Get the message – wherever you are

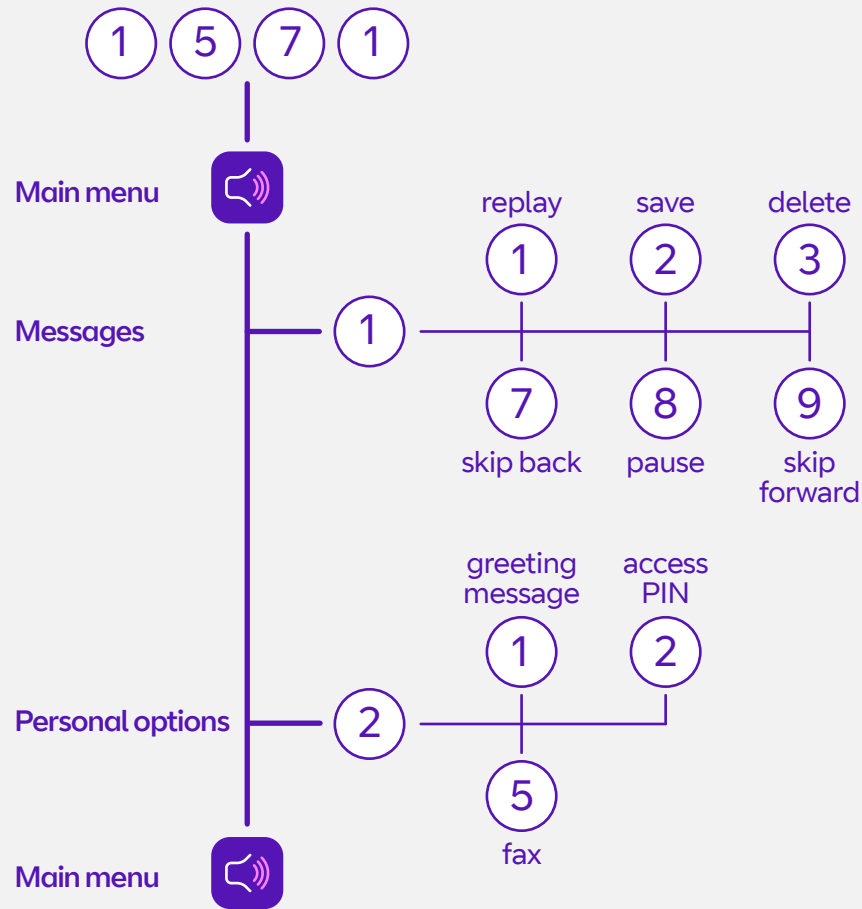**BT Cloud Voice: voicemail**

Contents

This map gives you an overview of the service for BT Cloud Voice

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Main menu 🔊

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replay ① save ② delete ③

skip back ⑦ pause ⑧ skip forward ⑨

Personal options ②

greeting message ① access PIN ②

fax ⑤

Main menu 🔊

Getting started

Use the right type of phone

You can use any Cloud Voice phone.

Dial 1571

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

(*) Back to the previous instruction

(9) Help

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

Cloud Voice 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 Cloud Voice voicemail what you want to do with each message.

Messaging space
Cloud 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.

Main menu

return call — 0
replay — 1
save — 2

Messages — 1

skip back — 7
pause — 8
skip forward — 9

You can hang up at any time
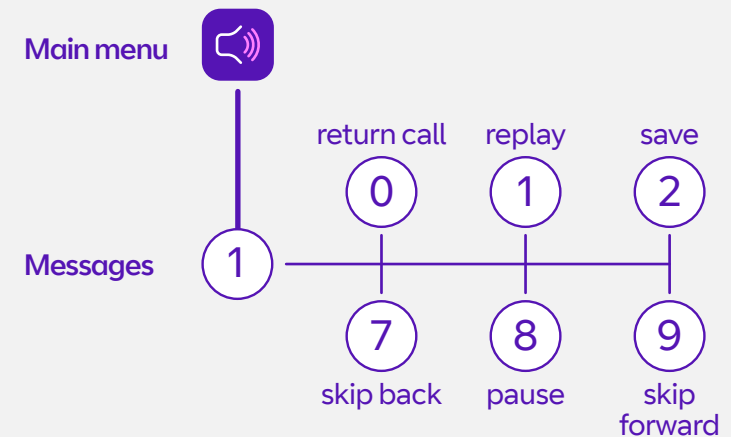
Personal options

