



Business Phone Features Quick Start Guide

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Business
Solutions

This Quick Start Guide provides you an overview of features available via your Business Phone when connected to your MyRepublic Modem.

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Voicemail

This feature allows you to automatically transfer your calls to your own message service. Create your own personalised greeting and let your family and friends leave you a message when you're busy or out. To add this feature, contact Customer Service.

Accessing Voicemail

Pick up the telephone and wait for a dial tone.

Dial 1212 to access your Voicemail service.

Hint: You don't need a PIN to access your Voicemail service from your Business Phone line.

Accessing your Voicemail service from another number

You will first need to set up your PIN for remote access by dialling 1212 from your Business Phone service. Follow the steps in the Changing your PIN steps below. Once you have saved your PIN to access your Voicemail service remotely:

Dial 61283203900 you will be prompted to enter your phone number. Your phone number needs to be entered in the following format 61283203900 followed by the # (pound) key. You will be prompted to enter your 4 digit PIN code followed by the # (pound) key.

You will hear "Welcome to your MyRepublic Voicemail service".

Follow the prompts to listen to your messages and customise your Voicemail service.

Changing your PIN

Dial Voicemail 1212 and press 0 to access Mailbox Options, then:

Press 5 to change your Voicemail password. This option allows you to set a PIN number to access your Voicemail remotely from another phone.

Enter a 4-digit PIN code followed by the # (pound) key to confirm your selection.

You will hear a recorded announcement that your PIN has been saved.

Setting up your greeting

Dial Voicemail 1212 and press 0 to access Mailbox Options, then:

Set up your Unavailable Message:

Press 1 to record your unavailable message. Record your message after the tone followed by pressing the # (pound) key, then;

Press 1 to save your message

Press 2 to listen to your message

Press 3 to re-record your message

If you are unable to answer the phone, after 30 seconds, the call will be diverted to your Voicemail.

Once you have saved your message you will hear a recorded announcement that this has been saved. Changing the time before the call is diverted to Voicemail.

Changing the time before the call is diverted to Voicemail

From your Business Phone service pick up the telephone and wait for a dial tone.

Enter the following shortcode:

* 92 *seconds between 1 and 45* 1212 #

For example: If you want to set it to ring for 20 seconds before it goes to Voicemail enter the following shortcode:

* 92 * 20 * 1212#

Set up your Busy Message

Press 2 to record your busy message. Record your message after the tone followed by pressing the # (pound) key, then;

Press 1 to save your message.

Press 2 to listen to your message.

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Set up your Name Message

Press 3 to record your name. Record your name after the tone followed by pressing the # (pound) key, then;

Press 1 to save your name

Press 2 to listen to your name

Press 3 to re-record your name

Once you have saved your message you will hear a recorded announcement that this has been saved.

Set up your Temporary Message

Press 4 to manage your temporary greeting: This greeting will override any messages that you have set up for unavailable and busy messages. You have the option to delete this temporary greeting which will automatically set back your unavailable and busy messages.

Press 1 to save your temporary message

Press 2 to listen to your temporary message

Press 3 to re-record your temporary message

Once you have saved your message you will hear a recorded announcement that this has been saved.

Listen to your Messages

Dial Voicemail 1212, you will hear a recorded message that you have messages waiting.

Press 1 to listen to your message(s). After listening to your message, you can do the following:

Press 3 for Advanced Options: The following options are available in Advanced options:

Press 3 to listen to your message envelope: This will replay your message and provide information on the date and time this message was received.

Press * (star) to return to the main menu

Press 5 to repeat the message

Press 6 to play the next message

Press 7 to delete the message

Press 9 to save this message

Voicemail to Email

When you receive a message in your Voicemail we will send you an email with your voicemail message as an attachment for your convenience.



Managing your messages

You can store your message in 5 available folders.

Accessing your folders

Dial Voicemail 1212 and press 2 for Folders, then:

Press 0 – For new messages

Press 1 – For old messages

Press 2 – For work messages

Press 3 – For family messages

Press 4 – For friend's messages

Press # (pound) - to exit

Moving messages to your folders

Call Voicemail 1212 and press 1 to listen to your old messages. Your messages will play one at a time. After you have listened to the message you can move it to a specific folder by:

Press 9 to save this message.

You will hear a recorded announcement asking you which folder should you would like to save this message to. Select the appropriate folder:

Press 0 – For new messages

Press 1 – For old messages

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Call Forwarding

Don't miss important calls when you're unavailable. Forward your incoming calls to a more convenient number in several different ways. This feature is available on your service and is automatically turned on.

