



**Get the message –  
wherever you are**

Digital Voice for Business: voicemail





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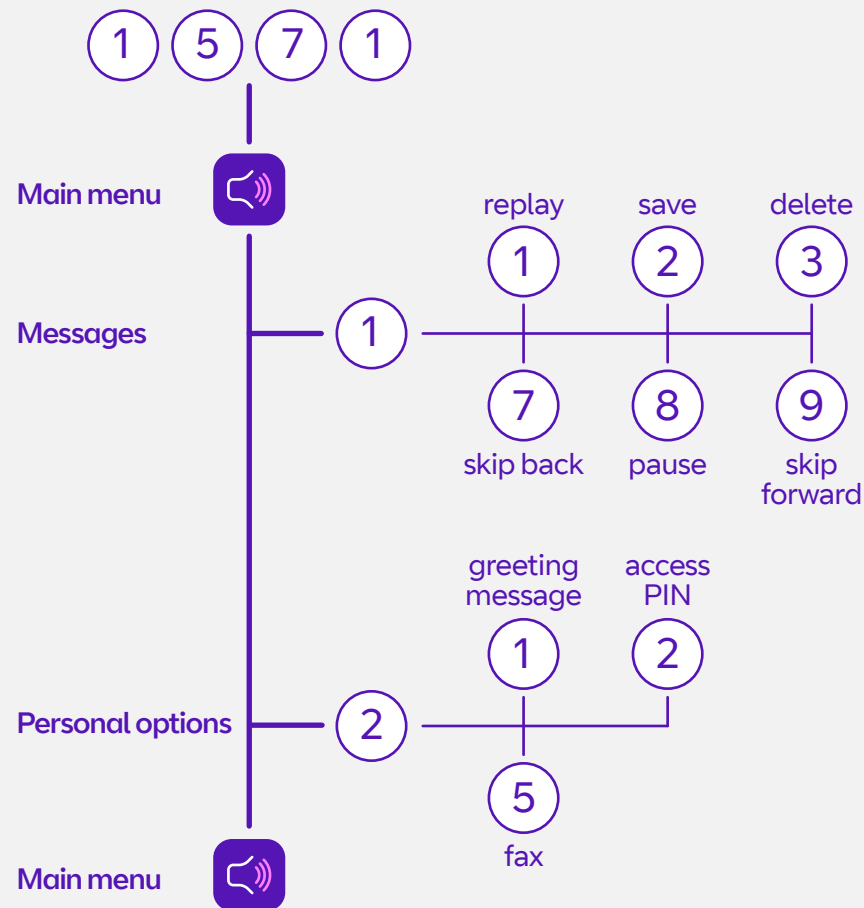
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## This map gives you an overview of the service for Digital Voice for Business

Voicemail is a system that allows callers to leave recorded messages when the person they're trying to reach is unavailable. Here's a bit more detail on how it works and why you might use it.

### How does voicemail work?

- **Recording system:** voicemail records audio messages from callers.
- **Storage:** these messages are stored digitally and can be accessed later.
- **Notifications:** users are notified when they have a new voicemail, often through a visual or audio alert on their phone.

### Why use voicemail?

- **Missed calls:** if you're unable to answer a call, voicemail ensures you don't miss important messages.
- **Convenience:** callers can leave detailed information, which you can listen to at your convenience.
- **Professionalism:** voicemail can provide a professional way to handle calls when you're busy or out of the office.
- **Record keeping:** voicemails can serve as a record of communications, which can be useful for personal or business purposes.



# Getting started

## Use the right type of phone

You can use any Digital Voice phone.

## Dial 1571

To access Digital Voice voicemail from your phone and follow the instructions.

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# Messages

## Checking whether you have any messages

You'll see the red message indicator light on your phone or have an email to confirm you have a message.

## Listening to, saving and deleting messages

Digital Voice for Business voicemail will tell you how many new and saved messages you have after you dial **1571**.

Use the buttons on your phone or speak into the handset to tell Digital Voice voicemail what you want to do with each message.

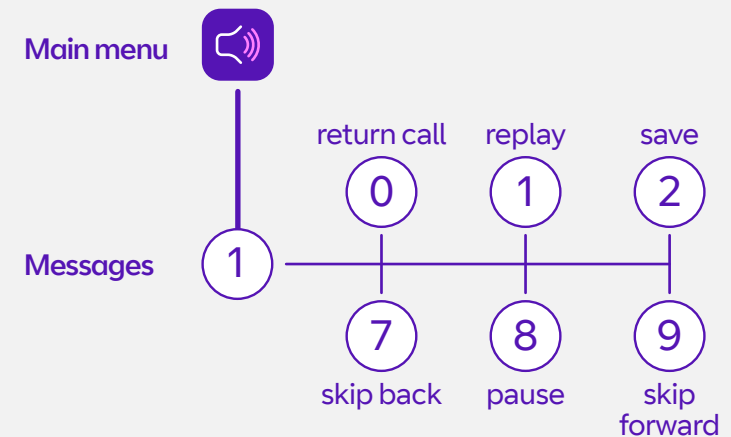
## Messaging space

Digital Voice voicemail saves up to 120 messages and will tell you if your storage is almost full.