Choosing the message that greets your callers

When you can't answer your phone, Cloud 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.
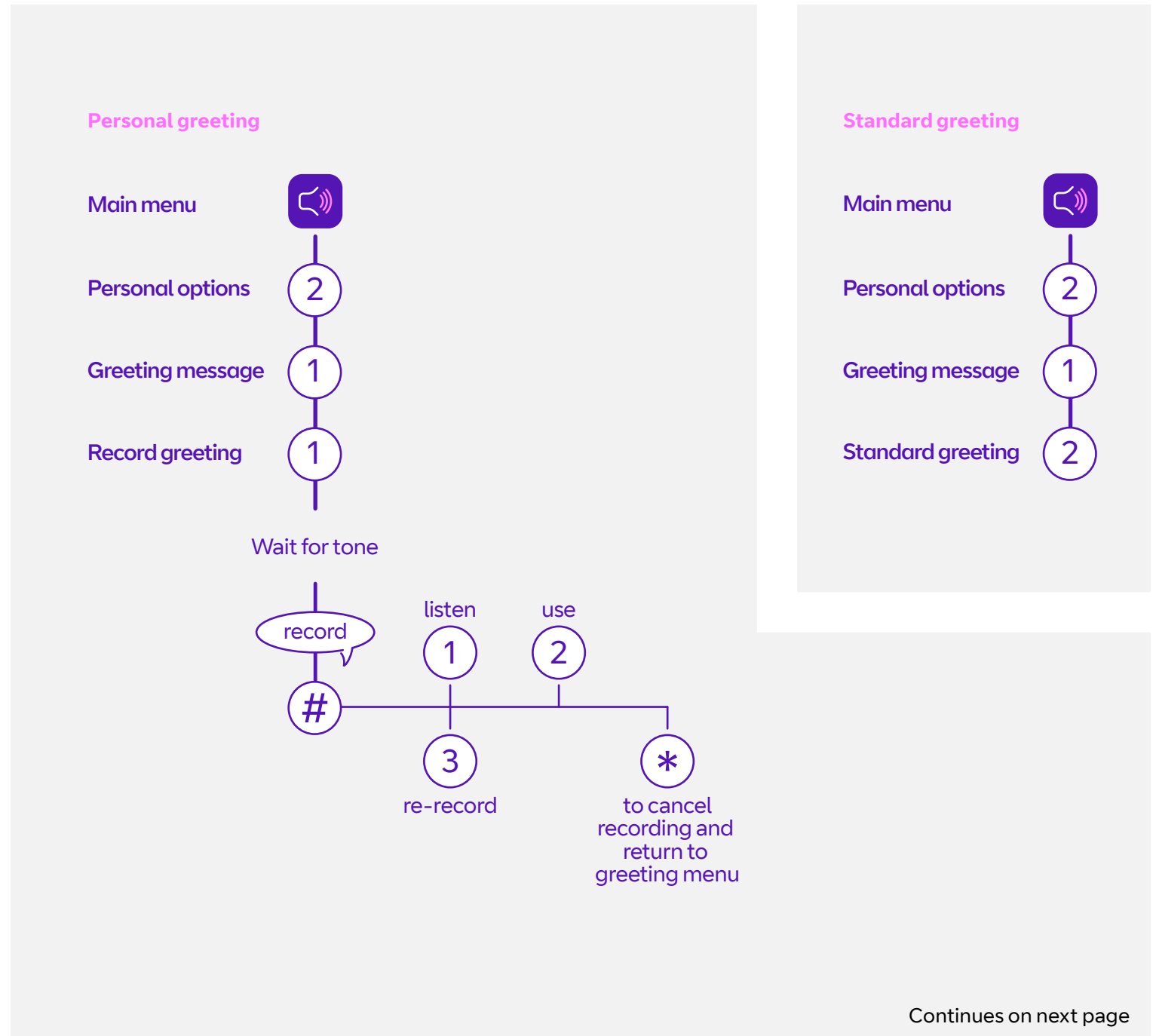
Your greeting can be up to one minute long. Remember to press **2** to save your new message.

