



Business Answering Portal



Welcome to Vodafone Business Answering

Managing your call answering preferences via your client portal couldn't be simpler! This guide is designed to help you make the most of your Business Receptionist service from day one.

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Sign up now'."/>

Sign in

Choose a verification method

Enter your mobile number

send a new code' followed by a large input field for the code."/>

Enter the verification code

Getting started

Logging in

Simply go to mymessage.com.au/vodafone

Your account will be secured with 2-factor authentication. This is an added security measure and will prevent unauthorised users from logging in, even if they have your password.

The login process

1. Login with your email address and the temporary password you've been provided. The first time you login, you'll be asked to change your password.
2. Selecting the **Send codes to my mobile** is the easiest option if you don't already have an authenticator app on your mobile.
3. Enter your mobile number for authentication.
4. Use the verification code sent to the mobile number entered during step 3.

Forwarding your calls to us

Call forwarding number

When you login, you'll see your main call forwarding number. Forward your business phone to this number so your calls can be answered by your Vodafone virtual receptionists. Every business is provided with a unique number so our receptionists know which company each incoming call is for.

Call forwarding codes

Usually, call forwarding codes are available online from your telecommunications provider. As each provider uses different codes, you'll need to get these codes from the provider of the phone you'd like to forward. Most providers have several forwarding options available e.g. all calls, only when busy or only when not answered after a certain time.

Portal overview

Every time you login to your portal, you'll immediately have an overview of your service at a glance. Quickly see:

- Your call forwarding number
- Any additional staff and departments you've listed
- Call transfer or message preferences
- The last five calls you've received
- The last five invoices (and payment status)
- Current monthly usage summary

Highlights

1. Call transfer availability and message destination (SMS or email) for the highlighted phone number.
2. The number you should forward your business phone to so your calls can be answered by your virtual receptionists.
3. Staff members or departments you've added to receive their own messages or call transfers.
4. The last five calls made on your account. An envelope icon means a message was also sent.
5. The last five invoices and whether any are overdue. Click an individual invoice to view.
6. Current usage in comparison to your plan. This provides a quick snapshot of the number of calls answered by your receptionists, messages sent and transfers made.

The screenshot shows the 'My Vodafone Business Answering' portal. The top navigation bar includes 'Home', 'Profile', 'Account', and 'Support', along with a 'Logout' link and a search bar. The main content area is divided into several sections:

- My Numbers (2):** A list of numbers with an envelope icon next to '02 9430 6664' (highlighted with a red circle and number 2). Below the list is a 'View all' link.
- Receptionist Instruction (1):** A section with radio buttons for 'Attempt to transfer calls to me' and 'Advise callers I am:'. Under 'Advise callers I am:', there are options: 'Unavailable' (selected), 'On the phone', 'In a meeting', 'Travelling', and 'Other'. A 'More settings' button is at the bottom.
- Send Messages To My:** Radio buttons for 'Email', 'Mobile (SMS)' (selected), and 'Email & Mobile (SMS)'.
- Last Five Calls (4):** A table showing call details. The first row is highlighted with a red circle and number 4.

Number	Date	Time
0491 570 157	16/08/2021	03:50:27
0491 570 110	16/08/2021	03:48:10
0491 570 159	16/08/2021	02:59:19
0491 570 157	16/08/2021	02:46:05
0491 570 158	16/08/2021	01:57:14
- Invoices [Pay Overdue Amount] (5):** A table showing invoice details. The first row is highlighted with a red circle and number 5.

Date	Invoice Number	Amount
01/07/2021	Invoice 1004042	\$ 1032.27
01/06/2021	Invoice 1002505	\$ 0.00
01/05/2021	Invoice 1000947	\$ 0.00
Total Overdue:		\$ 1032.27
- Usage (6):** A section showing usage statistics. The first bar is highlighted with a red circle and number 6.
 - Receptionist Calls: 329 call(s)
 - Messages: 280
 - No Transfers
 - Current Period Usage Charges: \$ 3824.67

The bottom of the page features a 'Quick Links' section with links to 'Contact Details', 'Password', 'Credit Card', 'Phone Numbers', 'Subscriptions', 'Invoices', 'Usage', and 'Support'. There are also links to 'Manage your service from our App' and download buttons for the 'App Store' and 'Google Play'.

