

Home voicemail works in the same way as your mobile voicemail, enabling people to leave you a message when you can't answer your phone. Voicemail is free to all of our landline customers and you need no extra equipment. To set it up you simply need first to set up call diversions then you will be able to dial **1 7 1** from your landline and follow the instructions to set a PIN and record a greeting.

With our new voicemail system you can now merge your mobile and landline voicemail boxes so that you can easily manage your messages. You can also manage your voicemail settings online and even receive voicemail messages as an email attachment.

How to set up home voicemail

To set up home voicemail, that is voicemail on your landline, not your mobile, you first need to set your calls to divert. You have three options for call divert, which means callers will be diverted to your voicemail in the circumstance that you choose. Simply dial the number below to set your voicemail to divert:

Immediate

Dial *** 2 1 * 1 7 1 #**
(to divert all calls straight to voicemail)

On busy

Dial *** 2 7 * 1 7 1 #**
(to divert calls to voicemail when you are busy)

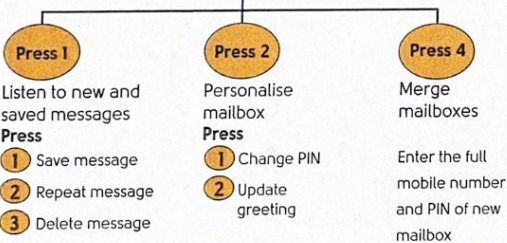
No reply

Dial *** 6 1 * 1 7 1 #**
(to divert callers to voicemail when you do not answer)

Once you have set up your calls to divert you can then:

Dial **1 7 1** to access your Voicemail mailbox from the landline you wish to set up voicemail with. The first time you access your voicemail you will be asked to set a PIN. This 4-digit password is only required to access your voicemail from another phone (e.g. a mobile or while abroad). You will be asked to record a greeting for callers to hear. To change other settings press the star key ***** for the admin menu below.

Call 171



Mobile voicemail

Calls will automatically go through to voicemail if:

- you do not answer for a certain number of rings
- you are on another call
- you have no signal
- your phone is switched off

- 1.) Dial **1 7 1** on your mobile phone and press call.
- 2.) Your voicemail will then be set up. Follow the instructions to change your PIN which will be set as 0000 as default. You should change your PIN to prevent anyone else accessing your voicemail.
- 3.) You can then record a welcome message and merge one or more mailboxes by following the instructions on the automated system.

To set up a landline voicemail divert please refer to our Star Services information in the front of the directory.

Listening to your messages

To listen to your voicemail messages call 171 from your mobile. You can also call +44(0)1481 700 000 or +44(0)7700 700 000 if you are calling from abroad, a landline or someone else's mobile.

Accessing voicemail online

Once you have set up voicemail you can access messages and manage your mailbox settings online. Mailbox merges, alarm settings and PIN changes can all be accessed through your online account. Visit www.sure.com/vms to sign in using your phone number and voicemail PIN.

New mailbox merging

Our voicemail system enables you to merge two or more mailboxes so you can access your home phone and mobile voicemail at the same time. To merge a mailbox simply sign in online at www.sure.com/vms or dial **1 7 1** and follow the automated instructions. You will need the phone number and PIN to both mailboxes that you wish to merge.

Missed call notification

When your phone is off or busy and you miss a call, you will now receive a text notification stating the number that tried to call even if they don't leave a message. Only numbers that have been released will show as a missed call notification.

Most numbers are released as standard but please see our Star Services in the front of the directory for more information about releasing a number that is ex-directory or masked.

Cancelling your voicemail

To cancel your voicemail dial **# # 0 0 4 #**

To reactivate your voicemail diversions after cancellation dial

*** * 0 0 4 * 1 7 1 #**



How to top up your mobile phone

Online

To top up online simply visit our website www.sure.com and register for online top up. You will then be able to sign in to make top ups for any phone you would like with a debit or credit card.

At a dealer

Top up can be purchased at most supermarkets and garages on the island, just keep an eye out for our Payzone top up stickers. Visit www.sure.com to see a full list of dealers.

In store

You can top up your Sure mobile in our shop on the High Street or at Envoy House (GPO), La Vranguie.

Check your balance

Simply dial *** # 1 0 0 #** and press call to receive a text response showing your credit and any free minutes and texts remaining.

If you want to talk to the new call and release original call, then replace your handset. Your phone will then ring with the new call.

Hold for Enquiry

You can put your call on hold, make another call, then return to the original. To hold an existing call and make an enquiry call press **R**, then dial the number.

After enquiry press **R** **1** to return to your original call.

Three Party Call

You can have three way calls with other people anywhere in the world. (Remember, you pay for both calls).

To set up, place the first caller on hold by pressing **R**, wait for the dial tone and dial the second number in the usual way. If the second person does not answer, replace the handset and you will be reconnected to your original call.