If you record your own message, remember that Cloud 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

Main menu

Personal options — 2

Greeting message — 1

Record greeting — 1

Wait for tone

record #

listen 1

use 2

re-record 3

✱ to cancel recording and return to greeting menu

Standard greeting

Main menu

Personal options — 2

Greeting message — 1

Standard greeting — 2

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 Cloud 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.

Personal options (2)

PIN (2)

(-) (-) (-) (-)
Enter PIN

(1) change

(2) suppression options
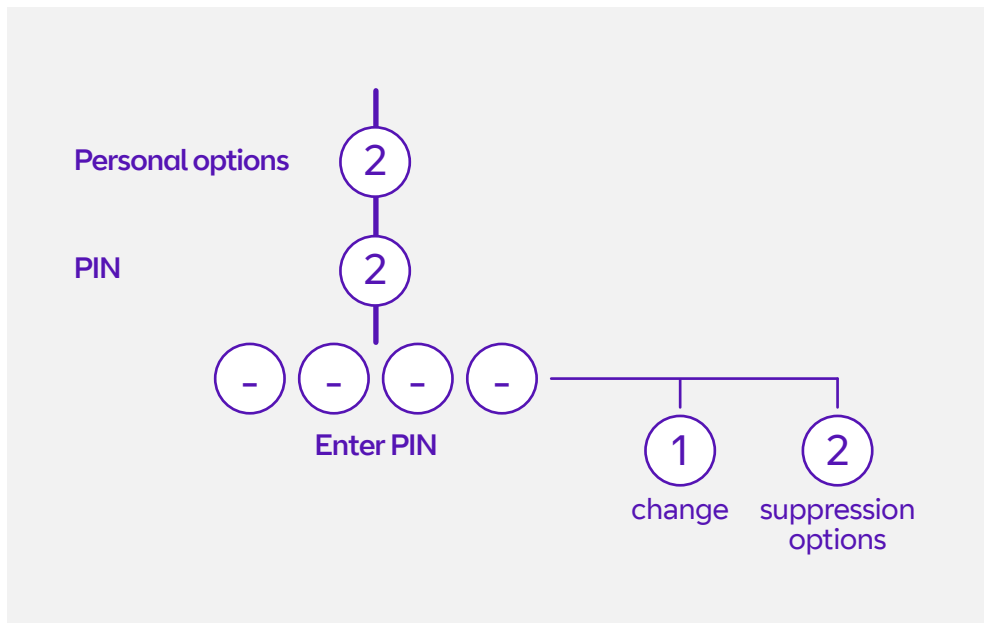
You can hang up at any time

(✳) Back to the previous instruction

(9) Help

Fax settings

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

Main menu

on
(1)

Fax settings (5)

(2)

Using BT Cloud Voice voicemail
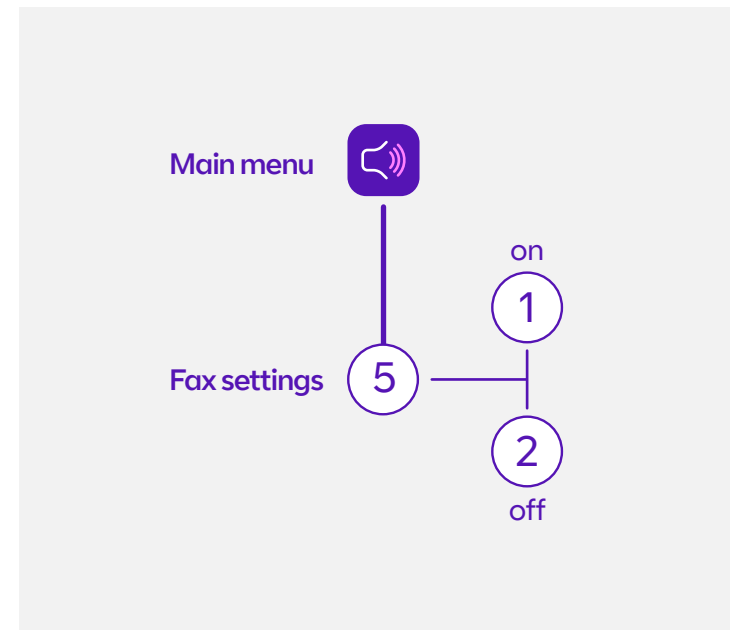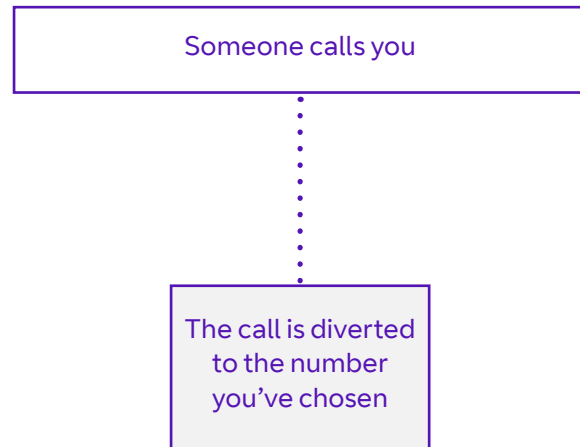
Call Diversion

