

0800 FOLLOW ME - USER GUIDE

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USER GUIDE

Because 0800 Follow Me gives you direct access to your 0800 set-up, you no longer need to ask Spark to change where your 0800 calls are answered.

Now your 0800 calls can follow you, no matter where you are. If you are out of the office regularly, you can change the answering point of your 0800 calls to a mobile, a pager, a mailbox, such as Call Minder or Message Manager, or any other phone in New Zealand.

0800 Follow Me makes your Spark 0800 service work even harder for your business — you can alter it when you like and as often as you like, to suit your

REMEMBER

- 0800 Follow Me can't divert your calls to an overseas number
- When you change the answering point of your 0800 calls, any custom features attached to your 0800 number may also be affected — for example, if you have Geographic Diversion, changing your answering point will affect all regions linked to that answering point — for more information call us on 126.

BEFORE YOU BEGIN

It may be helpful to get to know these 0800 Follow Me terms:

Follow me access number - this is the number that gives you access to the 0800 Follow Me service. It is the same for all 0800 Follow Me users. The access number is 0800 FOLLOW (0800 365 569).

0800 access number - this is the last six digits of your 0800 number, e.g. 0800 456 789. If you have an International 0800 number, it will be the last six digits of your Spark Reference Number (e.g. 0800 019 876),

Terminating number - this is attached to the same line as your 0800 number. It's the normal telephone number of the phone where your 0800 calls are usually answered (e.g. 04 345 6789).

Destination numbers - these are other numbers you choose to divert your 0800 calls to, when you don't want them to be answered at your usual terminating number. A destination number can be a mobile number, a pager, a mailbox or any other normal telephone number (except another 0800 number) in New Zealand. You can pre-set up to four programmed destination numbers, as well as choosing a one-off destination number, whenever you like.

Starter PIN - when you set up 0800 Follow Me, your starter PIN will be 1234.

PIN - this is your personal identification number — it's the password you choose that lets you programme, change and review your destination numbers. Your PIN can be between 4 and 10 digits long.

SETTING UP

The first thing you need to do is set up 0800 Follow Me and choose a new confidential PIN.

To set up 0800 Follow Me:

- > Dial the 0800 Follow Me access number – 0800 FOLLOW (or 0800 365 569)
- > Enter your 0800 access number
- > Enter your terminating number, including the area code (e.g. 0-4-345 6789), then press *
- > Enter your starter PIN, then press *
- > Enter your new PIN (between 4 and 10 digits long)
- > Press **1** to save your new PIN, or **2** to change it.

REMEMBER

- While you are using 0800 Follow Me you can:
press **0** for help
press * to return to the previous menu
- You can only press **0** for help if you've been asked to enter a menu option – if you've been asked to enter a number (such as a destination number or your PIN) you can't press **0** for help.
- Each prompt will be repeated three times – if you haven't responded after the third time, you will leave the 0800 Follow Me service.
- You can save time by programming your 0800 access number and your terminating number into the speed dial buttons on your phone.

CALLING 0800 FOLLOW ME

The following steps will take you to the Main Menu of the 0800 Follow Me service where you can change your destination numbers and reset your 0800 Follow Me diversions.

To call the 0800 Follow Me service:

- > Dial the 0800 Follow Me access number
- > 0800 FOLLOW (or 0800 365 569)
- > Enter your 0800 access number
- > Enter your current terminating number, including the area code (e.g. 0-4-345 6789), then press *
- > Enter your PIN, then press *

You are now at the Main Menu

REMEMBER

- If you are dialling hands-free, you must have the microphone off (or the mute button on) – otherwise you'll be told that your 0800 number is not valid.

SETTING PRE-PROGRAMMED DESTINATIONS

You can have up to a maximum of four pre-programmed destinations. These are useful if you have numbers that you want to divert calls to regularly, such as your mobile or pager.

To programme a destination:

- >> Call the 0800 Follow Me service
- >> Press **3** to change or review your programmed Destinations
- >> Enter a pre-programmed destination code (press a key from 1 to 4)
- >> Enter the phone number you want to correspond to the destination code you have chosen – remember to include the area code (e.g. 0-4-345 6789), then press **#**. The number you have programmed will be repeated back to you.
- >> Press **1** to confirm that number, or press ***** to cancel.
- >> To programme more numbers, repeat the last four steps.
- >> Once you have programmed your destinations you can change them as often as you like.

