



## AlwaysAnswer Quick Reference Guide

### To Activate AlwaysAnswer Options On/Off

Turn On	Turn Off	Message Announcement Option
Press [*] [9] [1]	Press [#] [9] [1]	All incoming calls
Press [*] [9] [2]	Press [#] [9] [2]	While line is busy
Press [*] [9] [3]	Press [#] [9] [3]	For unanswered calls

### Access Your AlwaysAnswer Control Menu

#### On any tone phone

<ul style="list-style-type: none"><li>Dial 2622 2260 (English)/2622 2268 (Cantonese) to access AlwaysAnswer</li><li>Enter your AlwaysAnswer service number</li><li>Enter your password (if any) and press [#]</li><li>Press [3] to modify function</li></ul>	
<p>To create or change announcement message:</p> <ul style="list-style-type: none"><li>Press [1] to record unique announcement message</li><li>Press [2] to add your company name to the standard system message</li></ul> <p>Record message/company name and press [#] (verify message) Press [1] to record a new message or Press [2] to implement your recorded message or Press [3] to cancel your recorded message</p>	<p>To create or change password:</p> <ul style="list-style-type: none"><li>Press [3] to create/change password</li></ul> <p>Enter new password (1-6 digits) and press [#] or Press [#] to cancel existing password (verify password)</p>
Press [8] for help at any stage	

### Optional Functions

<p>To use AlwaysAnswer (Secondary)*</p> <ul style="list-style-type: none"><li>Primary and secondary AlwaysAnswer registration maximizes benefits by allowing two different announcement messages (primary and secondary) to be used on the same line to suit different conditions.</li><li>To activate, create and modify the primary announcement message or its password, please follow the above steps.</li><li>To create and modify the secondary announcement message or password, simply follow the above steps to accessing your AlwaysAnswer control menu, then enter your AlwaysAnswer (secondary) service number.</li></ul>	<p>To use AlwaysAnswer with PhoneMail*</p> <ul style="list-style-type: none"><li>In order to take messages from your customers, you can subscribe to PhoneMail in conjunction with AlwaysAnswer. In this scenario, PhoneMail acts as primary service, with AlwaysAnswer as secondary service.</li><li>To use PhoneMail, please refer to the PhoneMail quick reference guide.</li><li>To create and modify the secondary announcement message or password, simply follow the above steps to accessing your AlwaysAnswer control menu, then enter your AlwaysAnswer (Secondary) service number.</li></ul>
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\* Please note that secondary announcement message activation readiness is set at subscription, when you choose whether to implement the secondary message when your phone is engaged or unanswered.

**For more information, please call our Business Customer Hotline 10088.**