1. If you divert all your calls
Calls are diverted to the number you've chosen straight away.

```
Someone calls you
        ⋮
The call is diverted
to the number
you've chosen
```

2. If you divert calls that you don't answer
Calls are diverted to the number you've chosen. Cloud Voice voicemail takes any new calls when you're engaged.

```
         Someone calls you
                 │
      Call Diversion ringing period
         ┌───────┴───────┐
  You're already      You don't answer
   on a call              ⋮
       │          The call is diverted
 The call goes to    to the number
   voicemail         you've chosen
```
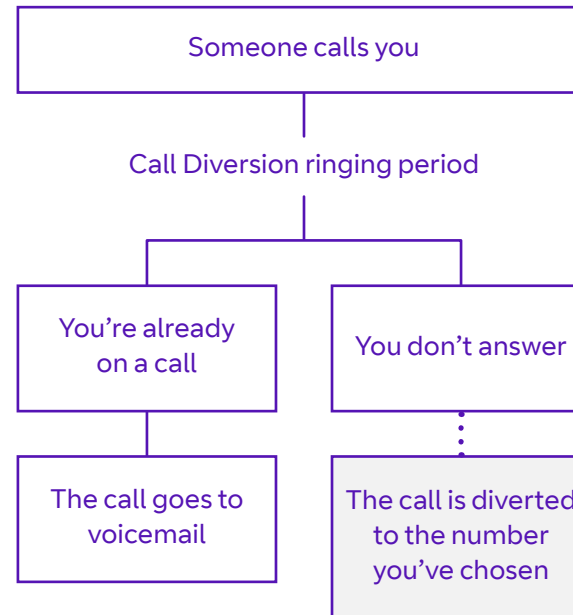
3. If you divert calls when you're engaged
Calls are diverted to the number you've chosen. Cloud Voice voicemail takes any calls that you don't answer.

```
         Someone calls you
                 │
          Ringing period
         ┌───────┴───────┐
  You're already      You don't answer
   on a call              │
       ⋮            The caller
 The call is diverted  hears the
 to the number       ringing tone
 you've chosen           │
               The call goes to
                  voicemail
```
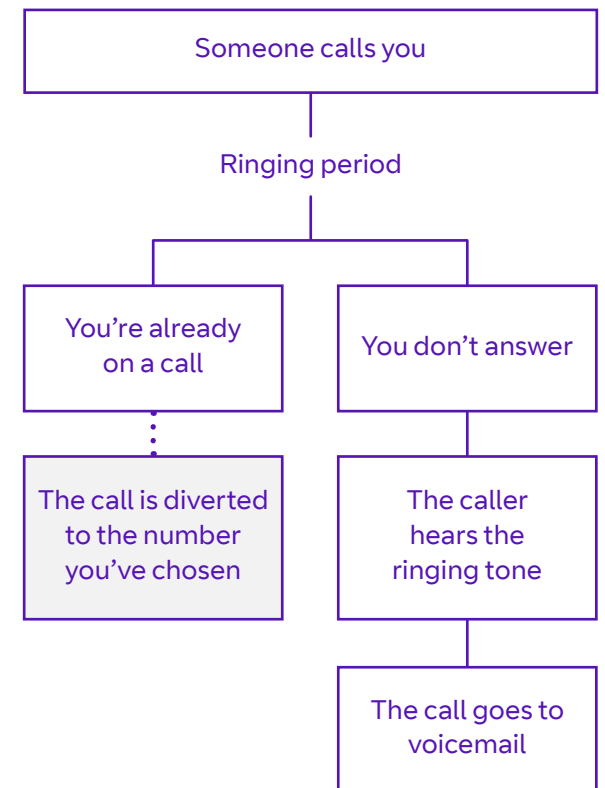
You can hang up at any time

