

Vodafone VoiceMail User Manual



How are you?



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Vodafone VoiceMail

Vodafone VoiceMail is a convenient service for keeping in touch with your environment, even when you're unable to take a call. Activating your voicemail is really easy: dial **1233**, follow the instructions and your voicemail is ready for use. Changing your settings is equally simple. You can always access your voicemail menu to change the settings according to your personal preferences. It is, after all, your personal voicemail. This booklet summarizes what you need to know about voicemail. Go to www.vodafone.nl for more comprehensive information. We hope you enjoy using your voicemail.

Activating your voicemail for the first time

Your phone comes with Vodafone VoiceMail switched on. When using your voicemail for the first time, the welcome menu will help you configure your personal settings. Use this menu to tailor voicemail to your personal preferences. Your voicemail will be personalized and ready to use in only three steps.

Dial 1233 on your mobile.

1. Record your personal greeting.

Vodafone offers you the choice of recording only your name or a longer personal message. Personalizing your voicemail is important. Callers are more likely to leave a message if they know that they've reached the right voicemail box.

TIP: Write down your personal greeting to help you record it.

2. Select preferred voicemail notification.

This is how Vodafone notifies you about any new voicemail. As a standard setting, voicemail will call you and play back the message, though you can also choose to be notified by SMS.

NOTE: If you have a business group subscription (instead of a Prepaid connection or an inclusive minutes subscription), you will be notified about new voicemail messages by SMS as standard. The SMS message will state the number of new voicemail messages. You can of course change this standard setting.

3. Select and enter a personal PIN code.



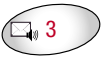











Vodafone recommends using a personal PIN code. It ensures that you are the only person able to access your voicemail. Your phone comes standard with PIN code 3333.

TIP: Think of a PIN code that is personal but not too obvious. Maybe you already have a suitable PIN code in use for other purposes.

Your voicemail is now ready for use.

You may choose to use the other options in the voicemail menu.

This is optional. The other options allow you to further tailor your voicemail to your needs. You may skip this step and return to setting these options at a later time. You can do this by pressing **1 1** after listening to your voicemail messages. This will take you to the voicemail main menu. Follow the instructions.

Key	Function
	1 Return call (call back)
	11 Main menu
	2 Replay message
	22 Previous message
	3 Reply with a voice message*
	4 Move back 10 seconds
	44 Replay message
	5 Save message for a longer period**
	6 Move forward 10 seconds
	66 Play next message
	77 Delete message
	8 Previous menu
	9 Help menu
	0 Pause/continue

* Voice messaging can only be used with a business group subscription.

** Option only available if you selected the other options in the voicemail menu during initial setup (see above).

Using Vodafone VoiceMail

The instructions in the previous section helped you to activate your voicemail. Below we explain some frequently used options of Vodafone VoiceMail. Some of these options can be adapted to meet your requirements. The section 'Basic settings of Vodafone VoiceMail' on page 8 tells you how.

NOTE: If you have a business subscription, it may be that you need to dial an **0** in some instances, for example when accessing your voicemail. Ask your telecom manager if and when this 'prefix **0**' applies to you.

Receiving and playing back messages.

If someone has left a voicemail message, Vodafone VoiceMail will alert you as soon as your phone is available. Depending on the selected notification option:

- Vodafone VoiceMail will call your mobile and play back the message.
- Notification by SMS: Vodafone sends a SMS message to your mobile stating the number of new messages. Dial **1233** to listen to your messages.

When listening to your voicemail, several useful options are available, for example:

- Return the call immediately (call back), press **1**
- Replay the message, press **4 4**
- Save the message for a longer period, press **5** *
- Move to next message, press **6 6**
- Delete the message, press **7 7**

* Option only available if you selected the other options in the voicemail menu during initial setup (see page 4).

TIP: You can listen to all options offered by voicemail during playback of your messages. To do so, press **9** while listening to your messages.

No message left?

Sometimes callers do not leave a message. To know who called you, you will receive a free SMS message stating the number of the caller. This way you can decide whether you want to return the call.

What are the costs of Vodafone VoiceMail?

Vodafone VoiceMail is free of charge. You only pay for the phone call when listening to messages using your mobile, or when you change your personal settings, like your personal welcome greeting.

TIP: The voicemail menu features a comprehensive list of frequently asked questions. You can access it by selecting **1 1** for the main menu after connecting to voicemail, followed by pressing **9**.

Voicemail abroad.

Vodafone is the world's largest mobile network. Almost anywhere abroad, voicemail will work just like when 'at home'. This way, you always have your messages at your fingertips.

Below is an overview of the options available for listening to your voicemail when abroad.

- If your selected notification option is for voicemail to call you and immediately play the messages, this will also be the case when you are abroad.
- If you use a network of Vodafone or one of its partners, you can dial **1233** to listen to your messages, just like at home.
- When abroad, you can always dial **+31654501233** with your mobile or a regular phone. In some instances, you may

be prompted to enter your 10-digit mobile number and your PIN code.

