

Help

If you'd like more information on Call Minder, call the helpdesk on **Freephone 0800 077 771** Monday to Saturday, 8am to 8pm



Offices worldwide

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Never miss another call

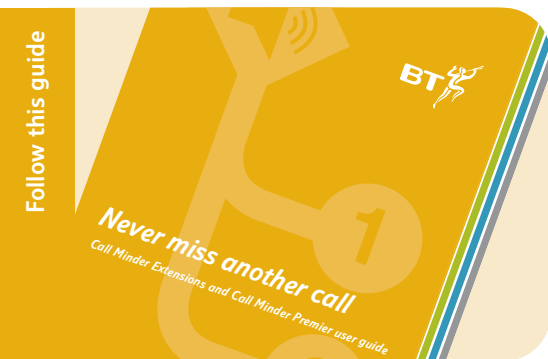
Call Minder Extensions and Call Minder Premier user guide

1

2

Getting started

Using Call Minder Extensions and Call Minder Premier



Follow this guide

The orange pages, 2 to 7, are about **Call Minder Extensions** and **Call Minder Premier**.

The green pages, 8 to 15, are about **Call Minder Extensions** only.

The blue pages, 16 to 26, are about **Call Minder Premier** only.

The grey pages, 27 to 31, are about using **Call Minder** with **other services**.



Use the right type of phone

You can use any touch-tone phone.

These phones usually have * and # buttons and make musical tones as you dial. If your phone has * and # buttons but you hear clicks instead of musical tones when you dial, you need to switch your phone to tone dialling. You can do this by switching your phone to the settings in dark type in these examples.

The switch is probably on the side or bottom of the phone.

TB or T not P	MFT not MFE or LD
TTB not PE or TE	Tone not Pulse
TBR not ERE	T not 10 or 20

Dial 1 5 7 1

... to access Call Minder from your own phone.

Instructions on accessing Call Minder from another phone are on page 6.

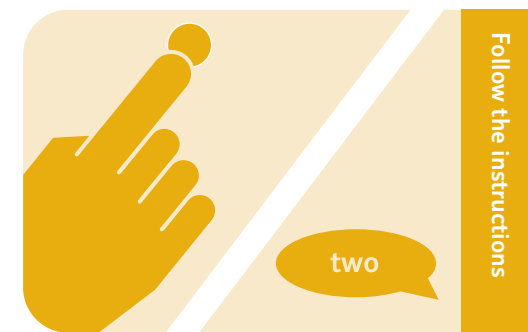
Instructions on using Call Minder with your mobile are on page 4.

Follow the instructions

... and press the buttons on your phone to tell Call Minder what to do.

You can speak into your phone when you hear the tone to tell Call Minder what to do, but background noise can interfere with this, and you may find it easier to press the buttons on your phone.

You don't have to wait for the instructions to finish. The diagrams in this guide show you which buttons to press to get from the Main Menu to the feature you want.



Set up your mailboxes

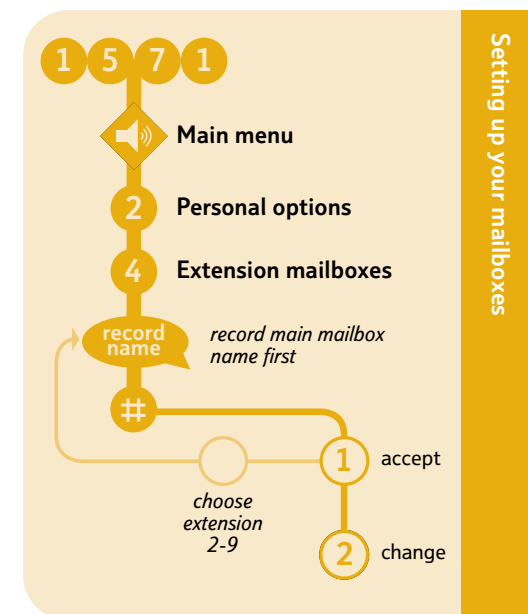
You can have up to eight extension mailboxes as well as the main mailbox, each with their own greeting and personal options.

Set up your main mailbox name and everyone else's extension mailbox names first. Then everyone can record their own mailbox name and greeting message during a later call if they wish.

You can add or remove extension mailboxes at any time but there'll always be a main mailbox.

Extension mailboxes and the diagrams

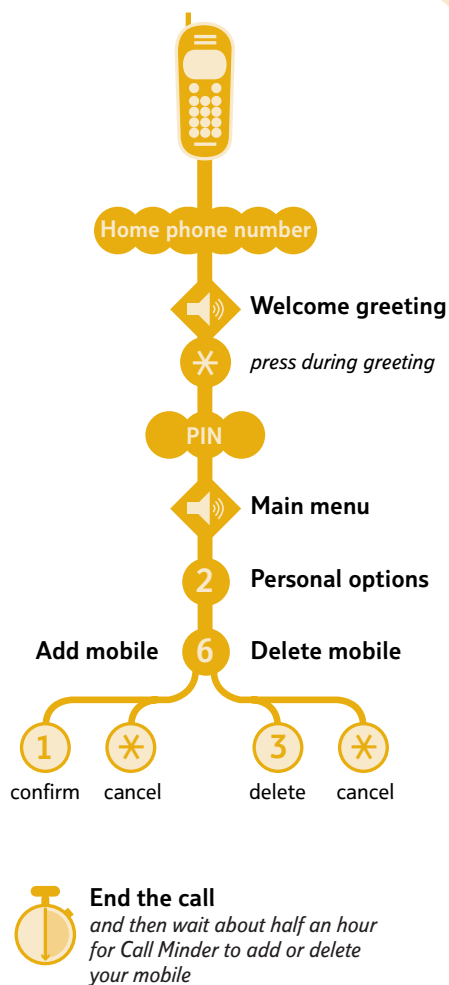
The rest of the diagrams in this guide assume that you've set up some extension mailboxes. If you don't have any extension mailboxes, you won't need to press a button for the extension you want.



