

Voicemail Upgrade FAQ

What changes are you making?

Voicemail is being upgraded to give you more storage capacity and control. If you do not use your voicemail service today, that's ok, you do not need to take any action. If you do use your voicemail service, please read on.

Your new voicemail service will hold double the number of messages and you control the messages you want to keep.

How will the new voicemail service benefit me?

Your voicemail currently holds up to 20 messages, the new service will hold up to 40.

The current voicemail service holds saved messages for 10 days, while the new service gives you control to decide when to delete saved messages.

The below table compares your current voicemail features with the new features.

		Current voicemail service	New voicemail service	Notes
Message storage		Holds up to 20 messages, of up to 60 seconds length each	Holds up to 40 messages, of up to 60 seconds length each	This includes played, unplayed and saved messages
	Unplayed messages	10 days	14 days	
Message holding time	Played messages	7 days	7 days	
	Saved messages	10 days	Saved messages will not be deleted until the message is deleted by pressing "5"	These messages are explicitly saved by pressing "4"

When is the upgrade happening?

The upgrade is scheduled to take place on the 23rd September 2020. We will let you know the actual date approximately 2 weeks before the upgrade. We will send a SMS notification the day before the upgrade and when it completes.

Will my voicemail service be disrupted?

Yes, there will be a disruption to your voicemail service when it is upgraded, but don't worry, it is not complex and we will keep you informed before and after the upgrade takes place.

The upgrade will happen in September 2020. You will need to set up your new voicemail service with a new PIN and greeting. We will also give you an access code for you to access your old voicemail messages.

What do I need to do?

When we upgrade your voicemail service, you will need to set it up with a new PIN and greeting on your own handset.

All played, unplayed and saved voicemail messages from your service prior to the upgrade, can be accessed by dialling a temporary access code. The temporary access code will give you access to your old voicemail service for 8 weeks after the upgrade is complete. The temporary access code to your old voicemail service is 0418707105.

But don't worry, we will send you an SMS before we make the change and when the upgrade is complete. This will include all the details you need, including the temporary access code to access your old voicemail service.

How do I know when my voicemail service has been upgraded?

You will receive a SMS notification the day before the upgrade and when it is complete. This message will include instructions on how to access both your new and old voicemail services.

Can I keep my saved voicemail messages?

When you save a message on your current voicemail service, it is held for 10 days. We understand that some voice messages can be precious and some people continually save these messages on their voicemail by resaving them within the 10 day expiry period. The good news is that on the new voicemail service, this will not be an issue as you choose when you want to delete saved messages.

Unfortunately, due to the encryption settings of voicemail messages, saved messages on your current voicemail service will not be available on your new upgraded voicemail service and we cannot provide you with a copy of the voicemail messages you have saved.

If you want to keep any precious messages from your old voicemail service, our recommendation is to use a secondary device to record the messages.

We have provided some guides on our YouTube Channel to assist you:

[CLICK HERE - Better Life Mobile Video Library](#)

I want to save my existing voicemail greeting, how do I save it?

We can arrange to have your existing voicemail greeting downloaded and emailed to you as an audio file (wav.file).

If you are the owner of the service, please contact us as soon as possible. We can only access this greeting for up to 8 weeks following the voicemail upgrade.

How do I access my new voicemail service?

Voicemail can be accessed by dialling 101 or +61101 from your handset or opening your phone contacts and calling "voicemail".

When you first dial voicemail, you'll be prompted to:

- Supply a PIN (must be six digits long)
- Re-enter your PIN
- Record a greeting

If you have any problems, press * to return to the previous menu then press 0 for help.

Please note, when recording your personal greeting message, it cannot be any longer than 1 minute in length.

How do I access my old messages when my voicemail has been upgraded?

To access messages on your old voicemail service, dial the temporary access code of 0418707105, then follow the prompts. Your old voicemail service will be accessible for 8 weeks after the upgrade.

Will I still receive a message when I am nearing the stored capacity?

Yes, the following notifications are sent to help you manage capacity of your voicemail service:

- A SMS notification is sent when the 38th and 39th message is received. The SMS notification advises
 - "Your voicemail mailbox is almost full. Message retrieved at <time, date>"
- A SMS notification is sent when the 40th message is received. The SMS notification advises
 - "Your voicemail mailbox is full. Message retrieved <time, date>"

When at capacity, a caller is unable to leave a message until messages are deleted.

How do I access voicemail from overseas?

Accessing your voicemail from overseas is just as simple.

To access your old voicemail messages, dial the temporary voicemail access code +61418707105 from your mobile handset and follow the prompts.

To access your new voicemail messages when the upgrade is complete, dial +61101 from your mobile handset.

How do I access my voicemail from another phone?

You can access your voicemail from another phone, but you must first set up your new voicemail service from your own handset.

When complete, you can access your voicemail messages and manage your mailbox from another handset by calling your own mobile number followed by hash key twice (##) while your voicemail greeting is playing, then enter your PIN followed by hash (#) key.

I use 141 to access voicemail, will this still work?

Yes, you can dial 141 and/or 101 to access to your new voicemail service.

In case of emergency, will 000 still be in use during the upgrade window?

Yes, Emergency 000 will still be accessible.