



**Get the message –  
wherever you are**

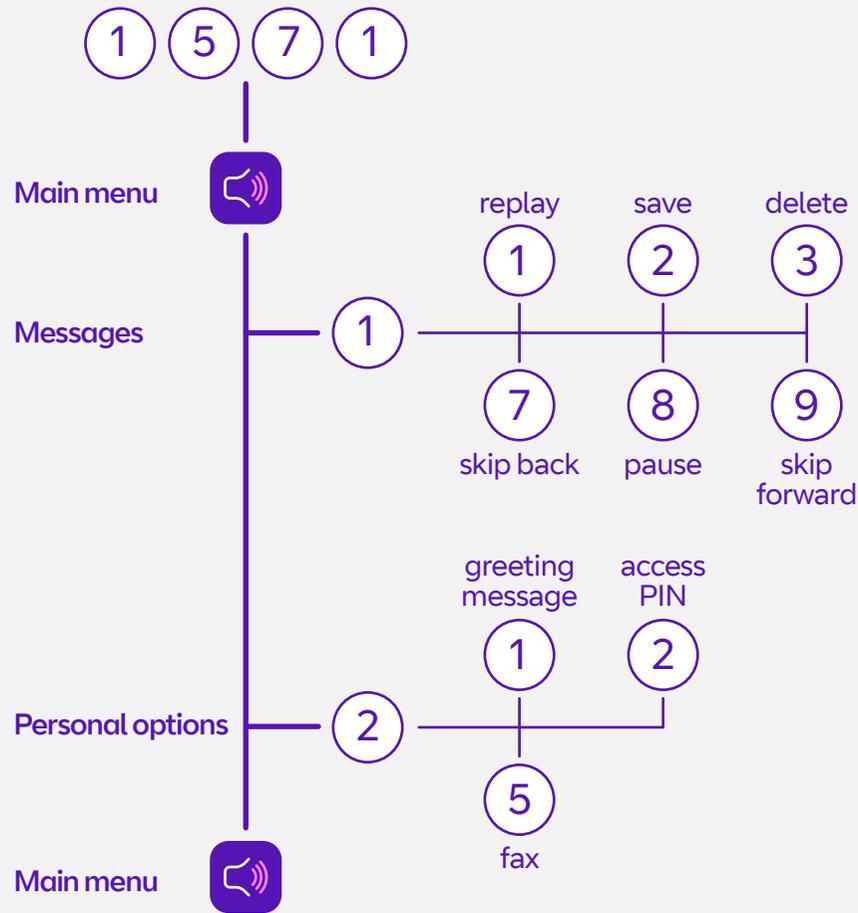
**BT Cloud Voice: voicemail**



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This map gives you an overview of the service for BT Cloud Voice

# Getting started

## Use the right type of phone

You can use any Cloud Voice phone.

## Dial 1571

To access Cloud Voice voicemail from your phone and follow the instructions.

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\* Back to the previous instruction