Call Minder on your mobile

Call Minder Extensions and Call Minder Premier can take messages for your O₂ digital mobile

Before you can use Call Minder with your mobile



Before you can use Call Minder with your mobile...

... you need to add your mobile to your service so that Call Minder knows your mobile number – you only need to do this once.

After you have added your mobile, wait about half an hour and then switch Call Minder on for your mobile. See page 5.

You can then use Call Minder to take messages for your mobile calls.

To add your mobile, you need to call your home phone number from your mobile phone. Use your Remote Access PIN to enter your Call Minder mailbox and follow the options shown in the diagram.

Changing your mobile number and de-registering

If you ever change your mobile number, you'll need to go to Personal options, remove your old mobile number, hang up and then call back to add the new mobile.

After you have added your mobile, switch Call Minder on

Switching Call Minder on for your mobile

Call Minder will take messages from people who call your mobile when it's engaged or you don't answer.

You need to dial 1754 from your mobile phone to switch Call Minder on.

Remember, if you've just registered your mobile, you need to wait about half an hour before you can switch Call Minder on.

To switch Call Minder off for your mobile dial 1764 on your mobile phone.

You need to do this if you want to stop Call Minder from taking messages for your mobile.

Your mobile will continue to be notified of messages left by people who call your fixed phone. To stop this, you need to cancel your mobile from your Call Minder service – see diagram on page 4.

Checking whether you have any messages

This works in the normal way, by dialling 1571 on your mobile or home phone. If you use your mobile from abroad, follow the instructions for calling from another phone.

At home, you'll hear the stuttered dial tone.

On your mobile, Call Minder will send you a voice alert, or if it can't get through it will send you a text message.

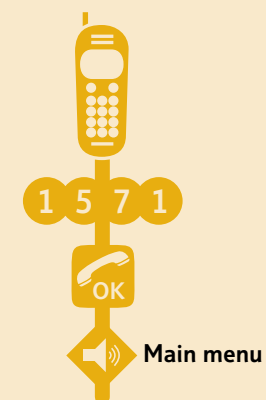
Calls to 1571 from your mobile phone will be chargeable. Please contact O₂ for details of pricing information.



Switching on



Switching off



Checking messages

Remote Access

The rest of this guide

The rest of this guide is divided between green for Call Minder Extensions and blue for Call Minder Premier.



Accessing Call Minder when you're away from your own phone

You can access Call Minder when you're away from your phone to check your messages, or save and delete them.

You need to call your own phone number first when you do this.

The call will be charged to the phone bill for the phone you're calling from. Normal call charges will apply.

PIN

See page 11 for instructions on how to choose a different PIN for Call Minder Extensions.

See page 21 for instructions on how to choose a different PIN for Call Minder Premier.

For security reasons your PIN cannot be changed by Remote Access.

Call Minder Extensions

The green part of this guide is about Call Minder Extensions.

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Call Minder Premier

The blue part of this guide is about Call Minder Premier.

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Call Minder and other Calling Features

