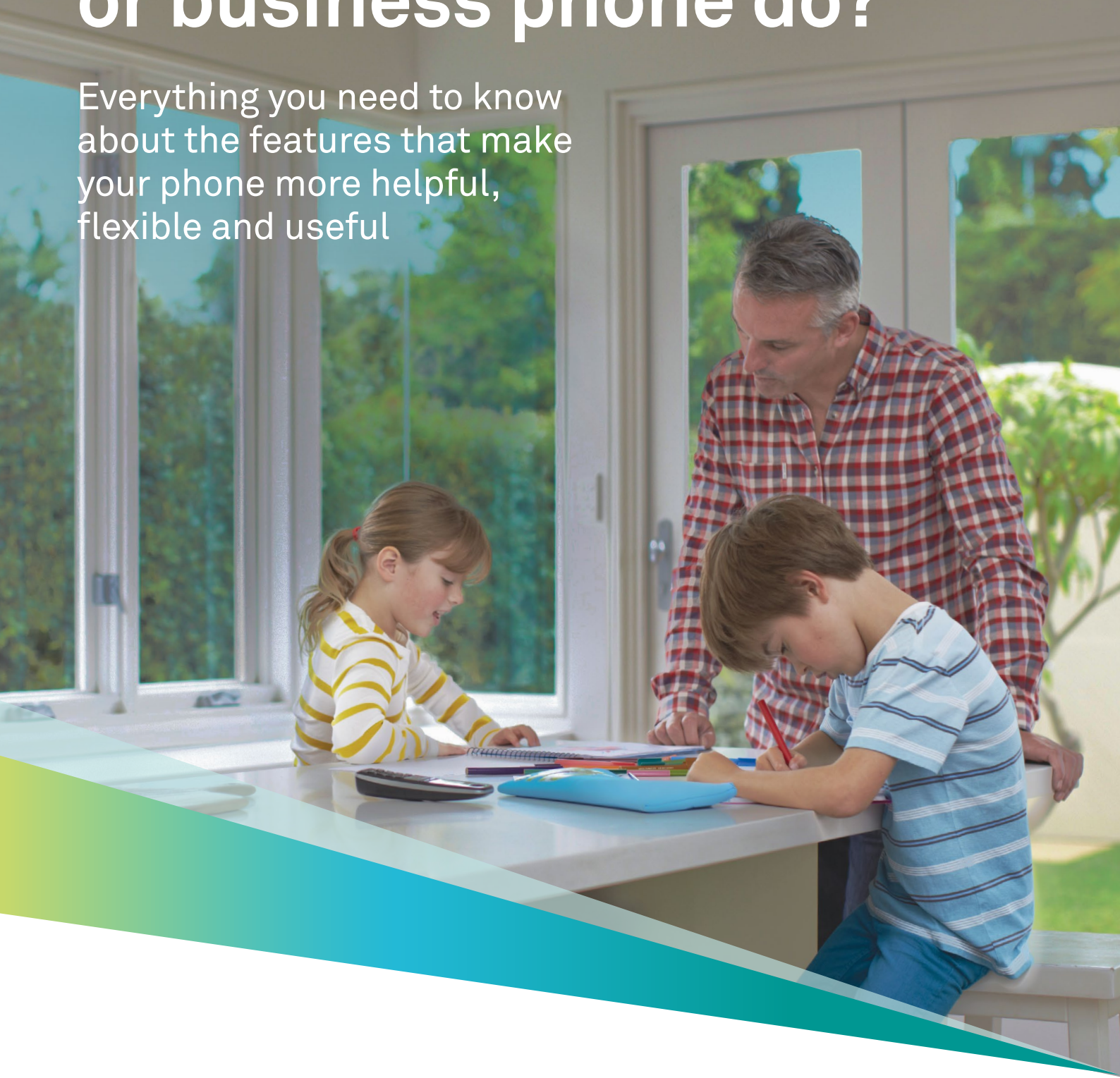


# What else can your home or business phone do?

Everything you need to know about the features that make your phone more helpful, flexible and useful



# You'll find great tips inside



## Need help?

Log on to [telstra.com/home-phone](https://telstra.com/home-phone) to find out more information. You can also use the 1# Telstra Feature Assistant.

Visit us at a Telstra store.

Call 13 2200, it's a free call from your Telstra phone or Telstra mobile within Australia.

# Contents

Here's a handy guide to all those features you've heard about that let you do even more with your phone. Quite a few are on your phone already, ready for you to use. We'll help you make the most of these – and add others for even more convenience.