Set up Call Forward Immediate

Immediately forward all calls to your business phone number to the number of your choice.

Turn ON Call Forward Immediate

Pick up your telephone handset and wait for a dial tone. Press * 72 * followed by the number of your choice. You will hear a recorded message to say this has been activated.

Turn OFF Call Forward Immediate

Pick up your telephone handset and wait for a dial tone. Press # 72. You will hear a recorded message to say this has been deactivated.

Set up Call Forward Busy

Forward any calls when you're busy on the phone to the number of your choice.

Turn ON Call Forward Busy

Pick up your telephone handset and wait for a dial tone. Press * 9 0* followed by the number of your choice. You will hear a recorded message to say this has been activated.

Turn OFF Call Forward Busy

Pick up your telephone handset and wait for a dial tone. Press # 9 0. You will hear a recorded message to say this has been deactivated.

Set up Call Forward No Answer

Forward any calls when there's no one available to answer the phone to the number of your choice.

Turn ON Call Forward No Answer

Pick up your telephone handset and wait for a dial tone. Press *9 2 * followed by the number of seconds you want to wait before the call is transferred * followed by the number to transfer the call to. You will hear a recorded message to say this has been activated.

For example: You wish to wait 20 seconds before the call is transferred:

Dial * 9 2 * 20 * followed by the number of your choice.

Turn OFF Call Forward No Answer

Pick up your telephone handset and wait for a dial tone. Press # 9 2. You will hear a recorded message to say this has been deactivated.



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3-Way Calling

This feature lets you call and talk to 2 people at the same time. Use this feature to make conference calls with your family, friends and work colleagues. This feature is available on your service and is automatically turned on.

How to make a 3-Way Call

Pick up your telephone handset and wait for a dial tone.

Call the first person you wish to participate in the 3-Way call and wait for the call to be answered.

Place this call on hold to call the second participant by pressing '3-Way' or 'Flash/Recall' button on your telephone handset.

Dial the number of the second participant. When they answer press the '3-Way' or 'Flash/Recall' button on your telephone handset to join the calls.

If you don't have a '3-Way' or 'Flash/Recall' button on your telephone handset consult your telephone handset user guide for further assistance on how to make a 3-Way Call.

Hint: Any of your callers can leave at any time however if you leave any callers that you have called will also be disconnected.

Speed Dial

This feature allows you to configure specific telephone numbers that is dialled automatically with a push of a single button on your telephone handset. This feature is available on your service and is automatically turned on.

How to set up speed dial

From your Business Phone service pick up the telephone and wait for a dial tone.

Dial * 5 0 * enter the speed dial slot this can be 1 to 431000 followed by the telephone number.

E.G. If you want to store your mobile number as speed dial 1: * 5 0 * 1 followed by the mobile number.

Adding a caller to an existing call

While you are on the phone (regardless of whether you made, or received the call), press the '3-Way' or 'Flash/ Recall' button on their telephone handset.

This will place your call on hold.

Dial the number of the second person. When they answer press the '3-Way' or 'Flash/Recall' button on your telephone handset to join the calls.

If you don't have a '3-Way' or 'Flash/Recall' button on your telephone consult your telephone handset user guide for further assistance on how to make a 3-Way call.

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Hint: Any of your callers can leave at any time however if you leave any callers that you have called will also be disconnected.



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Call Waiting

Don't miss important calls when you're already on the phone. A discreet tone alerts you that there is another call. This feature is available on your service and is automatically turned on.

How to answer a call

Simply press 'hold' button on your telephone or consult your telephone user guide for assistance.

Caller ID Blocking

This feature allows you to temporarily block the display of your phone number for the next call that you make. This feature is available on your service and is automatically turned on.

How to hide your number

From your Business Phone service pick up the telephone and wait for a dial tone.

Press * 3 1 * followed by the number you want to call.

This feature will block your number from appearing and will simply be presented as Private.



Private Number

This feature is available if you wish to permanently block the display of your telephone number on calling number display compatible telephones of people or businesses you call. To display your telephone number on outgoing calls this feature will need to be removed for you on the network. This feature is not automatically available and can be added to your service upon your request.

Calling Number Display

See who's calling before you answer the phone. When your phone rings, simply look at the display of your Calling Number Display compatible phone to see the number of who's calling you. This feature is not automatically available and can be added to your service upon your request.

You can connect both Analogue and Digital (DECT) handsets that has a screen and is compatible with displaying phone numbers.

