

MESSAGEBANK GUIDE

**LOCAL
AUSTRALIS**

The easy way to answer when you're away from your phone, on another call, when you've dialled up the Internet or you simply can't answer.

How do I use it?

The first time you call your MessageBank service, voice prompts will guide you through recording your personal greeting.

- When you are asked to enter your PIN, dial the last four digits of your phone number (this is your temporary PIN) then press #
- MessageBank will then prompt you to enter a new 6 digit PIN.
- Follow the prompts to set up your mailbox.

Accessing your MessageBank

To access MessageBank from the phone it's connected to

Press 1 2 5 1 0 1 and, if prompted, PIN #

To access MessageBank from other fixed or mobile services within Australia

Press 1 2 5 1 0 2 and, when prompted, Mailbox Number (which is your phone number including area code) PIN #

To access MessageBank from services connected with PABXs or other carriers

Call 1800 135 102.

listening to messages

Your messages will play automatically.

After listening to your messages you can:

- PRESS 1 to replay the message
- PRESS 2 2 to directly call back the person who left the voice message
- PRESS 5 to delete and go to the next message

Storing messages

- MessageBank automatically stores all your new messages for 14 days.
- Once played, messages are kept for 7 days unless you delete them.
- You can store up to 60 messages of up to 5 minutes long.



Changing your PIN and/or greeting

The PIN can be changed at any time, and using a PIN from the home phone is now optional. To change your PIN access the MessageBank Main Menu and: press 3 for the Setup menu, then press 3 for the PIN Change menu, then press 1 to change the PIN or press 2 for Security Settings, then press 1 to turn on Optional PIN. When Optional PIN is on, your PIN will still be required when calling your mailbox from another fixed phone or a mobile.

Managing your messages

You'll know you have new messages if you hear a special dial tone when you pick up your phone.

If you dial up to access the Internet from the same telephone line as your MessageBank, clear any new messages before logging in, as your modem may have difficulty dialling the Internet if the special dial tone is present.

Knowing who's called

If a caller hangs up after your personal greeting, you can find out their number (if it's not a blocked call or a silent number).

- PRESS 9 for Main Menu
 - PRESS 3 for Mailbox Set-up
 - PRESS 5 for Mailbox Options
 - PRESS 6 for Hang Up Messages, then choose ON
- MessageBank will store up to 5 Hang Up Messages.

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Shortcuts

At any time:

PRESS 9 to Return to Main Menu
PRESS * to Cancel and Go Back one menu level
PRESS 8 for Help

When listening to your messages:

PRESS 1 to Go Back to the start of the message
PRESS 2 to Go Back 8 seconds
PRESS 3 to Go Forward 8 seconds
PRESS 3 3 to Fast Forward to the end of the message
PRESS 6 to Skip to the next message
PRESS 7 to Pause a message while it is playing
PRESS 7 to Resume again

Changing the time before MessageBank answers the call

The time before an unanswered call is forwarded to MessageBank is automatically set to 20 seconds (approximately 7 rings). You can change this to any time from 05 to 60 seconds.

To change the time before a call is forwarded

9 9

Time in Seconds #



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