Dashboard

[Visit](#)

My Vodafone Business Answering

Logout

Home
Profile
Account
Support

I want to ...

Profile

Contact Details

Password

Credit Card

Account

Phone Numbers

Subscriptions

Invoices

Usage

Blocked Callers

Voicemail Schedule

Phone Numbers

Phone Numbers and Contacts Answered by Receptionists

Contacts	Department	Name	Status	Messages via
02 9430 6664 1	2	--	DND	SMS
Jackson 3		Jackson Sample	Available	SMS 4
Joe	Support	Joe Bloggs	DND	SMS
Mary	HR	Mary Gisborne	DND	Email
Molly	Finance	Molly Tester	Available	Email & SMS

Add Contacts

Quick Links

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Manage your service from our App

Phone Numbers

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Setting up

Listing your staff & departments

If you'd like specific call types to be managed differently by receptionists, you can list individual staff or departments.

For example, if you'd like us to transfer sales enquiries to a staff member, but just take messages for billing enquiries, you can set up two contacts with different instructions.

Click **[Account]** in the main menu to see:

- Your main number for call forwarding
- Any additional staff/departments listed
- Availability of each contact for call transfers or to receive messages only (set to Do Not Disturb)
- How messages for each contact are being sent
- Where you can add contacts (at no cost)
- Where to delete staff/departments no longer required

Highlights

1. Your main number for call forwarding will always appear at the top.
2. Click **[Manage]** to change the receptionist instructions for the selected contact.
3. Additional staff or departments (contacts) can have their own availability for call transfers to be made (or set their status to Do Not Disturb).
4. Each additional contact can also have their own settings for how their messages will be sent – either via email, SMS or both.
5. To remove staff/departments you no longer need, click **[X]**. Note: you can't remove your call forwarding number(s).
6. To add staff/departments, click **[Add Contacts]**, provide their specific answering instructions, then save.

My Vodafone Business Answering Logout

[Home](#) [Profile](#) [Account](#) [Support](#) I want to ...

Profile

[Contact Details](#)

[Password](#)

[Credit Card](#)

Account

[Phone Numbers](#)

[Subscriptions](#)

[Invoices](#)

[Usage](#)

[Blocked Callers](#)

[Voicemail Schedule](#)

Receptionist instructions for: 02 9430 6664 1

My status

☐ Attempt to transfer calls to me 2

☒ Advise callers I am:

☒ Unavailable

☐ On the phone

☐ In a meeting

☐ Travelling

☐ Other

Send messages to

☐ Email 3

☒ Mobile (SMS)

☐ Email & Mobile (SMS)

Greeting 4 **Contact Me** 5 **Info** 6 **Fields** 7 **Schedule**

Title First name Last name Department Time zone 1

Operator greeting (N.B. view the **Info** tab to enter further answering instructions) 8

GOOD [...], VODAFONE SERVICE, MAY I HELP YOU?

[Update](#)

Quick Links [Contact Details](#) [Password](#) [Credit Card](#) [Phone Numbers](#) [Subscriptions](#) [Invoices](#) [Usage](#) [Support](#)

Manage your service from our App

Manage Phone Numbers

[Visit](#)

Setting up

Instructions for receptionists

Update your receptionist instructions by selecting a contact from the drop-down list. Different settings can apply for each, however your greeting can only be managed within the main number.

Click **[Account]** then **[Manage]** to update:

- How you'd like your receptionist to greet your callers
- Your availability for call transfers
- Where you receive messages
- Information provided to your callers
- Which message details are captured from callers
- Availability schedules

Highlights

1. Always be sure to first select the phone number or contact you'd like to update.
2. For the selected contact, choose whether the receptionist should attempt to transfer calls or take a message.
3. Choose to receive messages by email, SMS or both. Note: a charge of \$0.10 applies per SMS message.
4. Under the **[Contact Me]** tab, you can list the email addresses or mobile numbers you would like messages sent to.
5. Under the **[Info]** tab, you can add a short business description, the kind of services you provide, your website, physical address and other details to help receptionists answer caller queries.
6. Under the **[Fields]** tab, you can list the details you'd like receptionists to capture from your callers, like their name, company and return phone number.
7. Under the **[Schedule]** tab, you can set automatic updates of your availability from 'do not disturb' to 'available for calls' and vice versa.
8. Whatever you add in this field is how receptionists will greet your callers. Keep this simple and don't include anything you don't want receptionists to say.

