



# VOICEMAIL

## WHAT'S VOICEMAIL?

**Voicemail is a facility to ensure you're aware of all your calls. You're provided with a mailbox where callers can leave a message if you don't pick up. Your mailbox can store up to fifteen 90-second messages. Unheard messages will be kept for seven days. Messages you've already heard will be stored for two days unless you delete them sooner.**

### HOW DO I SET UP MY VOICEMAIL?

- Dial 121 on your Virgin mobile
- You'll be asked to enter the default password, 1234
- You'll also be asked to change the password

### HOW DO I SET UP MY VOICEMAIL GREETING?

- Dial 121 on your Virgin mobile
- Press 8 for extended set-up settings
- Press 1 for the greeting options menu
- Follow the voice prompts to choose the type of greeting you want

**In the greeting options menu you will be able to choose one of the following greeting options:**

- 1 Personal greeting. You will be asked to record a greeting to let your friends and colleagues know they have reached you. After hearing your greeting they will be able to leave you a voice message.
- 2 Personalized absence greeting. Use this greeting if you want callers to know that you won't be available for an extended period. You'll be asked to record an absence greeting or activate your previously recorded absence greeting. Your callers will not be able to leave you a message if you activate the personalized absence greeting!
- 3 System greeting. This is similar to the personal greeting option but you will not be asked to record a full message. You will have the option to activate a standard greeting, a name tag greeting or a number greeting offered by the system. If you activate the name tag greeting, you will be asked to record your name which will be inserted into a standard greeting to assure callers that they have come through to your voicemail. If you activate the number greeting your callers will simply be alerted to the number they have dialed.
- 4 System absence greeting. This is similar to the personalised absence greeting option but you will not be asked to record a full message. Rather you can activate a standard system absence greeting, a name tag absence greeting or a number absence greeting.

### HOW DO I MANAGE MY MESSAGES?

Your mailbox will inform you of new messages by sending you an SMS, so you'll never lose touch with your world

- Dial 121 on your mobile
- To listen to your messages press 1
- Follow the voice prompts after listening to each message

**These commands are available on your mobile keypad while you're listening to messages:**

- 1 re-play message
- 2 delete message
- 3 save message
- 5 more info (date and time of call and callers number)
- 7 rewind message
- 8 pause message
- 9 fast forward message
- 0 help
- #/\* return to main menu

You can also pick up your messages at mobile rates from another mobile or landline. Dial 084 14 and the last 9 digits of your own mobile number. Interrupt your greeting by pressing # followed by your password. (We'll tell you a sneaky secret... 'c9 the number above can also come in handy if you want to directly access another mobile user's voicemail box. Dial the same sequence, using their mobile number and don't interrupt their message with #. Simply leave your message).

If you forget your voicemail password, it can be reset to the default password on the web or through our Sort Me Out Centre.

### WHAT IS ENHANCED VOICEMAIL?

Enhanced voicemail is an enhancement of standard voicemail that allows you to extend the voice functionalities of your mobile. It's free to all Virgin Mobile Account holders.

Your Enhanced Voicemail box can store up to forty two minute messages. With Enhanced voicemail you'll also be able to record an extended voicemail greeting. Unheard messages will be kept for 30 days and messages you've already heard but not deleted will be stored for 14 days.

### HOW DO I ACTIVATE ENHANCED VOICEMAIL?

Simply call our Sort Me Out Centre or log into My V Zone on our website, [www.virginmobile.co.za](http://www.virginmobile.co.za)



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