To change a programmed destination:

- >> Call the 0800 Follow Me service
- >> Press **3** to change or review your programmed destinations
- >> Enter a pre-programmed destination code (from 1 to 4) you'll hear the current destination number
- >> Press **1** to change that number, or press ***** to choose another destination code (between 1 and 4)
- >> Enter a new destination number (e.g. 0-4-345 6789), then press *****. The number you have programmed will be repeated back to you
- >> Press **1** to confirm that number, or press ***** to cancel.

To change more numbers, enter a new destination code and repeat the steps above.

DIVERTING YOUR CALLS

0800 Follow Me lets you divert your 0800 calls to:

- >> **One of your four pre-programmed** destination numbers.
- >> **A 'one-off' destination number** (ie. not a preprogrammed number) You would probably use a 'one-off' destination to divert your 0800 calls to a number where you would not usually be found (e.g. if you're at a conference). Your 'one-off' destination number could be a mobile, pager, Message Manager or landline number, anywhere in New Zealand.
- >> **Your 'default' destination** Your 'default' destination is your usual terminating number. The steps opposite are a quick way of resetting your 0800 calls to their usual answering point, rather than reprogramming them through the menu.

You can change your 'one-off' destination as often as you like.

To divert to a pre-programmed destination:

- >> Call the 0800 Follow Me service
 - >> Press **1** to change your destination
 - >> Enter one of your pre-programmed destination codes (from 1 to 4). You will hear the destination number you have chosen
 - >> Press **1** to choose that destination number, or press **2** to cancel.
- e.g. If code 1 is set up to your mobile number, when you enter code 1 you'll hear your mobile number – after you confirm this number, you'll hear it one more time – now all calls will go to your mobile.

DIVERTING YOUR CALLS CONTINUED

To divert to a 'one-off' destination:

- >>Call the 0800 Follow Me service
- >>Press **1** to change your destination
- >>Press **5** to change to a new destination number (ie. not a pre-programmed number)
- >>Enter the new destination number, including the area code e.g. 0-4-345 6789, then press **#**. You will hear the destination number you have chosen
- >>Press **1** to choose that destination number, or press **2** to cancel.

Your 0800 calls will now be sent to this new number.

REMEMBER

- You cannot divert to an overseas number

To reset your 0800 calls to your default destination:

- >>Call the 0800 Follow Me service
- >>Press **1** to change your destination
- >>Press **6** to reset your 0800 Follow Me to your default destination number. You will hear what your default number is
- >>Press **1** to choose your default destination, or press **2** to cancel.

Your 0800 calls will now be sent to your default destination (your terminating number).

CHANGING YOUR PIN

0800 Follow Me lets you change your PIN as often as you like. Remember that each PIN relates to a specific terminating number, so by changing your PIN you are only changing it for the terminating number you are using.

To change your PIN:

- >>Call the 0800 Follow Me service
- >>Press **4** to change your PIN. You'll hear your current PIN
- >>Press **2** to change your PIN
- >>Enter your new PIN (between 4 and 10 digits long), then press *****. Your new PIN will be played back to you
- >>Press **1** to save your PIN, or press **2** to change it again.

If you decide you want to keep your old PIN, press ***** the key to return to the Main Menu.

REVIEWING YOUR CURRENT DESTINATION

If you are unsure where your 0800 calls are currently being answered, 0800 Follow Me lets you check your current destination number.

To check your current destination:

- >>Call the 0800 Follow Me service
- >>Press **2** to review your destination

You will be told your current 0800 destination number.

MAKING CHANGES TO OTHER NUMBERS

If you have more than one 0800 number, or more than one terminating number attached to your 0800 number(s), you can change the answering point of these numbers without having to re-enter 0800 Follow Me.

To make changes to another terminating number:

>> You will already be in the 0800 Follow Me service – make sure you're at the Main Menu

>> Press *****. You will be asked to enter another terminating number

>> Enter the terminating number you want to make changes to, then press **#**

>> Enter the correct PIN for that terminating number, then press **#**

You are now back at the Main Menu – you can make any of the changes set out in this user guide.

To make changes to another 0800 number:

>> You will already be in the 0800 Follow Me service – make sure you're at the Main Menu

>> Press ***** twice

>> Enter the 0800 access number of the next 0800 number you want to make changes to – ie. the last six digits of that 0800 number, then press **#**

>> Enter the correct terminating number for that 0800 number, then press **#**

>> Enter the correct PIN for that 0800 number, then press **#**

You are now back at the Main Menu.