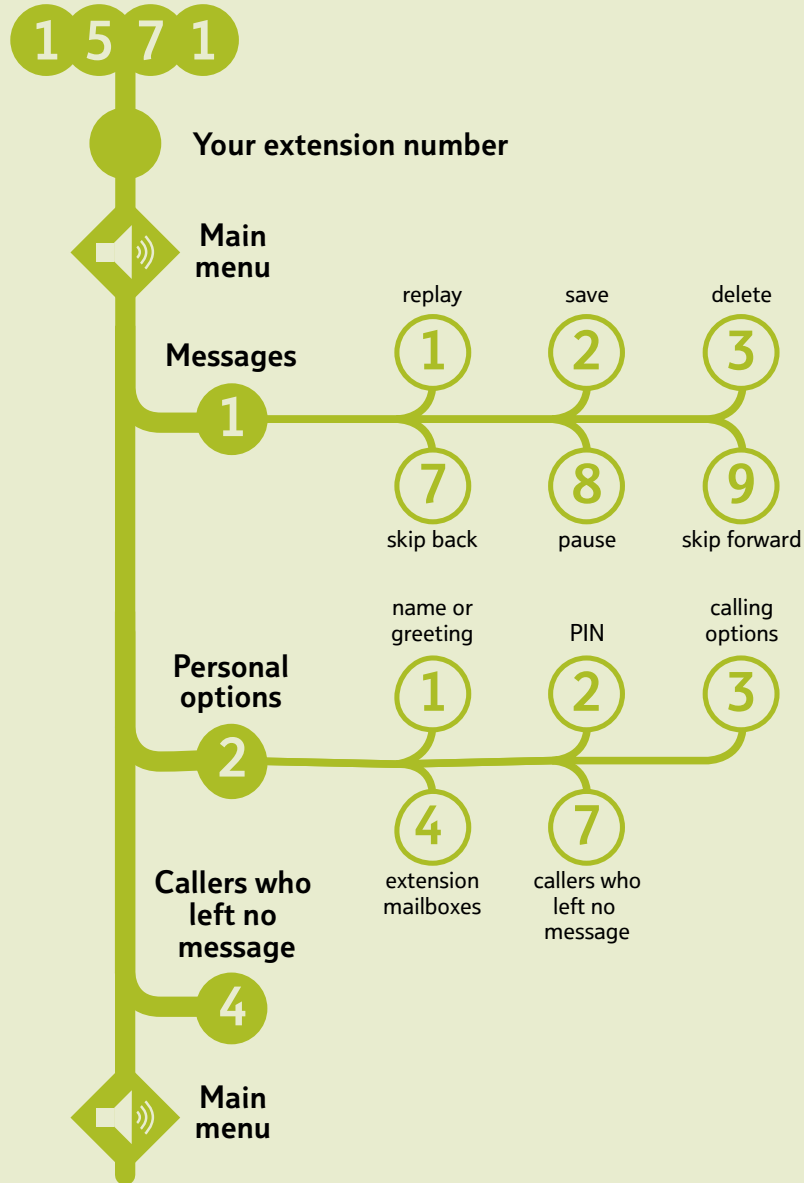
27

FeatureLine and FeatureNet Embark

30

Call Minder Extensions

This map gives you an overview of the service

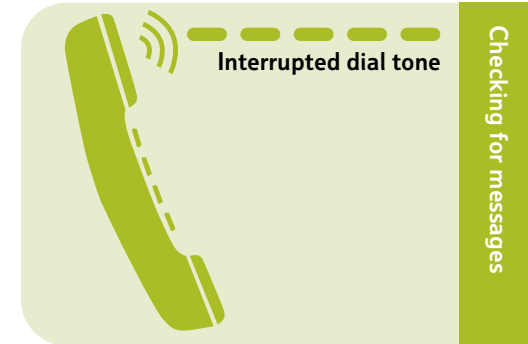


Messages

Checking whether you have any messages

You'll hear a different dial tone whenever you have any messages. Just lift your handset and listen to the dial tone to check.

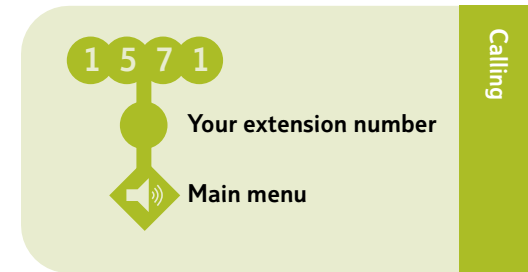
If Call Minder Extensions takes a message while you're on the phone, it will call after 10 minutes to let you know you have a message. If you're still on the phone when Call Minder Extensions calls, it will try every 10 minutes for 2 hours.



Calling Call Minder Extensions

If you have extension mailboxes, you need to tell Call Minder Extensions which mailbox is yours when you call.

If you don't know your extension number, Call Minder Extensions will read out the name of each extension mailbox and ask you to choose yours.



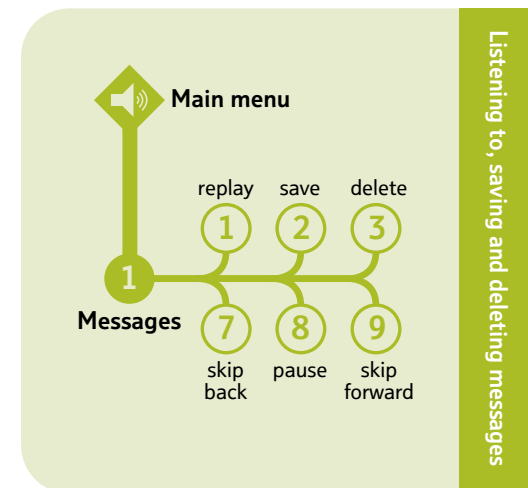
Listening to, saving and deleting messages

Call Minder Extensions will tell you how many new and saved messages you have as soon as you tell it your mailbox number.

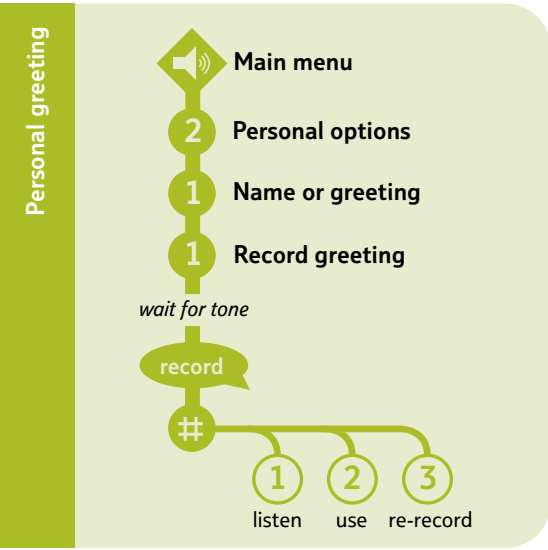
Use the buttons on your phone or speak into the handset when you hear the tone. You can skip back or forward 10 seconds and even pause in the middle of a message.

Message space – Call Minder Extensions can save up to 30 messages. It will tell you if it gets close to being full. If someone does call when your message box is full, they'll be asked to call back later.

Time limit – Saved messages will be deleted automatically after 30 days.



Personal options



Recording the name and message that greets your callers

Call Minder Extensions asks callers who they want to leave a message for and plays the extension mailbox names that you record.

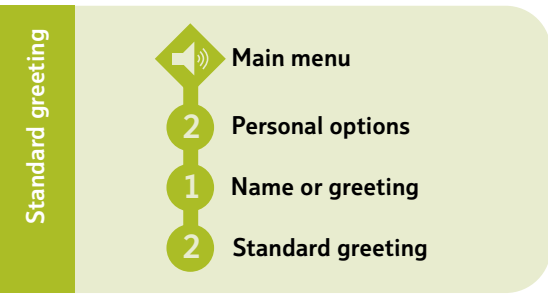
When the caller chooses the name they want, Call Minder Extensions plays a greeting message asking them to leave a message. You might prefer to record your own personal greeting message.

Your message can be up to one minute long. If you record your own message, remember that Call Minder Extensions takes calls when you're on the phone as well as when you're out or don't answer.

You can always change back to the standard message if you want to.

Example message

"Thank you for calling. I can't take your call right now, so please leave your name and message after the tone and I'll call you back as soon as I can."



