

Useful information	
Personal greeting length	Up to 5 minutes
Messages stored per mailbox	60
New messages stored (that have not been listened to)	14 days
Messages saved	7 days
Max message length (e.g. left by callers)	5 minutes
Auto Play – automatically plays messages	Yes
Auto Save – automatically stores messages	Yes
Hang Up Messages	Yes. You need to turn this feature on via the Main Menu.
Maximum number of Hang Up Messages	5
Special dial tone message notification	Yes. Available most areas.

Answer when it suits you

When you can't take a call, MessageBank^{®1} is the easy way to answer. Use it when you're away from your phone, on another call, when you have dialled up the Internet or you simply can't answer. Callers can hear your personal greeting and leave a message, which you can retrieve and answer when it suits you.

It's easy to use

Follow the steps in the diagram inside and enjoy the benefits of MessageBank. The diagram explains how to:

- Identify if you have a message.
- Access your MessageBank.
- Access your MessageBank using another phone.
- Set up your MessageBank.
- Listen to messages.

The first time you call your MessageBank service, an introductory tutorial will take you through recording your personal greeting step-by-step. Voice prompts will guide you along the way. Note that the first time you are asked to enter your PIN, dial the last four digits of your phone number (this is your temporary PIN) then press **#**.

If you dial-up to access the Internet from the same telephone line as your MessageBank, we recommend that you clear any new messages before logging in, as your modem may have difficulty dialling the Internet if the special dial tone is present.

More information

If you require any further assistance with Telstra MessageBank or if you require pricing information, please call us on FREECALL[™] **1800 815 700**² or visit www.telstra.com

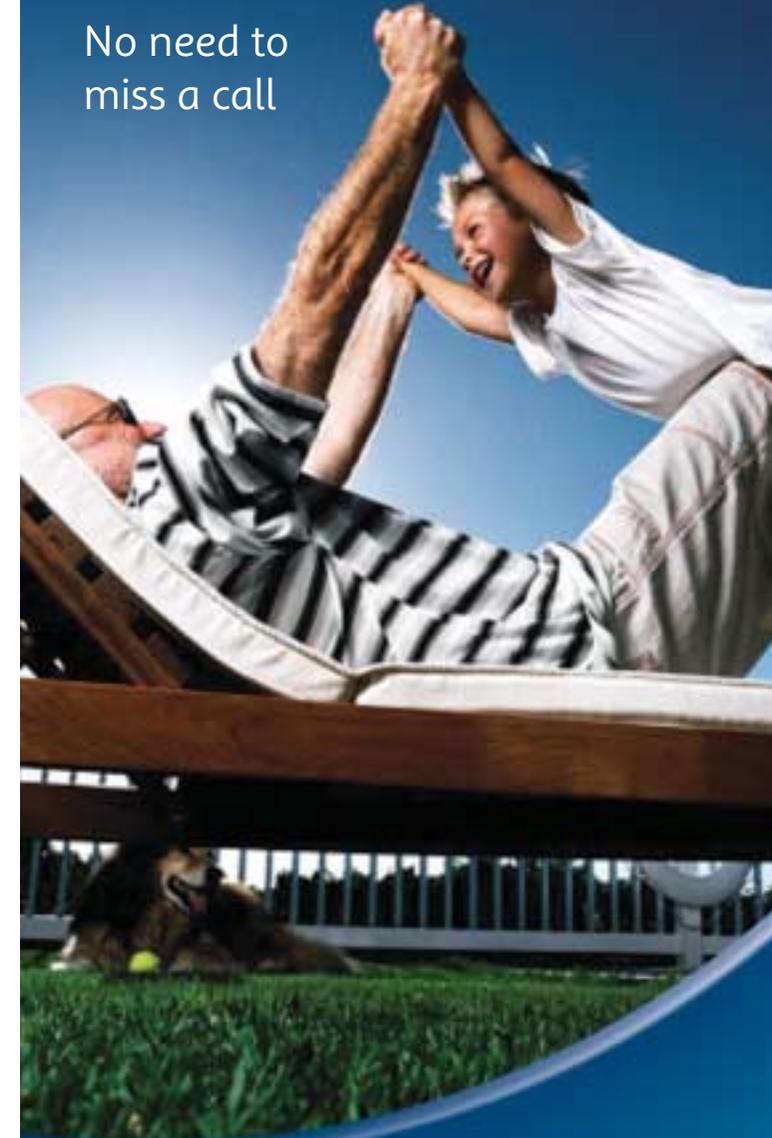
- 1 Available most areas. Monthly access charge applies.
- 2 A free call from most fixed phones.
- 3 Applicable call charges apply.
- 4 Applicable call charges apply to use the call back service. Does not apply for Talking Text messages.
- 5 A once only fee of \$20 and monthly rental fees apply for the T1000C phone. The Flashing Message Indicator light on the T1000C will only operate if a separately purchased Power Pack is connected and you call Telstra to turn on the feature. A \$5 charge applies for the Power Pack. There is an additional charge for delivery of the rental phone and Power Pack. Subject to stock availability.

