




Useful information	
Personal greeting length	Up to 5 minutes
Messages stored per mailbox	50
New messages stored (that have not been listened to)	35 days
Messages saved	35 days
Maximum message length (e.g. left by callers)	5 minutes
Auto Play – automatically plays messages	Yes
Auto Save – automatically stores messages	Yes
Hang Up Messages	Yes. You need to turn this feature on via the Main Menu.
Maximum number of Hang Up Messages	5
Special dial tone	Yes – optional
Message notification	You can select a specific phone line to direct notification to.

Additional features	
Hang Up Messages	
If a caller hangs up immediately after your personal greeting tone is heard, you will be notified of their number (if it is not a blocked or a silent number). You need to turn this feature on via the Main Menu ⁴ .	
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.	
Want to change the number of rings before the call is forwarded to your MessageBank Virtual mailbox?	
 * 6 1 Mailbox Number * Time in Seconds (needs to be between 05 and 60) #  	
Note: The default is 20 seconds (approximately 7 rings) for no answer forwarding to Virtual MessageBank. Can be set from 5 to 60 seconds. Calls may not be forwarded to some numbers (e.g. international numbers).	
Note: If you have a CustomNet or Spectrum service you will need to contact your administrator for further instructions.	
Flashing Message Indicator⁵	
Would you like to see at a glance if you have new messages in your MessageBank service? Contact us on 13 2200 or 13 2000 to find out more about the Flashing Message Indicator feature available on the T1000C rental phone ⁵ .	

The smart way to get your messages

Telstra MessageBank® is the smart way to get your messages. With MessageBank Virtual¹, you can divert your home, business and mobile calls to one mailbox².

MessageBank Virtual is ideal for people or businesses on the move. You don't even need an existing phone service as callers can dial your mailbox directly to leave messages. You can also forward calls to your mailbox from virtually any phone² and choose which calls you want to respond to and when.

When you're busy, MessageBank Virtual can manage your call overflow and allow you to get on with whatever you're doing, without rushing to answer a ringing phone.



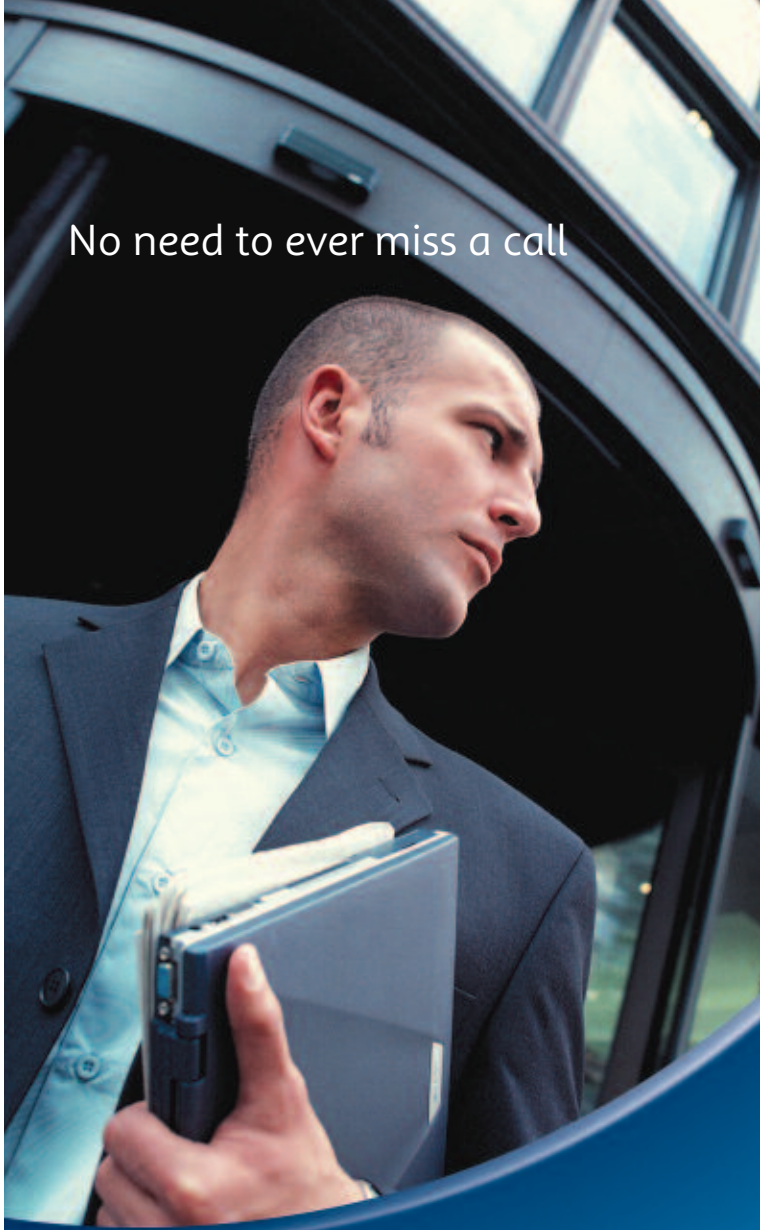
More information

If you require any further assistance with Telstra MessageBank Virtual or if you require pricing information, please visit www.telstra.com or call us on FREECALL™ **1800 670 206***

Things you need to know

- 1 Available most areas. Monthly access charges and message retrieval charges apply.
- 2 Charges apply for forwarded calls.
- 3 Retrieval charges apply.
- 4 Message retrieval charges apply.
- 5 A once only fee of \$20 and monthly rental fees apply for the T1000C phone. The Flashing Message Indicator light on the T1000C will only operate if a separately purchased Power Pack is connected and you call Telstra to turn on the feature. A \$5 charge applies for the Power Pack. There is an additional charge for delivery of the rental phone and Power Pack. Subject to stock availability.