If someone calls when your message box is full, they'll hear a message to call back later.

## Time limit

Saved messages will be automatically deleted after 30 days. And new messages which haven't been listened to will automatically be deleted after six months.



You can hang up at any time



# Personal options

## Choosing the message that greets your callers

When you can't answer your phone, Digital Voice voicemail answers with a standard greeting asking your callers to leave a message for you. If you prefer, you can record your own personal greeting.

Your greeting can be up to one minute long. Remember to press **2** to save your new message.

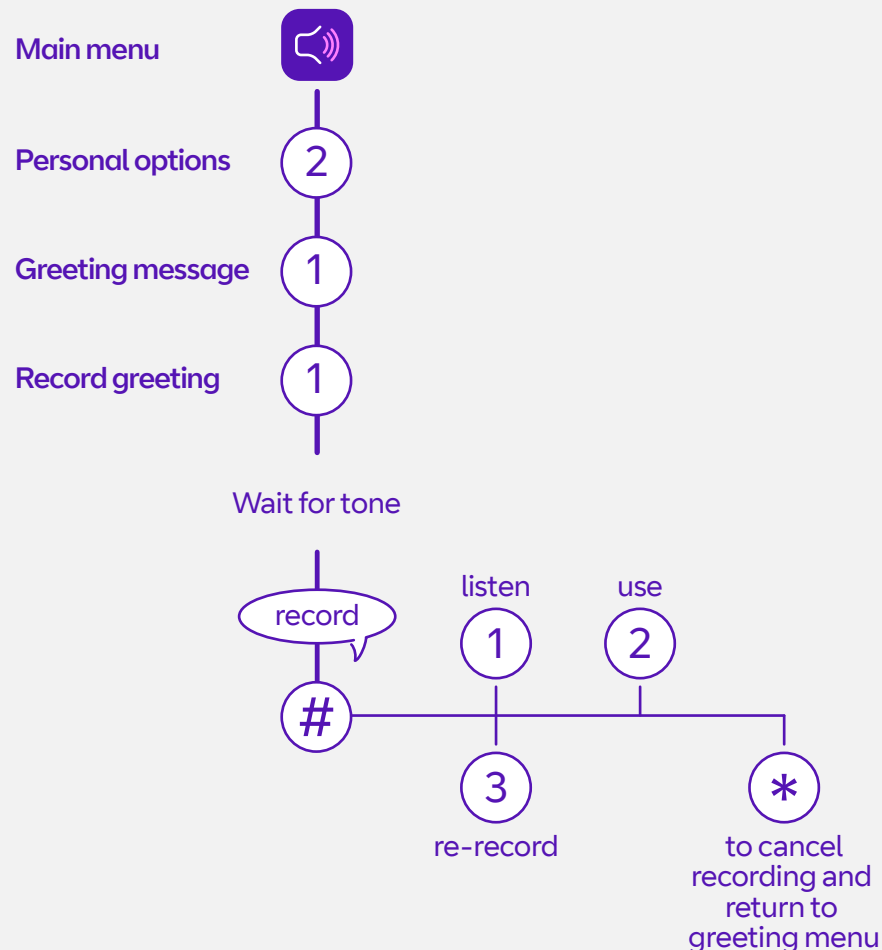
If you record your own message, remember that Digital Voice voicemail takes calls when you're on the phone as well as when you're out or don't answer.

You can always revert to the standard greeting if you want to.

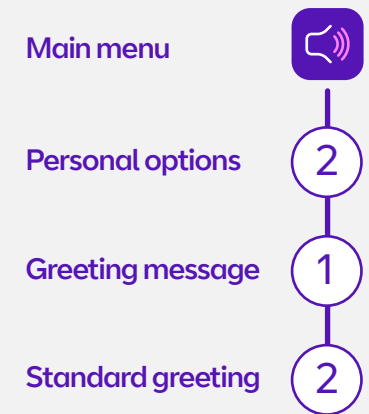
### Example message

"Thank you for calling. I can't take your call right now, so please leave your name and message after the tone and I'll call you back as soon as I can."

