



# How-To Feature Guide

Voicemail

# What is Voicemail?

**Sometimes called voice message,  
or message box**

Voicemail systems are designed to convey a caller's recorded audio message to a recipient.



# Voicemail Star Key

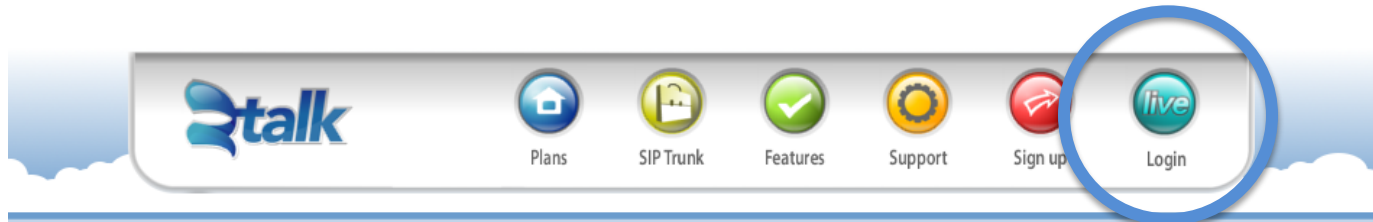
**Star Keys are shortcuts you can dial from your 2talk phone to access features.**

Dial \*55 to Access Your Voicemail



# Login to 2talk Live

At [2talk.com](http://2talk.com), select **LIVE** to Login







## \$11.99 /mth

Sign up

### Join now and save for the next 3 months

Includes unlimited plan minutes<sup>^</sup> including US and international destinations, unlimited 2talk calling, 2talk features, keep your phone number or add a new USA line, BYOD and save \$3/month, no contracts

<sup>^</sup>\$23.99 after 3 month period expires, includes telephone adapter (usual cost \$3/mth), excludes fees and tax

 <b>Free Trial</b> Try 2talk out now for free. Our trial includes over 50 minutes of calling to 70+ destinations.	 <b>Plans</b> Build a plan to suit your needs with our Business Combos. Lines start at \$12.99. We have plans for personal users too.	 <b>SIP Trunking</b> Make the switch to IP and save with our low cost SIP Trunks. Connect your PBX and pay as little as \$10 per trunk and 1.3 c/min.	 <b>Free Features</b> All services include Custom Call Forwarding, Call Recording, Locate Me, Video Calling, Auto Attendant and more
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# 2talk Live

Select VOICEMAIL SERVICE  
from the Inbound Calls Menu

The screenshot displays the 2talk Live web interface for a user with line number 092804995. The page is titled "2talk Settings for 092804995". On the left, a navigation menu lists various settings categories: 2talk Settings, Call Features, Calendar & Tasks, Contacts, Messages, My Media, Notes, Tasks, Messages (7), Contacts, Support Tickets, Call Records, Add Account Credit, Account Details, Plans & Services, Your Details, Change Password, My Media, Calendar & Tasks, Line Manager, and Log out. The main content area is divided into two columns: "Inbound Calls" and "Outbound Calls". The "Inbound Calls" column includes sections for: Locate Me / One number, Call Forwarding or trunking, Do Not Disturb, Call Waiting, Caller ID & Rejection Options, Call Screening Options, Voicemail Service (highlighted with a blue oval), Auto Attendant, and Directed or Group Call Pickup. The "Outbound Calls" column includes sections for: MyCLI - Call Privacy and Caller ID, Authorisation PIN Code, Speed Dial, Last Number Redial, and Call Return. The "Voicemail Service" section is currently selected, showing the option to "Set your Voicemail PIN number and select whether to enable the service".



# Set Up Voicemail Service

2talk

Star Codes Rates T & C's Options Help Log out

Line: 092804995

2talk Settings for 092804995

Edit options for: Choose Application: GO

2talk Settings

Voicemail Service

<< Call Screening Options | Auto Attendant >>

[Click here to learn more about how 2talk Voicemail works](#)

Turn off your Voicemail call diversions? **UNCHECK the box to ENABLE VOICEMAIL SERVICE.**

Voicemail PIN number: *(You must specify a PIN number before gaining remote access to your Voicemail)*

Trusted Callers who do not need to enter a PIN to access your mailbox: *(enter one number per line and include the area code):*

20 Call Diversion Timer - Must be greater than 0 *(seconds to wait before diverting calls to Voicemail or forwarding number if setup.)*  
*NOTE: The timer will only take affect after all Locate Me diversions have occurred)*

When dialing the voicemail number from a 2talk phone ask for the mailbox number? *(By default you will be connected to your own mailbox)*

Send a copy of my voicemail messages to the following email address:

