PhoneNet Phonemail
User Guide
Ver. 1.0

SingTel

asia's leading communications company

Singapore Telecommunications Limited . CRN 199201624D

PhoneMail Specifications

Number of messages recordable:	20 or 40 (depends on subscribed mailbox size)
Message length:	1 or 3 minutes (depends on subscribed mailbox size)
Message retention period:	14 days from date message is deposited /14 days from the date the message is saved.
Access to Phonemail/Message Retrieval:	Prevailing time-based charges for remote access (via 1383) or Retrieval Code

Content Page

TO BEGIN PHONEMAIL

Phonemail is automatically activated when calls are unanswered after 6 rings or when the user line is busy. However, activation of call forwarding from user line to another extension will override Phonemail answering.

The default Phonemail PIN is the last 4 digits of user's PhoneNet number (users are advised to change default password to prevent from unauthorized access to your mailbox).

1. TO ACCESS

Allows user to access Phonemail to retrieve messages, send messages to other Phonemail users and change personal options (Messages can be retrieved from the office or remotely from any push-button telephone).

At the Office

Dial Phonemail retrieve code ▶ Enter your PIN and press # ▶ User will be prompted of message status

Main Menu
> To retrieve messages, press 1
> To compose and send a message, press 2
> Personal options, press 3
> For help, press 8

From other telephones

Dial 1383.
From Malaysia,
dial (02) 6234 1383.
From other countries,
dial (65) 6234 1383. ▶ Enter your PIN and press # ▶ Enter your mailbox number and press # ▶ User will be prompted of message status

Main Menu
> To retrieve messages, press 1
> To compose and send a message, press 2
> Personal options, press 3
> For help, press 8

Note: Mailbox number is your 8 Digit PhoneNet DID Number.

2. TO RELOG IN ANOTHER MAILBOX

Press ** at the MAIN MENU to exit current mailbox ▶ Key in Mailbox ^ number and press # ▶ Enter PIN and press #

Note: ^ Mailbox number must be from Business/Residential DEL or PhoneNet Phonemail

3. TO RETRIEVE MESSAGE (Main Menu ➔ 1)
Message will be played

> To call the caller, press 0
> To replay the message, press 1
> To reply to the caller with a message, press 2
> To forward the message, press 3
> To save the message, press 4
> To delete the message, press 5
> To play the previous message, press 7
> For help, press 8

3.1. To call the caller   (Main Menu ➔ 1 ➔ 0)

> To return call to the caller, press #
> To call another number, enter the number followed by #
> To confirm, press 1
> To change, press 2

3.2. To reply to caller with message   (Main Menu ➔ 1 ➔ 2)

> Record your message after the tone. When you have finished recording, press #
> To change, press 1
> To send, press 2
> To cancel, press 3

3.3. To forward the message   (Main Menu ➔ 1 ➔ 3)

> To forward to another mailbox, press 1, or to forward to a mailing group, press 2
> Enter the mailbox number or mailing group number, then press #
> To confirm, press 1
> To change, press 2
> Record your message after the tone. When you have finished recording, press #
> To change, press 1
> To send, press 2
> To cancel, press 3

4. TO COMPOSE AND SEND A MESSAGE
Press 2 at MAIN MENU (Main Menu ➔ 2)

> To send to another mailbox press 1, or to send to a mailing group press 2
> Enter the mailbox number or mailing group number, then press #
> To confirm, press 1
> To change, press 2
> Record your message after the tone. When you have finished recording, press #
> To change, press 1
> To send, press 2
> To cancel, press 3

5. PERSONAL OPTIONS
Press 3 at MAIN MENU (Main Menu ➜ 3)

5.1. For subscriber greeting, press 1 (Main Menu ➜ 3 ➜ 1)
Subscriber Greetings
Personal Name – Allows user to record his name to identify himself to his callers
Personal Greetings – Allows user to record personalized greeting to his callers

To record personal name, press 1
> To record, press 1
> Record your name after the tone. When you have finished recording, press #
> To re-record, press 1
> To save, press 2
> To delete, press 3

To record personal greeting, press 2
> To record, press 1
> Record your greeting after the tone, when you have finished recording, press #
> To re-record, press 1
> To save, press 2
> To delete, press 3

5.2. For PIN, press 2 (Main Menu ➜ 3 ➜ 2)

> To change PIN, press 1
> Enter PIN between 4 – 7 Digits, press #
> Re-enter PIN to confirm, press #

5.3. For Notification, press 3 (Main Menu ➜ 3 ➜ 3)
Allows user to be informed of any new voice messages deposited wherever user may be.
Notification number can be user telephone, mobile phone or pager number.