### Personal greeting



### Standard greeting



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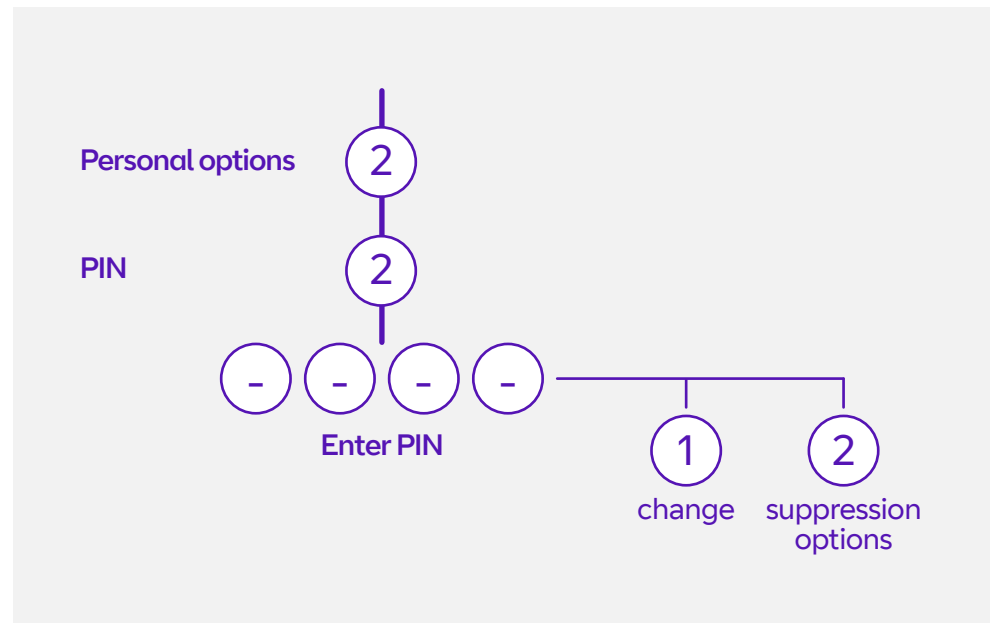


## Choosing a different PIN

To listen to your messages from a different phone, you'll need your PIN. You can choose a remote access PIN that's easy for you to remember after dialling **1571**.

For the security of your Digital Voice voicemail service, you won't be able to choose a PIN with simple sequences like 1234.

You can only change your PIN from your own phone.

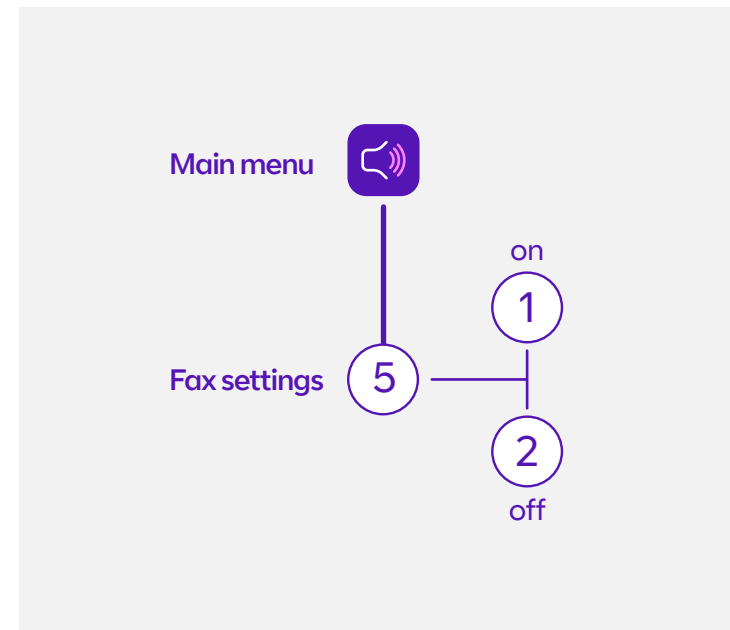


You can hang up at any time

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## Fax settings

You can turn fax reception on or off. Option one turns it on and option two turns it off.



