HKT

PhoneMail User Guide

How to Use PhoneMail

Mode	To Activate	To Cancel
1. The Service For All Incoming Calls	Press [*] [9] [1]	Press [#] [9] [1]
2. The Service Only When Line Is Busy (Default on when new install)	Press [*] [9] [2]	Press [#] [9] [2]
3. The Service Only When Line is Not Answer (Default on when new install)	Press [*] [9] [3]	Press [#] [9] [3]
4. On-line transfer caller to PhoneMail	"Flash" + [*] [9] [5] + Hang up	-

How to Access to the MailBox Main Menu

Function	Direct Retrieval
To access your mailbox	* 90 / Enter password (if any) & press #
	Mobile user is defaulted to skip password by press * 90
Listen Message	**Press {1}**
Save message	Press [2]
Delete message	Press [3]
Reply message	Press [4]
Transfer/ broadcast message	Press [5]
Retrieve the caller's number	Press [6]
Send Message	**Press {2}**
Modify other functions	**Press {9}**
To record personal greetings	Press [1]
To add name announcement	Press [2]
To change password	Press [3]
To modify / create / delete mailing list	Press [4]
Maximum : 20 mailing list Maximum 10 voicemail nos for each list	
Remote retrieve message at any tone phone please dial 2460 2460 (Eng.) or 2468 2468 (Chi) with the same procedure as above.	

How to Create Greeting

1.	Access to the MailBox Main Menu first, then
2.	Press [9] to change function
3.	Press [1] to record own greeting or Press [2] to add name to the standard greeting, then [#]
4.	Listen to the greeting playback and then: Press [2] to confirm and save Press [3] to cancel
5.	Press [2] to save or press [1] to record a new greeting again

How to Retrieve a Message

1.	Access to the MailBox Main Menu first, then
2.	Press [1] to listen message
3.	After/while listening can press [2] to save or Press [3] to delete
Useful Tips to control a message when listening:	
1.	To pause, Press [8] or release pause, Press [8] again
2.	To rewind message by 8 seconds while playback, Press [7]
3.	To rewind message to the beginning, Press [7][7]
4.	To rewind to the beginning of the previous message while playback, Press [7][7][7]
5.	To fast forward message by 8 seconds while playback, Press [9]
6.	To fast forward message to the end of current message while playback, Press [9][9]
7.	To adjust volume, press a range from lowest [41] to highest [49]
8.	To adjust speed, press a range from slowest [61] to fastest [69]

How to Use Your Password

1.	Access to the MailBox Main Menu first, then
2.	Press [9] to change function
3.	Press [3] to create/change password
4.	Enter new password (1-6 digits) and Press [#] or Press [#] only to cancel the existing password
A voice prompt will confirm your instructions to ensure you have entered your password correctly.	
5.	Press [1] to skip password for next mailbox access with *90 Press [2] to set password need for next mailbox access with *90

How to Send a Message

1.	Access to the Mailbox Main Menu first, then
2.	Press [2] to send a message to other PCCW mailbox directly
3.	Enter the destination and follow by the [#]
4.	Record your message after a beep and press [#] when completed
5.	Press [2] to send , or press [1] to rewind your recording message
If	
Press [1], it will rewind your recording message and prompt:	
Press [1] to continue your recording message from here	
Press [2] to send	
Press [*] to cancel	
Press [#] to to end your rewinding message	

How to Reply a Message

1.	Access to the Mailbox Main Menu first, then
2.	Press [1] to listen
3.	Press [4] to reply
4.	Record your message after a beep and press [#] when completed
5.	Press [2] to send to the caller's mailbox, or press [1] to rewind your recording message

How to Transfer / Broadcast a Message

1. Access to the Mailbox Main Menu first, then
2. Press [1] to listen
3. Press [5] to transfer
4. Enter the destination follow by the [#]
5. Press [2] to send, or press [1] to add your recording comment

How to Create Mailing List

1. Access to the Mailbox Main Menu first, then
2. Press [9] to Modify other function
3. Press [4] to Administrate mailing list
4. Press [2] to Create
5. Prompt new mailing list number, then enter a destination & follow by [#], the final destination follow by [#] [#].

How to Modify Mail List

1. Access to the Mailbox Main Menu first, then
2. Press [9] to Modify other function
3. Press [4] to Administrate mailing list
4. Press [1] to Modify
5. Enter the number of list to modify, follow by [#]
6. Read out the 1st setting destination number and then:
Press [1] to listen to the next destination
Press [2] to add a new destination from here
Press [3] to delete
Press [#] to complete modify work
Press [*] to cancel

How to Exit MailBox

Press [*] to return to previous menu
Press [*] [*] to go to main menu
Press [*] [*] [*] to exit the mailbox main menu

a **PCCW** Group member

PhoneMail Quick Reference Guide

To Turn Message Taking Options On/Off

Turn On	Turn Off	Message Taking Option
Press [*] [9] [1]	Press [#] [9] [1]	all calls
Press [*] [9] [2]	Press [#] [9] [2]	while the line is busy
Press [*] [9] [3]	Press [#] [9] [3]	for unanswered calls
Press Flash then [*] [9] [5]		On-line transfer caller to PhoneMail

To Access Your Mail Box

Direct Retrieval	At any tone phone
Press [*] [9] [0]	Dial 24602460
Enter your password (if any) & Press [#]	Enter your mailbox number (Tel. No.)
	Enter your password (if any) & Press [#]
Press [1] to listen to a message	Press [1] to listen to a message
Press [2] to save a message	Press [2] to save a message
Press [3] to delete a message	Press [3] to delete a message
Press [4] to reply a message	Press [4] to reply a message
Press [5] to transfer/broadcast a message	Press [5] to transfer/broadcast a message
Press [6] to retrieve the number of a caller during or after a message **	Press [6] to retrieve the number of a caller during or after a message **
Press [2] to send a message	Press [2] to send a message
Press [9] to modify other functions	Press [9] to modify other functions
Press [1] to record Personal Greetings	Press [1] to record Personal Greetings
Press [2] to add Name Announcement	Press [2] to add Name Announcement
Press [3] to change Password	Press [3] to change Password
Press [4] to modify/create/delete mailing list	Press [4] to modify/create/delete mailing list

Useful Tips

To control a message when listening	Press [4] [1] to [4] [9] to adjust volume
Press [7] to rewind 8 seconds	[1] being the lowest volume
Press [7] [7] to rewind to beginning	[2] being the highest volume
Press [7] [7] [7] to rewind to the beginning of previous message	
Press [8] to pause (To resume, press [8] again)	Press [6] [1] to [6] [9] to adjust speed
Press [9] to forward 8 seconds	[1] being the slowest speed
Press [9] [9] to forward to end	[9] being the fastest speed
Press [*] to return to previous menu, and [*] [*] to go to main menu	

** Number Recall is unable to record phone numbers of incoming calls made in certain situations

Examples include calls made from payphones or if the caller chooses not to transmit his or her phone no.

For more information, please call our One-Stop-Shop Hotline 1000