

As easy as 321 *Yes*

Everything you need to set up and use Optus Voicemail.

To protect your privacy, Optus Business strongly encourages you to change the default PIN sent in an SMS message to your handset.

Within Australia

	From your mobile	From a touchtone phone
Setting up Voicemail	<ol style="list-style-type: none"> Dial 321 Follow the tutorial prompts. <ul style="list-style-type: none"> You will be asked to customise your PIN and Name. You must complete the tutorial in full to ensure the Voicemail box is set up. Your diversions to Voicemail have been set on the Optus network. However, please ensure your handset diversions have been set according to the handset manufacturer's user guide. 	
Retrieving Voicemail messages	<ol style="list-style-type: none"> Simply dial 321. Follow the prompts to listen to your Voicemail messages. 	<ol style="list-style-type: none"> Simply dial 133 321. Follow the prompts to listen to your Voicemail messages. You will need your security PIN to access your messages.

Outside Australia from your mobile

Setting up Voicemail	<ol style="list-style-type: none"> Dial +61 4 11 000 321 At the prompt enter your full mobile number followed immediately by # Enter your PIN followed by # Follow the prompts to set up your new PIN, personalised name and greeting. <ul style="list-style-type: none"> You must complete the tutorial in full to ensure the Voicemail box is set up. Your diversions to Voicemail have been set on the Optus network. However, please ensure your handset diversions have been set according to the handset manufacturer's user guide. 	
Retrieving Voicemail messages	<ol style="list-style-type: none"> Dial +61 4 11 000 321 but you will need your security PIN to access your messages. OR Simply SMS the letter A to 321. 	

Setting and cancelling diversions within Australia

- All Conditional - Busy, No Reply and Unreachable: Dial ** 004 * 321 # Call
- Only Busy: Dial ** 67 * 321 # Call
- Only No Reply: Dial ** 61 * 321 # Call
- Only Unreachable: Dial ** 62 * 321 # Call
- Unconditional: Dial ** 21 * 321 # Call
- Cancel Diversions to Voicemail: Dial # # [divert code] # Call
(eg: to cancel all conditional Dial # # 004 # Call)

Setting and cancelling diversions when overseas

As above but replace 321 with +61411000321

Other useful tips

When retrieving Voicemail messages you can press:

- 7** To replay the current message
- 4** To copy this message to another person
- 3** To delete the current message and go to the next
- 6** To return this call (within Australia)
- 5** To save this message and go to the next
- *** To return to the previous menu

Need Help? If you need assistance please contact our Technical Support Team.

OPTUS

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