


## Confirmation of Contract and User Guide

Your VoiceMail4All number:	
Your 0800 message retrieval number:	
Password (from website):	
Expiry Date:	

### How to pick up your messages

#### Step 1 → Call your mailbox



- Dial your '0800' message retrieval number (e.g. 0800 983 5 x x x)
- Press **#** as soon as you hear the woman's voice 
- Press your 4-digit password (PIN) 4 3 2 1

If it rings more than twice, you do NOT have a new message







#### Step 2 → Listen to 1<sup>st</sup> message

#### Step 3 → What do you want to do with the message?

- Press **4** to **save** message 
- Press **6** to **delete** message 


#### Step 4 → Repeat Steps 1,2,3 for all messages: New → Old → Saved

- Press **1** to hear **previous** (newer) messages 
- Press **2** to hear **same** message again 
- Press **3** to hear **next** (older) messages 
- Press **5** to hear **caller info** (time, date, phone no.) 







### How to personalise your mailbox and make it more secure

#### Step 1 → Change your password

- Dial your '0800' message retrieval number (e.g. 0800 983 5 x x x)
- Press **#** as soon as you hear the voice 
- Press 4-digit password (PIN) 1 2 3 4
- Press **9**
- Press **new** 4-digit password 4 3 2 1
- Press **new** 4-digit password **again** 4 3 2 1

#### Step 2 → Record your personal greeting

- Dial your local (i.e. '0208' or '01273') voicemail number (e.g. 0208 104 5 x x x) 
- Press **#** as soon as you hear the voice 
- Press 4-digit password (PIN) 1 2 3 4
- Press **7**
- Press **2** to record greeting
- Record your greeting (minimum 5 seconds!) 
- Press **\*** to save your greeting
- Press **1** to listen to your greeting 
- Press **\*** to return to main menu

**\*\*NB: Do NOT record your personal greeting on the 0800 number.**

**This MUST be done by calling your local (e.g. 0208 or 0113) voicemail number!**

Write your personal greeting here. Minimum length: 5 seconds

# Frequently Asked Questions

**When I call the 0800 number to pick up messages, the system says I am not available, asks me to leave a message, and then goes dead. Why?** The message you are hearing is the default greeting. Simply ignore it and hit the # key WHILE the greeting is playing. You will then be asked to key in your 4-digit password. If you wait until the greeting has stopped, the system will hang up on you.

**Will I be charged to pick up my messages?** If you call the 0800 number from a payphone or a landline, there will be NO CHARGE. If you call the 0800 number from a mobile, and you have a message, there WILL be a charge. If you call the 0800 number from a mobile and you don't have a message, hang up after 3 rings and you will NOT be charged for checking your messages.

**For how long are messages stored in my mailbox?** If you want to save a message permanently, press '4' during or after the message. Otherwise, any unsaved messages you receive will be automatically deleted by the system after 30 days.

**I keep getting messages from people I don't know. Why?** VoiceMail4All numbers are continually being recycled. To prevent strangers from leaving messages, record your own personal greeting.

**I've recorded my personal greeting, but when people call my #, they don't hear it. Why?** You probably recorded your personal greeting on the 0800 number. Record a new personal greeting by calling your local (e.g. 0208 or 01273) voicemail number instead.

**What do I do if I forget my password?** If you forget your password, go back to your Partner Project. Alternatively, contact the Helpdesk on 0800 983 1 983.

**I want to renew my number, but can't get into my Partner Project.** Visit our website at <http://www.voicemail4all.org.uk> for a list of other Partner Projects in your area, or call 0800 983 1 983.

**My contract expired ages ago. Can I renew my old number?** You CAN renew your old number if it is still available. If not, then you will be assigned a new number in your Partner Project's region.

## Keypad Options



## How to Renew

Your mailbox will work until \_\_\_\_\_. A message reminding you to renew your voicemail number will be left on your voicemail number and sent to your email address two weeks prior to your expiry date.

In order to renew your number, return to your Partner Project. In the event you are unable to return to your original Partner Project, here are three alternatives for you:

Name	Contact Details
1.	
2.	
3.	

### HANDY TIP:

When you dial your voicemail number, the number of rings you hear tells you if you have a message:

#### Two Rings

If you hear two rings and then the voicemail greeting, you **HAVE** a message. Press # when you hear the voice and enter your password to listen to it

#### More Than Two Rings

If you hear more than two rings and then the voicemail greeting, **YOU DO NOT HAVE** a message. Hang up unless you want to access old messages