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Receptionist instructions for:
02 9430 6664

My status

Attempt to transfer calls to me

Advise callers I am:

Unavailable

On the phone

In a meeting

Travelling

Other

Send messages to

Email

Mobile (SMS)

Email & Mobile (SMS)

Greeting
Contact Me
Info
Fields
Schedule

When I'm available, transfer my calls to:

Transfer attempt 1

Transfer attempt 2

Transfer attempt 3

Email addresses for messages

Mobile for text messages

0491 570 159

Which messages to send:

Send only genuine messages from callers

Allow transfers to this number during voicemail greeting:

Update

Quick Links

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Setting up

Where your calls/messages are sent

You can specify, for each contact, where calls should be transferred (up to three attempts) and where SMS messages should be sent.

On the **[Contact Me]** tab, you can specify:

- Up to three options for call transfers
- One or more email addresses for messages
- One or more mobile numbers for SMS
- Your messaging preference for hangups etc.

Highlights

1. When you're 'available', we'll attempt to transfer calls to numbers listed here. You only need one number listed, but can add up to three.
2. Messages taken by receptionists (for the selected contact) will be sent to this email addresses listed here. Use a new line for each address.
3. Messages sent by SMS will go to the listed mobile numbers. Note, mobile messages are charged at \$0.10 per message, per mobile.
4. Choose to send only genuine messages or messages for all calls to your number (hangups, telemarketers, decline details etc.).
5. If you use voicemail answering after hours, you can allow callers to 'press 1' during the greeting, to have their caller ID sent to the number you enter here.

Vodafone Business Answering Portal | Business Receptionist

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My Vodafone Business Answering

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Receptionist instructions for:
02 9430 6664

My status
Send messages to

Attempt to transfer calls to me

Advise callers I am:

Unavailable
On the phone
In a meeting
Travelling
Other

Email
Mobile (SMS)
Email & Mobile (SMS)

Greeting
Contact Me
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Please specify your company information that may be given out to your callers.
Note: To specify info to be requested from callers select **FIELDS** tab (above)

Business description
1
WATER / PLUMBING

Brief instruction for receptionist
2
* Please advise caller: CALL WILL BE RETURNED WITHIN 30 MINS

Physical address
3
Address line 1
UNIT 3, 16 WELD ST
Address line 2
City / Town
PRESTON
State / County / Province
NSW
Postcode / Zipcode
2170
Country
Australia

Postal address
Address line 1
Address line 2
City / Town
State / County / Province
Postcode / Zipcode
Country

Company website
www.filteredwatersolutions.com.au

Email address for enquiries
4

Office number
1300651837
Fax number

Calls usually returned
5

BUSINESS HOURS
6
Update All
9 :00 AM to 6 :00 PM

Manage Phone Numbers

[Visit](#)

Setting up

Information about your business

Update this section to help receptionists answer basic questions about your business. Receptionists can see all information here, so don't add anything you don't want to callers to know.

On the **[Info]** tab, you can specify:

- Brief business description
- Instructions for receptionists
- Physical/postal address
- Map reference in Google
- Website address
- Email address
- Office number
- The timeframe in which calls are usually returned
- Business hours

Highlights

1. A 2-3 line description about your business and the types of work you do.
2. Provide important information, e.g. "we service family law not criminal law", "our office has moved locations", "only transfer sales calls" etc.
3. Please only enter an address you are happy for receptionists to share with your callers.
4. Provide an email address to be shared with your callers on request.
5. Set appropriate expectations for callbacks, e.g. 'within 24 hours', so callers aren't worried their message has been missed.
6. If you keep regular business hours, receptionists can advise callers so they know when best to contact you.

Details to be collected from your callers

These are the message fields collected from your callers. The number of fields available will vary, depending on your subscription.

