Getting started with Mobile Voicemail

Setting up your Voicemail service for the first time

If you wish to enable the Voicemail service, you must contact our Mobile Services team who will create a subscription on your behalf. You may contact them on one of the following channels:

- Please fill out this form (click here) which will be sent directly to our team

Once the service has been activated by JT you will receive an email confirmation.

You must then choose when you would like external callers to be forwarded to your voicemail box. Calls may be forwarded to the Voicemail in four different scenarios:

1. Forward all inbound calls

2. Forward calls on no reply/no answer

3. Forward calls when busy, i.e. you're engaged in another call

4. Forward calls when unreachable, e.g. your phone is turned off

How can I manage my voicemail call forwarding rules via my handset?

You can manage your call forwarding rules within your mobile handset's settings menu. However, the easiest way to manage call forwarding is by using short codes.

To setup call forwarding

Dial ****FUNCTION_CODE*TARGET_NUMBER#**

Where **FUNCTION_CODE** is either:

- 61 – to forward calls on no reply
- 62 – to forward calls when you are unreachable, e.g. when your phone is turned off
- 67 – to forward calls when busy, i.e. you're engaged in another call
- 21 – to forward ALL calls

And **TARGET_NUMBER** is either:

- 00441534555555 when in Jersey, or
- 00441481818818 when in Guernsey

So as an example, if you were a Guernsey customer and you wanted to forward your calls to the voicemail service when busy you would dial: ****67*00441481818818#**

To check the status of a call forwarding rule

Dial ***#FUNCTION_CODE#**

Where **FUNCTION_CODE** is either:

- 61 – to forward calls on no reply
- 62 – to forward calls when you are unreachable, e.g. when your phone is turned off
- 67 – to forward calls when busy, e.g. you're engaged in another call
- 21 – to forward ALL calls

To cancel a call forwarding rule

Dial **##FUNCTION_CODE#**

Where **FUNCTION_CODE** is either:

- 61 – to forward calls on no reply
- 62 – to forward calls when you are unreachable, e.g. when your phone is turned off
- 67 – to forward calls when busy, i.e. you're engaged in another call
- 21 – to forward ALL calls

You can also cancel all rules at once by dialling: **#002#**

Using the Voicemail Service

How will I know if someone has left me a voicemail message?

When someone has left you a voicemail message you will receive a notification. By default, the service is set up to notify you of a new voicemail message via SMS.

There are 3 methods of voicemail notification that are available:

1. Receive an SMS notification (default)
2. Receive an email notification
3. Receive an email notification that contains an audio copy of the recording

A combination of these methods may also be used, e.g. you may receive an SMS notification AND an email alert. You can manage the way in which you're notified of a new voicemail by dialling the voicemail access number.

How can I listen to the voicemail messages that have been left for me?

You can listen to your voicemail messages by dialling:

- Dialling +44 (0) 1534 555555 in Jersey
- Dialling +44 (0) 1481 818818 in Guernsey

If you have any new messages you will be automatically directed to the Playback Menu.

If you have messages that have already been played, you will be presented with an option that allows you to listen to the messages again: "You have [x] messages. Press 1 to listen to Voicemail message, or press 9 to go to Main Menu"

If no voicemail messages have been left for you, you will be automatically directed to the Main Menu.

When you are in the Playback Menu, your messages will be played. The messages will be prefixed with "Received from <the number> at <date> <time>:" before the message is read. After a message is read, you will be presented with several options:

- Press 1 to delete the message
- Press 2 to skip to the next message
- Press 3 to extend the message retention period
- Press 4 to send the message to your email (to use this feature you will need to supply the Mobile Services team with your chosen email address)
- Press 9 to go to the Main Menu

How can I setup a personalised greeting message to welcome callers to my Voicemail service?

Greetings can be managed via the Greetings Menu:

- Dial into the Voicemail service and navigate to the Main Menu.
- Press 1 to go to the Greetings Menu.
- You then have options to:
  o Press 1 to listen to the current greeting message
  o Press 2 to record a new personal greeting message
  o Press 3 to delete your personal greeting message

How can I change my notification settings?