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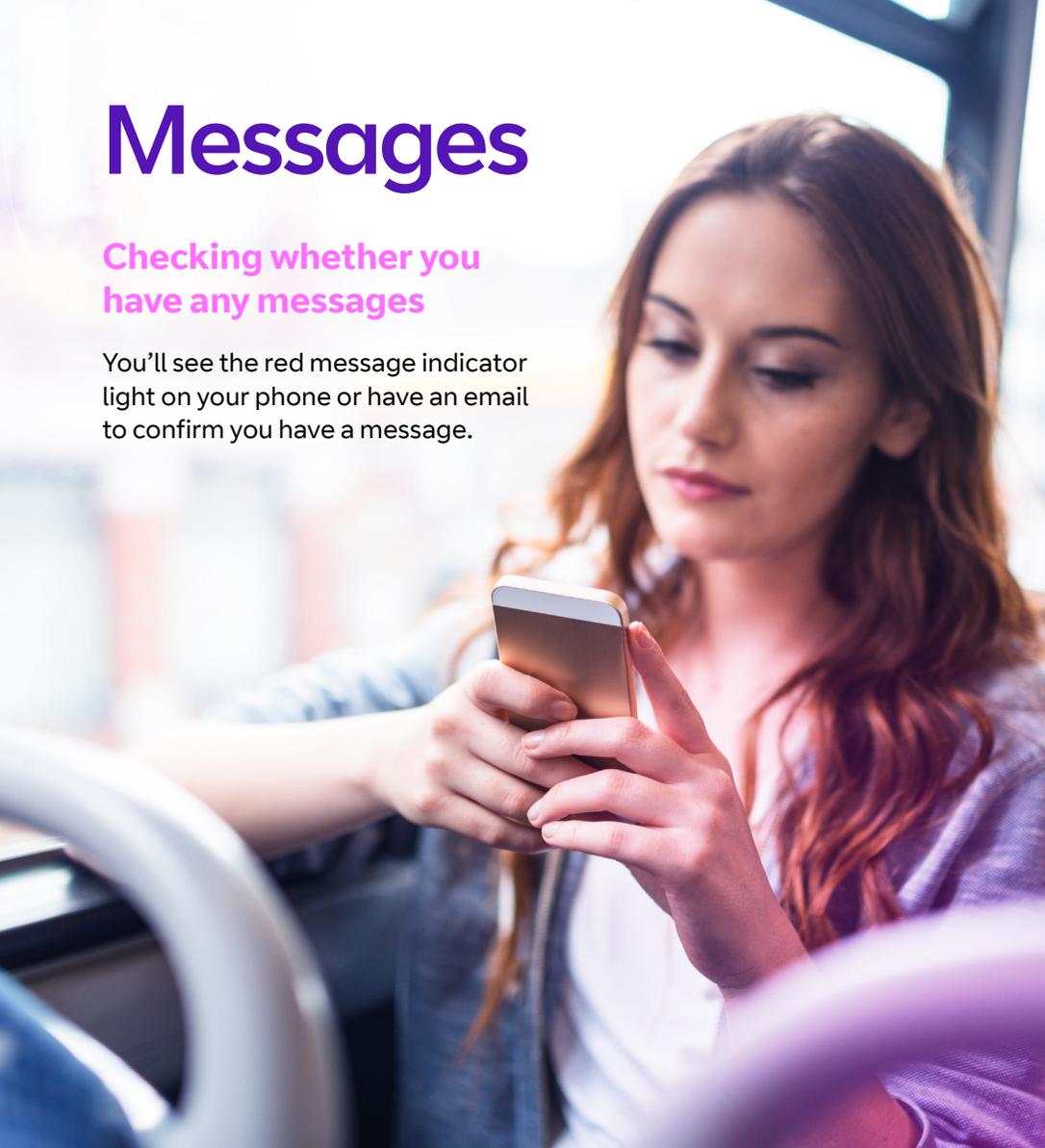
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# Messages

## Checking whether you have any messages

You'll see the red message indicator light on your phone or have an email to confirm you have a message.



## Listening to, saving and deleting messages

Cloud Voice voicemail will tell you how many new and saved messages you have after you dial **1571**.

Use the buttons on your phone or speak into the handset to tell Cloud Voice voicemail what you want to do with each message.

## Messaging space

Cloud Voice voicemail saves up to 120 messages and will tell you if your storage is almost full.

If someone calls when your message box is full, they'll hear a message to call back later.

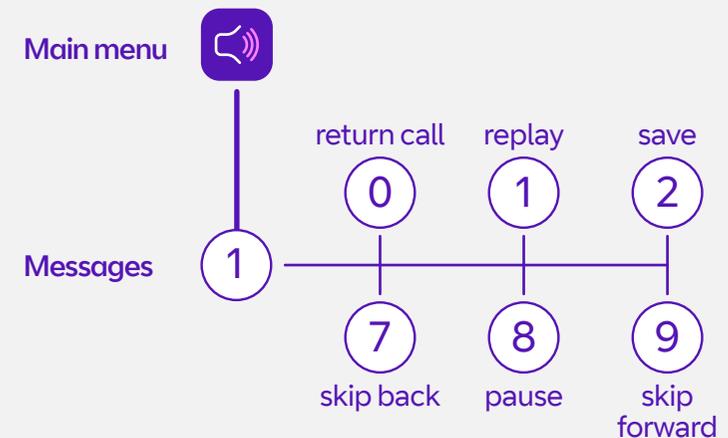
## Time limit

Saved messages will be automatically deleted after 30 days. And new messages which haven't been listened to will automatically be deleted after six months.