Send me an SMS when I have a new voicemail to the following mobile number: *(Each SMS will cost 20c)*

Send a copy of my voicemail messages to the following email address:

Voicemail message recording options

[Click here to upload your own MP3 file to become your UNAVAILABLE voicemail message](#)

[Click here to upload your own MP3 file to become your BUSY voicemail message](#)

SAVE OPTIONS UNDO CHANGES RETURN TO OPTIONS

# Set Up Voicemail Service

2talk

Star Codes Rates T & C's Options Help Log out

Line: 092804995

2talk Settings for 092804995

Edit options for: Choose Application: GO

2talk Settings

Call Features

Calendar & Tasks

Contacts

Messages (7)

Contacts

Support Tickets

Call Records

Add Account Credit

Account Details

Plans & Services

Your Details

Change Password

My Media

Calendar & Tasks

Line Manager

Log out

Voicemail Service

<< Call Screening Options | Auto Attendant >>

[Click here to learn more about how 2talk Voicemail works](#)

Turn off your Voicemail call diversions?

Voicemail PIN number: *(You must specify a PIN number before gaining remote access to your Voicemail)*

You can add a PIN to enter your Voicemail box here.

Trusted Callers who do not need to enter a PIN to access your mailbox: *(enter one number per line and include the area code):*

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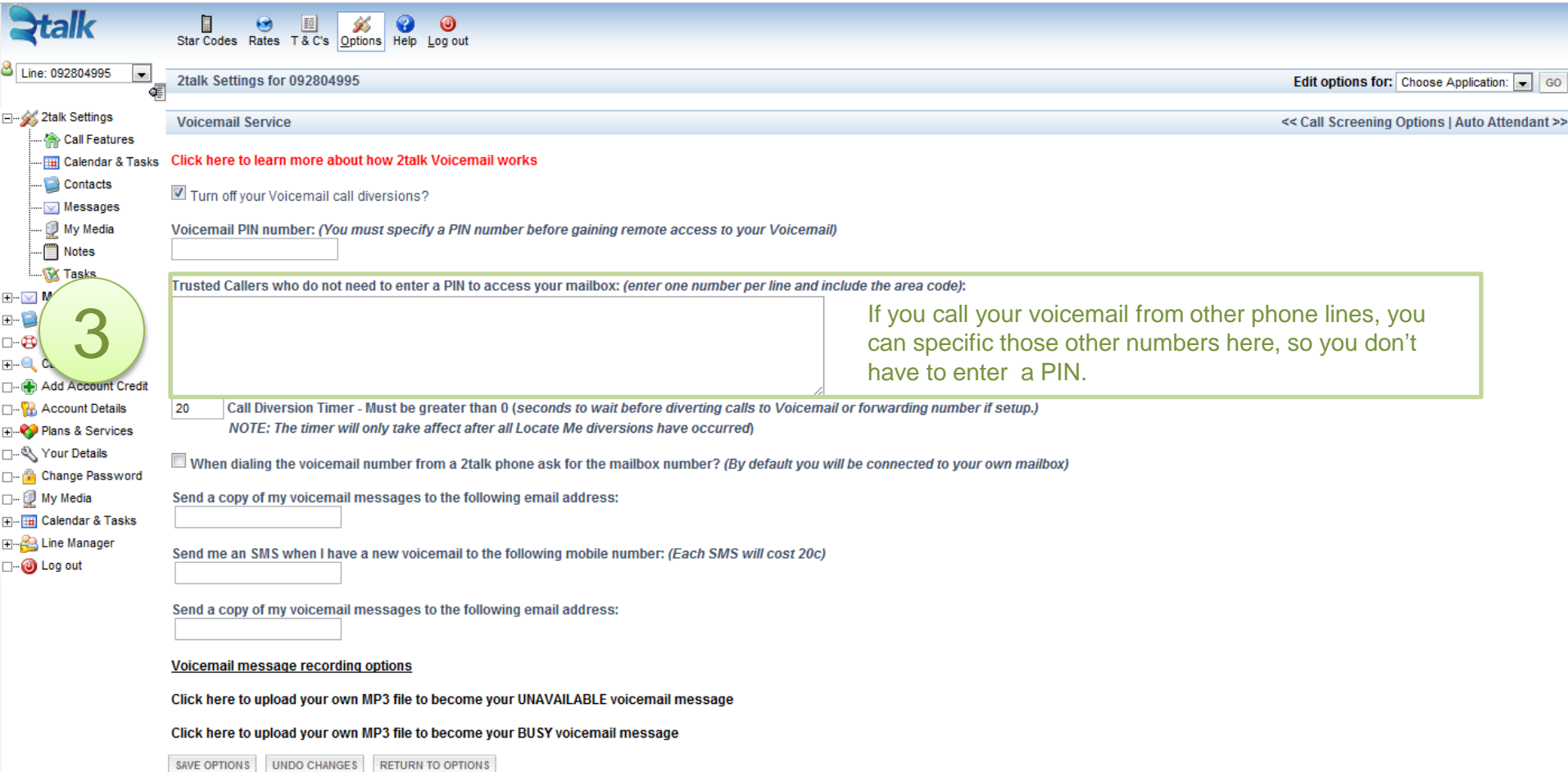
Voicemail message recording options