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 BT Cloud Voice ringing period to 'long' to give yourself more time to answer.

```
┌─────────────────────────────────────────────┐
│   Someone calls you while you're on the phone │
└─────────────────────────────────────────────┘
                       │
           BT Cloud Voice ringing period
                       │
┌─────────────────────────────────────────────┐
│   You can hear the Call Waiting beeps and the │
│     caller hears the Call Waiting message     │
└─────────────────────────────────────────────┘
              │                    │
┌──────────────────────┐  ┌──────────────────────┐
│   You don't answer    │  │   You answer the      │
│     the new call      │  │     new call          │
└──────────────────────┘  └──────────────────────┘
              │                    │
┌──────────────────────┐  ┌──────────────────────┐
│   The call goes to    │  │   Use the Recall button│
│     voicemail         │  │   to handle your calls │
└──────────────────────┘  └──────────────────────┘
```
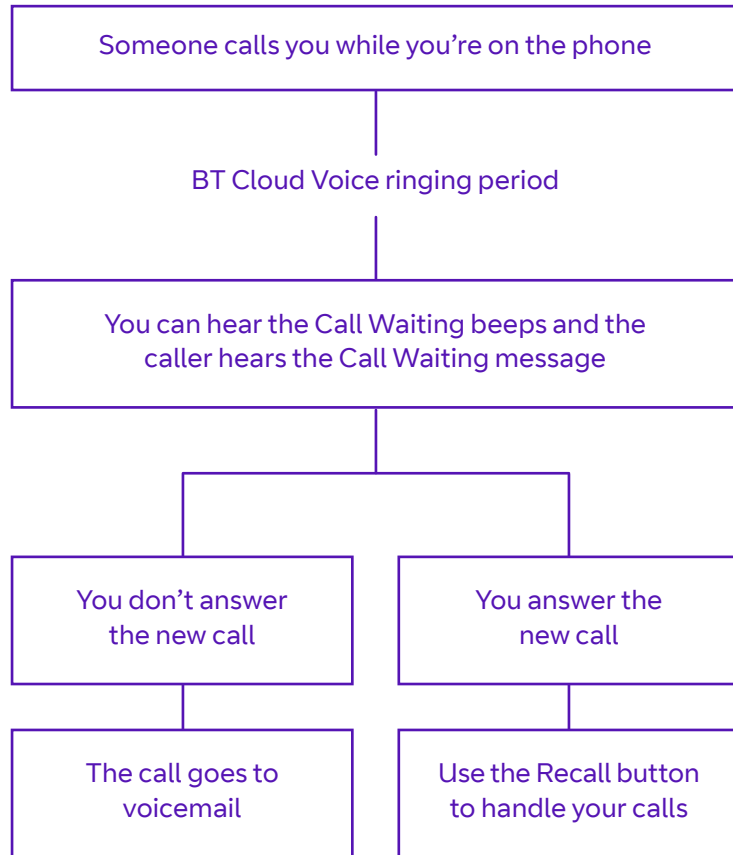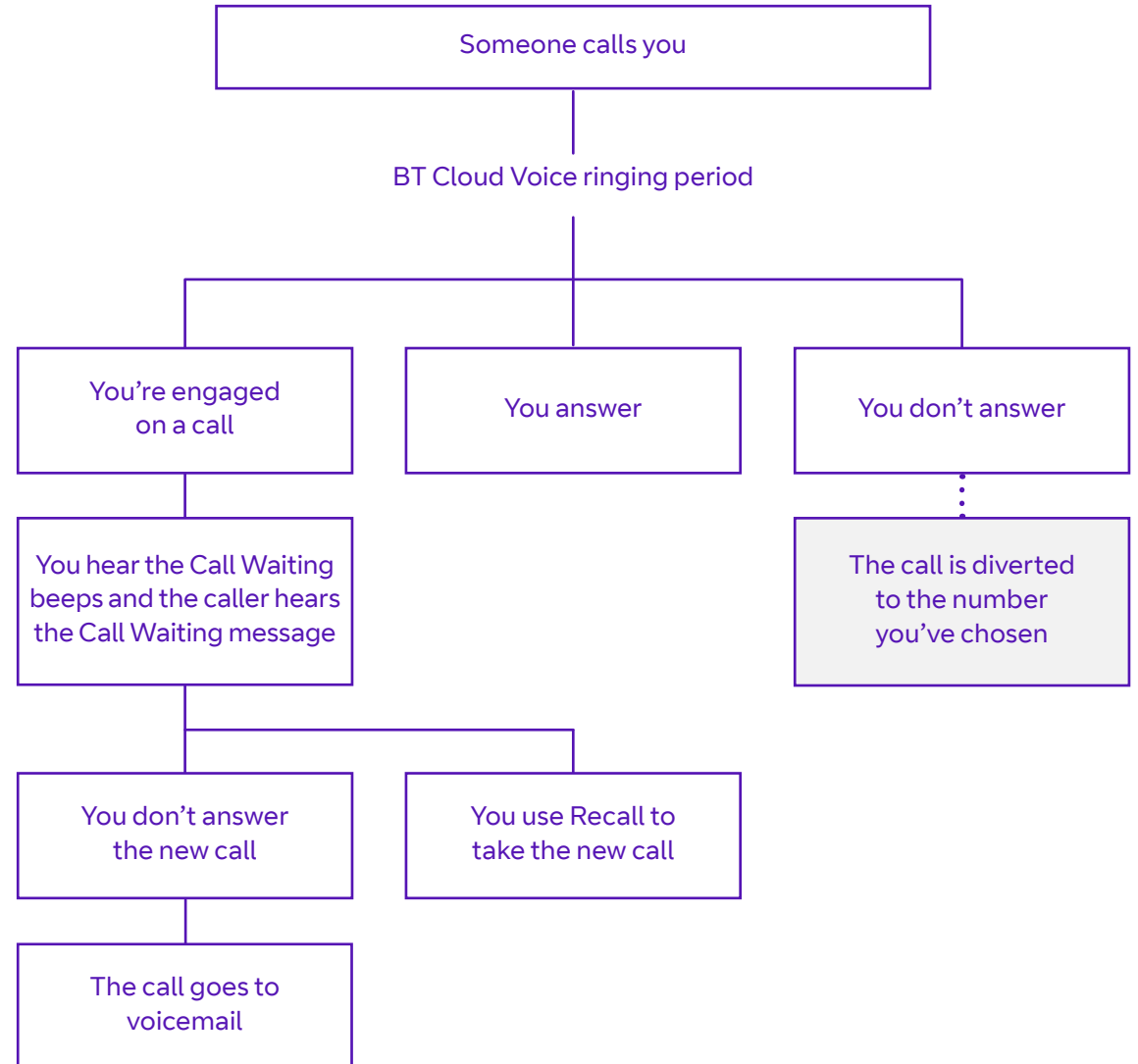
If a customer ignores their Call Waiting and the caller leaves a message in the Cloud Voice mailbox, there are no 'message alert' attempts for the customer.

