Using Voicemail on Inmarsat Services

inmarsat.com

The mobile satellite company™

Contents

Inmarsat voicemail

1 Introduction

1.1 Purpose of this manual

This document provides an overview of voicemail services on the 1.2*Applicable services* only (see section below).

It describes how you can listen to, leave and manage voicemail messages and how to set up and administer voicemail settings.

This document is intended for end-users of voicemail on the applicable services, Distribution Partners, Service Providers and anyone who is involved in voicemail on these systems. A previous knowledge of satellite or mobile communications and voice messaging systems is useful, but not essential.

1.2 Applicable services

- BGAN

- FleetBroadband

- SwiftBroadband

- IsatPhone Pro (GSPS)

- IsatPhone (SPS)

- Landphone (SPS)

- Fleetphone (SPS)

1.3 Scope

This document provides an overview of the Inmarsat voicemail service, and gives instructions on how to use the different menu systems.

1.4 Assumptions

You are provisioned for one of the applicable services and can access the voicemail service.

Getting started

2   Accessing voicemail

To access voicemail:

a.   Dial one of the following access codes:

- Full number: 00 870 772 001 899

- Short code: 570

- IsatPhone Pro users can speed dial by pressing 1: hold down the 1 key until the call is initiated

b.   Depending on how your mailbox is set up, you may also need:

- The phone number supplied to you by your Service Provider as part of your subscription.

- Your mailbox PIN. You choose your PIN when you first set up your mailbox. See *Setting up voicemail for the first time* on this page.

Enter these if prompted.

You will hear the automated greeting when you have successfully accessed voicemail.

3   Setting up voicemail for the first time

The first time you access voicemail, you will be led through the setup procedure by the automated voice.

As part of this procedure, you are asked to select your preferred language, enter a PIN number and record a voicemail greeting.

Note: Your account cannot be setup if you do not complete this initial procedure.

Note: You must use the terminal or handset associated with your subscription to setup the account.

a.   Access voicemail from your satellite phone using one of the access codes shown in *Accessing voicemail* above.

b.   When prompted, select your preferred language from the list presented. Following this selection, the rest of the voicemail application will be presented in your chosen language. English is the default (key **1**). See *Set preferred language* on page 10 for a full list of language options.

c.   You will be asked to enter a new 4-digit PIN followed by the **#** key.

Note: The **#** key is referred to as the "hash" key by the automated voice (also known as the "pound" key in some countries).

You will be asked to confirm the 4-digit PIN followed by the **#** key**.** If the PINs you entered match, you are informed that the PIN has been changed.

Note: You must enter a PIN when setting up voicemail for the first time. Subsequently, you will only be asked for your PIN when you call from a phone other than your own terminal. If you want to disable this feature, you can do so at any time after completing the initial set up. See *Changing the PIN skip settings* on page 8 for details.

d.   Finally, you will be asked to record your greeting. Say the greeting that you want callers to hear when you are unable to take a call, followed by the **#** key.

You can elect not to record a greeting in which case voicemail identifies you to your callers by your phone number.

Once the # key has been pressed, you have the following options:

Option	Action
1	Use this greeting and proceed with the setup procedure
2	Listen to the greeting
3	Re-record your greeting

The automated voice confirms that the setup procedure is complete, informs you if there are any voicemail messages for you, and offers you further management options.

Using voicemail

4 Useful keys

During message playback, your options are as follows:

Option	Action
#	Save the message and listen to the next message
1	Listen to a message again
2	Delete the message
3	Listen to the message details (caller number, date and time of the call)
4	Mark the message as new. Next time you access voicemail, this message plays as a new message
5	Get the caller's phone number (if supplied) sent to you as a text message
7	Rewind whilst listening to the message
9	Fast forward
✳7	Listen to the previous message. This will work even if you have deleted the previous message
✳0	Pause the message for up to 35 seconds. Press **8** to resume

Voicemail messages can be left and listened to either from an Inmarsat satellite phone or from a non-Inmarsat number.

5 Listening to voicemail messages from a satellite phone

a. Access voicemail by dialing the full number (**00 870 772 001 899**) or the short code (**570**); quick dial (**1**) can be used from the IsatPhone Pro.

