

Elisa Matkapuhelinvastaaja voicemail instructions

1. Using voicemail

- The first time the user calls the voicemail number, they will hear automated guidance to help them change the password and record a voicemail message.
- By default, the voicemail does not request a passcode when the user calls their voicemail from their own number in their home country.
 - A passcode is only needed when listening to voicemail messages on a different phone or from abroad.
- The default passcode for voicemail is “1234”, but users are forced to set a new passcode by the voicemail system.
- The passcode change will appear in the instructions after it has been skipped with the * key. The messages related to changing the passcode are as follows:
 1. Enter your new passcode, then press the # key.
 2. Your new passcode is: *enter new passcode*.
 3. Accept the passcode by pressing the # key. To cancel the passcode and set a new passcode, press the * key.
 4. Your passcode has been changed. OR If the new passcode has been cancelled, return to step 1.
- The new passcode must be 4–6 digits long. Only the numerals 0–9 are permitted. Note! You cannot use “1234” as your passcode.
- If you forget your passcode, you can change it back to the default passcode by contacting customer service. Note that the voicemail system will not force you to change your passcode after this.

2. Changing voicemail greeting settings

- The default voicemail greeting uses standard wording.
- You can use one of the following as your voicemail greeting:
 - A personal greeting that the user records themselves
 - A greeting for absences that the user records themselves (*Caller cannot leave a voicemail message.*)
 - The default greeting for the system in Finnish: “*Tämä on tavoittelemasi henkilön vastaaja. Jätä viesti äänimerkin jälkeen.*” (in English: “*This is the mailbox you tried to reach. Please, leave a voice message after the tone.*”)
 - A standard greeting with the user’s name, which they record themselves.
 - A standard greeting which includes the user’s telephone number.
- There is automated guidance to help users change their greeting settings.AB

3. Listening to voicemail messages

Listening to messages in Finland

Calling from your own phone

- Call **777** or **050 950 777** or **+358 50 950 777**.
- Many phones also let you call voicemail from speed dial, generally by long-pressing the **1** key. This functionality requires that the voicemail number has been correctly recorded in the phone's settings. (The correct place to do this varies by device.)

Calling from a landline or a different mobile phone

- Call your own mobile number and wait for the phone to go to voicemail.
- When you hear your own greeting, press the **#** key before the greeting ends.
- The voicemail will ask you to enter your passcode after the beep. Enter your passcode and press the **#** key.

Listening to messages while abroad

Calling from your own phone

- Call **+358 50 950 777**. If the number of your subscription is transmitted from abroad to the voicemail system, you will be able to immediately listen to your messages.
- If your number is not transmitted, the voicemail system will ask you to enter your phone number in the format **050XXXXXXXX** and then press the **#** key. Wait to be transferred to voicemail.
- When you hear your own greeting, press the **#** key before the greeting ends.
- The voicemail will ask you to enter your passcode after the beep. Enter your passcode and press the **#** key.

Calling from a landline or a different mobile phone

- Call your own mobile number and wait for the phone to go to voicemail.
- When you hear your own greeting, press the **#** key before the greeting ends.
- The voicemail will ask you to enter your passcode after the beep. Enter your passcode and press the **#** key.

If accessing voicemail from abroad doesn't work

Call the longer number **+358 50 950 777** when calling from abroad, not the **777** number.

If you can't access your voicemail messages from abroad and there is no clear reason (e.g. user error), submit a fault notification via technical support. This is necessary so that we have enough precise information to resolve the issue.



4. Forwarding calls to voicemail

From Finland

- In Finland, calls are routed to voicemail using the operator-controlled “Forward on No Answer” and “Forward on Unavailable” call controls. Incoming calls are automatically diverted to voicemail when the phone is switched off or is not answered within 30 seconds.
- The customer cannot cancel call forwarding managed by the operator or set other forwarding rules.

From abroad

- When abroad, calls are forwarded to voicemail automatically in “Forward on No Answer” and “Forward on Unavailable” situations.
- Calls that are automatically forwarded to voicemail do not incur costs for the customer receiving the call. Listening to messages from abroad is charged according to the operator's normal prices.

5. Vacation voicemail

With vacation voicemail settings, users can manage incoming calls during vacations and other absences. With the help of vacation voicemail, calls can be conveniently forwarded to the user's predefined substitute.

- Incoming calls can be directed to a substitute, to the user's voicemail or to the user themselves.
- A VIP list can be created for vacation voicemail, to which the user can add numbers that will not be forwarded directly to voicemail.
- The VIP list can accommodate around 200 phone numbers (character limit: 3,000 characters).