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Not all features are available on the National Broadband Network (nbn) or on 4G fixed. See [telstra.com.au/home-phone](http://telstra.com.au/home-phone) for more information.

# Help with features

## 1# Telstra Feature Assistant

1# Telstra Feature Assistant is a voice-guided assistant and provides you with simple instructions on how to setup and use the most common features. It's quick and easy to use and always available. Simply dial 1# from any home phone for immediate help. Use it to find information on how to:

- turn Call Forward on and off
- find out the phone number of the last call you missed except where the caller has blocked their number (Call Return)
- use Call Waiting, MessageBank and Multi Party Conferencing
- temporarily block or present your phone number (caller ID) to people you call.

### How to use it

#### Step 1

Dial ① ② or, if you have our T1000S or T1000C phone, press the Telstra Voice Assistant button.

#### Step 2

When you're connected, you'll hear:

"Hello, I am your Telstra Feature Assistant. I can provide you with information on some of our phone features and how to use them."

Follow the prompts and find information on how to set settings for Call Forward, Call Return, Call Waiting, Multi Party Conferencing, and temporary suppression or presentation of your phone number to a caller.

There's no fee for using 1# Telstra Feature Assistant but, when you use Call Forward, your standard call charges apply for the calls you forward.

1# Telstra Feature Assistant is also available if you have a home phone service on the **nbn**.



# Avoid missing calls

## Call Forward

When you don't want to miss any calls, but can't just wait by the phone, you can use Call Forward to send your incoming calls on to a more convenient number. There are several flexible options to choose from, giving you control over when and where your calls will go.

### Call Forward Immediate

Any calls to your primary phone are immediately redirected to the number you choose.

#### How to use it

To turn **on** Call Forward Immediate for all incoming calls:

☎ \* 2 1 Phone number # ☎

To turn **off** Call Forward Immediate for all incoming calls:

☎ # 2 1 # ☎

Call Forward Immediate is ready to use on your phone now. It overrides all other Telstra Voice features except Call Forward Selected Callers. Your standard call charges apply for the calls you forward.

### Call Forward Busy

If your phone is engaged when someone calls, they'll be immediately forwarded to another number you've chosen.

#### How to use it

To turn **on** Call Forward Busy for all incoming calls:

☎ \* 2 4 Phone number # ☎

To turn **off** Call Forward Busy for all incoming calls:

☎ # 2 4 # ☎

To check if Call Forward Busy is **on** or **off**:

☎ \* # 2 4 # Announcement ☎

Call Forward Busy is available to use on your phone now. Your standard call charges apply for the calls you forward.

### Call Forward No Answer

When there's no one to answer your phone, you can get your calls sent on to another number. The default 'no answer' delay is 20 seconds or about seven rings. However, you can set any delay you want from five to 55 seconds.

#### How to use it

To turn **on** Call Forward No Answer for all incoming calls:

☎ \* 6 1 Phone number # ☎

To change the 'time in seconds' delay before calls forwarded:

☎ \* 6 1 Phone number \* Time in seconds

# ☎

To turn **off** Call Forward No Answer for all incoming calls:

☎ # 6 1 # ☎

To check if Call Forward No Answer is **on** or **off**:

☎ \* # 6 1 # Announcement ☎

Call Forward No Answer is ready to use on your phone now. Your standard call charges apply for the calls you forward.

### Call Forward Selected Callers

You can forward specific callers to another phone by creating a 'Selected Callers List' of up to 15 numbers.

Call Forward Selected Callers on nbn and 4G fixed can be setup online via 24/7 MyAccount. To access MyAccount go to [my.telstra.com.au/myaccount/home](https://my.telstra.com.au/myaccount/home)

Call Forward Selected Callers overrides all other Call Forwards. Calls can be forwarded to most numbers in Australia. Your standard call charges apply for the calls you forward.



## Telstra Home Messages 101®

For a basic answering service, you can't go past Telstra Home Messages 101. It's free to turn on and use and has two standard recorded messages for when you're away and when the line is busy. Telstra Home Messages 101 is not available if you have a home phone service on the **nbn** network or 4G fixed.

### How to use it

To turn **on** Telstra Home Messages 101 or to retrieve messages from your home phone:

 **1 0 1** Follow prompts

You'll know you have new messages as soon as you pick up your phone because you'll hear a special 'interrupted' dial tone.