   The voicemail system will automatically recognise your number and take you straight to your mailbox.

b. Enter your PIN Only required if PIN Skip is set to off. See *Changing the PIN skip settings* on page 8 for details. .

c. You are told how many new or saved messages you have (if any).

   • New messages are played automatically unless you have suppressed automatic message play (see *Changingthe automatic message play setting* on page 7).

   • You will be told the caller's number (if supplied), the time and date of the call, and the message itself, unless you have reconfigured your message format (see *Changing the message content* on page 8). The message is saved automatically, and the next new message (if any) is played.

   • After playing all new messages or if you have no new messages, you can listen to saved messages by pressing **1**.

Note: You can choose to hear a main menu when you access your voicemail, rather than automatically hearing your messages. See *Changing the automatic message play setting* on page 7.

Note: By default, message details are played before you hear the recorded message. To change this setting see *Changing the message content* on page 7.

Note: Unless you have specifically configured the phone to generate text or voice call alerts to notify you when you have a new voice message, the phone may not automatically send you a notification. See *Configuring voicemail alerts* on page 9. If you have not configured notifications, you must access the voicemail system periodically to check if you have any new messages.

6   Listening to voicemail messages from a non-Inmarsat phone

a. Access the voicemail system by dialing the full number (**00 870 772 001 899**).

   • You will be asked if you want to leave a message or access voicemail.

   • Select **2** to access voicemail.

b. Enter your voicemail number (satellite phone number) without leading zeroes or plus sign, followed by the **#** key.

   If you make a mistake during entry of individual digits, use ✱**3** to start again.

c. Continue from step b in Section 5.

7   Leaving a voicemail message

Your callers can leave a voicemail message lasting up to 60 seconds as long as you have room in your mailbox. Your mailbox is able to store 10 messages, but once full, your callers will not be able to leave a message.

To leave a voicemail message:

a. Your caller is diverted to the voicemail system if you do not answer the phone (for whatever reason).

Note: You may use the supplementary service "call forwarding" on your satellite phone to divert calls to your voicemail. Refer to the user guide associated with your user terminal.

   • If your caller has dialled voicemail using the long number from a non-Inmarsat number, they will be asked whether they wish to leave a message or access a mailbox.

   • Select **1** to leave a message. The caller is prompted to enter the number of the person for whom he wants to leave a message. Enter the phone number without leading zeroes or plus sign, followed by the # key.

   • If the number is valid, the caller continues to step b.

b. If your mailbox has been activated and is not full, your caller will receive a mailbox greeting and is invited to record a message, followed by the **#** key.

After pressing the **#** key the caller has the following options:

Option	Action
1	Deliver the message
2	Listen to the message
3	Re-record the message
4	Continue adding to the message if the maximum length of the voicemail message (60 seconds) has not been exceeded
5	Discard the message
8	Request more time. An additional 35 seconds is provided
✶**9**	End the call

Note: The caller has three attempts to leave a message after which the voicemail system alerts them that they have failed.

Managing voicemail

8 Useful keys

These global navigation keys perform a consistent function throughout the voicemail system.

Key	Action
∗0	Help
∗1	Return to the main menu
∗2	Return to the previous menu
8	Pause the voicemail system for 20 seconds. Press 8 again to resume
∗9	Exit the voicemail system

9 Administer greetings

If required, you can add or change a greeting as follows:

a.   From the main menu, select **Administer Greetings** (**2**). The recorded voice informs you of the greeting currently active.

b.   When prompted, select one of the following options:

Option	Action
1	Listen to the greeting
2	Use the greeting. (If the greeting is already in use, press **2** to turn off the greeting. Turning off the greeting is not the same as deleting the greeting; you can use it again in future by returning to this option and pressing **2**)
3	Re-record the greeting
4	Erase the greeting

10 Administer mailbox

If required, you can change the default settings for your voicemail messages. The default settings are:

•   You are notified of how many new messages you have and how many saved messages each time you access voicemail.

•   New messages play automatically.

•   The header information and the message both play.