To change your telephone notification setting, press 1
> To set notification to the number you are calling from, press 1
> To set notification to another number, press 2
        > Enter the notification number, press #
        > To confirm, press 1
        > To change, press 2
> To turn on/off voice notification, press 3

To change your pager notification setting, press 2
> To set notification to another number, press 2
        > Enter the notification number, press #
        > To confirm, press 1
        > To change, press 2
> To turn on/off voice notification, press 3

5.4. For mailing group, press 4 (Main Menu ➔ 3 ➔ 4)
Mailing group allows users to create distribution lists to send voice messages to a group of mailbox numbers

To create a mailing group, press 1
> Enter a mailing group number between 4 and 6 digits, press #
> To confirm, press 1
> To change, press 2
> ^Enter a mailbox number to add to the group, press #
> To confirm, press 1
> To change, press 2
> Repeat step ^ till all mailbox numbers are added
> To end, press #

To modify a mailing group, press 2
> Enter a mailing group number between 4 and 6 digits, press #
> To confirm, press 1 (Current mailbox number in the mailing group will be prompted)
> To change, press 2
> To edit, press 1, then press #
    > To change, press 1
    > To delete, press 2
    > To cancel, press 3
> To add a new number, press 0, then press #
    > Enter mailbox number to add to the group , press #
    > To end, press #

To delete a mailing group, press 3
> Enter a mailing group number to delete, press #
> To confirm, press 1
> To change, press 2

6. ENHANCED PHONEMAIL WITH EXTENSION MAILBOX

Extension mailboxes may be allocated to different people sharing the same PhoneNet line, with a maximum of 9 extension mailboxes plus a main mailbox. Each extension has a capacity of 10 messages, with message length of 60 seconds.

The extension mailbox number is the user's 8-digit PhoneNet DID number followed by a number from 0 to 9.
e.g.   xxxx-yyyy-0 (main mailbox)
           xxxx-yyyy-1 (1st extension mailbox)
           xxxx-yyyy-2 (2nd extension mailbox)

All enhanced Phonemail users are advised to change the extension mailboxes PINs by its sequence from main to last extension box. No duplicate PIN should be used again by main and all extension boxes.

A leading greeting message may be recorded on the main box.
E.g.   Thank you for calling SingTel.
          To leave a message for Sales Department, press 1
          To leave a message for Finance Department, press 2

Personalised greetings can also be recorded on all other extension mailboxes.

7. PHONEMAIL WITH A TRANSFER TO OPERATOR (TTO)

Allows caller to seek operator's assistance.

For lines with TTO feature, please change Phonemail personal greeting following steps below:

1. Dial your Phonemail Retrieval Code or 1383
2. Key in user's PIN number
3. Press 3 at Main Menu to go to Personal Options
4. Press 1 for subscriber greeting
5. Press 2 for personal greeting
6. Record user's personal greeting and allows 6 seconds before you press # to end

8. MANUAL PHONEMAIL

Manual Phonemail option is only available upon request.

