

Telephone services

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A. Answer Phone Service:

Most of the Answer Phone Service is now available in English but you have to set up the service as detailed below.

To Connect to & Disconnect from the Service

Lift up the receiver, wait for the tone and then dial: * **1 0** # **Hang up**.

To check you are connected, lift the receiver again and wait about 6 seconds. You will hear the Spanish operator saying that you have no messages:

- El servicio contestador de Telefónica le informa de que no tiene mensajes.

If you do not hang up immediately again, you will hear the Main Menu:

- Para acceder el servicio de información, pulse 3 (To go to the information service, press 3)
- Para acceder el servicio mensavoz, pulse 2 (To access the mensavoz ((voice mail) service, press 2)
- Para opciones personales, pulse 1 (For personal options, press 1)
- Para salir, pulse 0 (To exit up, press 0)

If you wish to disconnect from the service, lift up receiver and dial: # **1 0** #

To Change the Operator's Language

Initially the operator's language will be in Castillian. This can be changed to the autonomous languages, e.g. Catalan, and also to English, French and German.

- Lift the receiver** and listen to the operator advice that you either have messages or not.
- Press 1** and listen to the five options and then
- Press 4** You will be asked to dial your access code
- Dial your access code:** this is always 0000 to start with.

You will then be asked to choose the language:

- **Press 1 for Castillian; 2 for autonomous languages; 3 for other languages.**

If you press 3, you will hear the operator saying that you are going to select a foreign language:

- **For English, press 1; for French, press 2; for German, press 3**

If you press 1, you will hear the operator saying that you have chosen English. If you agree: **press 1**. If not, **press 2** and try again.

The operator will now say in English:

- **Thank you for using Telefónica answering service.**

Then the call will be disconnected and you will have to pick up the phone again to access the other services.

From now on you can listen to your messages and change a variety of options in English, the exceptions being the Information Service and the 1004 Service.

How to Listen to Messages

When you pick up the phone, after about 6 seconds the answer phone service will start automatically. Listening to messages is a free service at any time of the day.

Pick up the receiver and wait . If you do not have any messages you will hear:

- **Teléfonoica Answering Service informs you that you have no (new) messages.**

You will then be asked to choose from the **Main Menu (see below)**:

If you do have messages you will hear:

- **Teléfonoica Answering Service informs you that you have new messages.**

The operator will proceed to read each message in turn, indicating the date and time of the message. At the end of each message you will hear:

- **To answer this message, press the * (asterisk) button.**
- **To hear the message again, press 1**
- **To save it, press 2.**
- **To erase it, press 3**
- **To answer the message by means of the mensavoz (voice mail) service, press 4**

You do not need to wait for the end of these instructions to press asterisk, 1, 2, 3 or 4. Once you know this, you can press one of the numbers as the operator starts to speak. Continue with the next message. At the end you will hear again the **Main Menu**.

Main Menu

The operator will run through the Main Menu options as follows:

- **To go to the information service, press 3**
- **To access the mensavoz (voice mail) service, press 2**
- **For personal options, press 1**
- **To exit, press 0**

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Personal Options

There are five alternatives under Personal Options:

- **To change the welcome message, press 1**
- **To change the access code, press 2**
- **To modify the notification of new messages, press 3**
- **To change language (i.e. Castillian, Catalan, Autonomous, English, French, German), press 4**
- **To change the options on calls received on your answering service, press 5**

To Change the Welcome Message

- Lift the receiver** and listen to the operator advise that you either have messages or not.
- Press key 1.**
- You will hear the message with the five options and you will need to **press 1 again.**
- You will be asked to dial your personal access number. **Dial your number, or 0000** if you have not changed it. You will then hear the operator say:

- **To hear the welcome message, press 1**
- **To change the welcome message, press 2**
- **To exit, press 0**

If you press 1, you will hear:

- **Your current welcome message is: You have dialledI am unable to take the call just now but you can leave a message if you wish, after the tone, thank you.**

If you press 2, you will hear:

- **If you prefer to use the standard welcome message, press 1**
- **If you prefer to personalise your welcome message, press 2**
- **If you wish to exit, press 0**

If you press 2 again, you will hear:

- **To record a new message, speak after the tone; you have 30 seconds. When you have finished, press the “cross hatched” key (i.e. press the # key)**

The operator will let you listen to your new message and will say:

- **If you accept it, press 1 again. If you do not accept it, press 2 and try again.**

Once you have pressed key 1, the operator will say that your new message has been registered and will thank you.

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To Change the Access Code

Until you change it, your access number is 0000, which you can retain but it cannot be used to listen to messages from another telephone.

a) Lift the receiver and listen to the operator advise that you either have messages or not.

b) Press key 1.

c) After the list of five options, **press key 2.**

d) You will hear:

- **Please dial your access code** (in the first instance 0000 and subsequently any other one you may wish to select)
- **Please dial your new access code** (four digits)
- **Your new access code is xxxx. If correct, press 1. If not, press 2.**

If you press 2, you will have to redial your correct new access number. Once you have pressed 1, the operator will say that the new access number has been registered and she will thank you.