The vacation voicemail settings can be enabled/disabled by calling your own voicemail. The setting can be enabled/disabled either immediately and indefinitely, or on a scheduled basis.

- The dates and times for the vacation voicemail settings must be specified in digital format, i.e. in “ddmmtt” form with a leading zero. E.g. if your holiday starts at 9 am on 1 January 2024, enter the start time as **010109**.
- Vacation voicemail settings always reset at the end of the year. You will have to define the end of the absence period again at the beginning of the year. An exception to this is if you have set the vacation setting to be enabled indefinitely before the end of the year. In this case, the setting will not be automatically reset.

Substitute's number

- The number of a substitute/colleague can only be a standard Finnish phone number, not a service number. The vacation voicemail service will not accept foreign numbers.
- Call forwarding to Elisa mobile phone subscriptions or domestic Elisa fixed network numbers is charged at normal price (local network / mobile call rate) are free of charge and do not use up package minutes. Other call transfers and the resulting costs will be charged to the user.



- The substitute's number must be entered with the area code (for example, beginning with 04xxx, 05xxx).

VIP list

- The VIP list is a place where you can add numbers that you want to be able to bypass the vacation voicemail setting, allowing them to contact you directly.
- You can add numbers to the VIP list from the vacation voicemail settings. (At the main menu, press "4", and then press "4" again to add a number to the list.)
- Enter the number including the area code (04XXX, 05XXX). Then press "#" to save the number. If you want to add more than one number, repeat the previous steps.
- To remove a number from the VIP list, you first need to listen to the vacation voicemail settings. (From the vacation voicemail settings menu, press "6".) Then the system will read the numbers in your VIP list out one by one. To remove a number, press "1" after that number has been read out. To move to the next number in the list, press "2".

6. Missed call notification

The voicemail system can send text message notifications about calls that occurred when the phone was not connected to the network or was turned off, for example during a flight. When the phone connects to the network again, the user receives a message with details of the missed call: caller's number, call time and number of missed calls. You can turn the missed calls notifications on or off in the voicemail settings (press **8** and then **3** from the main menu).

The missed call notification collects call data from the previous 48 hours when the phone is turned on or comes back online. If the phone is turned off for a longer time, no message will be generated.

7. Important facts about using voicemail

- Voicemail can hold 16 new or saved messages.
- When voicemail is full, no new messages can be left.
- The maximum length of a personal greeting is 45 seconds.
- The maximum length of an absence greeting is 45 seconds.
- The length of messages left by the caller is a maximum of two minutes.
- New and saved messages are kept for ten days.
- Calls are forwarded to voicemail using operator-controlled call controls that the customer cannot manage themselves.
- If the user has the vacation voicemail settings on, the caller will not hear the message "You have been put on hold" if they are put on hold.
- When the vacation voicemail settings are enabled, the user should not delete or activate immediate call forwarding to another phone number. If this is done, the vacation voicemail will stop working.
- Vacation voicemail settings and missed call notification features are not compatible with the Elisa MultiSIM service.

8. Voicemail controls

Main menu

Key	Functionality
1	Listen to messages
4	Vacation voicemail settings
7	Select greeting settings
8	Select configuration
*	Back to main menu
0	Instructions

While listening to voicemail messages

Key	Functionality
2	Delete message
5	Call details
7	Go back
8	Pause / restart
9	Go forwards
*	Go to next message

After listening to a voicemail message

Key	Functionality
1	Listen to message again
2	Delete message
3	Save message
5	Call details
0	Instructions
*	Back to main menu

Controls that work in all menus

Key	Functionality
*	Back to previous menu
0	Instructions / more information
#	Skip action / confirm setting

Vacation voicemail settings

Key	Functionality
1	Enable vacation voicemail
2	Disable vacation voicemail
3	Change substitute's number
4	Add VIP list
6	Listen to current vacation voicemail settings

Greeting settings

Key	Functionality
1	Personal greeting
	1 Record personal greeting
	6 Enable personal greeting
	8 Listen to current personal greeting
2	Absence greeting
	1 Record absence greeting
	6 Enable absence greeting
	8 Listen to current absence greeting
3	Default, name and number greetings
	1 Enable default system greeting
	2 Enable name greeting
	1 Record name
	6 Enable name greeting
	8 Listen to name
	3 Enable number greeting



Other settings

Key	Functionality
2	Change passcode
3	Missed call notification
	# Enable/disable missed call notifications
*	Back to main menu