You can also get a text message sent to your Telstra mobile when someone leaves you a new message.

To turn **on** SMS Message Notifications:

 **1 0 1** select **2** from the menu Follow prompts

If you use dial-up internet access, make sure you clear your MessageBank messages first.

Your phone will ring for 20 seconds before Telstra Home Messages 101 takes the call. You can change this delay to any interval, from five to 55 seconds.

To change the delay before your calls are answered:

**9 9** Time in seconds **#**

If you have a personal alert system (such as a medical alert device), call us on 1800 886 371 to make sure it's compatible with the service.

## MessageBank®

MessageBank is your fully featured personal answering service. You can personalise your greetings and listen to your messages when you're not at home. It's included at no cost in some of our plans and on **nbn** and 4G fixed services.

### How to use it

The first time you call your MessageBank service, you'll be guided through recording your personal greeting and choosing a PIN.

Just follow the prompts to set up your mailbox.

You'll need your PIN when you call from another fixed or mobile service.

#### Accessing MessageBank

To access MessageBank from the phone it's connected to:

**1 0 1** or **1 2 5 1 0 1** and, if prompted, MessageBank PIN **#**

To access MessageBank from another fixed or mobile phone within Australia:

**1 2 5 1 0 2** and, when prompted, Mailbox number **#** (which is your phone number

including area code) and MessageBank PIN **#**

To access MessageBank from services connected to some PABXs or to other carriers call 1800 135 102.

To access MessageBank from phone services in other countries, call +61 418 707 102 and, when prompted,

enter your Mailbox number **#** and MessageBank PIN **#**

#### Changing your PIN and/or greeting

You can change your PIN at any time and, if you prefer the added security of PIN protection when calling MessageBank from your home phone, you can set that up too.

Call MessageBank and press **9** to access the Main Menu, then **3** for the Setup menu, then

**3** for the PIN Change menu, then

**1** to change the PIN or

**2** for Security Settings, then

**1** to turn **off** Optional PIN.

When Optional PIN is off, you'll need to enter your PIN whenever you call your mailbox.

When Optional PIN is on, your PIN will only be required when calling your mailbox from another fixed phone or a mobile.

#### Managing your messages

You'll know you have new messages as soon as you pick up your phone because you'll hear a special 'interrupted' dial tone.

Or, if you get one of our T1000C or CR2000MK11 phones, the special flashing message indicator will let you see if you've got new messages at a glance. Call us on 13 2200 to find out more.

You can also get a text message sent to your Telstra mobile whenever someone leaves you a new message.

To turn **on** SMS Message Notifications:

**1 2 5 1 0 1**, select **4** from the menu Follow prompts

If you use dial-up internet access, make sure you clear your MessageBank messages first. Otherwise the special 'interrupted dial tone' may not be recognised by your modem.

#### Listening to messages

Your messages will play automatically when you call MessageBank.

After listening to your messages, you can press:

**1** to replay the message

**2 2** to call the person back\*

**5** to delete the message and go to the next one.

\* Standard call charges apply. Does not apply to Telstra Talking messages.

### Storing messages

MessageBank automatically stores all your new messages for 14 days, and for seven days once you've played them (unless you delete them first). You'll have storage for up to 60 messages of up to five minutes each.

### Knowing who's called

If a caller listens to your personal greeting, then hangs up without leaving a message, you can still get their number (as long as it wasn't blocked) by pressing:

- 9 for Main Menu
- 3 for Mailbox Set-up
- 5 for Mailbox Options
- 6 for Hang Up Messages, then choose on.

MessageBank can store numbers for up to 5 Hang Up Messages at a time.

### MessageBank shortcuts

Anytime you're using MessageBank, you can press:

- 9 to return to Main Menu
- \* to cancel and go back one menu level
- 8 for Help.

And when you're listening to your messages, you can press:

- 1 to go back to the start of the message
- 2 to go back 8 seconds
- 3 to go forward 8 seconds
- 3 3 to fast forward to the end of the message
- 6 to skip to the next message
- 7 to pause a message while it's playing
- 7 to resume again.

### Changing the time before MessageBank answers the call

Your unanswered calls are usually forwarded to MessageBank after 20 seconds, or about seven rings. However, you can change this to anything from five to 55 seconds.

To change the time before a call is forwarded:

 \* 9 9 Time in seconds # 

MessageBank is available in most areas in Australia.