- If your selected notification option is by SMS, the SMS message that you receive abroad will state the number you can call to listen to your messages. In some instances, you may be prompted to enter your 10-digit mobile number and your PIN code.

As the use of Vodafone VoiceMail as well as the rates may vary per country, we recommend you visit www.vodafone.nl. The options relating to your country of destination can be found here. You can also contact our Customer Service: 1200 or **+31654500100** from abroad. We will gladly help you.

You can also access your voicemail from another phone.

This can be done in two ways:

- Dial **+31654501233** from another phone and follow the instructions. You will be prompted to enter your 10-digit mobile number and your PIN code.
- You may also call your own mobile number. Once you hear your personal greeting, press **9** and enter your PIN code when prompted to do so.

Voice messaging.

If you have a business group subscription (instead of a Prepaid connection or an inclusive minutes subscription), Vodafone VoiceMail also provides access to voice messaging. This function only works with Vodafone mobile numbers. Voice messaging offers the following options:

- Make a direct call to someone's voicemail without that person's phone ringing. This allows you to leave a message without disturbing the recipient. This can be done for multiple recipients at once.
- Forward messages to someone else's voicemail box.

Voice messaging can be used as follows:

- Dial **1233**
- Press **1 1**
- Press **4**
- Follow the instructions

TIP: Before dialing, write down the mobile number of the person with whom you want to leave a message. Voice messaging requires you to enter this number. You can also create one or more groups of recipients if you intend to send them a voice message more often.

Basic settings Vodafone VoiceMail

You can tailor voicemail to your personal needs. This section lists a number of basic settings and explains how to change them. If you didn't select 'other options' when first activating your voicemail, you may need to set some services first. If you still decide to use these options, proceed as follows:

- Dial **1233** with your mobile phone
- Press **1 1**
- Follow the instructions

Switching voicemail on and off.

In the Netherlands, switch off your voicemail by dialing **1 2 3 3 0** followed by pressing the Send button. To switch it on again, dial **1 2 3 3 1** and press Send. If you go abroad and wish to switch off your voicemail before you leave, you are advised to follow the above method. If you want to switch off your voicemail once abroad, you can use the above method in most cases. In case this does not work, dial +3165450**1233** and follow the instructions.

TIP: If you want to check whether your voicemail is switched off, call your own number. If you are not diverted to your voicemail, it is switched off.

Record a temporary greeting.

If you are on holiday or not available for other reasons, you can record a temporary greeting. Vodafone will keep your regular personal or name greeting. You can indicate when you want the temporary greeting to be replaced again by your regular greeting. You can also be reminded to turn back on your regular greeting by a SMS message. To set a temporary greeting, proceed as follows:

- Dial **1233** using your mobile phone
- Press **1 1**
- Press **2** personal settings
- Press **1** personal greeting
- Follow the instructions

TIP: It's easy to switch your temporary greeting on and off: dial **12334** to switch it on and dial **12335** to switch it off again.

Recording a duo personal greeting.

If you have a business group subscription (instead of a Prepaid connection or an inclusive minutes subscription), you can record a duo personal greeting. This allows you to easily switch between two recorded greetings. In certain cases, for example for people with a part-time job, it may prove convenient to make a once-only setting defining which greeting is to be played at which time. Vodafone VoiceMail will automatically switch the settings on and off at the times of your choice.

Changing the voicemail notification.

You can change the voicemail notification in the following manner:

- Dial **1233** using your mobile phone
- Press **1 1** once you're connected with voicemail
- Press **2** personal settings
- Press **2** notification
- Follow the instructions

TIP: If you know your way through the voicemail menu by heart, you can enter it as a single code once you're connected with voicemail. If you wish to change the notification, for example, dial **1 1 2 2** once you're connected to voicemail.

Resetting your PIN code.

If you forget your PIN code, you have to reset it.

Proceed as follows:

- Dial **1233** using your mobile phone
- Press **1 1**
- Press **2** personal settings
- Press **4** change PIN code
- Follow the instructions

If connection via **1233** (or +31654501233) fails, contact our Customer Service: 1200 or +31654500100 when abroad. We will gladly help you.

Useful options.

To make use of the following options while listening to your messages, press the relevant keys:

- 1** Return the call immediately while listening (call back)
- 4 4** Replay the message
- 5** Save message for a longer period*
- 6 6** Go to next message
- 7 7** Delete message

* Option only available if you selected the other options in the voicemail menu during initial setup (see page 4).

The voicemail menu always provides the following options:

- 8** Back to previous menu
- 9** Go to help menu
- 1 1** Go to main menu

To change the settings below, dial the relevant number using your mobile phone:

- 1233** **0** Call voicemail
- 12330** **0** Switch off voicemail
- 12331** **0** Switch on voicemail
- 12332** **0** Switch on Divert all calls to voicemail
- 12333** **0** Switch off Divert all calls to voicemail
- 12334** **0** Switch on temporary greeting
- 12335** **0** Switch off temporary greeting

Visit www.vodafone.nl for more detailed information about all features of Vodafone Voicemail.