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You can hang up at any time

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# Personal options

## Choosing the message that greets your callers

When you can't answer your phone, Cloud Voice voicemail answers with a standard greeting asking your callers to leave a message for you. If you prefer, you can record your own personal greeting.

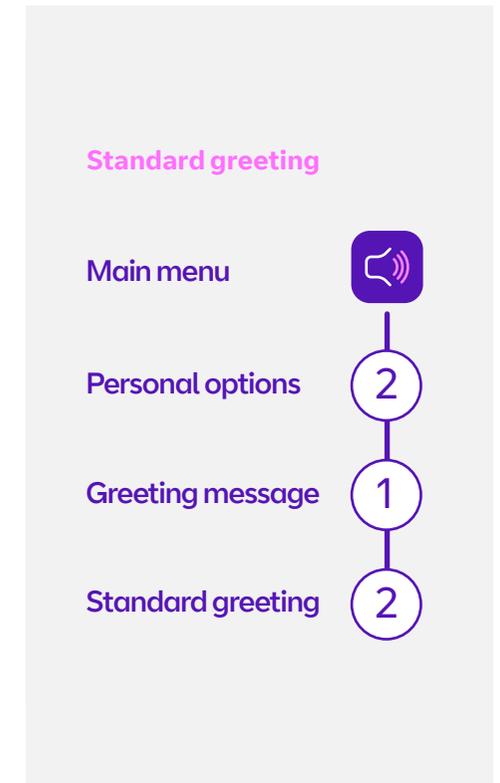
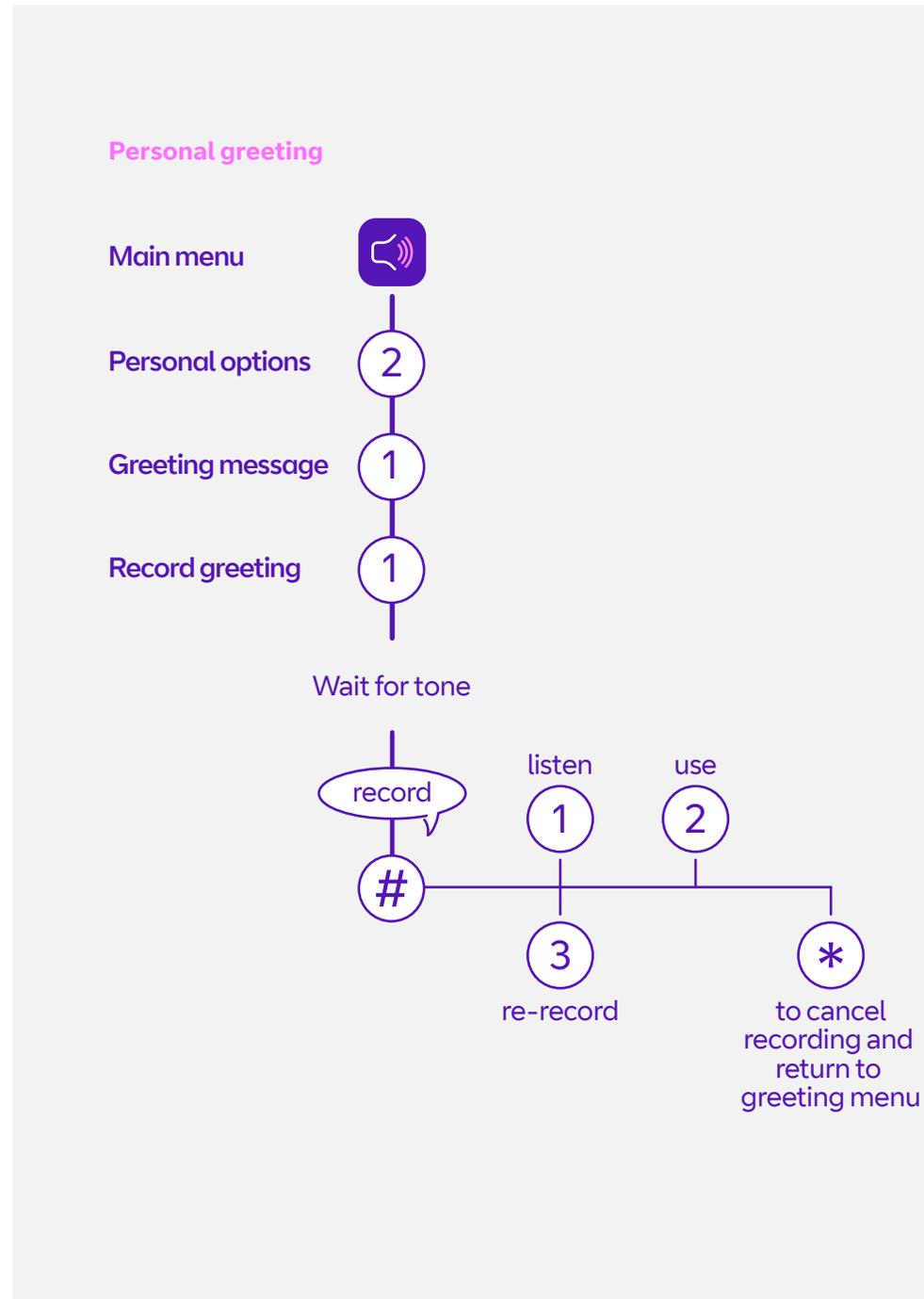
Your greeting can be up to one minute long. Remember to press **2** to save your new message.