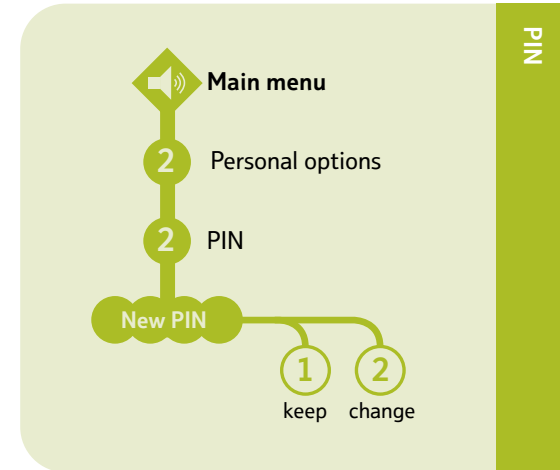
Changing the main mailbox PIN

If there are no extension mailboxes

You need your PIN to listen to your messages from phones other than your own. Each mailbox owner can choose their own PIN.

For the security of your Call Minder Extensions service, you won't be able to choose a PIN with obvious sequences of numbers such as 2222 or 1234.

You can only change your PIN from your own phone.



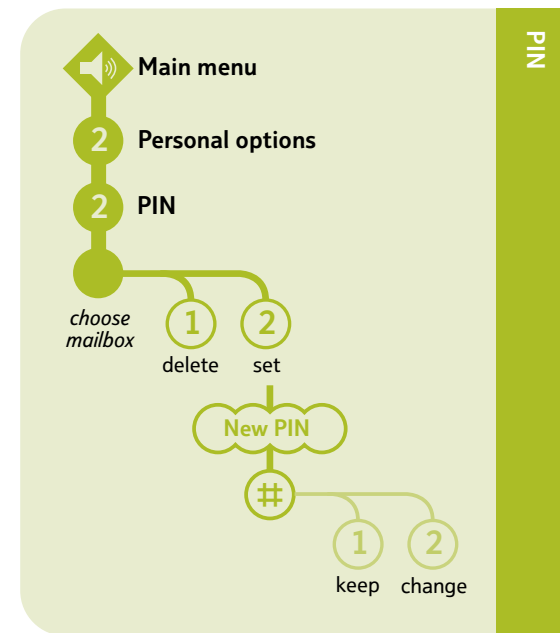
Changing any PIN from the main mailbox




If you have extension mailboxes

Extension mailbox PINs are optional.

Extension mailbox owners will get a message telling them when the main mailbox has been used to change their PIN.

You cannot delete the PIN for the main mailbox.



-  Main menu
-  Personal options
-  Callers who left no message

Choosing whether to store information about callers who left no message

Call Minder normally stores details about callers who put the phone down without leaving a message for you.

It stores the caller's number and the date and time they called.

You can switch this option on or off by following the instructions.

Callers who left no message

Finding out the phone numbers of callers who left no message

If you have this option switched on, Call Minder normally stores details about callers who put the phone down without leaving a message for you.

It stores the caller's number and the date and time of the three most recent callers to call without leaving you a message.

It stores the details whether your phone was engaged or you did not answer.

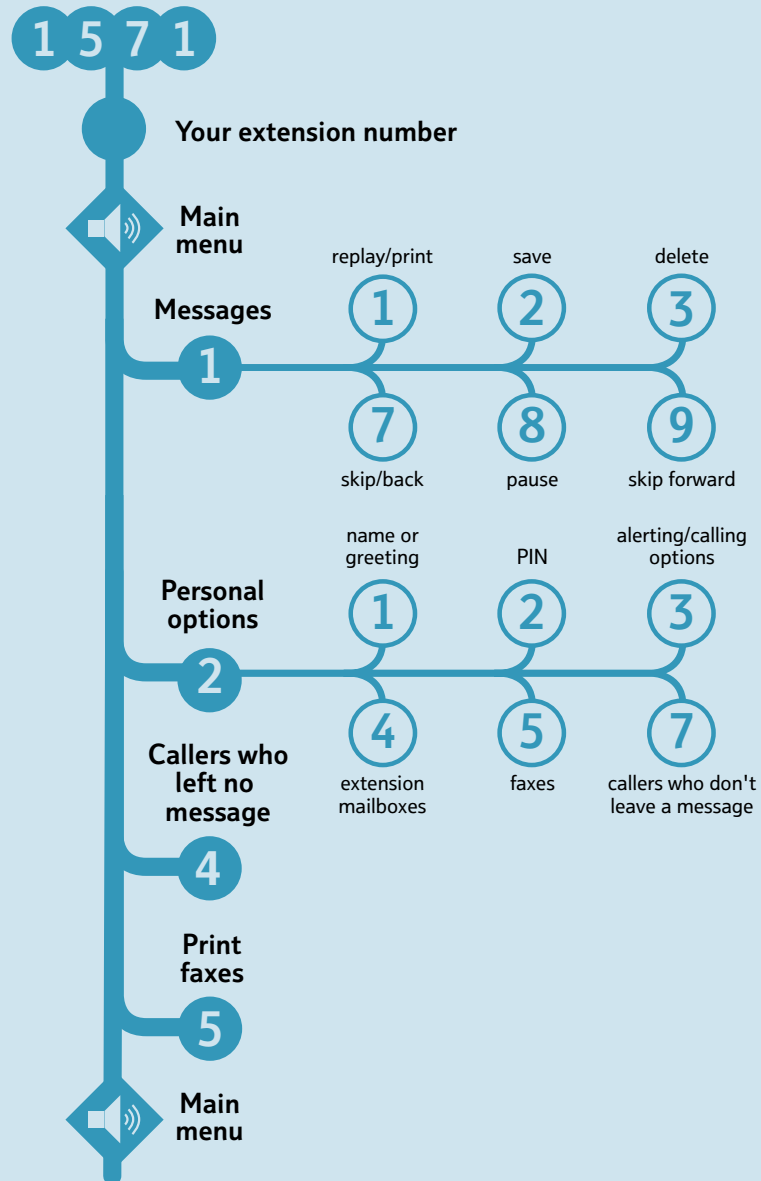
If the same number calls more than once, only details of the last call are stored.