### Cancel MessageBank Fixed (excluding nbn and 4G fixed)

From your fixed voice service, dial 1 2 5 1 0 1

Listen to any existing messages by pressing 1 or

If you don't have any messages, press 5

Listen to the cancellation warning, press # to confirm or \* to exit without cancelling.

**Note:** By cancelling your service, all your messages will be deleted. You'll need to call 13 22 00 to get MessageBank re-added.

### Turning MessageBank Off or On (nbn and 4G fixed)

MessageBank on nbn or 4G fixed is provided at no charge and cannot be cancelled, but you can turn the service off or on as required.

To access MessageBank (from the phone it's connected to)

 Dial tone 1 0 1 Follow prompts 

Turn on MessageBank

 Dial tone \* 9 9 # Announcement 

Turn off MessageBank

 Dial tone # 9 9 # Announcement 

# Know who's calling

## Calling Number Display

You can see who's calling before you answer by having the caller's number displayed on your phone. You'll need a phone with a display screen.

### How to use it

To activate Calling Number Display, click [telstra.com/info/cnd](https://telstra.com/info/cnd) or call us on 13 2200.

When your phone rings, just look at your display screen to see the caller's number. You'll soon recognise the numbers of people who call regularly.

Some phones, including our T1000C Calling Number Display and CR2000MK11 cordless phones, can be programmed with a short list of numbers and names. When they 'recognise' a calling number, they'll display the name from your list instead.

If you're busy or not sure who's calling, you can store the number and return the call later. Storing or logging some numbers is a standard feature on most display phones.

### Calling Number Display won't work if the call is from:

- a caller who's chosen to block their number
- an overseas number
- someone whose provider doesn't participate in Calling Number Display or needs their subscriber to activate number display
- a payphone.

You'll just see 'private' or 'withheld', 'unavailable' or 'out of area', 'payphone' or 'call forward' on your screen instead.

If the call has been diverted to you, you'll still see the originating caller's number.

### What else is included?

#### Call Waiting Display

Some display telephones have Call Waiting Display, which lets you see the number of a second caller when you're already on the phone (unless the number is blocked).

#### Call record logging

Most phones that support Calling Number Display also support call record logging. However, capacity varies, so please check the user manual for your phone.

#### Individual Call Blocking

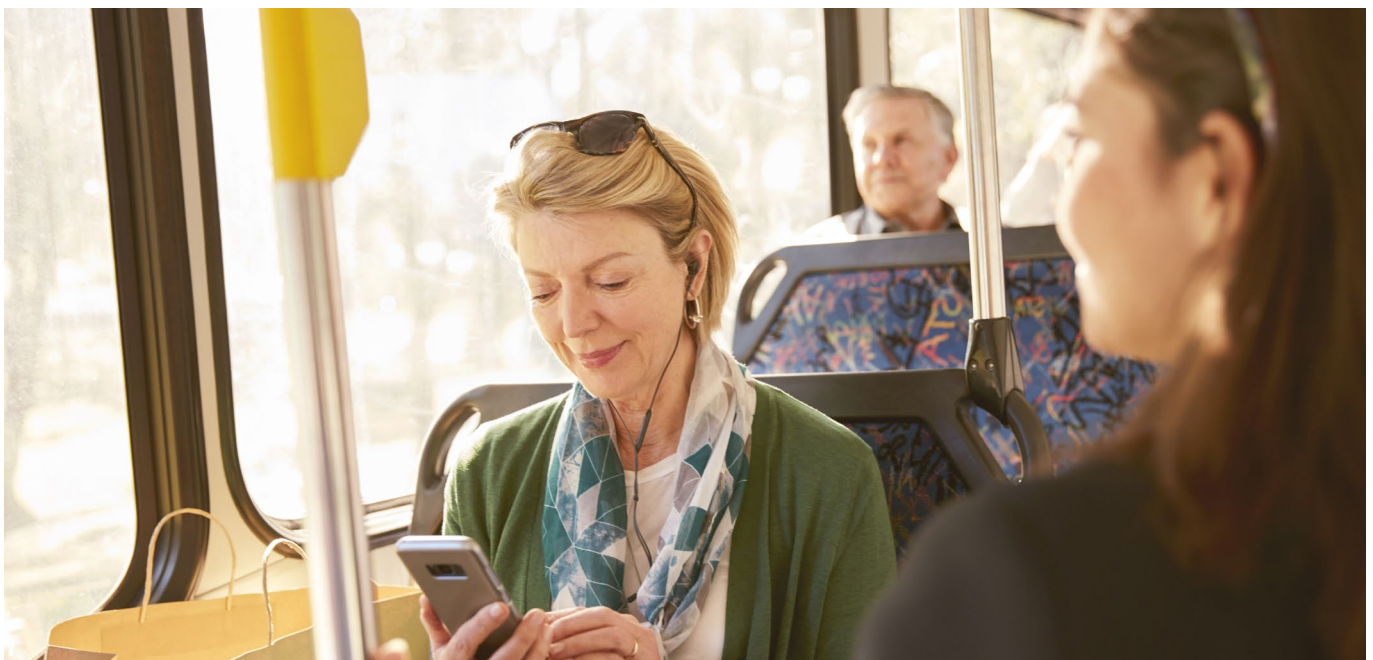
Call Blocking is free and lets you block your number from being presented on an individual call. When you're calling from a Telstra fixed phone, just add **1 8 3 1** to the front of the number when you dial.