If you record your own message, remember that Cloud Voice voicemail takes calls when you're on the phone as well as when you're out or don't answer.

You can always revert to the standard greeting if you want to.

### Example message

"Thank you for calling. I can't take your call right now, so please leave your name and message after the tone and I'll call you back as soon as I can."



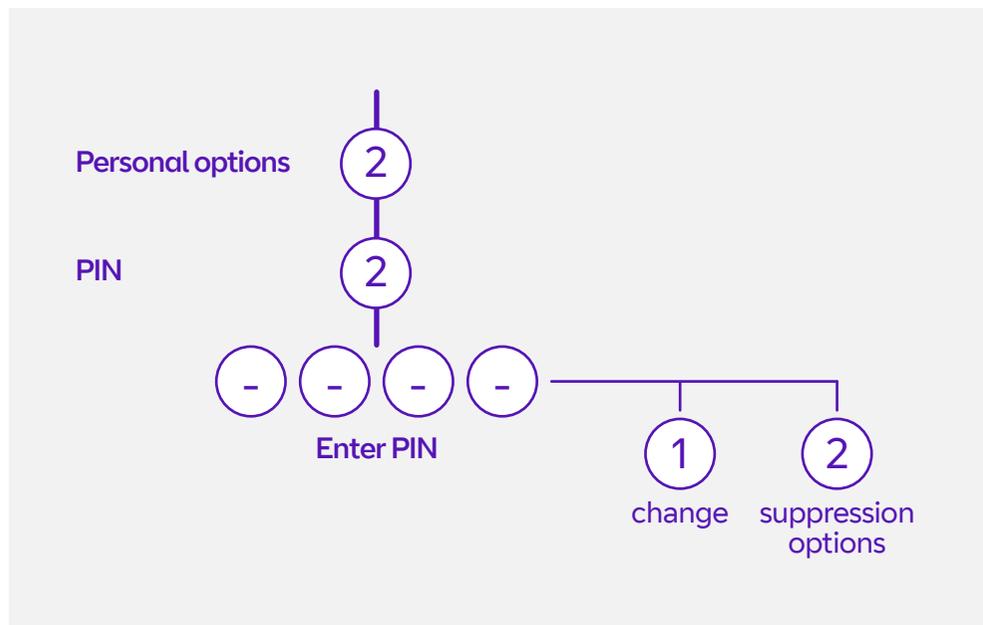
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## Choosing a different PIN

To listen to your messages from a different phone, you'll need your PIN. You can choose a remote access PIN that's easy for you to remember after dialing **1571**.

For the security of your Cloud Voice voicemail service, you won't be able to choose a PIN with simple sequences like 1234.

You can only change your PIN from your own phone.