Call Minder does not store details of callers who withhold their number.

-  Main menu
-  Callers who left no message

Call Minder Premier

This map gives you an overview of the service



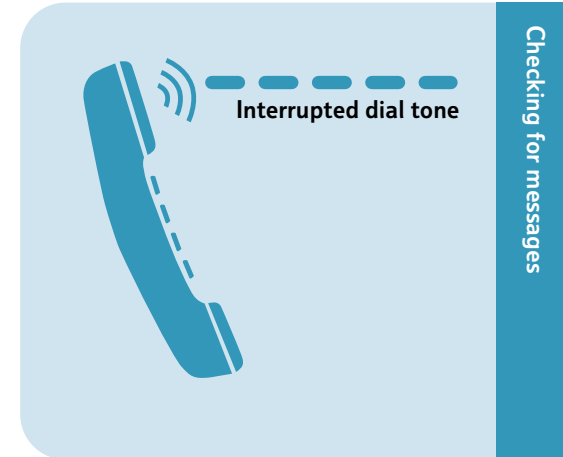
Messages

Checking whether you have any messages

You'll hear a different dial tone whenever you have any messages or faxes. Just lift your handset and listen to the dial tone to check.

If Call Minder Premier takes a message while you're on the phone, it will call you after 10 minutes to let you know you have a message.

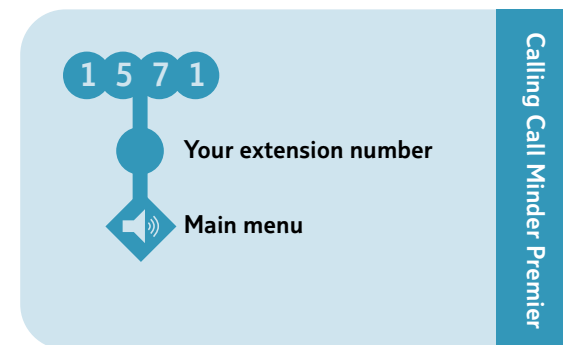
If you're still on the phone when Call Minder Premier calls, it will try every 10 minutes for 2 hours.



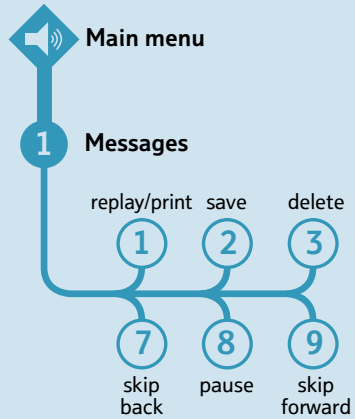
Calling Call Minder Premier

If you have extension mailboxes, you need to tell Call Minder Premier which mailbox is yours when you call.

If you don't know your extension number, Call Minder Premier will read out the name of each extension mailbox and ask you to choose yours.



Personal options



Listening to, saving and deleting messages

Call Minder Premier will tell you how many new and saved messages or faxes you have as soon as it answers.

If you have an extension mailbox number, you need to press it so that Call Minder Premier knows which messages to play.

Use the buttons on your phone or speak into the handset when you hear the tone to tell Call Minder Premier what to do with each message. You can skip back or forward 10 seconds and even pause in the middle of a message.

If you decide to print a fax, Call Minder Premier will send the fax down the line and then hang up. This means that if you have other messages, it might be better to listen to them all before printing your faxes.

Message space

Call Minder Premier can save up to 50 messages.

It will tell you if it gets close to being full.

If someone does call when your message box is full, they'll be asked to call back later.

Time limit

Saved messages will be deleted automatically after 30 days.

Recording the name and message that greets your callers

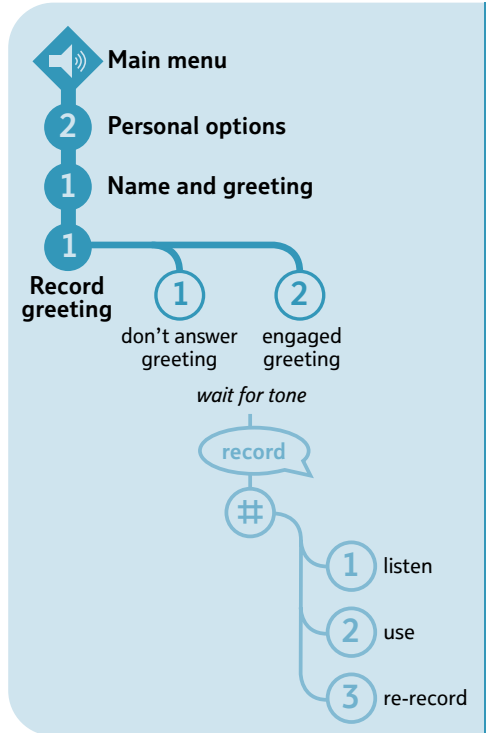
Call Minder Premier asks callers who they want to leave a message for and plays the extension mailbox names that you record.

When the caller chooses the name they want, Call Minder Premier plays a standard greeting message.

You might prefer to record your own greeting message. You can record different greeting messages for the main mailbox for when you don't answer and when you're engaged.

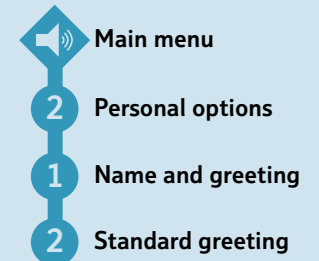
Each greeting message can be up to one minute long.

You can always change back to the standard message if you want to.



Example greeting message

"Thank you for calling. I can't take your call right now, so please leave your name and message after the tone and I'll call you back as soon as I can."





Recording an absence greeting with or without taking messages

You can record a greeting message for when you're going to be away for a while – perhaps when you're going on holiday.

