

Voice Messaging services
User guide

Accessing, storing and forwarding your voicemail



T · · Mobile · · ·

Getting started

Voicemail is ready to use on all T-Mobile phones. Hold down the 1 key to activate and personalise your mailbox. If you experience any difficulties call 222 from your mobile.

It's **free** to receive and store voicemail messages and there's no charge for listening to them from your T-Mobile phone within the UK.

Voice mail basics

How do you know if you have a voicemail message?

If you see this icon  hold down the **1** key to access your mailbox and listen to your message.

Message functions

	When listening to a voice message	After a listening to a voice message
Press 2		To reply to a message
Press 3	Once to skip 8 seconds Twice to go to the end of the message	To forward the message
Press 4		To repeat the message
Press 5		To review the message details
Press 7	To delete the message	To delete the message
Press 9	To save the message	To save the message
Press 0		For help
Press *		To return to the mailbox start menu
Press #	To skip the message entirely	To return the call

Voicemail basics

Personalising

- Press **1**, or the voicemail symbol key **☎**, to access your mailbox
- Select option **2**, mailbox features
- Then press **2** three times to record your greeting

Setting up a PIN

Your voicemail PIN is extra security, use it to listen to your messages from another phone (or when abroad*)

- Select option **2**, mailbox features
- Press **1**, enter your PIN and then press **#**

*Available on pay monthly only

Accessing messages from another phone

- Call your T-Mobile number
- Interrupt the greeting by pressing **#**
- Enter your PIN
- Listen to your messages

Accessing voicemail from abroad

- Set up your voicemail PIN before you travel
- When abroad, dial **1** to access your voicemail as normal
- If you hear your own greeting, press **#** then enter your PIN

For more information, visit www.t-mobile.co.uk/roaming

Advanced features

Press 1
To enter mailbox

Press 1
To listen to messages

Press 2
To reply to a message

Press 3
To forward a message

Press 2
To edit mailbox features

Press 2
To create a distribution list

Press 4
To send a message

Reply to a message^{*†}

- Listen to the message
- Press **2** to record a reply.
If the caller's number is not recognised, enter the destination phone number followed by **#**
- Record your reply and press **#**
- Press **2** to send
- To cancel the recording press ***** to return to the previous menu options and press **8**

Forward a message^{*†}

- Listen to the message
- Press **3** to forward it
- Enter the number to send it to, followed by **#**
- Press **1** to add a note to the message followed by **#**
- Press **2** to send the forwarded message

Sending messages^{*†}

To leave messages in a mailbox

- Press **4** when in your mailbox
- Enter the phone number then press **#**
- Press **1** to re-record
- Press **2** to send
- Press ***** to cancel
- Press **0** for help

Group Voice Messaging[†]

Send a voice message to a maximum of 20 groups, with up to 50 people in each at once.

Create a group

- Note the mobile numbers for your group
- Press **1**
- Press **2** to enter your mailbox features followed by **4** to set up a distribution list
- Press **2** to create a list
- Note the distribution list number or record a voicetag
- Enter each number in the group, followed by **#**
- Press **#** twice to exit

Sending to a group distribution list^{*}

Follow the instructions for sending a message

- Enter the number followed by **#**
- To complete and confirm press **#** twice after the last number
- Press **2** to send

Forwarding a group^{*}

Follow the instructions for forwarding

- Press **2** to forward the message
- Enter a distribution list number followed by **#**
- To complete and confirm press **#** twice after the last number
- Press **1** to add a note
- Press **2** to send

Note: Group Text mailing lists can be transferred by visiting www.t-mobile.co.uk

^{*} Messages sent to fixed lines or other network operators will be played twice.

[†]Available on pay monthly only

Contact us

For more information on voicemail services, including costs, visit www.t-mobile.co.uk or call Customer Services free from your mobile on **150**.

Calls to Customer Services are free for pay monthly customers (pay as you go customers are charged 25p a call).



LOW CHLORINE PAPER SUSTAINABLE FORESTS

www.t-mobile.co.uk

MC/10856/1002

Information correct as of October 2002.