



# DUAL GLOBAL MOBILE VOICEMAIL SET UP

## For the DUAL GLOBAL MOBILE SIM

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### VOICEMAIL SET UP WITH FEATURES AND PERSONALISED GREETINGS

#### 1. An Overview

The Dual Global Mobile system offers a highly flexible, highly capable voice mail system. Among the features that it offers are:

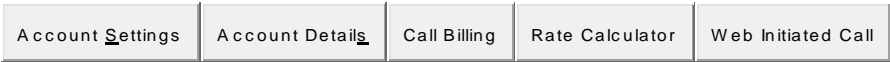
- Three different types of greetings.
- Notification of new messages through email.
- Ability to organize messages into folders.
- Mailboxes may be password- protected.
- Can optionally allow callers to review and re-record messages.

You can access your voice mail messages from your Dual Global Mobile SIM handset by dialing \*121#. Charges will apply to access your voice mail from your Dual Global Mobile SIM.

You can also have your voice mail messages forwarded to your email inbox. To have your messages sent to your email address:

- Log in to your SIM Control panel from the mobile.dualglobalmobile.us website.
- Enter your SIM phone number starting 44 and your Password.
- Ensure the “Send to Voicemail” button is pressed
- Tick the “Send email notification”
- Enter your email address in the “Email for notifications” box

Your account should look like this once configured:



#### Account Settings

When I receive an incoming call on 4477000XXXXX

Send the call to my handset

Save Settings

Cancel

Forward the call to

(Use full international form - e.g. 44 1624 822500)

If the call cannot be connected within  seconds

Send to voicemail

Voicemail PIN:

Reset PIN

Reject the call

Voicemail Actions:

Delete All Voicemails

Confirmation text  Send Call Cost Text after each call

Voice Mail confirmation  Send email notification of voice mail

Outgoing Caller ID (CLI):

Email for notifications:

Block Caller ID (CLI):

Existing Password:

New Password:

Confirm New Password:

## 1.1. Types of Greetings

A greeting is a short message that plays before the caller is allowed to record a message. The greeting is intended to let the caller know that you are not able to answer their call. The greeting can also be used to convey other information like when you will be available, other methods to contact you, or other options that the caller can use to receive assistance.

The Dual Global Mobile system has three types of greetings:

### Busy Greeting

If the Dual Global Mobile system thinks that you are on the phone, the caller will hear your “busy” greeting. Your busy greeting can either be a generic message, like:

- The person at extension *number* is on the phone.
  - *recorded name* is on the phone.
- or the busy greeting can be a message that you record.

### Unavailable Greeting

If the Dual Global Mobile system thinks that you are unavailable (e.g. you don't answer the phone or your phone is not connected to the network) the caller will hear your "unavailable" greeting. The unavailable greeting can either be a generic message, like:

- The person at extension *number* is unavailable.
  - *recorded name* is unavailable.
- or the unavailable greeting can be a message that you record.

### Temporary Greeting

You can also record a temporary greeting. A temporary greeting will always be played regardless of your "busy" or "unavailable" status. This could be used, for example, if you are going on vacation and want to inform people not to expect a return call anytime soon, but you do not want to re-record your busy and unavailable greetings when you come back.

## 1.2. Folders

The Dual Global Mobile system allows you to save and organize your messages into folders. There are ten folders:

### Folder Names

- New
- Old
- Work
- Family
- Friends
- Folder 5
- Folder 6
- Folder 7
- Folder 8
- Folder 9

When a caller leaves a message for you, the system will put the message into the "New" folder. If you listen to the message, but do not delete the message or save the message to a different folder, the system will automatically move the message to the "Old" folder.

When you first log into your mailbox, the system will make the "New" folder the current folder if you have any new messages. If you do not have any new messages the system will make the "Old" folder the current folder.

## 2. Leaving a Message in a voice mailbox

If you are not able to answer a phone call, the system will allow the caller to record a message that you can listen to later.

To end the recording, the caller can hang up the phone or press the "#" button.

### 3. Accessing Your Mailbox

#### 3.1. Logging In

From your Dual Global Mobile SIM dial \*121#

Before you are allowed to listen to your messages, you may be asked to enter your mailbox number and a password.