You can also choose whether or not to take messages while you're away.

“Thank you for calling. I’m not going to be able to take your call until next Friday. If you need to speak to someone while I’m away, call John Wood on 023 4567 890.”
 Example greeting message: messages not being taken

“Thank you for calling. I’m not going to be able to take your call until next Friday. I’ll be picking up my messages regularly while I’m away, so please leave your name and message after the tone.”
 Example greeting message: messages being taken

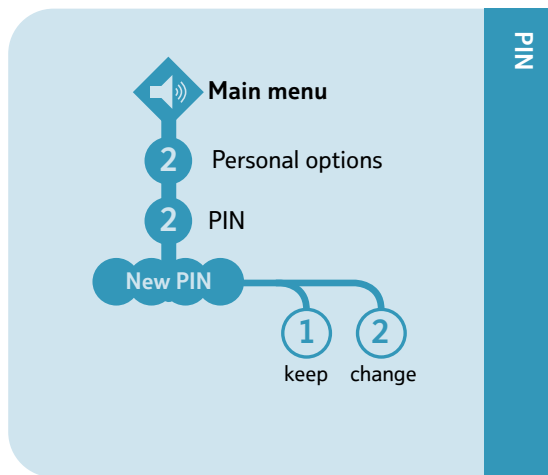
Changing the main mailbox PIN

If there are no extension mailboxes

You need your PIN to listen to your messages from phones other than your own.

For the security of your Call Minder Premier service, you won't be able to choose a PIN with obvious sequences of numbers such as 2222 or 1234.

You can only change your PIN from your own phone.



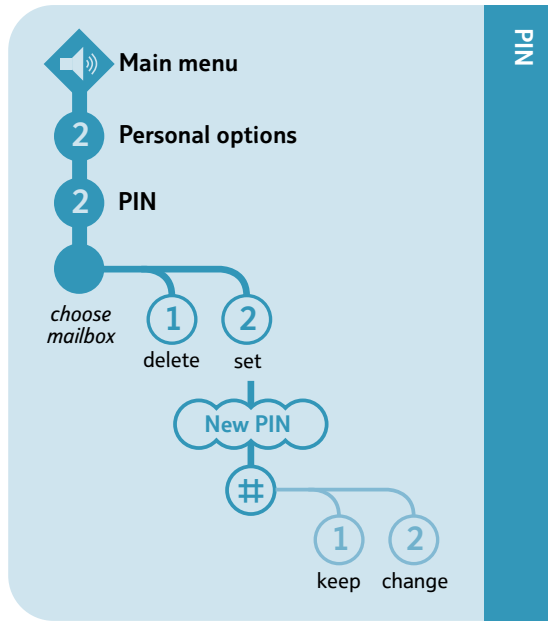
Changing any PIN from the main mailbox

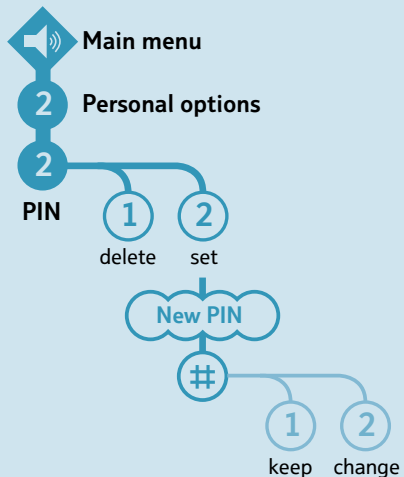
If you have extension mailboxes

Extension mailbox PINs are optional.

Extension mailbox owners will get a message telling them when the main mailbox has been used to change their PIN.

You cannot delete the PIN for the main mailbox.

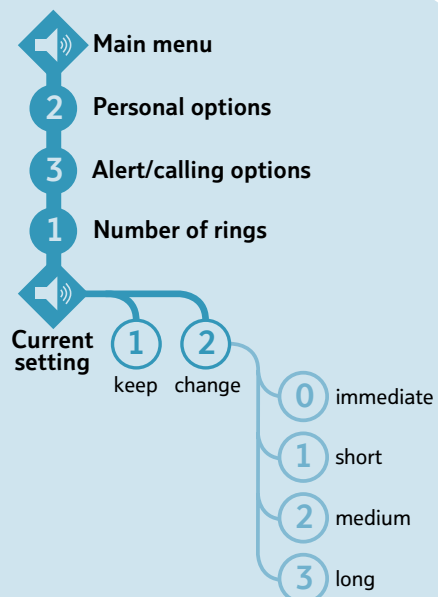




Changing an extension mailbox PIN

Extension mailbox owners can change and delete their PIN from their own mailbox.

Extension mailbox PINs are optional.



Choosing how long before Call Minder Premier answers

You can change the number of rings before Call Minder Premier answers your calls.

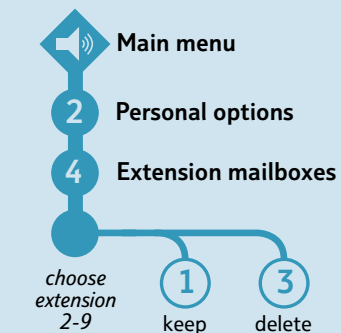
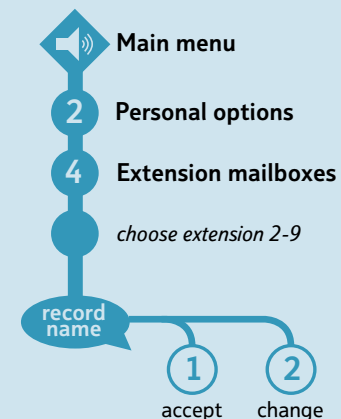
There are four settings to choose from:

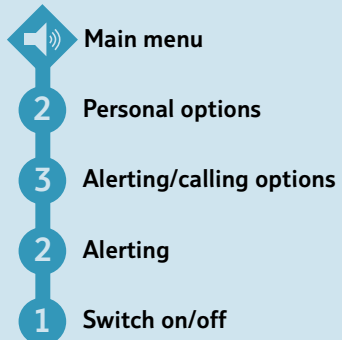
setting	rings	seconds
immediate	0	0
short	4	12
medium <i>normal setting</i>	7	21
long	10	30

Adding or deleting extension mailboxes

You can have up to eight extension mailboxes as well as the main mailbox.

