

# Voicemail Setup Guide for O2

## Setting up your Voicemail

Please note: Best for Business users may need to dial 9 in front of any short code numbers

1. To set up dial 1750 send
2. To cancel dial 1760 send

## Retrieving your messages

Dial 901 send and you can listen to your messages

1. Key 0 Pause or continue message play
2. Key 1 Replay message
3. Key 2 Save message
4. Key 3 Delete message
5. Key 4 Skip back 5 seconds
6. Key 5 Return call
7. Key 6 Skip forward 5 seconds
8. Key 7 Forward the message or reply
9. Key 8 Time of message deposit and caller ID

## To access the main Voicemail Menu

Dial 901 send then press \* immediately and the default security PIN code: 8705. We recommend you change this to a memorable 4-digit PIN to prevent unauthorised access to the mailbox.

1. Key 1 Tutorial – how to use Voicemail 901
2. Key 2 Listen to your messages
3. Key 3 Personal greeting
4. Key 4 PIN change
5. Key 5 Additional options
6. Key 6 Send message to distribution list
7. Key 7 Send a message to another 901 user without talking to them

## Using your phone abroad

Before using your phone abroad, please:

1. Contact us to check that O2 has a roaming agreement with the country you are visiting
2. Dial 1780 before you leave to enable message retrieval whilst roaming abroad
3. Ensure you set up a voicemail security PIN before going abroad so you can dial in remotely and access your messages. NB: Voicemail PINs cannot be set up or reset if the user is out of the UK.

Please be aware of the following: If you are called whilst 'roaming' abroad you will be charged for the incoming leg of the call. In addition, if the number you are calling from abroad is engaged/not answered you will still be charged for the call.