



**Call  
Answer**

# Call Features Userguide



# Call Answer

Your virtual personal assistant

## A. Setting up the mailbox

### 1. Change your greeting

You may choose from 3 types of greetings:

#### a. Standard greeting



#### b. Name greeting



#### c. Personal greeting



**Note:** If you choose the name or personal greeting you cannot revert back to the standard greeting.



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## 2. Receiving messages while you are busy on the telephone

### a. How to activate this facility



### b. How to deactivate this facility



**WaitingCall** is available with **Call Answer**, provided the voicemail-upon-busy option (#65#) is deactivated.

## 3. Receiving messages when your telephone remains unanswered

### a. How to activate this facility





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## b. How to deactivate this facility



**Note:** In order not to miss an important call, we recommend that you activate both options: \*65# & \*66#

## B. Retrieving messages

### 1. Retrieving messages from your own telephone



**Note:** Your secret starter code will be the last four digits of your telephone number. To change go to personal options.

### 2. Retrieving messages from a tone-dialling telephone other than your own

- Dial 10121 locally (also from cellphones), or + 27 881 999 990 from international destinations.



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**Note:** This call will be charged at a local rate or from a cellphone at rates determined by your service provider.

## C. Features

1. While you are listening to your messages, the following features are available:

### Press

- 7 to skip back
- 8 to pause/resume playback
- 9 to skip forward
- 0 to access help menu
- 11 to hear the date and time messages were received
- # to skip to the end of the message
- \* to return to the menu

2. After you have listened to your messages, you may use any of the following features:

### Press

- 1 to replay message
- 2 to save the message
- 3 to delete the message
- 0 to access the help menu
- \* to return to the menu

**Note:** Messages will be played in the order of:

- New messages
- Saved messages



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## D. Other options

### 1. To change or suppress your secret code

If you suppress your secret code, you do not have to enter a code when retrieving messages from your OWN phone.

**Note:** All the instructions in this booklet have been written as if your secret code has not been suppressed.



### 2. Message waiting indicator

When you lift the handset and you hear an interrupted (stutter) dialling tone, you have new messages. If you hear the normal dialling tone, you do not have any new messages. This feature is standard and requires no programming.

In order to use **ForwardCall** or **BlockCall Plus**, **Call Answer** has to be deactivated.

**Note:** The Call Answer user instructions are available in five languages: English, Afrikaans, Zulu, Sesotho and Xhosa. Go to personal options and change to the language code of your choice.



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## Enhanced features available

**Auto Callback** – whilst retrieving messages from your phone, you can now return calls on a per message basis to the original calling number, or an alternative number of your choice.

Call are charged at standard rates. This feature will, however, not be available to customers with BlockCall or BlockCall Plus.

### How?

Dial 10120 from your own phone or 10121 from any other phone and follow the voice prompts.

**Call Answer immediate** – allows you to divert all calls automatically to your voice mailbox without the phone ringing, so you don't have to be disturbed at all. This feature will ensure that all your calls are diverted to your voice mailbox.

### How?

Press \*64# to activate and press #64# to deactivate.

**Greetings for busy and no reply conditions** – customise your mailbox for busy and no reply conditions separately, so that callers can determine whether you are busy on the telephone or not available at all. This feature will ensure that the correct personal or standard greeting is played to the person calling you.

### How?

Press \*65# to receive messages while you are busy on the phone and #65# to deactivate, or Press \*66# to receive messages when your telephone remains unanswered and #66# to deactivate.



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**Different number of rings option** – enables you to set the number of rings before a call is forwarded to your voice mailbox. You now have the freedom to choose between 1 and 60 seconds, which translates to a maximum of 20 rings. Current standard setting is only 7 rings.

## How?

Decide on the number of rings that you would like your phone to ring before the call is diverted to your voice mailbox. Press \*67\* followed by the number of seconds, followed by the # key. (See easy setup table)

Easy setup table (Number of seconds displayed on right)

Press *67*	and:
For 4 rings	12#
For 6 rings	18#
For 8 rings	24#
For 10 rings	30#
For 12 rings	36#
For 14 rings	42#
For 16 rings	48#
For 18 rings	54#
For 20 rings	60#

**Reminder service** – remind yourself or others of important appointments and activities which need to be attended to, by programming voice messages in advance. Messages can be delivered to any fixed line or cellular number with a mailbox. Reminders can be sent to single or multiple recipients up to 31 days in advance. Reminder service will not be available to customers subscribing to BlockCall, BlockCall Plus or to suspended customers.

## How?

Dial 10120 from your own phone or 10121 from any other phone and follow the voice prompts.