You can't delete the main mailbox.





Switching alerting on or off

Call Minder Premier can call you at any other phone to let you know when it has taken a new message for you.

It will call and say how many new and saved messages you have. You can switch alerting on or off.

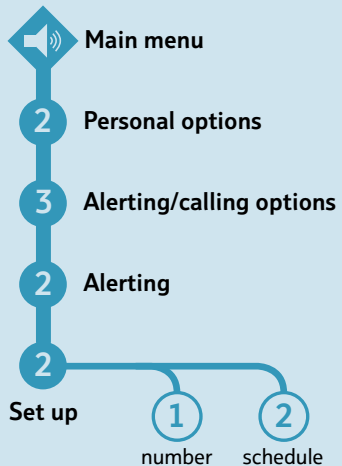
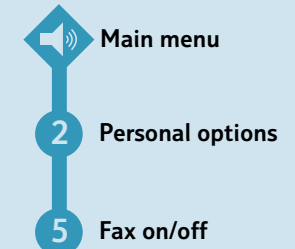
It will call you for the first new message it takes, but it won't call again for any following messages.

Switching the fax facility on or off

You can choose whether to take faxes.

Call Minder Premier can store up to approximately 50 pages of A4 per extension.

When the fax facility is on, switch your fax machine to **Manual** or **Telephone only**. This will make sure that Call Minder Premier is left to deal with all your calls while you are unavailable.



Setting the number that Call Minder Premier calls and the times when it should call

You can choose any phone number.

You can set a different schedule for weekdays and weekends (Call Minder Premier will call the same number).

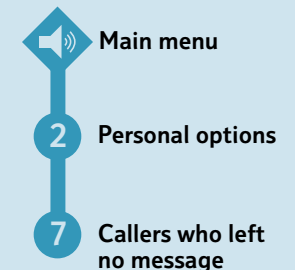
If the end time is the same as the start time, or if there's no schedule set, Call Minder Premier won't call. You can't create a schedule that starts before midnight and ends after it.

Choosing whether to store information about callers who left no message

Call Minder normally stores information about callers who put the phone down without leaving a message for you.

It stores the caller's number and the date and time they called.

You can switch this option on or off by following the instructions.



Callers who left no message

Finding out the phone numbers of callers who left no message



Finding out the phone numbers of callers who left no a message

If you have this option switched on, Call Minder normally stores details about callers who put the phone down without leaving a message for you.

It stores the caller's number and the date and time of the three most recent callers to call without leaving you a message.

It stores the details whether your phone was engaged or you did not answer.

If the same number calls more than once, only details of the last call are stored.

Call Minder does not store details of callers who withhold their number.

Print faxes

Printing your faxes

After Call Minder Premier has sent your faxes, it will hang up. This means it might be better to listen to any other messages that you have before printing your faxes.

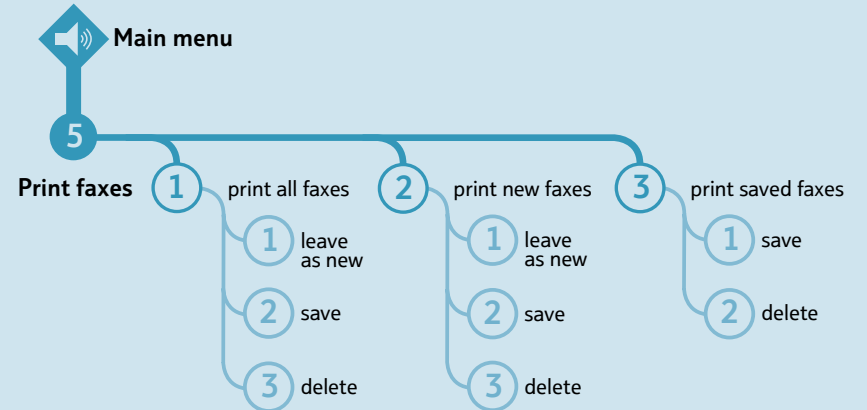
If your model of fax machine does not start automatically, press Start on your fax machine when you hear the fax tone.

If there are saved faxes as well as new faxes, Call Minder Premier will give you a choice of printing all faxes, new faxes or saved faxes.

After you have printed the faxes, you can leave them as new or delete them.

Switching the fax facility on

Call Minder Premier will take faxes as long as you've switched the fax facility on. See page 25 for instructions.



Printing faxes

Call Minder and other Calling Features

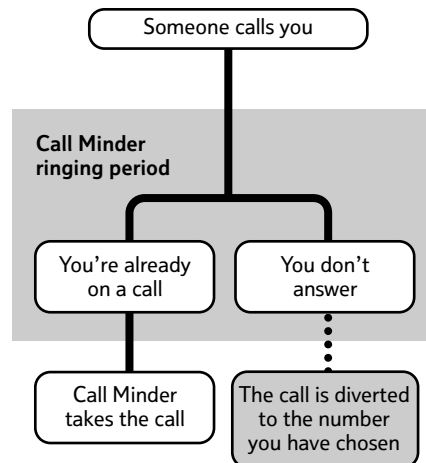
Using Call Minder with Call Diversion

If you divert all your calls

Calls are diverted to the number you've chosen straight away.