On the **[Fields]** tab, you can:

- Provide an optional note to receptionists
- Modify the message fields collected from callers
- Add fields (depending on your subscription)
- Force some text to be provided with a message
- Apply the same fields to all of your contacts

Highlights

1. **Only** complete when you need to reinforce an instruction on the Info tab, e.g.. "Only transfer sales calls"
2. The words listed in each row are the message field labels. These labels tell receptionists which information to collect from callers.
3. Click the **[Cog Icon]** to add pre-filled text, for example, to add default text 'Attention Sales' of all messages received on the Sales contact.
4. Spare message fields have a grey **[X]**. Type in the field to enable it. If none are grey, your full allocation of message fields is already in use.
5. To ask for the same information from every caller, regardless of which contact is selected, apply changes to all contacts.

The screenshot shows the 'My Vodafone Business Answering' portal. The top navigation bar includes 'Home', 'Profile', 'Account', and 'Support'. The left sidebar lists 'Profile' (Contact Details, Password, Credit Card) and 'Account' (Phone Numbers, Subscriptions, Invoices, Usage, Blocked Callers, Voicemail Schedule). The main content area is titled 'Receptionist instructions for: 02 9430 6664'. It has two sections: 'My status' and 'Send messages to'. 'My status' includes options like 'Attempt to transfer calls to me', 'Advise callers I am: Unavailable', 'On the phone', 'In a meeting', 'Travelling', and 'Other'. 'Send messages to' includes 'Email', 'Mobile (SMS)', and 'Email & Mobile (SMS)'. Below these is a tabbed interface with 'Greeting', 'Contact Me', 'Info', 'Fields' (selected), and 'Schedule'. The 'Fields' tab contains instructions to 'Customise additional message fields to be collected from your callers'. It features an 'Optional note for receptionist' field (1), a list of 'Information your receptionist will ask for' (2) with fields for 'Name', 'Address', 'Phone number', and 'Reason for call' (4). Each field has a 'Cog' icon for editing and a red 'X' icon for deletion. A 'Reason for call' field has a lock icon. At the bottom, there's a dropdown to 'Apply these fields for' (5) with 'This number only' selected, and an 'Update' button.

Manage Phone Numbers

[Visit](#)

My Vodafone Business Answering

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Receptionist instructions for:
02 9430 6664

My status

Attempt to transfer calls to me

Advise callers I am:

Unavailable

On the phone

In a meeting

Travelling

Other

Send messages to

Email

Mobile (SMS)

Email & Mobile (SMS)

Greeting
Contact Me
Info
Fields
Schedule

Change my status to Available on @ until on

Existing Scheduled Changes

Date	Time	Change To	Options
26/08/2021	07:00 AM	DND: In a Meeting	Recurrence Delete
26/08/2021	12:30 PM	DND: Unavailable	Recurrence Delete

Update

Quick Links
Contact Details
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Manage Phone Numbers

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Setting up

Scheduling availability for call transfers

You can set a schedule to ensure your availability is updated automatically at specific days/times. For example, if you are usually available for call transfers every day except Fridays, you can set your schedule to change to Do Not Disturb (no transfers) every Friday.

On the **[Schedule]** tab, you can:

- Add a new schedule
- View all existing schedules
- Set a recurrence for an existing schedule
- Delete an upcoming/existing schedule

Highlights

1. Create a new schedule to change your status automatically. Select the new status, a start/end date and time, then save.
2. This table will only appear if you have active schedules on your account.
3. Delete unwanted schedules or add a recurrence, e.g. week days, 7 days or specific days of the week.

My Vodafone Business Answering Logout

[Home](#) [Profile](#) [Account](#) [Support](#)

1A

My Numbers

02 9430 6664

Jackson

Joe

Mary

Molly

2A [View all](#)

Receptionist Instruction:

☐ Attempt to transfer calls to me

1B ☒ Advise callers I am:

☒ Unavailable

☐ On the phone

☐ In a meeting

☐ Travelling

☐ Other

[More settings](#)

Send Messages To My:

☐ Email

☒ Mobile (SMS)

☐ Email & Mobile (SMS)

