. If you are outside the (02) area dial the area code (02) before the number (02 6161 6666). When overseas dial the country code for Australia (61) followed by 2 (that is, 61 2 6161 6666).

Once you are connected to the TalkMAIL system you will be prompted to:

- enter your mailbox number – your mailbox number is your phone number with area code (if you have calling line identification on your line, you will not be asked to enter your mailbox number)
- enter your password – the default password is **1234**.

### Listening to messages

If you have new messages they will play automatically after you have entered your mailbox number and password.

While you are listening to your messages, you can navigate using your phone's keypad.

<b>1</b> Previous message	<b>2</b> Play message	<b>3</b> Next message
<b>4</b> Rewind by 5 seconds	<b>5</b>	<b>6</b> Forward by 5 seconds
<b>7</b> Message menu	<b>8</b> Mailbox menu	<b>9</b>
<b>*</b> Help	<b>0</b>	<b>#</b> Pause

The following options can be used at any time:

#### Help

- **Press \*** to get detailed help.



### **Stop /end /cancel**

- **Press #** to stop the message you are listening to or to confirm numerical settings.

### ***Listening to message details***

- **Press 72** to hear details about the message.

### ***Mark a message to be deleted***

- **Press 76** to mark the current message as 'deleted'.

If the message was already marked as 'deleted', its status will now be reversed. Messages are not deleted until you leave the mailbox.

### ***Deleting all old messages***

- **Press 77** to delete all messages you have listened to.

You will be asked whether you really want to delete the messages.

- **Press 1** to confirm deletion.
- **Press 9** to cancel deletion.

### ***Marking messages as read/unread***

- **Press 78** to mark a read message as unread, or vice versa.

## Mailbox management

### *Personal identification*

You can record your name so that it is given to callers instead of your mailbox number.

- **Press 81** to record your name.

#### **How to do it:**

- **press 5** to record your name
- **press #** to end the recording.

### *Personal greeting*

You can record a personal greeting to be given to callers when they get through to your mailbox.

- **Press 82** to record your personal greeting.

If no personal greeting is recorded, callers hear the system's own greeting.

#### **How to do it:**

- **press 1** to change the external greeting
- **press 5** to record your message
- **press #** to end the recording
- **press 6** to delete your message. The system's own greeting will be used.

### *Changing your password*

You can change your password to protect your privacy.

- **Press 84** to change your password.

#### **How to do it:**

- enter a new password (4-12 numbers) and **press #**
- re-enter your new password to confirm and then **press #**
- to activate your new password, enter your **old** password and **press #**.

### *Retrieving a forgotten password*

Should you forget your password, please call our Customer Care team on 13 30 61. After we verify your identity your password will be reset to the default **1234**.

### *Blocking incoming messages*

If you do not want to receive incoming messages, you can block your incoming messages. This is handy if you're going on vacation and don't want to receive any new messages while you're gone. Once you get back you can release the block and receive messages again.

- **Press 87** to toggle message block on and off.





## Interaction with other TransACT products

### *Installing TalkMAIL on a line hunt number*

TalkMAIL can only be installed on the primary line hunt number, but the message wait indicator can only be heard on the second number in the line hunt group. TalkMAIL can be configured so that if a caller phones your primary number and it is busy and your secondary numbers are busy or unanswered they divert to TalkMAIL.

### *Installing TalkMAIL with TalkNUMBERS and FaxNUMBER*

If you have our TalkNUMBERS and/or FaxNUMBER services, TalkMAIL can only be installed on the primary number and is not available on the secondary numbers.

## Quick reference

<i>Navigation</i>	<i>Press</i>
Start (after stop)	2
Listen to message again	2
Stop or pause	#
Previous message	1
Next message	3
Rewind by 5 seconds	4
Forward by 5 seconds	6
Back to message menu	7
Back to mailbox menu	8

<i>Message options</i>	<i>Press</i>
Help with message options	7 *
Answer messages	71
Listen to message details	72
Mark/unmark current message as deleted	76
Delete all old messages	77
Mark messages as read /unread	78

<i>Mailbox options</i>	<i>Press</i>
Help with mailbox options	8 *
Personal identification (record name)	81
Personal greeting message	82
Change your password	84
Block/unblock incoming messages	87