

 telstra.com/homephone

 visit a telstra store

 13 2200

HOME FEATURES USER GUIDE

GET TO KNOW YOUR HOME PHONE



ENJOY FEATURES THAT MAKE LIFE EASIER



Need help?

Log on to [telstra.com/home-phone](https://www.telstra.com/home-phone) to find out more information.

Visit us at a Telstra store.

Call **13 2200** we're here 24/7 and it's a free call from your Telstra home phone or Telstra mobile within Australia.

Home features make it easy for you to do more with your home phone. You've already got quite a few ready to go and this guide will help you make the most of them – and add others for even more convenience.

<u>1# TELSTRA FEATURE ASSISTANT</u>	<u>02</u>
<u>CALL WAITING</u>	<u>03</u>
<u>CALL RETURN</u>	<u>05</u>
<u>CALL FORWARD</u>	<u>06</u>
<u>TELSTRA HOME MESSAGES 101®</u>	<u>11</u>
<u>MESSAGEBANK®</u>	<u>12</u>
<u>3-WAY CHAT</u>	<u>16</u>
<u>CALL BACK</u>	<u>17</u>
<u>SMART RING</u>	<u>18</u>
<u>CALLING NUMBER DISPLAY</u>	<u>20</u>
<u>MULTIPLE NUMBER</u>	<u>22</u>
<u>DELAYED HOTLINE</u>	<u>23</u>
<u>ABBREVIATED DIALLING</u>	<u>24</u>
<u>CALL CONTROL</u>	<u>25</u>
<u>REMOTE ACCESS</u>	<u>26</u>
<u>PERSONAL IDENTIFICATION NUMBER (PIN)</u>	<u>27</u>
<u>ADDITIONAL SERVICES AND EQUIPMENT</u>	<u>29</u>

1# TELSTRA FEATURE ASSISTANT

1# Telstra Feature Assistant gives you voice-activated help for your extra home phone features. Use it to:

- turn Call Waiting and Call Forward on and off, or just check their current status
- store your frequently forwarded numbers in 'Home', 'Work', 'Mobile' or 'Other' lists
- listen to information about your Telstra Voice features.

HOW TO USE IT

Step 1

Dial **1 #** or, if you have our T1000S or T1000C rental phone, press the Telstra Voice Assistant button.

Step 2

When you're connected, you'll hear:

"Hi, I'm your Telstra Feature Assistant. What would you like to do today?"

You can say:

"Call Waiting", "Call Forward", "phone features", "user tips", "stored numbers"

You can listen to all of the step-by-step prompts or interrupt them to make your request.

Call Forward Immediate is the default Call Forward setting in 1# Telstra Feature Assistant. If you only want calls forwarded if your line is busy, you'll need to say "Call Forward Busy".

There's no fee for using 1# Telstra Feature Assistant but, when you use Call Forward, applicable call costs apply for forwarded calls.

CALL WAITING

Call Waiting tells you if there's another call when you're already on the phone. A discreet tone alerts you to the new call – so you can answer it by putting your first caller on hold. Call Waiting is available in most areas of Australia. If you have a new service Call Waiting will be automatically turned on.

HOW TO USE IT

To answer an incoming call or switch between calls:

Recall Dial Tone **2**

To hang up one call and return to the other:

Recall Dial Tone **1**

To reject an incoming call:

Recall Dial Tone **0**

To turn **on** Call Waiting:

1 # Follow prompts or

 Dial Tone * **4 3 #** Announcement 

To turn **off** Call Waiting:

1 # Follow prompts or

 Dial Tone **# 4 3 #** Announcement 

On a T1000S/T1000C rental phone

To turn **on** Call Waiting:

 Telstra Voice Assistant Follow prompts

To turn **off** Call Waiting:

 Telstra Voice Assistant Follow prompts

To answer the incoming call or to switch between calls:

Call wait

CALL RETURN

The Call Waiting 'bips' can confuse some fax machines and dial-up modems. To turn Call Waiting off when you send a fax or use dial-up internet:

add *44 to the front of the fax number, and store *44 on the front of your internet dial up number.

To check if Call Waiting is on or off:

1 # or

 Dial Tone * # 4 3 # Announcement 

Once Call Waiting is turned on, it will stay on unless you switch it off. Call Waiting won't work during a 3-Way Chat call.



