

Voice Mail:

Sometimes you are unable to answer a call. You may be engaged in a meeting or driving your car. Then you can let your Voice Mail service answer your call and receive voice messages for you. By default, when you are unreachable, busy or fail to answer, callers will be diverted to your Voice Mail. You will receive SMS notifications if you have voice messages waiting for you in the voice mailbox. The message will tell you how many messages are waiting and the number of the last caller who left a message for you.

How to use Voice Mail:

Getting Started

To get started, you will have to activate the service by setting your call forwards to the Voice Mail Number 1505.

Access

You can access your Voice Mail in one of two ways:

1. From your mobile handset call 1505. Note: when roaming outside Oman you need to call the international number to access Voice Mail, +968 9501 15051
2. From other phones call +968 9501 1505, enter your mobile number and Voice Mail PIN code

Set up

To activate and personalise Voice Mail, just follow these simple steps. During your first call to your voice mailbox you will be asked to:

1. Select the Voice Mail language (English or Arabic).
2. Voice Mail will then prompt you to hear a tutorial on how to personalise your greeting and will ask you to change your Voice Mail PIN code for your personal security. This prevents anyone else from accessing and listening to your voice messages from their telephone.
3. Choose a personal Voice Mail PIN code for retrieval from other phones.
4. Record a personal Voice Mail greeting.

How to use Voice Mail

Forward all incoming calls to Voice Mail if there is no answer within 20 seconds:

- Activation Code: **** 61 * 1505 # (OK)**
- Deactivation Code: **## 61 # (OK)**
- Get status: ***# 61 # (OK)**

Forward all incoming calls to Voice Mail when the mobile handset is out of reach or is switched off:

- Activation Code: **** 62 * 1505 # (OK)**

- Deactivation Code: **## 62 # (OK)**
- Get status: ***# 62 # (OK)**

Forward all incoming calls to Voice Mail when your mobile handset is busy:

- Activation Code: **** 67 * 1505 # (OK)**
- Deactivation Code: **## 67 # (OK)**
- Get status: ***# 67 # (OK)**

Retrieving voice messages

When you have received a voice message, you will be notified by SMS.

To listen to your Voice Mailbox, dial 1505.

If you are in roaming or use another phone to access your Voice Mailbox dial +968 9501 1505

After listening to a message you have the following options:

- To replay the message, press **2**
- To delete the message, press **3**
- To save the message, press **6**.
- To go to command mode, press *****
- While listening to your voice message, you can press **8** to listen to the message details:
Date / Time.
For additional options press **1** for help.

Voice Mail command mode

When entering the Voice Mail command mode, you have the following options:

- To listen to brief help, press **1**
- To retrieve voice messages (new and old), press **2**
- To change the Voice Mail language, press **3** and then **6**
- To change your Voice Mail PIN code, press **6**
- To listen to or change your personal greeting, press **7**
- To go back to the main menu, press *****

Turning off Voice Mail

If you do not want to continue to use the voice mail services available to you, you will need to remove all the active call forwards / diverts to Voice Mail. To cancel all call forwards / diverts enter **##002#** followed by **CALL** button.

Storage

Your Voice Mailbox can hold up to 20 voice messages.

The maximum length for each message is 2 minutes.

New messages you still have not listened to will be kept for 15 days before being automatically deleted. Messages that you have listened to will be kept for 10 days before being automatically deleted.

Voice Mail while Roaming

You will be able to use Voice Mail when roaming in another country. For retrieval of messages you need to use **+968 9501 1505** and then enter your Voice Mail password to enter your voice mail box.

Visitors in the Nawras network will be able to use Voice Mail offered by their mobile service provider.

Service Specific Information:

1. Should you wish not to use Voice Mail, ensure that none of your Call Forwards is set to Voice Mail.
2. By not using your Voice Mail for 60 days your voice mailbox is automatically deleted.
3. It is not possible to listen to your voice messages from a mobile handset with a different Nawras SIM-card.
4. Nawras recommends you to store the long access number to Voice Mail +968 9501 1505 under your mobile handsets hot key (for Voice Mail – key 1). Then you can at any time access your Voice Mail easily.
5. When accessing from another phone you will not be recognised and will therefore have to enter your Nawras Mobile phone number and your personal Voice Mail PIN code.
6. The caller will hear 5 rings for a duration of 20 seconds before the call is forwarded to the Voice Mail.