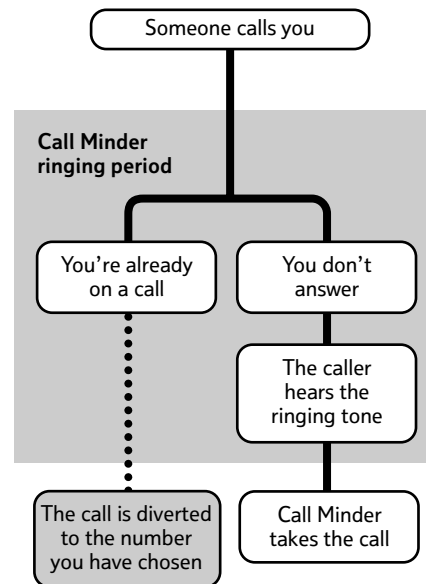
If you divert calls that you don't answer

They are diverted to the number you've chosen. Call Minder will take any new calls made to you when you're engaged.



If you divert calls when you're engaged

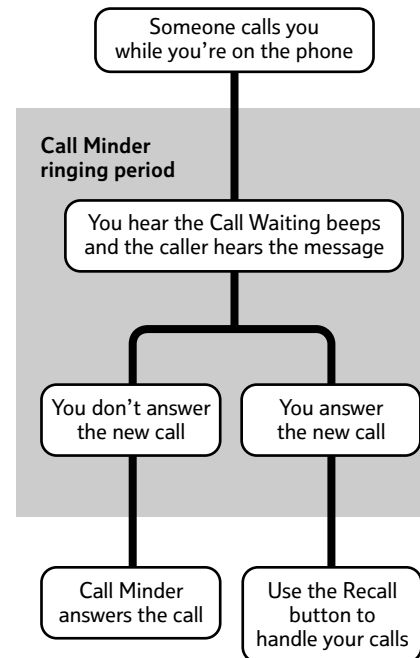
Calls are diverted to the number you've chosen. Call Minder will take calls that you don't answer.



Using Call Minder with Call Waiting

If you're on the phone when a new call is made to you, you'll hear the Call Waiting beeps. You can press Recall to answer the call before Call Minder takes it.

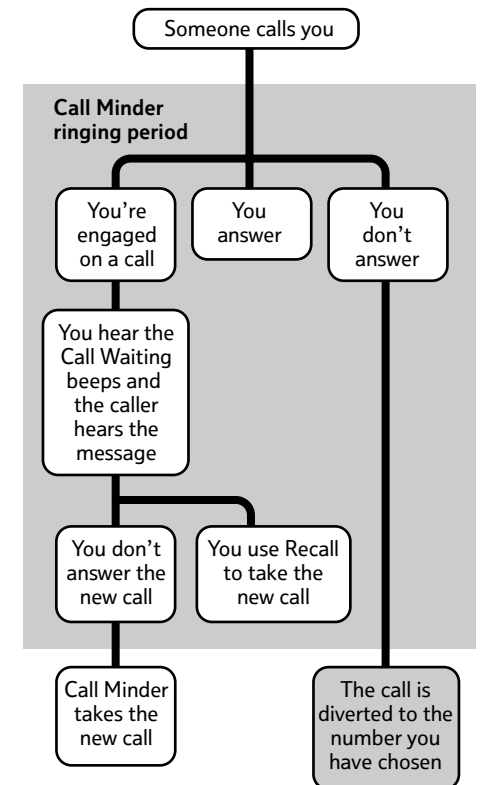
You can set the Call Minder ringing period to 'long' to give yourself more time to answer.



Using Call Minder with Call Waiting and Call Diversion

The services work together in the same way as Call Minder and Call Diversion unless you divert calls that you don't answer. Then you'll have a choice between taking the new call or letting Call Minder take a message.

If you divert calls that you don't answer



Using Call Minder with Call Return (1471)

Call Return will store numbers when calls that you don't answer are taken by Call Minder or if the call goes to Call Waiting.

Charge Advice

We recommend that you don't switch Charge Advice on for calls.

Alarm lines

We advise you not to use Call Minder with burglar alarm systems that are reset through your phone line.

FeatureLine and FeatureNet Embark

These instructions are only for people who are using Call Minder with FeatureLine and FeatureNet Embark

Using Call Minder

The Call Minder number is different with FeatureLine and FeatureNet Embark.

Dial **9 1 5 7 5 7 1**

Setting Call Minder up if you are not in a hunt group

To take all your calls

Call Minder will answer all your calls and your phone won't ring.

Switching on ***21*9157572#**

Switching off **#21#**

To take calls when your phone is engaged*

Call Minder will answer your calls only when your phone is engaged. If you're not engaged when someone calls, the call will come straight through to you.

Switching on ***67*9157573#**

Switching off **#67#**

To take calls when you don't answer*

Call Minder will answer your calls only when you don't answer. If you're engaged when someone tries to call you, they won't be able to leave you a message.

You can choose how quickly Call Minder answers calls.

Switching on ***61*9157572#**

Switching off **#61#**

For more information, see your FeatureLine or FeatureNet Embark user guide or call 0870 513 3399

Setting Call Minder up if you are in a hunt group

Everyone in the hunt group will share the same message box and settings.

The first person to pick up their phone after a message is left will hear the Call Minder tone.

To take all your calls

Call Minder will answer all your calls and your phone won't ring.

Switching on ***121*9157572#**

Switching off **#121#**

To take calls when your phone is engaged*

Call Minder will answer your calls only when your phone is engaged. If you're not engaged when someone calls, the call will come straight through to you.

Switching on ***167*9157573#**

Switching off **#167#**

To take calls when you don't answer*

Call Minder will answer your calls only when you don't answer. If you're engaged when someone tries to call you, they won't be able to leave you a message.

You can choose how quickly Call Minder answers calls.

Switching on ***161*9157572#**

Switching off **#161#**

To take calls when your phone is engaged and when you don't answer*

Call Minder will answer your calls when your phone is engaged or when you don't answer.

Switching on ***166*9157573#**

Switching off **#166#**

* Not available on all lines.