Last Five Calls

Number	Date	Time
0491 570 157	16/08/2021	03:50:27
0491 570 110	16/08/2021	03:48:10
0491 570 159	16/08/2021	02:59:19
0491 570 157	16/08/2021	02:46:05
0491 570 158	16/08/2021	01:57:14

[View call history](#)

Invoices [Pay Overdue Amount]

Date	Invoice	Amount
01/07/2021	Invoice 1004042	\$ 1032.27
01/06/2021	Invoice 1002505	\$ 0.00
01/05/2021	Invoice 1000947	\$ 0.00
Total Overdue:		\$ 1032.27

[View more invoices](#)

Usage From: 1 August

Receptionist Calls: 329 call(s)

Messages: 280

No Transfers

Current Period Usage Charges: \$ 3824.67

[View usage history](#)

Quick Links: [Contact Details](#) [Password](#) [Credit Card](#) [Phone Numbers](#) [Subscriptions](#) [Invoices](#) [Usage](#) [Support](#)

Manage your service from our App

Dashboard

[Visit](#)

How to

Update availability for call transfers

If you only have one contact, you can change your availability on the Home tab. Otherwise, you can make these changes on the Account page.

Update contact to 'available' or 'do not disturb'

- 1A. Ensure the correct number/contact is highlighted
- 1B. Change the radio button to your preferred status (changes will save automatically)

Update contact not visible on home screen

- 2A. Click **[View All]** then **[Manage]** for the contact you wish to change

My Vodafone Business Answering Logout

Home Profile Account Support I want to ...

Profile

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1A



Phone Numbers

Phone Numbers and Contacts Answered by Receptionists

Contacts	Department	Name	Status	Messages via
02 9430 6664	Manage	--	DND	SMS
Jackson	Manage	Sales	Jackson Sample	Available SMS
Joe	Manage	Support	Joe Bloggs	DND SMS
Mary	Manage	HR	Mary Gisborne	DND Email
Molly	Manage	Molly Tester	Available	Email & SMS

[Add Contacts](#) **1B**

Quick Links [Contact Details](#) [Password](#) [Credit Card](#)
[Phone Numbers](#) [Subscriptions](#) [Invoices](#) [Usage](#) [Support](#)

Manage your service from our App  

Phone Numbers

[Visit](#)

1C

Add Contacts


A contact has no direct phone number but does have message forwarding settings which can be customised in order to have messages forwarded to the correct person in your organisation.

Quantity:

[Activate](#) [Cancel](#)

1E

Greeting **Contact Me** **Info** **Fields** **Schedule**

Title First name Last name Department Time zone 

Operator greeting (N.B. view the **Info** tab to enter further answering instructions)

GOOD [...], VODAFONE SERVICE, MAY I HELP YOU?

How to

Add/remove staff or departments

To add a contact (staff or departments)

- 1A. Click **[Account]**
- 1B. Click **[Add Contacts]**
- 1C. In the pop-up, select quantity and click **[Activate]**
- 1D. Find the new entry **[Contact]** and click **[Manage]**
- 1E. Add at least the name and/or department, availability and contact details.

To remove a contact

- 2A. Click the red **[X]** icon and confirm

My Vodafone Business Answering Logout

Home Profile Account Support 1A I want to ...

Profile

- Contact Details
- Password
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Usage

Current Balance: \$3824.67 2A

Show usage for: Custom Dates 1B View All

Start End Filter 1C

1D Usage Report for August 2021 - Page 1/17 1E [Export](#)

Received (AEDT)	Caller ID	Called No.	Message	Message / transferred to	Cost
16/08/21 03:50 PM 2B	* 0491 570 157 2C	02 9430 6664 2D	ATTN: Toby First-Last Name: Pam Beasley Company: ATO Number: 0444444443 Reason for call: job maker claim form.	Incoming Call 0491570159	\$0.00 Free 2E
16/08/21 03:48 PM	* 0491 570 110	02 9430 6664	ATTN: Toby First-Last Name: Pam Beasley Company: ATO Number: 0444444443 Reason for call: job maker claim form.	Incoming Call 0491570159	\$0.00 Free
16/08/21 02:59 PM	* 0491 570 159	02 9430 6664	ATTN: Andy First-Last Name: Dwight Schrute Company: Nexgentek Number: 0444444441 Reason for call: regarding your email Tried diversion 1 (0754447128). Caller ID: 0444444441	Incoming Call 0491570157	\$0.00 Free

