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ADSL2+ Broadband and Telephony Service

Value Add Service Feature Guide

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1.0 Call Waiting

Call Waiting lets you know if someone's calling while you're already on the phone.

You can put your first call on hold, take the second call, and switch back again.

1. If you're on the phone and hear the 'Call Waiting' beeps, press Flash/Recall to put Caller 1 on hold and talk to Caller 2. Caller 1 won't be able to hear your conversation.
2. To put Caller 2 on hold and return to Caller 1, press Flash/Recall. Continue pressing Flash/Recall to alternate between the two calls.

2.0 Call Divert

With Call Divert, you can divert all in-coming calls to another number. This will need to be activated by calling customer service.

Call Divert is a handy way to make sure you won't miss a call when you're out and about on your mobile, at

work, or at someone else's home.

1. Lift the receiver and listen for the dial tone.
2. Dial *78.
3. Dial the telephone number the calls are to be diverted to.
4. Listen for the confirmation tone (two short beeps).
5. Replace the handset.

To deactivate Call Divert

1. Lift the receiver.
2. Dial #78.
3. Listen for the confirmation tone (two short beeps).
4. Replace the receiver.

3.0 Caller ID

Caller ID is a handy feature that can show you who's calling by displaying their phone number. Not every number will show up, unlisted numbers and numbers blocked by the caller will appear as PRIVATE, while international calls or calls from some areas within Australia will appear as UNAVAILABLE.

4.0 Three Way Call

With Three Way Call, you can speak to two other people at once. Like a mini conference call, it's great when you need to make arrangements.

1. Establish a call with Person 1. You may phone them or they may phone you.
2. Press Flash/Recall to place Person 1 on hold.
3. When you hear the dial tone, dial Person 2's number.
4. When you hear their number ringing, press Recall and talk to Person 1. You will both be able to hear Person 2's number ringing **OR** If you would like to talk to Person 2 privately first, wait for them to answer, then speak before pressing

Recall to begin your three-way conversation.

5.0 Call Return

Call Return lets you find out who called, even if they don't leave a message. And you can return the call at the touch of a button.

1. When you hear the dial tone, dial *69.
2. If you have received a call, you will hear the last number that called you, with the date and time of the call.
3. If you wish to return the call, dial 1.

6.0 Voicemail

With our Voicemail service, you can check your messages while you're at home or out and about. You can even organise a wake-up or reminder call.

6.1 Setting Up Voicemail

To begin using Voicemail, you'll first need to set up a Personal Identification Number (PIN) and personal greeting. To do this, follow the steps below:

Please note, the first time you access your Voicemail, you will be asked to enter a default PIN number. This number will be the last 4 digits of your home phone number.

6.1.1 Setting up your PIN

1. Dial *96 to enter Voicemail
2. Press 8 for User Options
3. Press 4 for Set-up Options
4. Press 7 to change your PIN
5. Enter your new PIN then press #

6.1.2 Changing your personal greeting

1. Press *96 to enter Voicemail
2. Press 8 for User Options
3. Press 4 for Set-up Options
4. Press 4 to change your personal greeting, then follow the prompts

6.2 Using Voicemail

6.2.1 General hints

- o ■ If you need instructions at any time, press 0.

6.2.2 Listening to messages at home

1. Lift the receiver. If you hear a fast but interrupted dial tone, you have messages in your Voicemail box.
2. Dial *96 to enter Voicemail.
3. To hear your messages, follow the instructions.

6.2.3 Listening to messages when you're away from home

1. Dial 13 33 21 from any phone.
2. Enter your Voicemail number (your phone number, including area code) and press #. E.g. press 029270XXXX#.
3. Enter your PIN and press #.

6.2.4 Deleting, replaying and saving message

Once you have heard each message, you will be given these options:

1. To delete, press 3.
2. To replay, press 7.
3. To save, press 5.

6.2.5 Setting up a wake-up or reminder call

1. Dial *96 to enter Voicemail.
2. Press 8 for User Options.
3. Press 8 for Wake-up Call.
4. Press 2 to set up a new Wake-up Call.
5. Follow the prompts to enter a phone number and time.

7.0 Selective Call Features

With Selective Call Features, you can choose to divert, accept or reject calls from particular numbers. You can apply Selective Call Features to up to 30 numbers at a time.

You will need to call customer service to have these services activated.

7.1 Selective Call Divert

Selective Call Divert allows you to decide which callers you want to divert.

It's a simple way to ensure you only receive the calls you want.

7.1.1 Setting up Selective Call Divert

1. Listen for the dial tone.
2. Press *63. You will hear a prompt telling you the status of the service and how many phone numbers are on your list.
3. Press 3.
4. Enter the phone number you want your calls diverted to, including area code, then press #.
5. You will hear confirmation of the number you have entered.
6. If the number is correct, press 1. If it is incorrect, press 0 and re-enter the number you want your calls diverted to.
7. You can then add or remove the numbers you want diverted, or turn the feature on or off.

7.1.2 Turning Selective Call Divert on

1. Listen for the dial tone.
2. Press *63. You will hear a prompt telling you the status of the service and how many phone numbers are on your list.
3. Press 3 to turn the service on.
4. You will hear the phone number that your calls will be diverted to.
5. If the number is correct, press 1. If it is incorrect, press 0, then re-enter the number you wish to have your calls diverted to.
6. Call Divert will now be on, so you can hang up.

7.1.3 Turning Selective Call Divert off

1. Listen for the dial tone.
2. Press *63. You will hear a prompt telling you the status of the service and how many phone numbers are on your list.
3. Press 3 to turn the service off.
4. You will hear the 'divert to' number that is currently entered.
5. If the number is correct, press 1. If it is incorrect, press 0, then re-enter the number you wish to have your calls diverted to.
6. Press 3 to turn the feature off.
7. Call Divert will now be off, so you can hang up.

7.2 Selective Call Accept

With Selective Call Accept, you can decide which calls you want to receive. You can choose to accept calls from up to 30 different numbers, while any others will receive a recorded message.

7.2.1 Turning Selective Call Accept on and off

1. Listen for the dial tone.
2. Press *68. You will hear a prompt telling you the status of the service
3. and how many phone numbers you have on your list.
4. Press 3.
5. You will hear confirmation that the service is either on or off.

7.3 Selective Call Reject

If you don't want to receive calls from certain numbers, use Selective Call Reject. You can reject up to 30 different numbers, each of whom will receive a recorded message.

7.3.1 Turning Selective Call Reject on and off

1. Listen for the dial tone.
2. Press *60. You will hear a prompt telling you the status of the service and how many phone numbers you have on your list.
3. Press 3.
4. You will hear confirmation that the service is either on or off.

7.4 Adding and Removing Numbers

In all cases, pick up the receiver and listen for the dial tone, then press the access code for the relevant Selective Call Feature. You will then hear a prompt telling you the status of the service and how many phone numbers you have on your list.

7.4.1 Adding a number to your list

1. At the prompt, press #.
2. Enter the phone number (including area code) and press # again.
3. You will then hear the number you have just entered.
4. To enter another number, press # again.

7.4.2 Removing a number from your list

1. At the prompt, press *.
2. Enter the phone number to be removed (including the area code), then press *.
3. You will then hear the number that you have just entered.
4. If the number is correct, press 1. If it is incorrect,
5. press 0 to return to the main menu.
6. You will then hear the number that has been removed.
7. To enter another number, press * again.

7.4.3 Listening to the numbers in your list

1. At the prompt, press 1.
2. You will then hear the numbers on your list.
3. When you reach the end of the list, you can hang up