- Dial into the Voicemail service and navigate to the Main Menu.

- Press 2 to go to the Notifications Menu.

- Your current notification settings will be read.

- You then have options to:

  - Press 1 to toggle SMS notifications

  - Press 2 to toggle Email notifications (this will only work if you have provided the Mobile Services team with your chosen email address during the initial installation)

  - Press 3 to toggle Message-in-Email notifications (this will only work if you have provided the Mobile Services team with your chosen email address during the initial installation)

  - Press 4 to listen to your current notification settings again

How can I disable the Voicemail service?

If you wish to disable the Voicemail service over the short term you can do this by cancelling your call forwarding rules.
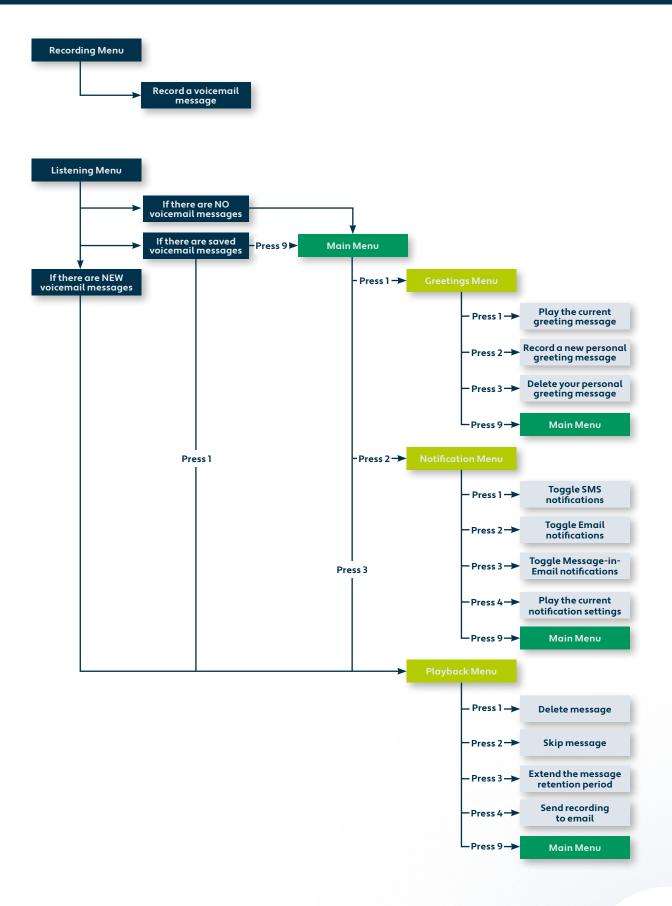
If you wish to remove the service permanently:

- Please fill out this form (click here) which will be sent directly to our team

JT does not have control over the call forwarding rules, these are managed by the Customer via their handset. Note that if JT cancels the Voicemail service but the Customer does not cancel their call forwarding rules, the Customer may continue to incur charges.

Recording Menu

→ Record a voicemail message

Listening Menu

→ If there are NO voicemail messages

→ If there are saved voicemail messages — **Press 9** → **Main Menu**

If there are NEW voicemail messages

Press 1 → **Greetings Menu**

- **Press 1** → Play the current greeting message
- **Press 2** → Record a new personal greeting message
- **Press 3** → Delete your personal greeting message
- **Press 9** → **Main Menu**

Press 2 → **Notification Menu**

- **Press 1** → Toggle SMS notifications
- **Press 2** → Toggle Email notifications
- **Press 3** → Toggle Message-in-Email notifications
- **Press 4** → Play the current notification settings
- **Press 9** → **Main Menu**

Press 1

Press 3

Playback Menu

- **Press 1** → Delete message
- **Press 2** → Skip message
- **Press 3** → Extend the message retention period
- **Press 4** → Send recording to email
- **Press 9** → **Main Menu**

To find out more contact us at:

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