If you miss a call and want to know who it was, Call Return will let you find out the number quickly and easily (unless it was a blocked number).

HOW TO USE IT

To retrieve the number of your last unanswered call:

 * 1 0 #

To call the number back press 1

On a T1000S rental phone

To retrieve the number of your last unanswered call:

 Call return

To call the number back press 1

Call Return is ready to use on your phone now (for tone phones in most areas in Australia). There is a charge for using Call Return, and call charges apply if you return the call.

CALL FORWARD

When you don't want to miss any calls, but can't just wait by the phone, you can use Call Forwarding to send your incoming calls on to a more convenient number. There are several flexible options to choose from, giving you unbeatable control over when and where your calls will go.

CALL FORWARD IMMEDIATE

Any calls to your primary phone are immediately redirected to the number you choose.

HOW TO USE IT

To turn **on** Call Forward Immediate for all incoming calls:

1 # Follow prompts or
☎ * 2 1 Phone number # ☎

To turn **off** Call Forward Immediate for all incoming calls:

1 # Follow prompts or ☎ # 2 1 # ☎

On a T1000S or T1000C rental phone

To turn **on** Call Forward Immediate for all incoming calls:

☎ Telstra Voice Assistant Follow prompts

To turn **off** Call Forward Immediate for all incoming calls:

☎ Telstra Voice Assistant Follow prompts

To check if Call Forward Immediate is **on** or **off**:

☎ Telstra Voice Assistant Follow prompts

Call Forward Immediate is ready to use on your phone now. It overrides all other Telstra Voice features except Call Forward Selected Callers. Call charges apply for the calls you forward.

CALL FORWARD BUSY

If your phone is engaged when someone calls, they'll be immediately forwarded to another number you've chosen.

HOW TO USE IT

To turn **on** Call Forward Busy for all incoming calls:

1 # Follow prompts or
☎ * 2 4 Phone number # ☎

To turn **off** Call Forward Busy for all incoming calls:

1 # Follow prompts or
☎ # 2 4 # ☎

To check if Call Forward Busy is **on** or **off**:

1 # Follow prompts or
☎ * # 2 4 # Announcement ☎

Call Forward Busy is available to use on your phone now. Call charges apply for the calls you forward.

CALL FORWARD NO ANSWER

When there's no one to answer your phone, you can get your calls sent on to another number. The default 'no answer' delay is 20 seconds or about seven rings. However, you can set any delay you want from five to 60 seconds.

HOW TO USE IT

To turn **on** Call Forward No Answer for all incoming calls:

1 # Follow prompts or
☎ * 6 1 Phone number # ☎

To change the 'time in seconds' delay before calls forwarded:

1 # Follow prompts or
☎ * 6 1 Phone number * Time in seconds # ☎

To turn **off** Call Forward No Answer for all incoming calls:

1 # Follow prompts or
☎ # 6 1 # ☎

To check if Call Forward No Answer is **on** or **off**:

1 # Follow prompts or
* # 6 1 # Announcement

Call Forward No Answer is ready to use on your phone now.
Call charges apply for forwarded calls.

CALL FORWARD SELECTED CALLERS

You can forward specific callers to another phone by creating a 'Selected Callers List' of up to 15 numbers.

HOW TO USE IT

To turn **on** Call Forward Selected Callers:

* 9 2 #

To turn **off** Call Forward Selected Callers:

* # 9 2 #

To check if Call Forward Selected Callers is **on** or **off**:

* # 9 2 # Announcement

How do I manage my Selected Callers List?

To add a number to your 'Selected Callers List':

* 8 7 PIN * Announcement 4 *
Announcement List position * Announcement
Caller's phone number * Announcement
Forwarding destination phone number #
Announcement

To check which number is in a particular position on your 'Selected Callers List':

* # 8 7 PIN * Announcement 4 *
Announcement List position # Announcement

To remove a number from your 'Selected Callers List':

* # 8 7 PIN * Announcement 4 *
Announcement 1 Announcement List position #
Announcement

To clear your entire 'Selected Callers List':

* # 8 7 PIN * Announcement 4 *
Announcement 2 Announcement 1 #
Announcement

Call Forward Selected Callers overrides all other Call Forwards. Calls can be forwarded to most numbers in Australia, but you need to activate your PIN on your home phone to use it. See page 27 for details. Call charges apply for forwarded calls.