Usage

[Visit](#)

How to

Check your messages & call usage

To check your messages & call usage

- 1A. Select I want to... **[View my Call Usage]**
- 1B. Select to view all usage or a subset
- 1C. Select a month or custom date range then **[Filter]**
- 1D. View table of calls and messages
- 1E. **[Export]** the selected range if required

Note

- 2A. Balance is additional usage over your subscription
- 2B. Call times are reported in AEDT
- 2C. Caller ID is your caller's phone number
- 2D. Called No. is your call forwarding number
- 2E. Costs are reported GST inclusive

Block & unblock unwanted callers

To block and unblock callers

1. Select I want to... **[View my Call Usage]**
2. Click the Caller ID you'd like to block
3. In the pop-up, click **[Yes]** to confirm
4. Click **[Blocked Callers]** in the **Account** section of the side bar.
5. Click **[X]** to remove from Blocked Callers list

Note: Don't block a **private** number unless you want to block **all** private numbers.

My Vodafone Business Answering

Home Profile **Account** Support

Profile

- Contact Details
- Password
- Credit Card

Account

- Phone Numbers
- Subscriptions
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- Usage
- Blocked Callers**
- Voicemail Schedule

Usage

Current Balance: \$3824.67

Show usage for: Custom Dates View All

Start End Filter

Usage Report for August 2021 - Page 1/17

Received (AEDT)	Caller ID	Called No.	Message	Message / transferred to	Cost
16/08/21 03:50	* 0491 570 157	02 9430 6664	ATTN: Toby First-Last Name: Pam Beasley Company: ATO Number: 0444444443 Reason for call: job maker claim form.	Incoming Call 0491570159	\$0.00 Free
16/08/21 03:48 PM	* 0491 570 110	02 9430 6664	ATTN: Toby First-Last Name: Pam Beasley Company: ATO Number: 0444444443 Reason for call: job maker claim form.	Incoming Call 0491570159	\$0.00 Free

Export

Usage

[Visit](#)

Are you sure you want to block all calls from 0491570157?

Yes Cancel

My Vodafone Business Answering

Home Profile **Account** Support

Profile

- Contact Details
- Password
- Credit Card

Account

- Phone Numbers
- Subscriptions
- Invoices
- Usage
- Blocked Callers**
- Voicemail Schedule

Blocked Callers

Caller	Blocked Date
0491570110	17/08/2021 6:27:38 PM
0491570157	17/08/2021 6:27:43 PM
0491570158	17/08/2021 6:27:35 PM

Blocked callers

[Visit](#)

How to

View & pay invoices

To view & export invoices

- 1A. Select I want to... **[View My Invoices]**
- 1B. Select the invoice date range and click **[Update]**
- 1C. Click **[Export]** to export your invoice summary

To pay an individual invoice

- 2A. Click an individual invoice
- 2B. Click **[Pay Now]** at bottom of invoice and save card

To pay an outstanding balance (all overdue)

- 3A. View the total amount overdue
- 3B. Click **[Pay Now]** to pay your balance by credit card

Note: To pay via a different method, click an individual invoice and view the **How to Pay** section at the bottom of the invoice.

Invoices

[Visit](#)

My Vodafone Business Answering

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HomeProfileAccountSupport

I want to ...

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Blocked Callers

Voicemail Schedule

1A

2A

Subscriptions

Package	Qty	Cost	Start Date	Date Renewed	Next Renewal	End Date	Billing Cycle
Business Receptionist 500	1	\$ 1290.00	01/05/2021	01/07/2021	01/08/2021		Monthly
1300/1800 Number	1	\$ 15.00	01/05/2021	01/07/2021	01/08/2021	1C	Monthly
After-hours Receptionist	1	\$ 0.00	10/01/2020	10/01/2020			One-off

Subscription changes may be requested by contacting us.