10.1 Changing the automatic message play setting

You can choose whether or not new and saved messages are automatically played each time you access voicemail. To change the current setting:

a.   From the Main Menu, select **Administer Mailbox** (**3**).

b.   From the Administer Mailbox menu, select **Message details** (**3**).

c. From the Message Play Options menu, select **Autoplay toggle** (**1**) and select one of the following options:

Option	Action
1	Change the current setting (for example, if this feature is enabled, selecting 1 disables it)
✶	Exit without making changes

10.2 Changing the message content

You can choose if you want to play header information only (the header includes the caller's number and the time and date of the call), the message only, or both header and message together information. The latter is the default setting.

To change the current setting:

a. From the Main Menu, select **Administer Mailbox** (**3**).

b. From the Administer Mailbox menu, select **Message details** (**3**).

c. From the Message Play Options menu, select **Message Play format** (**2**) and select from the following options:

Options	Action
1	Play the header only
2	Play the message only
3	Play the header and message
✶	Exit without making changes

11 Changing the PIN and PIN usage

You can change the PIN that you use to access voicemail and you can change the login options if you want to increase or decrease voicemail security.

Note: If you have forgotten your PIN, or the PIN you are attempting to use does not work, contact your Service Provider.

11.1 Changing the PIN

a. From the Main menu, select **Administer Mailbox** (**3**).

b. From the Administer Mailbox menu, select **PIN code access** (**1**).

c. From the Login Option menu, select **Change PIN** (**1**).

d. When prompted, enter your new 4-digit PIN and press #. You will be asked to re-enter the same 4-digit PIN and press **#**. If the PINs you entered match, you are informed that the PIN has changed.

11.2 Changing the PIN skip settings

If you enable the PIN skip settings, you can access voicemail without having to confirm any security details (unless dialing from a non-Inmarsat number).

To enable (or disable) PIN skip:

a. From the Main menu, select **Administer Mailbox** (**3**).

b.	From the Administer Mailbox menu, select **PIN code access** (**1**).

c.	From the Login Option menu, select **PIN Request toggle** (**2**). This will turn the request to enter a PIN off (if currently enabled) or on (if currently disabled).

## 12	Configuring voicemail alerts

When accessing the voicemail system, you are advised how many new and saved messages are waiting.

Voicemail can be configured to notify you whenever a voice message is left. Notifications are sent out in your preferred language.

The following table identifies whether the notification can be by text message or voice message depending on the type of satellite phone you are using.

Service	Text message notification	Automated phone call notification
BGAN	Yes	Yes
Fleet Broadband	Yes	Yes
Swift Broadband	Yes	Yes
IsatPhone Pro (GSPS)	Yes	No
IsatPhone (SPS)	No	Yes
Fleet Phone (SPS)	No	Yes
LandPhone (SPS)	No	Yes

Voicemail notifications may also be diverted to a different phone number.

Notifications are sent at intervals of 20 seconds, 30 minutes, 90 minutes, 4 hours and 8 hours after receipt of a message.

To configure voicemail alerts:

a.	From the main menu, select **Administer Mailbox** (**3**).

b.	From the Administer Mailbox menu, select **Voicemail alerts** (**2**).

Note:	If alert notifications have previously been configured, you will be prompted with the details of your current settings

c.	Select one of the following options on the following page:

Option	Action
1	Enable (or disable) voicemail alerts by text. (Note: not available for SPS)
2	Enable (or disable) voicemail alerts by voice call. (Note: not available for IsatPhone Pro)
3	Set the number to which you want voicemail notifications to be diverted Note: If a number already exists to which voicemail notifications are sent, you will be prompted with the number and have the opportunity to retain or delete this setting. Note: The number to which alerts will be sent must be entered without leading zeroes or + symbol and must be finished with #. Note: If you make a mistake during phone number entry, press the ✳ key and start again.
✳2	Return to the previous menu

13   Set preferred language

The preferred language must be set during first time login and can then be changed at any time using the **Set Preferred Language** option (**4**) from the Main menu. Once set, the entire voicemail system will be delivered in your preferred language.

Voicemail may be configured in any one of nine languages.