CALL FORWARD SET THE TIME

Have your calls follow you around, by setting up different forwarding instructions for up to 15 different time periods. You specify the day, the times and an alternate phone number for all your incoming calls during each 'window'.

HOW TO USE IT

To turn **on** Call Forward Set the Time:

* 1 6 #

To turn **off** Call Forward Set the Time:

* # 1 6 #

To check if Call Forward Set the Time is **on** or **off**:

* # 1 6 # Announcement

To create or modify your 'Time Period List':

* 8 7 PIN * Announcement 9 *
Announcement List position * Announcement
Start day number * Start time Announcement
Finishing day number * Finishing time Announcement
Forwarding destination phone number # Announcement

To check the destination number and times for a 'Time Period List' entry:

* # 8 7 PIN * Announcement 9 *
Announcement List position # Announcement

TELSTRA HOME MESSAGES 101®

The day numbers are:

Monday: ① Tuesday: ② Wednesday: ③

Thursday: ④ Friday: ⑤ Saturday: ⑥

Sunday: ⑦

Times are entered in 24-hour mode
(eg 9.30am = 0930; 7.15pm = 1915; etc).

To remove a setting from your 'Time Period List':

☎ # 8 7 PIN * Announcement 9 *

Announcement ① Announcement List position #

Announcement ☎

To remove all numbers from your 'Time Period List':

☎ # 8 7 PIN * Announcement 9 *

Announcement ② Announcement ① #

Announcement ☎

Call Forward Set the Time overrides Call Forward Busy and No Answer. You'll need to activate your PIN on your home phone to use it. See page 27 for details. Call charges apply for forwarded calls.

For a simple, affordable answering service, you can't go past Telstra Home Messages 101. It's free to turn on and use, however not all services and calls are included.

HOW TO USE IT

To turn **on** Telstra Home Messages 101 or to retrieve messages from your home phone:

☎ ① 0 ① Follow prompts

You'll know you have new messages as soon as you pick up your phone because you'll hear a special 'interrupted' dial tone.

You can also get a text message sent to your Telstra mobile when someone leaves you a new message.

To turn **on** SMS Message Notifications:

☎ ① 0 ① select ② from the menu Follow prompts

If you use dial-up internet access, make sure you clear your MessageBank messages first.

Your phone will ring for 20 seconds before Telstra Home Messages 101 takes the call. You can change this delay to any interval, from five to 60 seconds.

To change the delay before your calls are answered:

9 9 Time in seconds #

If you have a personal alert system (such as a medical alert device), call us on **1800 886 371** to make sure it's compatible with the service.

If you're after a fully featured digital answering service, MessageBank is the easy way to catch calls when you're away from your phone or already on the line.

HOW TO USE IT

The first time you call your MessageBank service, you'll be guided through recording your personal greeting and choosing a PIN.

Just follow the prompts to set up your mailbox.

You'll need your PIN when you call from another fixed or mobile service.

Accessing MessageBank

To access MessageBank from the phone it's connected to:

1 0 1 or 1 2 5 1 0 1 and, if prompted,

MessageBank Pin #

To access MessageBank from another fixed or mobile phone within Australia:

1 2 5 1 0 2 and, when prompted,

Mailbox number # (which is your phone number including area code) and MessageBank Pin #

To access MessageBank from services connected to some PABXs or to other carriers call **1800 135 102**.

To access MessageBank from phone services in other countries, call **+61 418 707 102** and, when prompted, enter your Mailbox number # and MessageBank Pin #

Changing your PIN and/or greeting

You can change your PIN at any time and, if you prefer the added security of PIN protection when calling MessageBank from your home phone, you can set that up too.

Call MessageBank and press 9 to access the Main Menu, then:

3 for the Setup menu, then

3 for the PIN Change menu, then

1 to change the PIN or

2 for Security Settings, then

1 to turn **off** Optional PIN.

When Optional PIN is off, you'll need to enter your PIN whenever you call your mailbox.

When Optional PIN is on, your PIN will only be required when calling your mailbox from another fixed phone or a mobile.

Managing your messages

You'll know you have new messages as soon as you pick up your phone because you'll hear a special 'interrupted' dial tone.