* A free call from most fixed phones.
 ™ Trade mark of Telstra Corporation Limited
 ® Registered Trade mark of Telstra Corporation Limited
 ABN 33 051 775 556



No need to ever miss a call



Telstra
 MessageBank
 Virtual
 User Guide



MessageBank made easy

Follow the steps in the diagram opposite and enjoy the benefits of MessageBank Virtual. The diagram explains how to:

- Get Started (call forwarding your phone to MessageBank)
- Set up your MessageBank
- Access your MessageBank
- Identify if you have a message
- Listen to messages

When you first receive your MessageBank Virtual service, you will also receive your MessageBank Access Number. If you key in code *61 or 24# followed by MessageBank Access Number # calls will then be forwarded when you are engaged on a call or you don't answer (see the 'How do I get started?' section of the diagram for more details).

The first time you call your MessageBank Virtual service, an introductory tutorial will guide you through recording your personal greeting step-by-step. Note, the first time you are asked to enter your PIN, dial the last four digits of your MessageBank Access Number (this is your temporary PIN) then press #.

If you wish to cancel, connect or order additional products or services with your MessageBank Virtual service, or require further assistance or pricing information, please visit www.telstra.com or call us on FREECALL™ 1800 670 206*.



Getting Started

How do I get started from a touch tone phone?

Call Forward No Answer from a touch tone phone:

To turn Call Forward No Answer on:

* 6 1 MessageBank Access Number #

Forwards calls only when there is no answer (after 20 seconds ringing)

To turn Call Forward No Answer off:

6 1

Call Forward Busy from a touch tone phone:

To turn Call Forward Busy on:

* 2 4 MessageBank Access Number #

Forwards calls only when your phone is engaged

To turn Call Forward Busy off:

2 4

Note: If you want to program your service to divert to MessageBank, both when the phone is engaged and when there is no answer, you will need to follow the steps for Call Forward Busy and Call Forward No Answer.

After activating or deactivating any call forwarding facility a recorded voice announcement will confirm that the network facility has been processed, then hang up.

▪ Remember to dial the Area Code before your MessageBank Access Number.

How do I get started from a CustomNet® phone?

Call Forward All from a CustomNet phone:

To turn Call Forward All on:

Wait for Dial Tone * 7 8 MessageBank Access Number

To turn Call Forward All off:

Wait for Dial Tone # 7 8 #

Call Forward Busy from a CustomNet phone:

To turn Call Forward Busy on:

Wait for Dial Tone * 7 6 MessageBank Access Number

To turn Call Forward Busy off:

Wait for Dial Tone # 7 6 #

Call Forward No Answer from a CustomNet phone:

To turn Call Forward No Answer on:

Wait for Dial Tone * 7 7 MessageBank Access Number

To turn Call Forward No Answer off:

Wait for Dial Tone # 7 7 #

° Remember to dial '0' for an outside call and the Area Code before your MessageBank Access Number.

Note: If you receive a busy tone your extension may be barred from using the Call Forwarding facility.

Using MessageBank Virtual

How do I set up my MessageBank?

The MessageBank prompts will take you through a process to set up your mailbox including:

- **Setting a PIN** to protect the privacy and security of your messages. Your PIN must be 4-6 digits long and can be changed at any time.
- **Record a Name Announcement.** This is important to identify your mailbox to other callers.
- **Record a Personal Greeting** that your callers will hear when leaving messages for you. Your greeting can be up to 5 minutes long and can be changed at any time.

How do I access my MessageBank?

Dial your MessageBank Access Number directly (e.g. 03 XXXX XXXX) and while the greeting is playing press #, enter your PIN, then press #.

Note: If you are calling from interstate, use the appropriate STD® Area Code for your mailbox.

TIP: Store your MessageBank Access Number into the memory dial of your telephone handset so that you can reach your mailbox without having to remember or dial your access number.

How do I know when I have a message?

You will know you have new messages when you hear a **special dial tone** when you pick up your telephone. Special Dial Tone does not automatically sound when MessageBank Virtual is ordered; it is an optional feature that needs to be ordered separately. Please contact us on 13 2200 or 13 2000 for assistance. Alternatively, you can call your mailbox directly at any time and listen to your messages³.

If, when you dial your mailbox, the call is answered straight away without any ring tone, you have new messages waiting to be collected.

If you have no new messages waiting, hang up during the first three bursts of ring tone and you will not be charged for the call.

How do I listen to my messages?

Messages start playing automatically

After listening to messages:

PRESS **1** to replay the message

PRESS **5** to delete and go to the next message

MessageBank Virtual automatically stores all new messages for 35 days. Once played, MessageBank Virtual messages are kept for 35 days unless you delete them.

MessageBank Virtual allows 50 messages of up to 5 minutes in length to be stored at any one time.

MessageBank shortcuts

At any time:

PRESS **9** to **Return** to the 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