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SAVE OPTIONS UNDO CHANGES RETURN TO OPTIONS

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2talk

Star Codes Rates T & C's Options Help Log out

Line: 092804995

2talk Settings for 092804995

Edit options for: Choose Application: GO

Voicemail Service << Call Screening Options | Auto Attendant >>

2talk Settings

- Call Features
- Calendar & Tasks
- Contacts
- Messages
- My Media
- Notes
- Tasks

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[Click here to learn more about how 2talk Voicemail works](#)

Turn off your Voicemail call diversions?

Voicemail PIN number: *(You must specify a PIN number before gaining remote access to your Voicemail)*

Trusted Callers who do not need to enter a PIN to access your mailbox: *(enter one number per line and include the area code):*

If you call your voicemail from other phone lines, you can specify those other numbers here, so you don't have to enter a PIN.

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2talk

Star Codes Rates T & C's Options Help Log out

Line: 092804995

2talk Settings for 092804995

Edit options for: Choose Application: GO

Voicemail Service << Call Screening Options | Auto Attendant >>

2talk Settings

- Call Features
- Calendar & Tasks
- Contacts
- Messages
- My Media
- Notes
- Tasks

Messages (7)

- Contacts
- Support Tickets
- Call Records
- Add
- Play
- You
- Change Password
- My Media
- Calendar & Tasks
- Line Manager
- Log out

Click here to learn more about how 2talk Voicemail works

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Voicemail message recording options

Click here to upload your own MP3 file to become your UNAVAILABLE voicemail message

Click here to upload your own MP3 file to become your BUSY voicemail message

SAVE OPTIONS UNDO CHANGES RETURN TO OPTIONS

Do you have an answering machine? Set your Call Diversion timer to be more than 20 seconds, so your answering device can pick up before your 2talk Voicemail.

# Set Up Voicemail Service

2talk

Star Codes Rates T & C's Options Help Log out

Line: 092804995

2talk Settings for 092804995

Edit options for: Choose Application: GO

2talk Settings

Call Features

Calendar & Tasks

Contacts

Messages

My Media

Notes

Tasks

Messages (7)

Contacts

Support Tickets

Call Records

Add Account Credit

Account Details

Plan

Y

Ch

My

Calendar & Tasks

Line Manager

Log out

Voicemail Service

<< Call Screening Options | Auto Attendant >>

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SAVE OPTIONS UNDO CHANGES RETURN TO OPTIONS

By default you will be connected to your own mailbox when you call your voicemail, otherwise check the box next to **WHEN DIALING THE VOICEMAIL NUMBER FROM A 2TALK PHONE ASK FOR THE MAILBOX NUMBER**

# Set Up Voicemail Service

The screenshot shows the 2talk web interface for setting up voicemail service. The page title is "2talk Settings for 092804995". The main heading is "Voicemail Service".

**Navigation:** Star Codes, Rates, T & C's, Options, Help, Log out

**Line:** 092804995

**2talk Settings for 092804995** Edit options for: Choose Application: [v] GO

**Voicemail Service** << Call Screening Options | Auto Attendant >>

**2talk Settings**

- Call Features
- Calendar & Tasks
- Contacts
- Messages
- My Media
- Notes
- Tasks

**Messages (7)**

- Contacts
- Support Tickets
- Call Records
- Add Account Credit
- Account Details
- Plans & Services
- Your Details
- Change Password
- My Media
- Calendar & Tasks

**Voicemail Service**

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**6**

These are your mailbox delivery options.  
2 options for email, and SMS/Text for \$0.20 each

# Set Up Voicemail Service

2talk

Star Codes Rates T & C's **Options** Help Log out

Line: 092804995

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SAVE OPTIONS UNDO CHANGES RETURN TO OPTIONS

7

You may record your voicemail message and upload it as an mp3 by clicking on one of the links. You can upload a message for when your line is UNAVAILABLE, and a different one for when you are BUSY, if you choose.

# Set Up Voicemail Service

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SAVE OPTIONS UNDO CHANGES RETURN TO OPTIONS

ALWAYS REMEMBER TO CLICK **SAVE OPTIONS!**

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For Assistance

Contact [support@2talk.com](mailto:support@2talk.com)