Or, if you get one of our T1000C or CR2000 rental phones, the special flashing message indicator will let you see if you've got new messages at a glance. See page 29 or call us on **13 2200** to find out more.

You can also get a text message sent to your Telstra mobile whenever someone leaves you a new message.

To turn **on** SMS Message Notifications:

1 2 5 1 0 1, select 4 from the menu

Follow prompts

If you use dial-up internet access, make sure you clear your MessageBank messages first. Otherwise the special 'interrupted dial tone' may not be recognised by your modem.

Listening to messages

Your messages will play automatically when you call MessageBank.

After listening to your messages, you can press:

- ① to replay the message
- ② ② to call the person back*
- ⑤ to delete the message and go to the next one.

Storing messages

MessageBank automatically stores all your new messages for 14 days, and for seven days once you've played them (unless you delete them first).

You'll have storage for up to 60 messages of up to five minutes each.

Knowing who's called

If a caller listens to your personal greeting, then hangs up without leaving a message, you can still get their number (as long as it wasn't blocked or silent) by pressing:

- ⑨ for Main Menu
- ③ for Mailbox Set-up
- ⑤ for Mailbox Options
- ⑥ for Hang Up Messages, then choose **on**.

MessageBank can store numbers for up to 5 Hang Up Messages at a time.

* Standard call charges apply. Does not apply to Telstra Talking messages.

MessageBank shortcuts

Anytime you're using MessageBank, you can press:

- ⑨ to return to Main Menu
- * to cancel and go back one menu level
- ⑧ for Help.

And when you're listening to your messages, you can press:

- ① to go back to the start of the message
- ② to go back 8 seconds
- ③ to go forward 8 seconds
- ③ ③ to fast forward to the end of the message
- ⑥ to skip to the next message
- ⑦ to pause a message while it is playing
- ⑦ to resume again.

Changing the time before MessageBank answers the call

Your unanswered calls are usually forwarded to MessageBank after 20 seconds, or about seven rings. However, you can change this to anything from five to 60 seconds.

To change the time before a call is forwarded:



MessageBank is available in most areas in Australia. A monthly access charge applies unless you've got Telstra Voice Ultimate, Telstra Voice Together, Telstra Voice Reach or a Telstra Home® Bundle.

3-WAY CHAT

3-Way Chat is great for making plans with friends. It lets you talk to two friends at once, and either friend can leave the call at any stage, so you can bring in someone else.

HOW TO USE IT

To put your caller on hold and make a new call:

Recall Dial tone Phone number Wait for answer

Then bring both callers into a 3-Way Chat:

Recall Dial tone 3

To split a 3-Way Chat (this will put one call on hold):

Recall Dial tone 2

To switch between calls:

Recall Dial tone 2

To hang up one call and return to the caller on hold:

Recall Dial tone 1

On a T1000S or T1000C Rental Phone

To put your caller on hold, make a new call and then create a 3-Way Chat:

Recall 2nd phone number 3-Way Chat

To split a 3-Way Chat or switch between callers:

Call wait

3-Way Chat is ready to use on your phone now.

Call Waiting won't work while you're on a 3-Way Chat call, but Call Forward Immediate or Busy will still work if you've set one up.

A per use charge for 3-Way Chat applies unless you've got Telstra Voice Ultimate, Telstra Voice Together or Telstra Voice Reach. Call charges apply at standard rates for each call that joins the chat.

CALL BACK

If a number you call is busy, you don't need to wait around trying to get through. Simply set a Call Back and let our system watch the line for you. When the number you want is available, you'll get an automatic call back.

HOW TO USE IT

On most phones

To set up a Call Back:

Busy tone Recall * 3 7 # Announcement

To cancel a Call Back:

3 7

On a T1000S/T1000C Rental Phone

To set up a Call Back:

Busy tone Call back Announcement

To cancel a Call Back:

Cancel Call back Call back

To check if you have an active Call Back:

* # 3 7 # Announcement

Call Back is ready to use on your phone now. The busy destination will be monitored for 45 minutes. Call Back won't work for all calls, including to some business numbers, Operator Assisted Services, international destinations and phones on some other carriers' networks.

Call Back requires a tone phone, preferably with distinctive ring capability and you can have up to five Call Backs set up at the same time.

A per use charge for Call Back and call charges apply unless you've got Telstra Voice Ultimate. Call charges apply at standard rates.