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No need to miss a call



Telstra
MessageBank[®]
User Guide



MessageBank made easy

How do I set up my MessageBank?

The MessageBank prompts will then take you through a process to set up your mailbox including:

- **Setting a PIN** to protect the privacy and security of your messages. Your PIN must be 4-6 digits long and can be changed at any time.
- **Record a Name Announcement.** This is important to identify your mailbox to other callers.
- **Record a Personal Greeting** that your callers will hear when leaving messages for you. Your greeting can be up to 5 minutes long and can be changed at any time.

How do I access my MessageBank?

From the phone your MessageBank is connected to:

PRESS **1 2 5 1 0 1**

and, when prompted, enter your PIN, then press **#**

From other phones in Australia:

Telstra fixed² or mobile³ services within Australia

PRESS **1 2 5 1 0 2**

and, when prompted, enter your mailbox number (which is your phone number including area code), followed by **#** and enter your PIN

From services connected with PABXs or other carriers:

Call 1800 135 102

From phone services in other countries call:

Call +61 418 707 102³ or

your Telstra Telecard^{TM3} access number, then card number and PIN followed by 125 102 (then as above)

How do I know I have a message?

You will know you have new messages when you hear a special dial tone when you pick up your telephone.

How do I listen to my messages?

Messages play automatically

After listening to messages:

PRESS **1** to replay message

PRESS **2 2** to directly call back the person who left the message⁴

PRESS **5** to delete and go to next message

Once you have selected an option, MessageBank will move on to the next message.

MessageBank automatically stores all new messages for 14 days. Once played, messages are kept for 7 days unless you delete them. MessageBank allows 60 messages of up to 5 minutes in length to be stored at any one time.

MessageBank shortcuts

At any time:

PRESS **9** to **Return** to Main Menu

PRESS ***** to **Cancel** and **Go Back** one menu level

PRESS **8** for **Help**

When listening to your messages:

PRESS **1** to **Go Back** to start of message

PRESS **2** to **Go Back** 8 seconds

PRESS **3** to **Go Forward** 8 seconds

PRESS **3 3** to **Fast Forward** to the end of the message

PRESS **6** to **Skip** to next message

PRESS **7** to **Pause** a message while it is playing

PRESS **7** to **Resume** again

Additional features

Hang Up Messages

If a caller hangs up immediately after your personal greeting tone is heard, you will be notified of their number (if it is not a blocked or a silent number). You need to turn this feature on via the Main Menu.

PRESS **9** for Main Menu

PRESS **3** for Mailbox Set-up

PRESS **5** for Mailbox Options

PRESS **6** for Hang Up Messages, then choose ON

Want to change the number of rings before your MessageBank service answers an incoming call?

By default, the phone will ring for approximately 20 seconds before MessageBank takes the call. To change the number of rings, simply pick up the handset, press *** 9 9** and enter the number of seconds you'd like the phone to ring before answering (must be between 5 and 60 seconds). Then press **#**

Flashing Message Indicator⁵

Would you like to see at a glance if you have new messages in your MessageBank service? Contact Telstra to find out more about the Flashing Message Indicator feature available on the T1000C rental phone⁵.