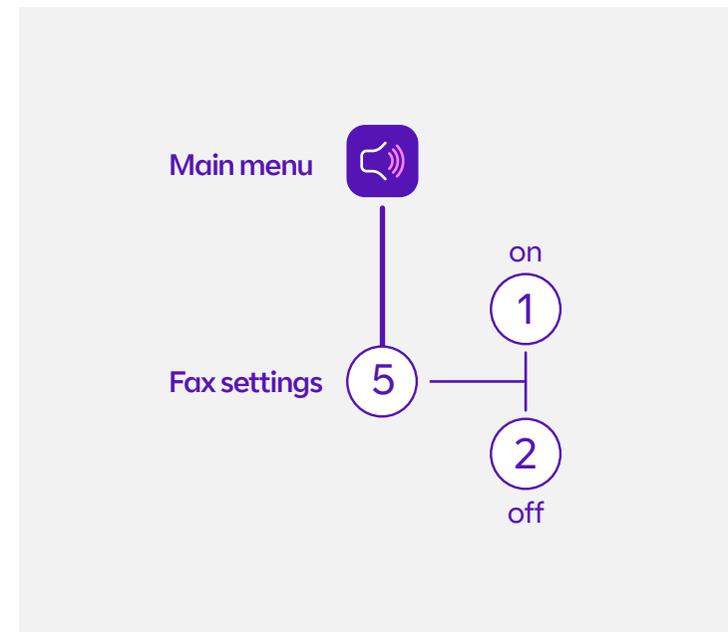
You can hang up at any time

\* Back to the previous instruction

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## Fax settings

You can turn fax reception on or off. Option one turns it on and option two turns it off.

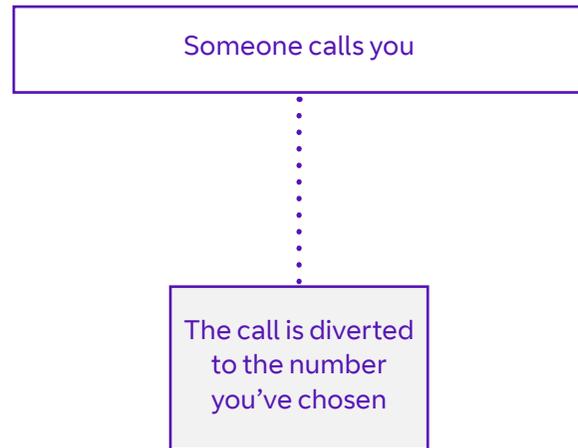


# Using BT Cloud Voice voicemail

## Call Diversion

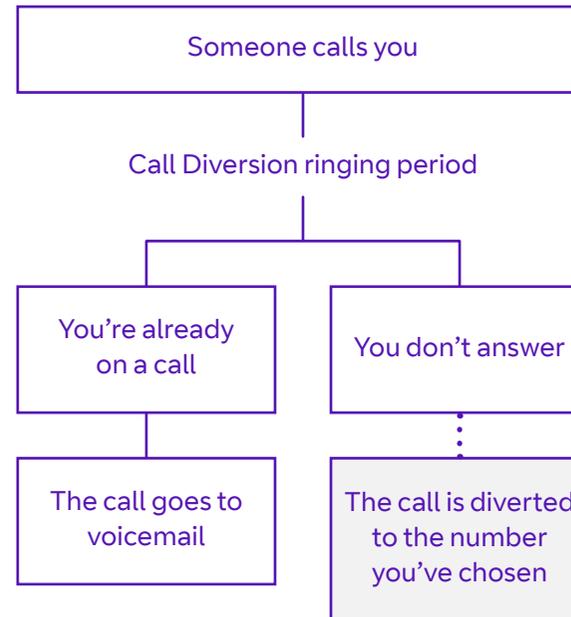
### 1. If you divert all your calls

Calls are diverted to the number you've chosen straight away.