SMART RING

If you like to know who's calling before you answer, you can use Smart Ring Lists to allocate different ring tones to different groups of people based on their phone numbers.

To activate Smart Ring, call us on **13 2200**.

HOW TO USE IT

To turn **on** Smart Ring:

 * 8 8 # Announcement 

To turn **off** Smart Ring:

 # 8 8 # Announcement 

To find out if Smart Ring is **on** or **off**:

 * # 8 8 # Announcement 

To add/change a number on a 'Smart Ring List':

 * 8 7 PIN * Announcement Ring Code 1, 2 or 3
* Announcement List Position * Announcement
Phone Number # Announcement 

To remove a number from a 'Smart Ring List':

 # 8 7 PIN * Announcement Ring Code 1, 2 or 3
* Announcement 1 Announcement List Position #
Announcement 

To remove all numbers from a 'Smart Ring List':

 # 8 7 PIN * Announcement Ring Code 1, 2 or 3
* Announcement 2 Announcement 1 #
Announcement 

If an incoming call is not on your Smart Ring Lists, you will hear your standard ring sound.

To check which number is in a particular position in a 'Smart Ring List':

 * # 8 7 PIN * Announcement
Ring Code 1, 2 or 3 * Announcement List Position #
Announcement of caller's number 

Smart Ring is available on most phones with distinctive ring capability in most areas in Australia. However it may not work with some cordless phones. If you want to identify calls from a certain area, just enter the area code. You need to activate your PIN on your home phone to use Smart Ring. See page 27 for details. Monthly charges apply.

CALLING NUMBER DISPLAY

You can also see who's calling before you answer by having the caller's number displayed on your phone. You'll need a phone with a display screen.

HOW TO USE IT

To activate Calling Number Display, click telstra.com/info/cnd or call us on **13 2200**.

When your phone rings, just look at your display screen to see the caller's number. You'll soon recognise the numbers of people who call regularly.

Some phones, including our T1000C Calling Number Display and CR2000 cordless rental phones, can be programmed with a short list of numbers and names. When they 'recognise' a calling number, they'll display the name from your list instead.

If you're busy or not sure who's calling, you can store the number and return the call later. Storing or logging some numbers is a standard feature on most display phones.

Calling Number Display won't work if the call is from:

- a silent line or unlisted number
- a caller who has chosen to block their number
- an overseas number
- someone who's provider doesn't participate in Calling Number Display or needs their subscriber to activate number display
- a payphone.

You'll just see 'private' or 'withheld', 'unavailable' or 'out of area', 'payphone' or 'call forward' on your screen instead.

If the call has been diverted to you, you'll still see the originating caller's number.

WHAT ELSE IS INCLUDED?

Call Waiting Display

Some display telephones have Call Waiting Display, which lets you see the number of a second caller when you're already on the phone (unless the number is blocked).

Call record logging

Most phones that support Calling Number Display also support call record logging. However, capacity varies, so please check the user manual for your phone.

Call Blocking

Call Blocking is free and lets you block your number on an individual call. When you're calling from a Telstra fixed phone, just add **1 8 3 1** to the front of the number when you dial.

Line Blocking

Line Blocking stops your number from being sent whenever you make calls. Permanent Line Blocking is automatically included for unlisted numbers and is available on request for listed services. You can override blocking on individual calls by adding **1 8 3 2** before the number when you dial from a Telstra fixed phone.

Calling Number Display is available on most tone phones in Australia, and a monthly charge applies unless you've got Telstra Voice Ultimate or a Telstra Home Bundle. Phones with Call Waiting Display will mute the receiver for one to two seconds while the details of the caller's number are sent to the telephone. This may cause a brief interruption to the conversation. Occasionally, some telephones may mistakenly respond to a caller's voice or external noise causing a 'false muting'.

MULTIPLE NUMBER

An easy way to keep your incoming calls sorted is to have a second phone number for your home line – complete with its own ring tone.

To set up Multiple Number, call us on **13 2200**.

HOW TO USE IT

Call charges will default to your main/first number. When you want to use Call Return, Call Forwarding or Call Control on your second number, simply enter the prefix ***11*2#** first.

For example, for Call Return:

 * 1 1 * 2 # * 1 0 #

Both your main number and your auxiliary number need to be pre-selected to Telstra for long distance calls.

