



## PHONE & CALLING SERVICES USER GUIDE

### MAKING CALLS

- Local Calls** Dial phone no.  
**Mobile Calls** Dial phone no.  
**National Calls** Dial area code + phone no.  
e.g. (04) Wellington (03) Christchurch.  
**International** Dial 00 + country code + phone no.

### MY AIRNET

To access information on your Airnet accounts including calling data and Internet usage use this internet link:  
**<http://myairnet.net.nz>**

- Login with your Airnet ID No. and password

### USING CALL SERVICES

#### VOICE MAIL (subscribed service)

To set up, listen to voice messages, and make changes to your mailbox settings:

- **Dial (06) 650 0000** on the assigned phone

Alternatively, when you are away from your phone, you will also need to enter these details.

- Enter your phone's area code and number, Press #
- Enter your 4 digit password, Press #

#### SETTING UP YOUR VOICE MAIL

A default message service is provided on your voice mail service until you set up. To set up:

- **Dial (06) 650 0000**  
**Press 0** for Mailbox Options  
Then **Press 1** to record greeting.

#### IDENTIFYING NEW MESSAGES

New message indicators are: a stuttered dial tone, a message indicator display on your phone, a sound-byte message in your designated email address inbox.

#### LISTEN TO MESSAGES

- **Dial (06) 650 0000**  
**Press 1** to **Listen to your Messages** and then make selections from this sub menu:

5. Repeat message
  7. Delete message
  8. Forward message
  9. Save message
- \* Return to the Voice Mail Menu **or press #** Exit

Clear your messages by dialling into voice mail menu.

#### CALL WAITING (subscribed service)

Call Waiting allows you to take another call while you are already on the line on another call. The second call is announced by a series of beeps. To take the call, flick the hook flash / receiver button to switch between the two calls.

##### **To turn the service off for a single call:**

- **Dial \*52** before the phone number you want to dial.
- By default Call Waiting will return the next call.

#### CALL DIVERT (subscribed service)

Divert calls away to another phone number.

##### • **Dial (06) 650 0001**

When you are away from your phone, you will also need to enter these details.

- Enter your phone's area code and number, Press #
- Enter your 4 digit password, Press #

1. Activate diversion.
2. Deactivate the diversion.
3. Confirm the diverted to number.
4. Specify the diverted to phone number.
5. To activate dual diversion\*.
6. To divert unanswered or busy calls only.

NB: The number you are diverting to number must be entered with the area code.

*\*Dual Diversion enables a landline and a mobile number to ring simultaneously. Mobile diversion charges apply.*

#### FOR FREQUENTLY USED CALL DIVERT NO'S

**Dial 160** to disable diversion

**Dial 161** to enable diversion (to the number that has already been programmed via 06 650 0001)  
To add more Divert to no's please call Airnet Support

#### THREE WAY CALLING (subscribed service)

##### **To connect three calls on the same line:**

- Dial the first caller and connect the call.
- While on the call, press the hook flash (receiver button) and dial the second number. Wait for the call to be connected.
- Once connected press the hook flash again.
- You will now have all 3 callers connected to the call.

#### FAXSMART (subscribed service)

With a fax-ability capable fax you can use FaxSmart to utilise a phone line for faxes as well as calls. When a fax call comes through on the phone line, a unique call ring is assigned to alert you. Airnet will provide you a separate phone number for faxes.

### OTHER AIRNET FEATURES

#### CALLER ID BLOCK (FREE)

You can choose to block your number from being displayed when you call a number.

##### **To turn Caller ID Block on for a single call:**

- **Dial 0197** before the number you wish to call.
- By default Caller ID will return on making the next call. Airnet can organise to have this service on permanently. Call 0508 AIRNET to organise.

#### 0900 NUMBER BLOCK

By default, calling of 0900 numbers is disabled. To enable the calling of these numbers, have a person of authority on your account call Airnet to set up.