



# **Message Master Call Answer User Guide**

(Version 2.1)

## **1 Welcome to MESSAGEMASTER- CALL ANSWER service**

MESSAGEMASTER- CALL ANSWER can store up to **20 one-minute messages in the mailbox, each of which can be saved for up to 30 days.**

### **Messaging Centre Access Number**

- From your phone –press \*18
- From other phone (within HKBNES network) – press \*18 + \*
- From any phone –Dial 121-288
- From overseas –(852) 2112-1288
- Your Mailbox Number –Your mailbox number is your telephone number.

## **2 How to set up your mailbox**

### **Call the Messaging Centre**

1. Dial Messaging Center \*18
2. Select Language.
3. Enter your telephone number as your Starter PIN, then press #

### **Changing Your PIN**

1. You can now change your PIN to a number of your choice between 6 to 10 digits long. Select a number that is easy for you to remember, but difficult for other to guess.
2. Enter your new 6 to 10 digits PIN, then press #

### **For iVOICEMAIL User**

If you are a user of iVOICEMAIL, or you have changed your iVOICEMAIL email address via Hotline, you are required to confirm the newly registered email address.

### **Recording Your Personal Greeting**

1. Your MESSAGEMASTER- CALL ANSWER service can be “personalized” by recording your name and providing a personal greeting. You can find an example of a personal greeting on Page 5.
2. Record your name, then press #.
3. Record your personal greeting , then press #.

### **Call Forward to Messaging Centre**

1. If you want MESSAGEMASTER- CALL ANSWER to receive calls when the line is busy, press \*06 \*18.
2. If you want MESSAGEMASTER- CALL ANSWER to receive calls when the telephone does not answer, press \*07 \*18.
3. If you do not want to be disturbed, you can divert all calls to Messaging Centre, press \*05 \*18.

## For Deactivation

When you wish to resume your MESSAGEMASTER- CALL ANSWER, you must deactivate your nominated destination number in your Call Forwarding service using the appropriate deactivation codes:

- Press #06 for busy
- Press #07 for no answer
- Press #05 for all calls

## 3 When and how to retrieve your messages

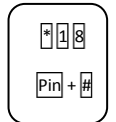
### How to tell if you have messages

- When you pick up the telephone, you'll hear a message waiting "stuttered" dial tone if you have a new message. For a demonstration of this tone, call 121-218.
- If you have a HKBNES approved feature telephone, message lamp will light up indicating you have a new message.

### How to retrieve your messages

#### From Your Own Telephone

1. Dial the Messaging Centre \*18.
2. Enter your PIN, then press #.

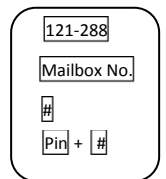


OR

Congratulations! You have just set up your MESSAGEMASTER – CALL ANSWER service, which is now ready to take message!

#### From Another Phone

1. Dial the Messaging Center 121-288.
2. Enter your mailbox (telephone) number, then press #.
3. Enter your PIN, then press #.



### HKBNES Tips

- If you do not want to enter your PIN every time you call the Messaging Centre from your own telephone –you can suppress your PIN from the Personal Options Menu.

## 4 How to listen to and deal with your messages

During or after listening to a message the following options are available:

- Press **1** to replay the message
- Press **1 1** to scan the envelope .You can hear the date and time without hearing the entire message.
- Press **2** to save the message
- Press **3** to delete the message
- Press **7** to rewind the message 10 seconds.
- Press **8** to pause the message, and then press **8** to resume the message.
- Press **9** to fast forward the message 10 seconds
- Press **\*** to go back to Main Menu.
- Press **0** for help.
- Press **#**.
  - Skip ahead to the end of the message or greeting that you are listening to.
  - Tell Messaging Centre that you have finished entering your mailbox number or PIN
- Press **# #**
  - Skip ahead to the end of the message of this queue and go to the next queue.

Replay	<b>1</b>
Scan the envelope	<b>1 1</b>
Save	<b>2</b>
Delete	<b>3</b>
Rewind	<b>7</b>
Pause/Resume	<b>8</b>
Fast Forward	<b>9</b>
Main Menu	<b>*</b>
Help	<b>0</b>
Skip	<b>#</b>
Skip Queue	<b># #</b>

## **HKBNES Tips**



- Delete or save messages to ensure that only messages that you have not heard before are presented to you as “new”.
- If you delete a message by mistake, DON'T hang up –after listening to all your new messages.” Press **1**”, your deleted messages will be played to you.
- Remember that you will be unable to receive messages when your mailbox is full. MESSAGEMASTER- CALL ANSWER will notify you when your mailbox is 75% full.

## 5 How to get the most out of MESSAGEMASTER- CALL ANSWER

- A sample personal greeting you may want to try is – “Hello, this is (your name).Thanks for calling. I’m not available to take your call now, but please leave your name, telephone number and detailed message after the tone and I’ll get back to you as soon as I can.”
- After recording your personal greeting, replay it to check that it sounds friendly. If you smile while recording your greeting, it will come through in your voice.
- Update your personal greeting regularly to give callers more information that will encourage them to leave messages.

- Check your messages frequently and act on them promptly. This will encourage your callers to leave messages in the future.



### **HKBNES Tips**

- Regular callers don't have to wait until your personal greeting ends to leave a message. Tell them they can jump right to the recording tone by pressing **#**.

## **6 MESSAGEMASTER - CALL ANSWER and CALL MANAGEMENT SERVICES**

### **If you have Call Waiting:**

When the line is busy, messages will be accepted by MESSAGEMASTER- CALL ANSWER if you ignore the Call Waiting tone of an incoming call.

### **If you have Call Forwarding:**

Messages will not be accepted while Call Forwarding is used to divert your calls to another telephone number which does not have HKBNES MESSAGEMASTER- CALL ANSWER service.

### **HKBNES Tips**



- When you choose to divert your calls to a secretary, colleague or friend who has the MESSAGEMASTER-CALL ANSWER service, and they are busy or not available, your caller will be diverted to the Messaging Centre and invited to leave a message in your personal mailbox.
- Where you have two HKBNES telephone numbers, either on the same telephone set or different locations, a single MESSAGEMASTER-CALL ANSWER mailbox can be provided to answer calls on both numbers, enhancing your overall convenience in retrieving and listening to message.

For more details on how MESSAGEMASTER- CALL ANSWER service works with these and other Call MANAGEMENT SERVICES, please call our Customer Services Hotline 121-000.

## **7 Going further ...**

MESSAGEMASTER-CALL ANSWER provides you even more service options to cater for all of your voice messaging needs.

### **Message Alert for notification of urgent messages (Optional)**

Message Alert provides priority treatment for new or urgent messages delivered to your mailbox. Message Alert will “outcall” a notification message to you when you are away from your office or home. When you program an “outcall” schedule and a contact telephone or cellular phone number, Message Alert will contact you when a new message or urgent message is received.

## To Set Up Message Alert

### Personal Options

1. From the Main Menu press **3** for personal options.

### Notification

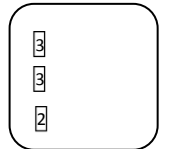
2. Press **3** again for message notification and press **2** for outcall notification.

### Outcall Notification

3. The voice prompts will guide you in setting up your notification schedules for weekends and weekdays, which will “outcall” to your nominated telephone number or cellar phone.

You have to follow the mailbox set up procedure to enjoy MESSAGEMASTER-CALL ANSWER service.

MESSAGEMASTER-CALL ANSWER service is provided by HKBNES HK Limited. Information in this user guide is subject to change without advanced notice to the user.





**MESSAGEMASTER - CALL ANSWER Quick Reference Guide**

