

## The TalkTalk Inbox

Wouldn't it be great if people contacting you on your fixed line phone could leave you a message? With the TalkTalk Inbox, the impossible is made possible – and you won't need a telephone answering machine any more. Simply listen to your TalkTalk Inbox, which we link to your fixed line telephone, and immediately hear who has left a message for you. The TalkTalk Inbox is free and easily set up.

You just need a TalkTalk Inbox number, which you can request from our customer service. Once the number is activated you can retrieve all of your messages simply by dialling that number.

Below are instructions for the configuration and use of your new TalkTalk Inbox.

### Installation:

Dial your Inbox telephone number which you have received from TalkTalk. Follow the instructions that you hear. **Important:** the installation must be made from your registered fixed line telephone.

### Switching on the TalkTalk Inbox:

To switch on your TalkTalk Inbox just select the desired call forwarding. There are three forwarding options, some of which can be used simultaneously.

#### 1. Forwarding when absent:

The call will ring 5 times (about 25 seconds) and is then forwarded to the TalkTalk Inbox. **Important:** please use the telephone that is registered to your Inbox. Pick up the handset. Press the \* **key**, enter the number 61 followed by your Inbox number. Confirm with the # **key**. Wait for confirmation and end the call. Example: \***610225470001#**

#### 2. Forwarding when busy:

Follow the instructions above, but enter 67 instead of 61; wait for confirmation and end the call. Example: \***670225470001#**

#### 3. Immediate forwarding:

Follow the instructions in paragraph 1, but enter 21 instead of entering 61; wait for confirmation and end the call. Example: \***210225470001#**

#### Tip:

Use both of the first two call forwarding options at the same time and you certainly won't miss any calls.

**Price for activating/deactivating call forwarding:**

20 Ct. per switching operation (fee charged by Swisscom Fixnet).

**Turning off the TalkTalk Inbox:**

If you wish to turn off your TalkTalk Inbox for a period of time, just deactivate the call forwarding. Here's how to do it:

**1. Forwarding when absent:**

**Note:** use the telephone that is registered to your Inbox. Pick up the telephone handset. Press the **# key** and enter the number 61. Confirm with the **# key**. Wait for confirmation and end the call. Example: **#61#**

**2. Forwarding when busy:**

To deactivate, follow the instructions above, but enter 67 instead of entering the number 61. Wait for confirmation and end the call. Example: **#67#**

**3. Immediate forwarding:**

To deactivate, follow the instructions in paragraph 1, but enter 21 instead of entering the number 61. Wait for confirmation and end the call. Example: **#21#**

**Using the TalkTalk Inbox**

To find out if someone has phoned you during your absence, pick up the handset. If someone has left a message on your TalkTalk Inbox you will hear a special dial tone. Enter your TalkTalk Inbox number and follow the instructions you hear. After listening to the message you can hear the message again by pressing 1; by pressing 2 you can delete the call, and by pressing 3 you can save the message for later. Your TalkTalk Inbox saves up to 20 messages. The call to your TalkTalk Inbox is charged at the applicable fixed line rate.

Any questions? Don't hesitate to call us on 0800 300 250, Monday to Friday from 8 am to 6 pm.

Your TalkTalk Team