To activate

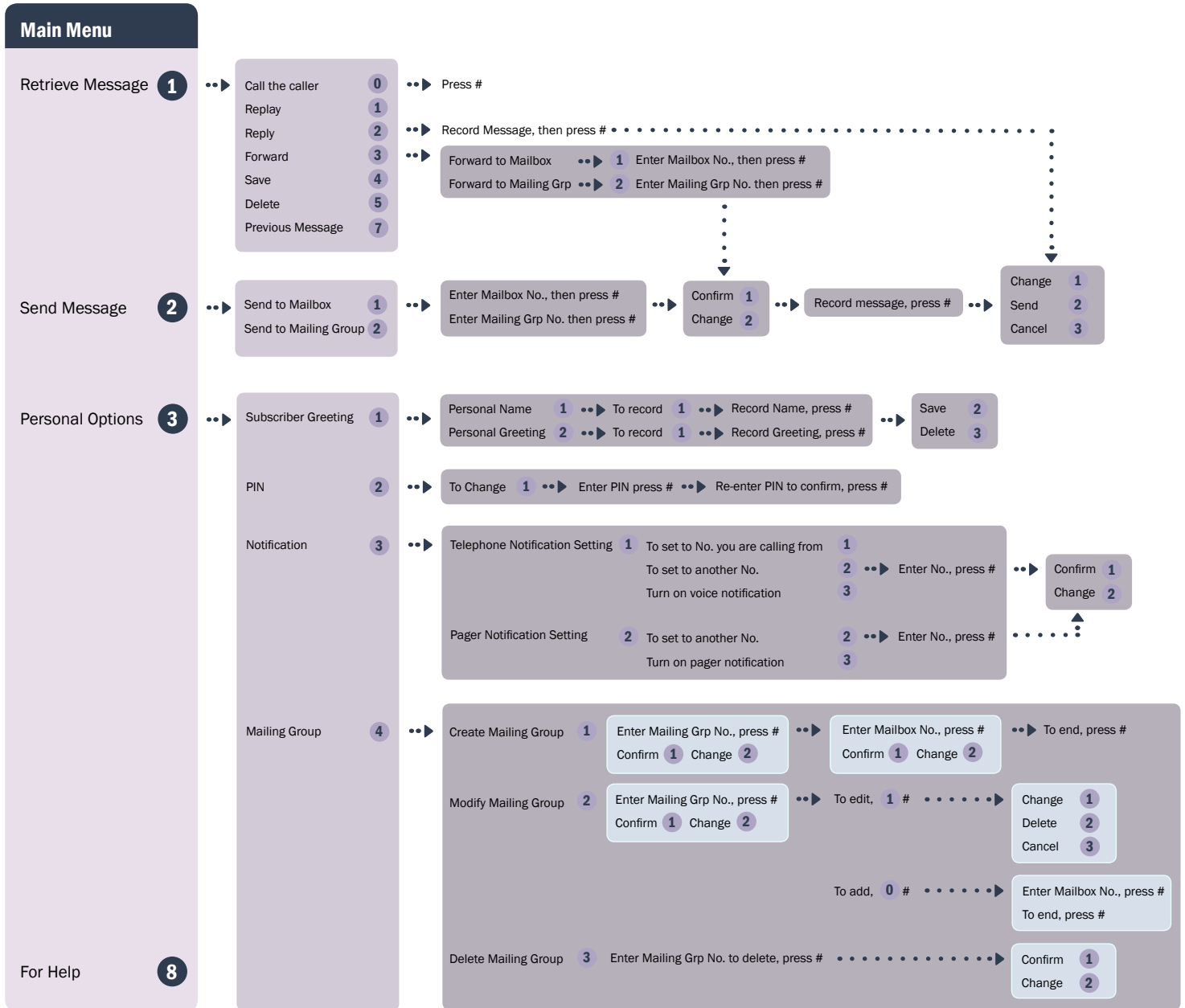| Press *05 to forward all calls to Phonemail | OR | Press *15 to forward calls to Phonemail only when the line is busy | OR | Press *25 to forward all calls to Phonemail only when call is unanswered after 6 rings | ▶ | Key in user's Phonemail deposit code |

To deactivate

| Press #05 | OR | #15 | OR | #25 correspondingly |

9. PHONENET PHONEMAIL QUICK GUIDE

Main Menu

Retrieve Message 1

Call the caller 0 → Press #
Replay 1
Reply 2 → Record Message, then press # •••••••••••••••••••••••••••
Forward 3 →
Save 4
Delete 5
Previous Message 7

Forward to Mailbox → 1 Enter Mailbox No., then press #
Forward to Mailing Grp → 2 Enter Mailing Grp No. then press #

Change 1
Send 2
Cancel 3

Send Message 2

Send to Mailbox 1 →
Send to Mailing Group 2

Enter Mailbox No., then press #
Enter Mailing Grp No. then press #

Confirm 1
Change 2

Record message, press #

Personal Options 3

Subscriber Greeting 1 →
Personal Name 1 → To record 1 → Record Name, press #
Personal Greeting 2 → To record 1 → Record Greeting, press #

Save 2
Delete 3

PIN 2 → To Change 1 → Enter PIN press # → Re-enter PIN to confirm, press #

Notification 3 →
Telephone Notification Setting 1
To set to No. you are calling from 1
To set to another No. 2 → Enter No., press #
Turn on voice notification 3

Pager Notification Setting 2
To set to another No. 2 → Enter No., press #
Turn on pager notification 3

Confirm 1
Change 2

Mailing Group 4 →
Create Mailing Group 1
Enter Mailing Grp No., press #
Confirm 1 Change 2
→ Enter Mailbox No., press #
Confirm 1 Change 2
→ To end, press #

Modify Mailing Group 2
Enter Mailing Grp No., press #
Confirm 1 Change 2
→ To edit, 1 # •••••••→
Change 1
Delete 2
Cancel 3

To add, 0 # •••••••→ Enter Mailbox No., press #
To end, press #

Delete Mailing Group 3 Enter Mailing Grp No. to delete, press # •••••••••••→
Confirm 1
Change 2

For Help 8

Options Available

\# Complete current action.

* Cancel last action and go back one step.

8 Help