When the second person answers, you either:

Press **R** **2** to shuttle between the two calls.

Press **R** **1** to finish either call and connect to the remaining call.

Press **R** **3** to engage in a three-way conversation.

Once you have set up a three-way conversation you can:

Press **R** **5** to release your first caller.

Press **R** **7** to release your second caller. You will remain talking to the first caller.

Please note:

Always wait for the dial tone after pressing the **R** button.

Caller Display

This service enables you to see the number of the person calling on a digital display before you answer the call. It is also possible to store the date, time and telephone numbers of previous callers, up to a maximum of 50, even if the calls remained unanswered.

The Caller Display service requires a Caller Display phone or a separate display unit which can be purchased from our retail outlets.

There are some telephone numbers which will not be shown. For example if the caller:

Ring Back When Free

Take away the frustration of repeatedly dialling a busy line.

Simply dial **5** when you hear a busy tone, listen for a confirmation message and then replace your handset.

Your phone will now automatically ring when the busy line becomes free. When it rings, simply pick it up and the call will automatically be connected.

To cancel: **# 3 7 #**

Call Barring

There are several Call Barring options.

Incoming "Call Barring" acts as a do-not-disturb service. When in use, callers will be advised that 'calls are not being accepted at present'.

Outgoing "Call Barring" gives the customer the ability to choose from a wide range of barring arrangements which they can change at any time, by entering simple codes from their own telephone keypad. Outgoing calls can be selectively or completely barred, other than the emergency 999 or 112 service which will always be available. For those customers who do not require the flexibility to change their own call barring arrangements, permanently set options are also available. For more information please call 700700 or visit our website www.sure.com

A Personal Identification Number (PIN) is necessary to cancel the barring once set. Customers are responsible for the security and use of their PIN and are advised not to use it from equipment that has a memory and display function.

Outgoing Call Barring Options

To set up: *** 3 4 option #**

To prevent	Option No.
All calls except 999 & 112	1
All Mobile, National and International calls-but excluding Premium Services calls	2
All International calls	3
All operator connected calls starting with digit 1	4
All Star Services calls except those to cancel Call Barring	5
All UK Premium Services calls to 0908 and 0909 (adult content) plus those with high call charges	6
All other UK and Guernsey Premium Services calls	7

To cancel:

3 4 option * password

To check: *** # 3 4 #**

Incoming Call Barring

To set up: *** 2 6 1 #**

To check: *** # 2 6 1 #**

To cancel: **# 2 6 1 #**

Check Active Facilities

If you get mixed up or just forget which services you have set on your line, use the following code to check.

PRESS: *** # 0 0 1 #**

Call Return

This allows you to hear the number, date and time of the last caller, and then automatically call them back if required. This is possible even if your last

caller was not answered. TO HEAR THE NUMBER, DATE & TIME OF YOUR LAST CALLER

Lift handset, dial **1 4 7 1** and wait for the message, then you can either:-

Dial **3** to automatically make a return call OR replace your handset, if you do not wish to return the call.

Most telephone numbers will be stored, but there are some exceptions (see list under Caller Display).

TO CALL THE LAST NUMBER WHICH CALLED YOU, WITHOUT HEARING THE NUMBER

Lift handset, dial **1 4 7 4** and wait for the connection.

Number Mask or Release for Mobiles

In order to withhold your number when making a call from your mobile handset, add **# 3 1 #** to the start of the number when making the call.

In order to release your number when making a call from your mobile handset, add *** 3 1 #** to the start of the number when making the call.

Number Mask

To prevent your number being sent to the person you are calling for that one call. Lift handset, dial **1 4 1**

and then dial the telephone number of the person you wish to call.

If you wish to prevent your number being sent on a permanent basis, the account holder must send a written request to: Star Services Help Desk, Sure, PO Box 3, Centenary House, St Peter Port, GY1 2EY asking for Number Mask to be set up permanently.

Call Diversion

There are 3 types of diversion, you choose what suits you.

- Immediate
- On "Busy"
- On "No Reply." Don't forget that you pay for the diverted call.

Immediate

To set up: *** 2 1 * number #**

To check: *** # 2 1 #**

To cancel: **# 2 1 #**

On Busy

To set up: *** 6 7 * number #**

To check: *** # 6 7 #**

To cancel: **# 6 7 #**

On No Reply

To set up: *** 6 1 * number #**

To check: *** # 6 1 #**

To cancel: **# 6 1 #**

Call Waiting

Busy on a call? Now you'll know when someone else is calling you. You can answer the new call and swap back and forth if you want.

To set up: *** 4 3 #**

To check: *** # 4 3 #**

To cancel: **# 4 3 #**

Then
If you want to switch between calls press **R**.