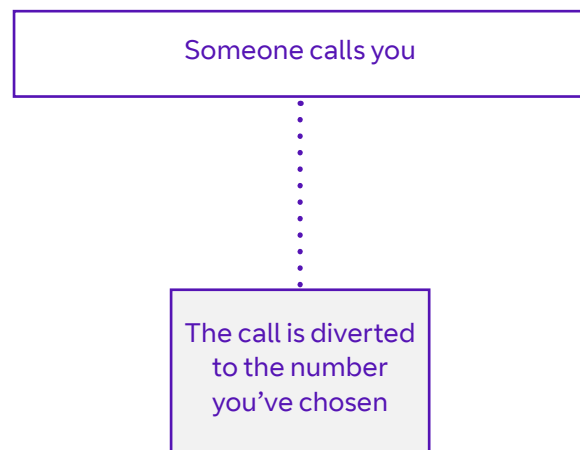


# Using Digital Voice for Business voicemail

## Call Diversion

### 1. If you divert all your calls

Calls are diverted to the number you've chosen straight away.



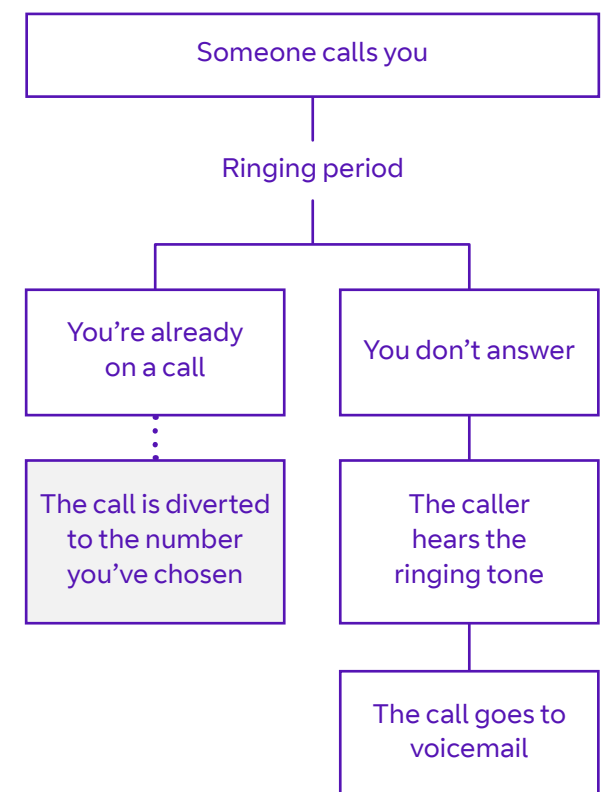
### 2. If you divert calls that you don't answer

Calls are diverted to the number you've chosen. Digital Voice voicemail takes any new calls when you're engaged.



### 3. If you divert calls when you're engaged

Calls are diverted to the number you've chosen. Digital Voice voicemail takes any calls that you don't answer.



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You can hang up at any time

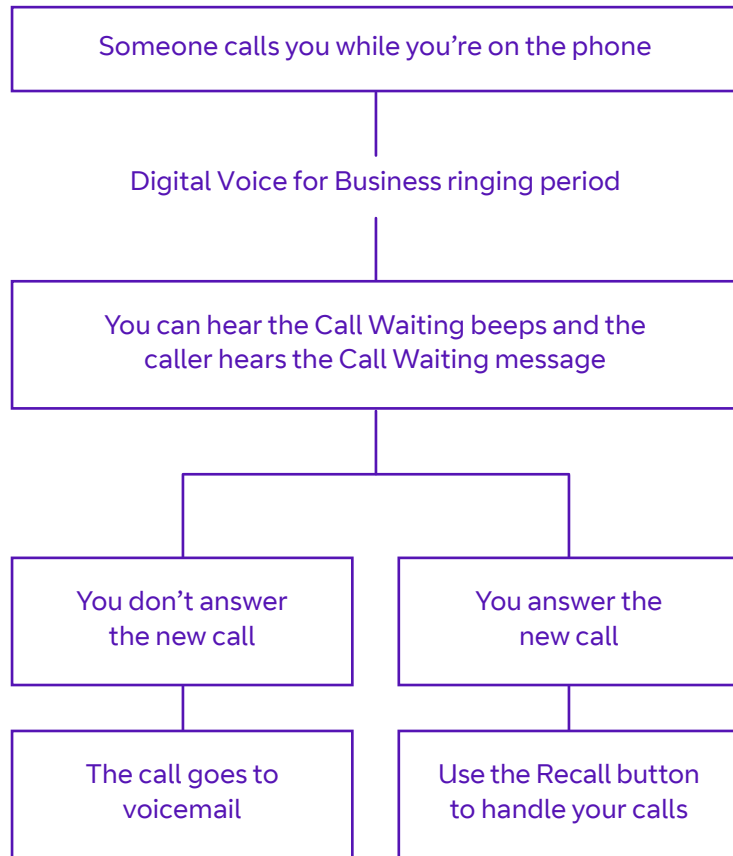
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## Call Waiting

If you're on the phone when a new call is incoming, you'll hear the Call Waiting beeps. You can press Recall to answer the call before it goes to voicemail.