#### Line Blocking

Line Blocking stops your number from being sent whenever you make calls. Permanent Line Blocking is automatically included for unlisted numbers (silent line) and is available on request for listed services. You can override Line Blocking on individual calls by adding **1 8 3 2** before the number when you dial from a Telstra fixed phone.

Calling Number Display is available on most tone phones in Australia, and a monthly changes may apply based on the plan you're on. Please see our customer terms for more details.

**Note:** Phones with Call Waiting Display will mute the receiver for one to two seconds while the details of the caller's number are sent to the telephone. This may cause a brief interruption to the conversation. Occasionally, some telephones may mistakenly respond to a caller's voice or external noise causing a 'false muting'.





# Save time

## Conferencing

Conferencing is great for making plans with friends or for working from home. It lets you talk to two or more people at once, and either person can leave the call at any stage, so you can bring in someone else. At least 3 calls can be conferenced at once, however most **nbn** and 4G fixed services will allow up to 5 calls to be conferenced at once.

### How to use it

To put your caller on hold and make a new call:

Recall | Dial tone | Phone number | Wait for answer

Then bring both callers into a conference:

Recall | Dial tone | 3

To split a conference (this will put one call on hold):

Recall | Dial tone | 2

To switch between calls:

Recall | Dial tone | 2

To hang up one call and return to the caller on hold:

Recall | Dial tone | 1

### On a T1000S or T1000C Phone

To put your caller on hold, make a new call and then create a conference:

Recall | 2nd phone number | 3-Way chat

To split a conference or switch between callers:

Call wait

Conferencing is ready to use on your phone now. Call Waiting won't work while you're on a conference call, but Call Forward Immediate or Busy will still work if you've set one up.

Call charges apply at standard rates for each call that joins the chat.



# Other features

## Call Waiting

Call Waiting tells you if there's another call when you're already on the phone. A discreet tone alerts you to the new call – so you can answer it by putting your first caller on hold. Call Waiting is available in most areas of Australia. If you have a new service Call Waiting will be automatically turned on.

### How to use it

To answer an incoming call or switch between calls:

Recall Dial tone 2

To hang up one call and return to the other:

Recall Dial tone 1

To reject an incoming call:

Recall Dial tone 0

To turn **on** Call Waiting:

Dial tone \* 4 3 # Announcement

To turn **off** Call Waiting:

Dial tone # 4 3 # Announcement

### Switching between calls

To answer the incoming call or to switch between calls:

Call wait

The Call Waiting 'bips' can confuse some fax machines and dial-up modems. To turn Call Waiting off when you send a fax or use dial-up internet:

Add \* 4 4 to the front of the fax number, and store

\* 4 4 on the front of your internet dial up number.

To check if Call Waiting is **on** or **off**:

Dial tone \* # 4 3 # Announcement

Once Call Waiting is turned on, it will stay on unless you switch it off. Call Waiting won't work during a 3-Way Chat call.

## Call Return

If you miss a call and want to know who it was, Call Return will let you find out the number quickly and easily (unless it was a blocked number).

### How to use it

To retrieve the number of your last unanswered call:

Dial tone \* 1 0 #

To call the number back press 1

### On a T1000S phone

To retrieve the number of your last unanswered call:

Dial tone Call return

To call the number back press 1

Call Return is ready to use on your phone now (for tone phones in most areas in Australia). Your standard call charges apply if you return the call.

 visit a Telstra store

 13 2200

 [telstra.com/home-phone](https://telstra.com/home-phone)