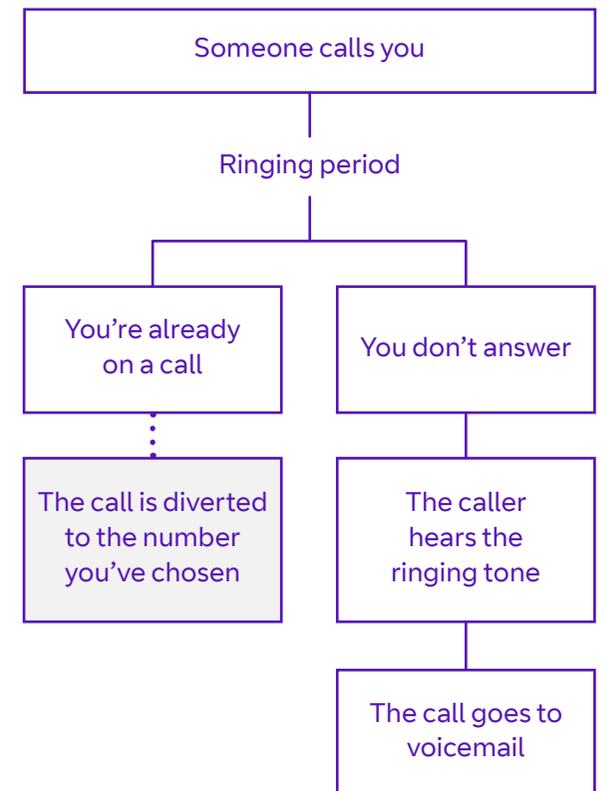
### 2. If you divert calls that you don't answer

Calls are diverted to the number you've chosen. Cloud Voice voicemail takes any new calls when you're engaged.



### 3. If you divert calls when you're engaged

Calls are diverted to the number you've chosen. Cloud Voice voicemail takes any calls that you don't answer.



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You can hang up at any time

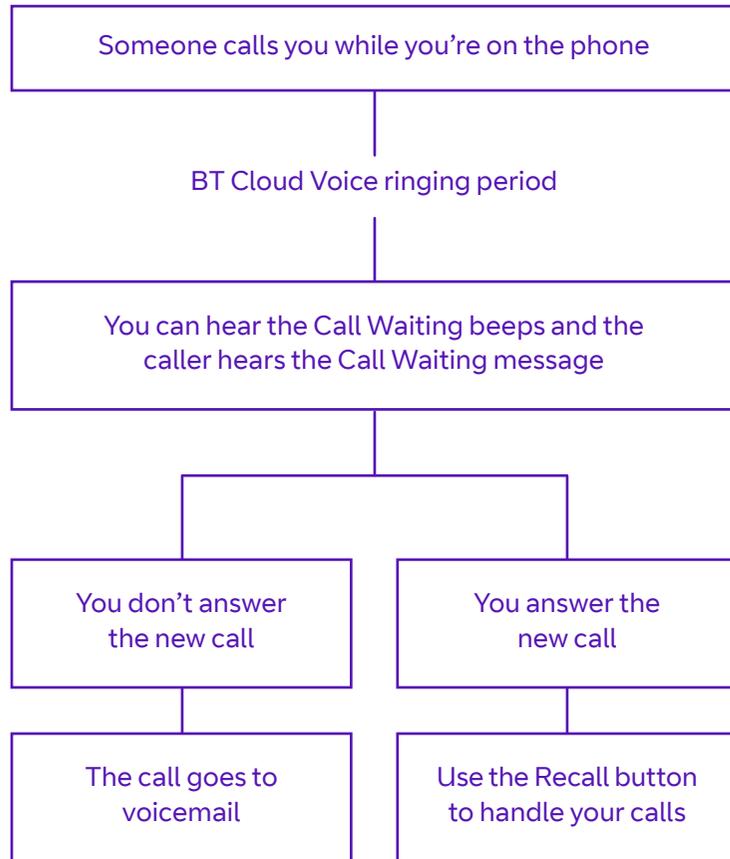
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## Call Waiting

If you're on the phone when a new call is incoming, you'll hear the Call Waiting beeps. You can press Recall to answer the call before it goes to voicemail.

You can set the BT Cloud Voice ringing period to 'long' to give yourself more time to answer.



If a customer ignores their Call Waiting and the caller leaves a message in the Cloud Voice mailbox, there are no 'message alert' attempts for the customer.