You can set the Digital Voice for Business ringing period to 'long' to give yourself more time to answer.



If a customer ignores their Call Waiting and the caller leaves a message in the Digital Voice mailbox, there are no 'message alert' attempts for the customer.

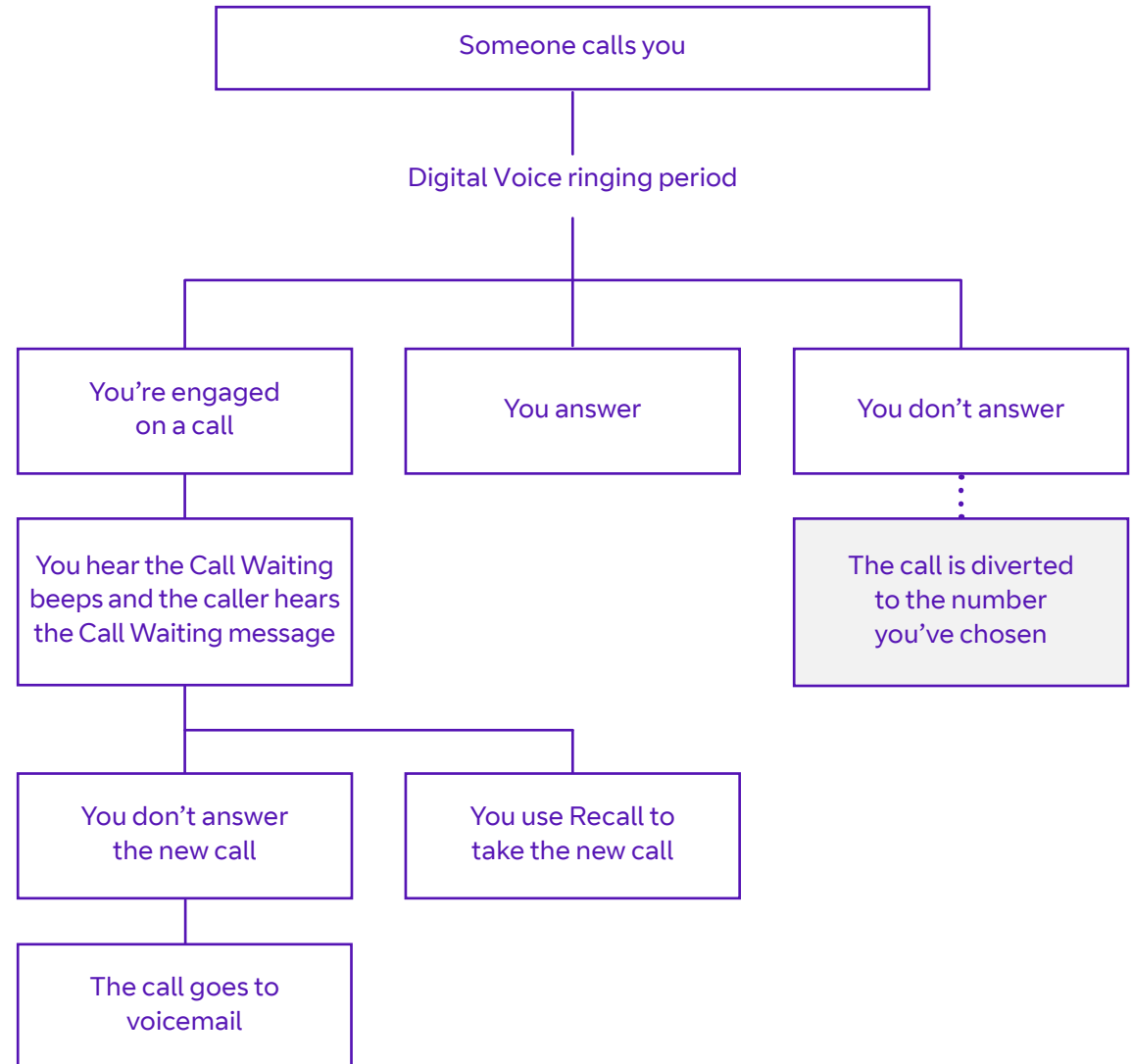
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You can hang up at any time

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## Call Waiting and Call Diversion

The services work together in the same way as Digital Voice for Business and Call Diversion unless you divert calls that you don't answer. You'll then choose between taking the new call or letting it go to voicemail.





# Help

You can find out more information about Digital Voice for Business on [business.bt.com/help](https://business.bt.com/help)

Click here to read our [Privacy policy](#)



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