#### 3.2. The First Time You Log In

The first time that you log into your voice mailbox, you may be required to change some settings. In particular, you may be required to:

- Record your name.
- Record your busy greeting.
- Record your unavailable greeting.
- Change your password.

#### 3.3. Menus

##### 3.3.1. Main Menu

The main menu will be the first menu that you are presented with once you have logged in.

- “1” Listen to messages in the currently selected folder. See Section 3.3.4 for more information.
- “2” Change folders. See Section 3.4 for more information.
- “3” Advanced options.
- “0” Mailbox options.
- “\*” Repeat the menu options.
- “#” Exit from the voice mail system.

##### 3.3.2. Advanced Options in Main Menu

The following buttons may be pressed in the “Advanced Options” menu that was accessed from the Main Menu.

- “4” Place an outgoing call. **NOT AVAILABLE**
- “5” Leave a message for another user on the system. See Section 2 for more information.
- “\*” Return to the main menu.

##### 3.3.3. Mailbox Options

- “1” Record your unavailable message.
- “2” Record your busy message.
- “3” Record your name.
- “4” Record your temporary greeting.
- “5” Change your password.

##### 3.3.3.1. Recording a Temporary Greeting

If you do not have a temporary greeting set, you will immediately be asked to record a temporary

Greeting. If you do have a temporary greeting set you will be presented with the following menu:

“1” Record a temporary greeting.

This will allow you to record a new temporary greeting.

“2” Erase temporary greeting.

Once your temporary greeting has been erased callers will be presented with either your busy or unavailable messages, depending on your status.

“\*” Return to the main menu.

### **3.3.4. Listening to Messages**

#### **3.3.4.1. The Message Envelope**

The voice mail system will play back the message “envelope”. Depending on how the voice mail system has been configured, the message envelope may consist of the following items:

- Position.
- Date and time that the message was received.
- Caller ID information.
- Duration of the message.

Pressing “1” any time during the playback of the message envelope will skip to the message playback. The voice mail system will then play back the message.

#### **3.3.4.2. During Message Playback**

During the playback of the message, any of the following buttons may be pressed:

- “\*” Rewind the message by 3 seconds.
- “#” Fast forward the message by 3 seconds
- “0” Pause the message playback. Press any other button to resume playback.
- “1456789” Pressing any of these buttons will halt the playback of the message and perform the corresponding action from the post-message playback options.

### 3.3.4.3. After Message Playback

After the message has been played back, the system will play a prompt and wait for you to press a button:

- “1” Go to the first message in the current folder<sup>3</sup>.
- “2” Change folders<sup>3</sup>. See Section 3.4 for more information.
- “3” Advanced options. See Section 3.3.4.4.
- “4” Go to the previous message in the folder.
- “5” Replay the current message.
- “6” Go to the next message in the folder.
- “7” Delete or undelete the message.
- “8” Forward the message to another user on the system. **NOT AVAILABLE**
- “0” Save the message to a different folder.
- “0” Mailbox options.
- “\*” Replay the prompt.
- “#” Exit the voice mail system.

### 3.3.4.4. Advanced Options after Listening to a Message

The following buttons may be pressed in the “Advanced Options” menu while you are listening to a message.

- “1” Record a message and send it directly to the mailbox of the person that sent you the current message.
- “2” Call the person that left the message back **NOT AVAILABLE**.
- “3” Play the message envelope.
- “4” Place an outgoing call. **NOT AVAILABLE**
- “5” Leave a message for another user on the system. See Section 2 for more information.
- “\*” Return to the main menu.

## 3.4. Changing Folders

If you select the option to change folders system will present you with the following options:

- “0” “New” messages.
- “1” “Old” messages.
- “2” “Work” messages.
- “3” “Family” messages.
- “4” “Friends” messages.
- “5” “Folder 5” messages.
- “6” “Folder 6” messages.
- “7” “Folder 7” messages.
- “8” “Folder 8” messages.
- “9” “Folder 9” messages.
- “#” Cancel the change folder operation.

We hope this information is useful and if you still have any difficulty in setting up your personalized voice mail messages, please do send an email to: [support@dualglobalmobile.us](mailto:support@dualglobalmobile.us) We value your patronage.