HKBN
ENTERPRISE SOLUTIONS

iVoiceMail ON Mobile Messaging Centre Users`
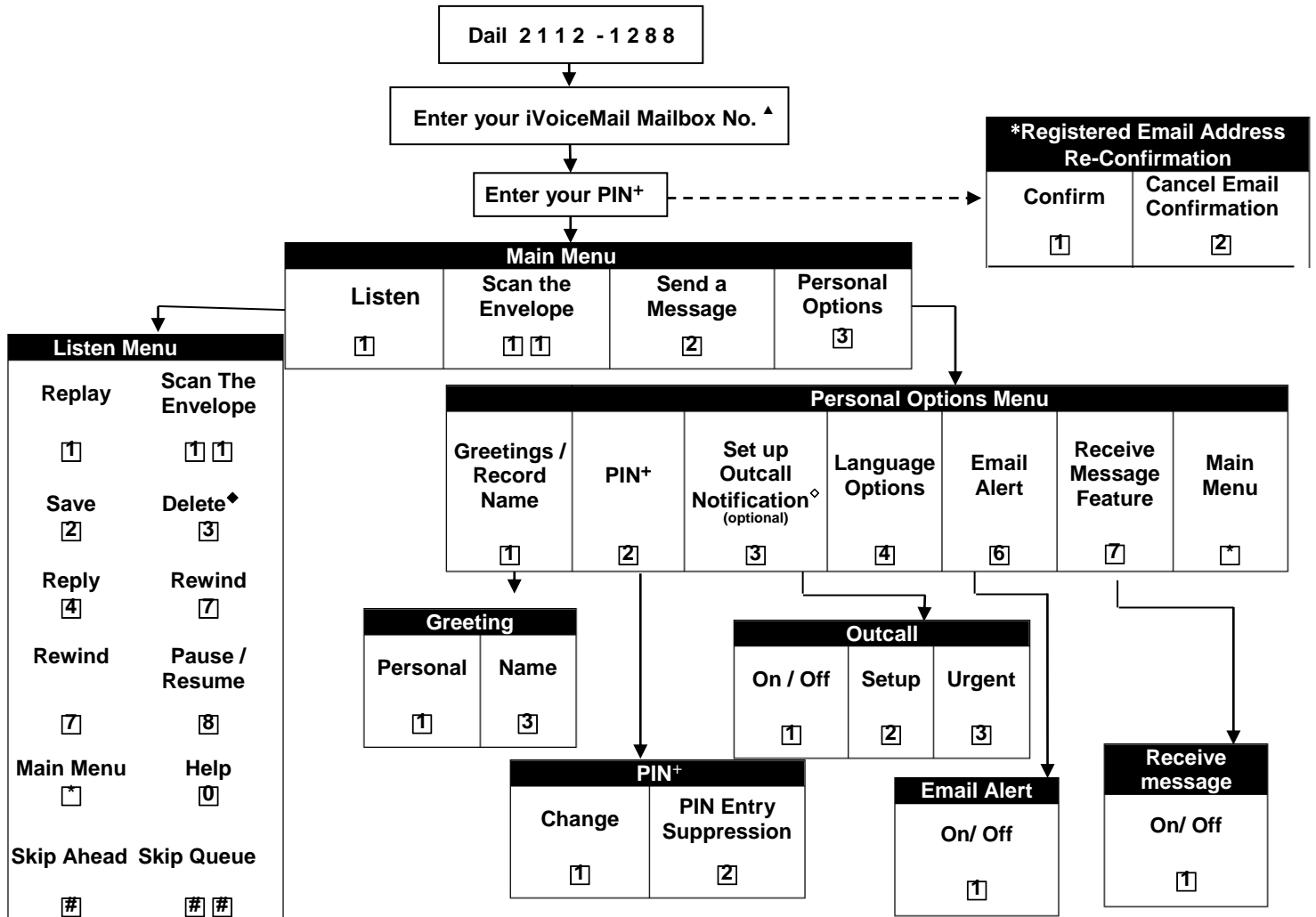**Quick Reference Guide**

Before you use this service, you must:
1) Call 2112-1288 with your registered telephone to change your PIN[+] and confirm the registered email address;
2) Divert your incoming calls on your mobile phone to iVoiceMail Messaging Centre;

   Shortcut for incoming call-forwarding[◇]: ＊ ＊ 004 ＊ 21121288 # SEND

Dail 2 1 1 2 - 1 2 8 8

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Enter your iVoiceMail Mailbox No. ▲

↓

Enter your PIN[+] ------>

*Registered Email Address Re-Confirmation

Confirm	Cancel Email Confirmation
1	2

↓

Main Menu

Listen	Scan the Envelope	Send a Message	Personal Options
1	1 1	2	3

Listen Menu

Replay	Scan The Envelope
1	1 1
Save	**Delete**◆
2	3
Reply	**Rewind**
4	7
Rewind	**Pause / Resume**
7	8
Main Menu	**Help**
*	0
Skip Ahead	**Skip Queue**
#	# #

Personal Options Menu

Greetings / Record Name	PIN[+]	Set up Outcall Notification◇ (optional)	Language Options	Email Alert	Receive Message Feature	Main Menu
1	2	3	4	6	7	*

Greeting

Personal	Name
1	3

Outcall

On / Off	Setup	Urgent
1	2	3

PIN[+]

Change	PIN Entry Suppression
1	2

Email Alert

On/ Off

1

Receive message

On/ Off

1

Smart tips for personalizing your Messaging Centre

▲If you are using the telephone number other than the one you have registered for the service, please enter the registered mobile phone number when you call 2112-1288.

[+]The default PIN is the same as your registered mobile phone number. To protect your privacy, please change the PIN immediately upon your first login to the voicemail box.
*If you have updated your email address via Hotline, you will be asked to re-confirm the newly

◇Tips for Call Forwarding
Key-in the following on your GSM handsets:
**004*21121288# and SEND
This command will divert calls to 2112-1288 when (1) busy, (2) not answered, and (3) unreachable.
(For GSM mode only)

Shortcut for Email Forwarding
You may use Microsoft Outlook or POP3 to auto-forward iVoiceMail`s email to other email account, then you can retrieve and listen to your voice messages anywhere, anytime.

◆If you delete a message by mistake, DON`T hang up. After listening to all your new messages, press 1, your deleted message will be replayed. Voice prompts will provide you with all the information you need.

◇The call alert function will be off by default. To activate, please call 2112-1288, the system will then notify you should there be new messages arrived at your mailbox.

Can I change the default telephone number / email address?
Yes. Customers need to call 121-000 for changing the default telephone number or email address, and HKBNES will change HK$20 each time for either change.