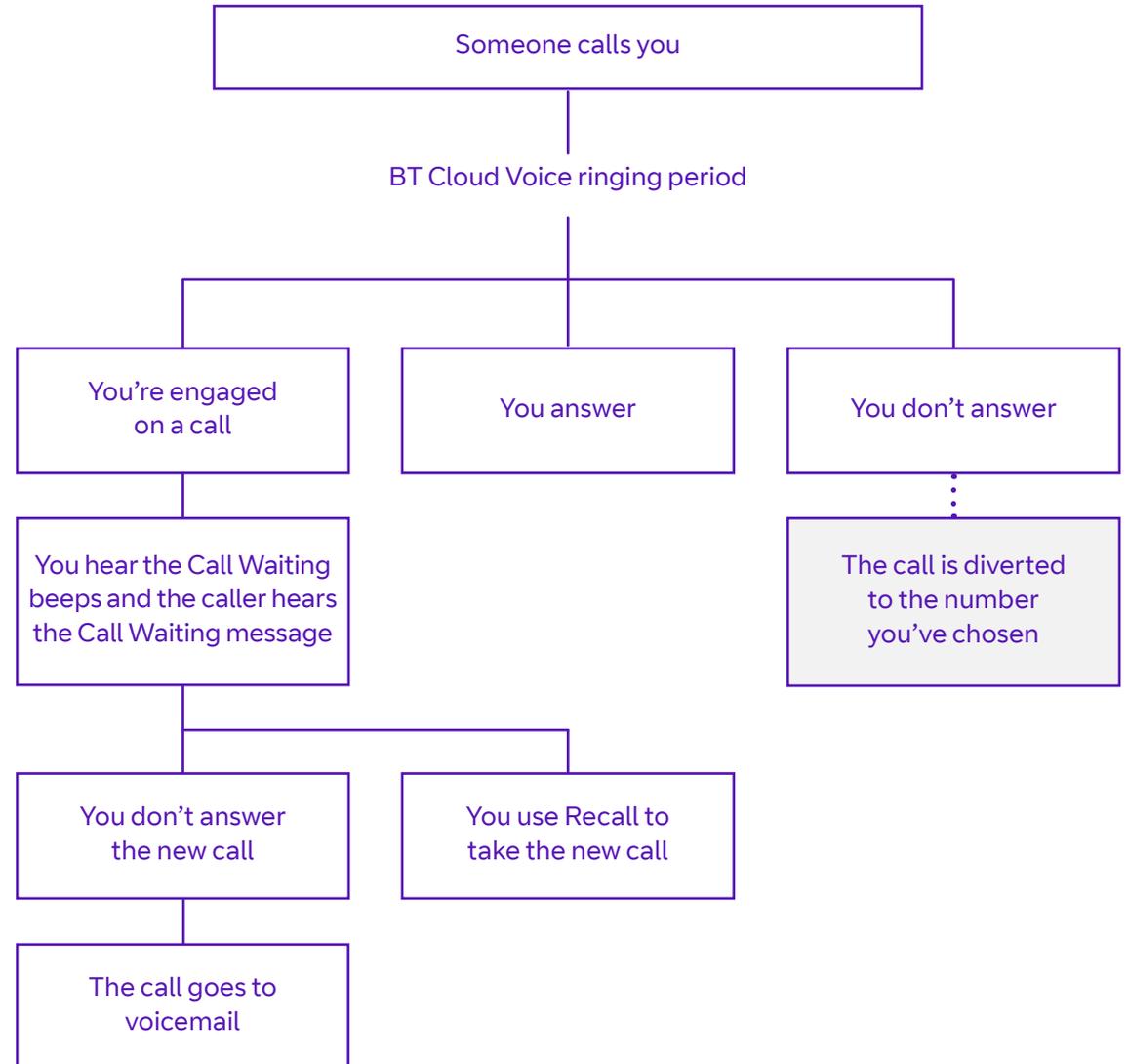
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You can hang up at any time

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## Call Waiting and Call Diversion

The services work together in the same way as BT Cloud Voice and Call Diversion unless you divert calls that you don't answer. You'll then choose between taking the new call or letting it go to voicemail.



# Help

You can find out more information about BT Cloud Voice on [btbusiness.custhelp.com](https://btbusiness.custhelp.com)

Or you can contact our IP Comms Service Hubs on **0800 389 0537**

Click here to read our [Privacy policy](#)



## Offices Worldwide

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