1571 (Basic, Advanced & Extra)

Answer 1571 Basic and Advanced are network based answer phones. The answer phone is 'activated' on your line, thus allowing callers to leave a message if the phone is not answered. 1571 Extra provides remote access to your voicemail

Answer 1571 Basic

Access code: 1571

Note - If Call Forwarding and 1571 are both enabled then Call Forwarding will overrule the forward to 1571

When a caller rings you, if you do not answer after 21 seconds, or you are engaged, the caller is routed to voice mail and a "welcome to messaging service" message is played. If you did not answer, a "the person you called is not available" message is played. If you were engaged, a "the person you called is on the phone" message is played.

The caller is then prompted to leave a message. The message can be up to two minutes in length. After three seconds of silence being detected, or if two minutes is reached, the caller is prompted to either hang up, or record a replacement message. The caller is only given one chance to record a replacement.

If you have ten voice mail messages in your mail box then a "the person you have called has no space to leave a message" message is played. The caller cannot leave a message until you delete some of your messages.

When you have new messages in your voice mail account, you will hear an interrupted dial tone every time you pick up the phone. This occurs until you listen to all of your new messages.

You can retrieve messages by calling 1571. A "welcome to your messaging service" message is played first. Then if you have ten messages, you will be told that your mail box is full. If you have eight or nine messages, you will be told that your mail box is nearly fully. You will then be told how many new messages you have.

The service will then automatically read out all new messages (along with the date and time they were left, the phone number will not be read out). After reading out each message, you will be prompted with a menu which lets you either listen to a message again, save it or delete it.

When all new messages have been listened to, any saved messages are played. After reading out each saved message, you will be prompted with a menu which lets you either listen again or delete.

When all the messages have been played an "End of messages" message is played.

Any messages (both new and saved) are automatically deleted twenty days after they were first recorded.

The timeout for no answer will be set to 21 seconds.

Prompts and functionality

Voicemail Menu Navigation

"Welcome to the voice mail retrieval service."

"You have (n) new messages and (n) saved messages."

"First new message"

"Message received (date/time)" -> Plays message

"To listen to this message again press 1. To save this message press 2. To delete this message press 3. Otherwise hold for the next message" -> Will play all the new messages one at a time. The system will then play any saved messages.

"First saved message" -> Plays message

"To listen to this message again press 1. To delete this message press 3. Otherwise hold for the next message" -> Plays through all saved messages.

"End of messages."

"Thank you for using the service. Goodbye."

Saving a message

From the appropriate section of the menu the following will occur.

"To listen to this message again press 1. To save this message press 2. To delete this message press 3. Otherwise hold for the next message" -> 2 is pressed to save the message

"Please note messages will be saved for 20 days. Message Saved"

Deleting a message

From the appropriate section of the menu the following will occur.

"To listen to this message again press 1. To save this message press 2. To delete this message press 3. Otherwise hold for the next message" -> 3 is pressed to delete the message

"Message deleted"

Answer 1571 Advanced (Voice Mail and Caller Left No Message)

This service includes all the functionality as in 1571 basic, however the below features are also available;

1. Personalised greeting message.
2. Caller left no message function - Stores the details for the last 3 callers who left no message
3. Can call a number that left a message direct from the 1571 interface. This will save the message and ring out to the messenger.

The default timeout for no answer will be set to 21 seconds.

Prompts and functionality

Voicemail Menu Navigation.

"Welcome to the voice mail retrieval service."

"You have (n) new messages and (n) saved messages. You also have (n) new callers who did not leave you a message"

"To listen to your messages press 1. To listen to the details of callers who did not leave a message press 2. To change your personal options press 9."

"First new message. Message received on (Date/Time)"

Message played.

"To listen to the message again press 1. To save this message press 2. To delete this message press 3. To call the person who left the message press 0"

"End of messages"

"Thank you for calling. Please hang up."

Callers Who Left No Message / Missed Call Navigation

"First Call Details"

"Call received (date / time) from (number)"

"To listen to these calls again press 1, to call the person who called press 0, otherwise hold for next call details"

"Next call details"

"Call received (date / time) from (number)"

"To listen to these calls again press 1, to call the person who called press 0, otherwise hold for next call details"

(After last missed call you will be re-directed back to the main menu). It must be noted you cannot delete the missed calls, however listening to the missed calls 'resets' the 'new missed calls' notification.

It must be noted that **only** calls that have been directed to voice mail, that are subsequently hung-up prior to a message been left will be logged as 'a caller who left no message' on the

voicemail service. Callers who withhold their number will not have their call logged as a 'left no message' as the end subscriber will have no use with this information.

Personal Options Menu.

"To change your personal greeting press 1."

"To manage your missed calls press 2." -> "To manage the settings for logging callers who do not leave a message press 1. To go back to the previous menu press the * key."

"To return to the previous menu press *."

Personal Greeting Menu (No Personal greeting recorded.)

"You have no personal greeting recorded."

"Please record your personal greeting after the tone."

Record the greeting.

"To confirm this greeting, press 1. To cancel, press the star key."

"Your greeting message has been changed."

Personal Greeting Menu (Previous greeting in place.)

"To listen to your personal greeting, press 1. To record your personal greeting, press 2. To go back to the previous menu, press the star key."

"Please record your personal greeting after the tone."

Record the greeting.

"To confirm this greeting, press 1. To cancel, press the star key."

"Your greeting message has been changed."

Caller Left No Message Menu (Service already enabled)

"Callers who do not leave a message are currently logged"

"To stop logging callers who do not leave a message press 1. To go back to the previous menu press the star key". 1 -> Your Setting has been changed

Caller Left No Message Menu (Service disabled)

"Callers who do not leave a message are not currently logged"

"To start logging callers who do not leave a message press 1. To go back to the previous menu press the star key". 1 -> Your Setting has been changed

1571 Extra

1571 Extra includes all the features of Voicemail Advanced, but with additional functionality. The number of seconds that can be recorded is increased to 300, maximum messages stored is increased to 30, whilst the number of days both new and saved messages are kept increases to 30.

Remote Access also gives you the ability to listen to your voicemail from another phone, after you have set up a PIN.

If you are on the phone when a message is left, the service will attempt to notify you once you have hung up. The service will call you back 10 minutes after the message is left, and if you are still on a call it will continue to call you back every 10 minutes for up to 2 hours. If at that point you are still on the phone, then the Alert notification will change to Message Waiting Indicator (interrupted dial tone). If you are no longer on the phone, then the Message Alert Notification will ring you for up to 21 seconds before stopping. If there is no answer at that point no more alerts will be sent, and Message Waiting Indicator (interrupted dial tone) will be enabled.

Message Alerts will not be sent between the hours of 22:00 and 08:00. If you are on a call at 21:30 and a message is left for you, the service will attempt to alert you until 22:00. If you are still on the call at 22:00 then the service will stop sending alerts and Message Waiting Indicator (interrupted dial tone) will be enabled.

Prompts and functionality

Playback Control

You can control, via a menu, the messages you have. The controls for this are:

4 - Rewind

5 - Pause

6 - Fast forward

7 - Previous message

9 - Next message

Remote Access

Remote Access to Voicemail will allow you to access your voicemail whilst being away from your phone.

Dial **0300 500 9000** to access the service.

At the first time of using, the PIN will need to be changed from the default (1234). **This change can only be made from your own line.**