You also need a phone with distinctive ring capability.

You can use Remote Access to change your Call Forwarding and Call Control settings on the second number. (See page 26 for details.)

Call Waiting and Call Back will still work on your line if you have Multiple Number. Calling Number Display will work, but it can't tell you which of your numbers was called.

A monthly charge applies.

DELAYED HOTLINE

The Delayed Hotline service will automatically dial a dedicated number for you. All you have to do is pick up the phone and wait four seconds. When you want to call another number, just start dialling before the four seconds is up.

HOW TO USE IT

To turn **on** Delayed Hotline:

 * 5 3 # 

To turn **off** Delayed Hotline:

 # 5 3 # 

To check if Delayed Hotline is **on** or **off**:

 * # 5 3 # 

Delayed Hotline overrides Call Control, so you can use Delayed Hotline for a specific number, but still have a bar on making that type of call to other numbers. See page 25 for Call Control.

You can't store 000 as a Hotline number, and a monthly charge applies.

ABBREVIATED DIALLING

If you call the same numbers often, you can use Abbreviated Dialling to convert up to 8, 40, or 60 numbers into one or two digit speed dial codes.

Abbreviated Dialling – eight-number memory

Store up to eight numbers as one-digit codes, from two to nine, then just press the key to make your calls.

Abbreviated Dialling – 40 or 60 number memory

Need to store a lot more numbers? Then use two-digit codes, from 20 through to 59 or 79, to make all that dialling easy.

To activate Abbreviated Dialling, call us on **13 2200**.

HOW TO USE IT

To call a stored number:



To enter or change a stored number:



To cancel a stored number:



A monthly charge applies.

Abbreviated Dialling overrides Call Control so you can use it to dial specific numbers, but still have a bar on making that type of call to any other number. See across the page for Call Control.

Please note, (1) # cannot be used a code.

CALL CONTROL

If you want to stay on top of your call costs, or several people are sharing your phone, you can use Call Control to set a range of barring levels for outgoing call types – including STD, International, 190 or local calls.

HOW TO USE IT

To turn **on** Call Control:



To turn **off** Call Control:



To check if Call Control is **on** or **off**:



A monthly charge applies. Reverse Charge calls can still be accepted regardless of the level of barring. You need to activate your PIN on your home phone before you can use Call Control. See page 27 for details.

REMOTE ACCESS

You don't have to be home to change your Call Waiting, Call Forwarding, Call Control, Delayed Hotline and Smart Ring settings. If you're expecting an important call while you're out, you can use Remote Access to quickly change your Call Forward settings.

HOW TO USE IT

To access Remote Access:

 Access number Announcement Your number *
 PIN * Announcement Enter command sequence
 Announcement 

For example, to turn on Call Forward Immediate using Remote Access:

 Access number Announcement Your number *
 PIN * Announcement * 2 1 Phone number #
 Announcement 

You can only make one change per Remote Access call. You also need to activate your PIN on your home phone before you can use Remote Access. See across the page for details.

If you need to connect Call Control, Smart Ring or Delayed Hotline, call us on **13 2200**.

Please note, applicable call costs and a monthly charge apply.

PERSONAL IDENTIFICATION NUMBER (PIN)

For your security, you need a PIN to activate, use or change your settings for Call Control, Call Forward Set The Time, Call Forward Selected Callers, Remote access and Smart Ring. You can use the same PIN for all your home services.

HOW TO USE IT

When you set up any PIN dependent features, you'll get a temporary PIN which is the last four digits of your phone number.

You can change your PIN as often as you like, and changing it from your temporary PIN is a great first step. Whenever you activate or reset your PIN, you need to call from the phone service that has home features on it.

If you lose or forget your PIN, call us on **13 2200**.

To change your PIN:

 * 3 0 Old PIN * New PIN * New PIN
 # Announcement 



ADDITIONAL SERVICES AND EQUIPMENT

RENTAL PHONES

You can do more with your Home Features when you have a phone that does more for you. Our handset rental option makes it easy to choose some of the handiest home phones around.

You can check out your options at
telstra.com.au/home-phone/t-hub-home-phones



TM and the spectrum device are trade marks and © are registered trade marks of Telstra Corporation Limited, ABN 33 051 775 556.