You can hang up at any time

Call Waiting and Call Diversion

The services work together in the same way as BT Cloud Voice 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.

```
┌─────────────────────────────────────────────┐
│             Someone calls you                 │
└─────────────────────────────────────────────┘
                       │
           BT Cloud Voice ringing period
        ┌──────────────┼──────────────┐
┌──────────────┐ ┌──────────────┐ ┌──────────────┐
│ You're engaged│ │  You answer   │ │ You don't     │
│   on a call   │ │               │ │   answer      │
└──────────────┘ └──────────────┘ └──────────────┘
        │                                │
┌──────────────┐                 ┌──────────────┐
│ You hear the  │                 │ The call is   │
│ Call Waiting  │                 │ diverted      │
│ beeps and the │                 │ to the number │
│ caller hears  │                 │ you've chosen │
│ the Call      │                 └──────────────┘
│ Waiting       │
│ message       │
└──────────────┘
     ┌────────┴────────┐
┌──────────────┐ ┌──────────────┐
│ You don't     │ │ You use Recall│
│   answer      │ │ to take the   │
│  the new call │ │   new call    │
└──────────────┘ └──────────────┘
     │
┌──────────────┐
│ The call goes │
│ to voicemail  │
└──────────────┘
```

Help

You can find out more information about BT Cloud Voice on
help.business.bt.com

Or you can contact our IP Comms Service Hubs on
0800 389 0537

Click here to read our Privacy policy

BT