To set preferred language:

a.   From the Main menu, select **Set Preferred Language** (**4**).

b.   From the Set Preferred Language menu, select the number associated with the language of your choice:

- **1** English
- **2** Spanish
- **3**   French
- **4** Japanese
- **5** Dutch
- **6** Portuguese
- **7**   Russian
- **8**   Mandarin Chinese
- **9** Arabic

14   Troubleshooting

Problem	Solution
My phone does not accept the PIN I enter	• Contact your Service Provider
My phone does not seem to receive voice messages	• Mailbox may not be active: see *Setting up voicemail for the first time* on page 2 • Mailbox may be full (maximum 10 saved messages allowed): delete some messages and retry • Message must not be longer than 60 seconds: leave a shorter message if necessary • Caller may have already had three attempts to leave a message: access voicemail again and retry • Ensure your Service Provider has enabled voicemail
My IsatPhone Pro does not accept speed dial (**1**) to access voicemail	• Keep the **1** key pressed until the call is initiated
I have been unable to set up voicemail for the first time	• Ensure you use your own satellite phone to conduct first-time setup
My phone does not automatically notify voicemail messages	• See *Configuring voicemail alerts* on page 9 • Periodically check voicemail for messages
My voicemail does not accept the subscriber number	• Enter the subscriber number without leading zeroes or the plus sign • Enter the **#** key after the subscriber number
I have made a mistake entering the subscriber number	• Use ✶**3** to erase incorrect number(s)
My voicemail has no greeting	• Greeting may have been disabled or deleted: see *Administer greetings* on page 7 to re-enable or re-record the greeting
I (do not) want voicemail to notify me how many messages I have each time I access the system	• See *Administer mailbox* on page 7
I (do not) want voicemail messages to play automatically each time I access the system	• See *Administer mailbox* on page 7
I (do not) want the header information and the message to the played	• See *Administer mailbox* on page 7
I (do not) want to put in my PIN each time I access the voicemail system	• See *Changing PIN skip settings* on page 8
I (do not) want voicemail to send me text or voice notification whenever a message is left	• See *Configuring voicemail alerts* on page 9
I (do not) want voicemail notifications sent to a different number	• See *Configuring voicemail alerts* on page 9

Accessing your voicemail on BGAN, FleetBroadband, IsatPhone and IsatPhone Pro

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Message retrieval - Navigation keys

Key	Action
#	Save message and listen to next
1	Listen to message again
2	Delete message
3	Listen to message details (caller number, date and time of the call)
4	Mark the message as new
5	Get the caller's phone number sent to you as a text message
7	Rewind whilst listening
9	Fast forward
*7	Listen to the previous message
*0	Pause message for 35 seconds: press 8 to resume

Global – Navigation keys

Key	Action
*1	Return to the main menu
*2	Return to the previous menu
8	Pause for 20s; press again to resume
*9	Exit the voicemail system
*0	Help for the current option

Dialling from a non-Inmarsat number

Long Number:
00 870 772 001 899

Select language

Dial the subscriber number

Dialling from an Inmarsat satellite phone

Dial on of the following:
Long Number
00 870 772 001 899
Short code: 570
Quick dial:
(IsatPhone Pro): 1

Enter PIN

Listen to new messages (if any)

Main Menu

① Get Messages
② Administer Greetings
③ Administer Mailbox
④ Set Preferred Language
5 Help

① Play saved messages

② Greeting types menu

1 Listen
2 Activate toggle
3 Record / re-record
4 Delete

③ Administer mailbox menu

① PIN code access
② Voicemail alerts
③ Message details

④ Set preferred language menu

1 English
2 Spanish
3 French
4 Japanese
5 Dutch
6 Portuguese
7 Russian
8 Chinese
9 Arabic

① Login option menu

1 Change PIN
2 PIN request toggle

② Notification menu

1 SMS toggle
2 Outdial toggle
3 Set notification number

③ Message play options menu

1 Autoplay toggle
2 Play message format

First time setup

Dialling from own satellite phone

Set Preferred Language

1	English	6	Portuguese
2	Spanish	7	Russian
3	French	8	Chinese
4	Japanese	9	Arabic
5	Dutch		

Enter PIN

You will be asked to confirm your PIN number

Record Greeting

Record the greeting you want callers to hear when you are unable to take a call and press #.

1 Use greeting and proceed with setup
2 Listen to the greeting
3 Re-record your greeting

Leave a message

Caller dials subscriber number from an Inmarsat or non-Inmarsat number

Caller listens to greeting

Record message (max 60 seconds)

Message deposit – Navigation keys

1 Deliver the message
2 Listen to the message
3 Re-record the message
4 Add to the message
Maximum overall length is 60 seconds