



## Help with Voicemail

### To set up and use *Backchat Mobile* voicemail

1. Call into the voicemail menu. From your mobile phone (M) or in the case of a landline (L):  
Either: A long press 1 on your keypad (M) or 122 (M), or 083210 (M), or +64 83 083210 (M or L)
2. Follow the voice prompts to set up your mailbox.
3. Enter a PIN.
4. Record your mailbox name. You'll hear your mailbox name when you call in to check your messages. It may also be played when you leave a message for someone else.
5. Record a personal greeting to welcome callers and invite them to leave a message.

Keep your PIN secret to make sure your mailbox is secure. You'll need to enter it whenever you check your mailbox from a different phone.

You can change your personal greeting, mailbox name or PIN as often as you like. To do this, call your mailbox, press 3 (personal options) from the main menu and follow the voice prompts.

Any technical problems or help required whilst roaming can be obtained by emailing [support@backchat.net.nz](mailto:support@backchat.net.nz)