

Call Minder

What is Call Minder?

Call Minder gives your callers the option of leaving a message without you needing to buy a conventional answer phone.

You can listen to your messages at any time from almost any touch-tone phone in New Zealand.

How much does Call Minder cost?

Call Minder is \$7.15 a month (including GST).

Calls made from your Kinect home phone or any other residential phone to check your messages are free of charge.

However, call charges may apply when checking your messages from your mobile, a payphone, your work phone, or calls made from overseas.

With Call Minder you can give your caller the option of leaving a message or to be transferred to a phone number of your choice. Calls forwarded to a mobile or landline will be charged to your Kinect residential account. Calls transferred to a mobile phone will be charged at standard land to mobile rates.

Calls transferred to another landline will be charged at standard Kinect national calling rates.

How does Call Minder work?

You record your own personalised greeting or you can choose to use our standard greeting.

If you're away from home or on the phone or internet, Call Minder will answer your calls and take messages for you.

Or if you set up **Call Forward** on Call Minder, callers can press 0 to forward their call to a pre-programmed number of your choice.

Call Minder requires a touchtone phone.

Other services that complement Call Minder

Kinect **Message Alerts** help you keep track of your home phone messages when you're out and about. A text message is sent to your mobile phone as soon as anyone leaves a message in your Call Minder mailbox.

Call Waiting notifies you of an incoming call. You can either answer the call or let Call Minder take a message for you.

Things you should know

Kinect requires 30 days notice to cancel the Call Minder service. This means the usual charges will continue to apply for 30 days after the date you cancel this service, even if it is disconnected within that period.

Please note that in some cases this service may not be available or is limited due to network constraints and incompatibility with other products and services.

You need to have a Kinect landline account to request Call Minder.

Call Minder User Guide

Call Minder will take messages for you as soon as it is connected. If you don't answer the phone, your caller will hear the following greeting: "You have reached the mailbox of (your phone number). Please leave a detailed message after the tone".

An interrupted dial tone (a series of fast beeps) when you pick up the phone means you have a new message. You can't retrieve any messages until you have set up your Call Minder.

General points about Call Minder

Your messages are kept in your mailbox.

Your mailbox number is your area code and phone number less the leading zero in your area code. For example if your phone number is (09) 123 4567, your mailbox number would be 9 123 4567.

Your PIN is your personal identification number.

Voice prompts guide you when using your mailbox. Listen to the prompts and follow the instructions. You can press 0 for help at any time.

How open your mailbox for the first time

Dial 083210 from your phone

Enter 1234 (this is your temporary PIN to use the first time you access your mailbox)

Enter a new PIN (we recommend you keep your PIN secret to ensure your mailbox is secure).

Now simply follow the voice prompts to set up your mailbox.

How to set up your mailbox

From the main menu press 3 for personal options.

Follow the voice prompts to

- choose the standard greeting or to record your own
- change your PIN to make your mailbox more secure (a PIN must be between four and ten digits and can't start with 0)
- record your mailbox name which is played when you access your mailbox
- set the number of rings (between 0 and 9) before Call Minder answers - if you don't change the setting it will answer after seven rings

How to listen to your messages

If there is a new message in your mailbox, you'll hear an interrupted dial tone (a series of fast beeps) when you pick up the phone. You can check your messages from any phone.

How to check your messages from your home telephone

Dial 083210

Enter your PIN and press #

You will be told how many messages you have and they will be played automatically.

How to check your messages from another landline within New Zealand

(Business Line or payphone rates apply)

Dial your landline number, you will have to wait until the ringing at the destination is complete.

Then press * when you hear your message.

How to check your messages using your mobile

(Mobile call rates apply)

Dial your landline number, you will have to wait until the ringing at the destination is complete.

Then press * when you hear your message.

How to access your Call Minder from overseas

(International call rates apply)

Dial the international access code of the country you are calling from (eg 0061 for Australia).

Dial 64 (New Zealand access code).

Dial 83 083210 and wait for the greeting.

Enter your mailbox number, (your area code, without the zero, followed by your phone number, eg 9 1234567).

Press # and enter your pin

Press # - you are at the main menu.

While listening to your messages you can:

- Press 0 to get help
- Press 1 to repeat the message
- Press 2 to save the message
- Press 3 to delete the message
- Press 6 to scan your messages
- Press 7 to rewind the message back 8 seconds
- Press 8 to pause the message (press 8 again to restart)
- Press 9 to forward the message 8 seconds
- Press 99 to skip to the next message
- Press * to go back to the main menu
- Press *** or END to exit your mailbox

Deleting by mistake

If you delete a message by mistake - don't hang up. Press * to go back to the main menu, then press 1 to listen your messages again. The message you deleted will be played last. You can then choose to listen to it again, save or delete it.

Please note once you've hung up, you won't be able to retrieve any messages you've deleted.

Saving messages

Messages can be saved for 42 days each time you open and resave them. Your mailbox can hold up to 120 minutes, each message can be up to 3 minutes long (both new and saved). It would be helpful to clear your messages regularly, so callers don't find your mailbox is full.

How to turn Call Minder off or on

To turn Call Minder off

From the main menu:

Press 3 for personal options
Press 3 again for ringing options
Press # to turn Call Minder off

Turn Call Minder on

From the main menu:

Press 3 for personal options
Press 3 again for ringing options
Press 1 to choose the number of rings
Follow the voice prompts

How to leave a message in your own mailbox

Dial 083210 0000 from your phone
Leave a message

Added Call Minder features

Call Forward

Call Forward gives your callers the option to forward their call to an alternative number of your choice

If you set up Call Forward, a caller can press 0 to forward their call to an alternative number of your choice when they reach your Call Minder voicemail. You can change the number, or turn this feature on and off to suit your needs.

How does Call Forward work?

1. Go to the main menu
2. Press 3 for personal options
3. Press 3 again for Call Forward to another number
4. Press 4 to set up Call Forward to another number
5. Follow the voice prompts

The first time you enter this menu you will be prompted to enter the number you want to forward calls to. The number must begin with a zero, and include the area or mobile network code, for example 04 123 4567, or 027 123 4567. After confirming the number, Call Forward is turned on.

You may return to the menu at any time to change the Call Forward number programmed, or to turn Call Forward on or off. When the menu is accessed, the last entered Call Forward number is announced to you. You can choose to accept the number (turns on Call Forward with that number), change the number, or turn the Call Forward option off.

How much does Call Forward cost?

Calls forwarded from Call Minder to a mobile phone or a landline will be charged to your Kinect account. Calls forwarded will be charged at a per minute rate depending on the type of call.

Things you should know

Some customers may not be able to access and set up this feature on Call Minder. If you are not able to access the 'Call Forward' option in your mailbox menu, please give us a call.

Calls cannot be forwarded to international numbers, 0900 or 0800 numbers.

How to set up Message Alert to your mobile phone or pager

1. Go to the main menu
2. Press 3 for personal options
3. Press 3 again for notification options
4. Press 2 to set up message waiting notification to a mobile phone or a pager
5. Follow the voice prompts

There are charges apply using Message Alert