2A

To compare subscription plans, visit Vodafone Business Answering

See our Terms and Conditions here

Quick Links

Contact Details

Password

Credit Card

Phone Numbers

Subscriptions

Invoices

Usage

Support

Manage your service from our App

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Subscriptions

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How to

View or change your subscription

To view your subscription

- 1A. Click **[Account]** in main menu
- 1B. Click **[Subscriptions]** in the side bar
- 1C. View your subscriptions & renewal dates

To change your subscription

- 2A. To change your subscription, contact **[Support]**

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- Credit Card

Account

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- Usage
- Blocked Callers
- Voicemail Schedule

Update Credit Card

Your current card Visa-4488 2

Expiry Date 1/2030

Name on Card

Card Type

Credit Card Number 3

Expiry Date 08 / 2021

4

Quick Links [Contact Details](#) [Password](#) [Credit Card](#) [Phone Numbers](#) [Subscriptions](#) [Invoices](#) [Usage](#) [Support](#)

Manage your service from our App

Credit Card

[Visit](#)

How to

Add/update credit card details

This is the most convenient way to pay. When you store your credit card, we attempt to process your payment on the due date so you don't need to remember. You can update or remove your card at any time.

To update your credit card

1. Select I want to... **[Update Credit Card]**
2. View stored card (if n/a you have no card stored)
3. Enter card details
4. Click **[Update]**

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1A

1E

Update Billing Contact Details

Invoices are emailed to your primary and secondary account contacts. This information is not visible to receptionists

Primary Account Contact

First Name

Lincoln

Last Name

Goe

Company

ABC Inc

Email

messagingcare@vodafone.com.au

Company ABN

1B

Secondary Account Contact

Alternative Contact

Email for Alt. Contact

2A

Company Address

Address 1

91 Reynolds Road

1C

Address 2

City

Gunalda

State/Region

QLD

Zip/Postcode

4570

Country

Australia

Phone

0753415958

1D

Update

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Contact Details

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How to

Update account contact details

Primary and Secondary Account Contacts are authorised to make changes to the account and are automatically opted in to receive invoice notifications and payment reminders.

To view/change your primary account contact details

- 1A. Click **[Profile]** in main menu
- 1B. Update ABN
- 1C. Update Address
- 1D. Update Phone Number (for account enquiries)
- 1E. Click **[Support]** for changes to hard-coded fields

To add a Secondary Account Contact

- 2A. Add a name/email for invoices and billing notices

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- 1B** [Voicemail Schedule](#)

1A **Voicemail Schedule** **1D**

This feature can be used for Christmas closures etc, allowing you to schedule your calls to go to voicemail instead of being answered by a receptionist. Schedule your start and end-date/times and the selected phone number will be set to voicemail mode for the configured period, after which it reverts back to receptionist-answering mode. **N.B.** your billing subscription is not affected by this configuration.

Recording your voicemail greeting

1C

1. Dial (02) 8231 6666 and follow prompts
2. When prompted enter the **full** phone number & PIN code (See PIN Below)
3. Record your new greeting and follow prompts to save it (N.B. this will immediately update your voicemail greeting for all calls that go to voicemail from that point, if you would like a greeting to be used only for this schedule [contact us](#)).

1E VOICEMAIL PIN (4 digits)
9276

Configured schedules

2A No schedules currently configured.

Add new schedule

Start Date Start Time End Date End Time

Voicemail Audio File
There are no voicemail audio files stored. Please record a greeting using the instructions above.

2B

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Manage your service from our App

Voicemail Schedule

[Visit](#)

How to

Update voicemail settings

Your callers will hear a default voicemail greeting instead of live call answering when: a) you have opted out of after hours call answering; or b) you have configured a schedule for voicemail to switch on. When received, voicemail messages will be sent to your nominated email as an audio file.

To record a personalised voicemail greeting

- 1A.** Go to **[Account]** in the main menu
- 1B.** Click **[Voicemail Schedule]** in the side menu
- 1C.** Call (02) 8231 6666 from any phone
- 1D.** Enter your call forwarding number followed by #
- 1E.** Enter your Voicemail PIN
- 1F.** Select **[Save]** to replace the default greeting

To add a new voicemail schedule

(e.g. when your office is closed and you don't want call answering)

The first step is to record a personalised greeting as outlined above.

- 2A.** Enter the date/time for the greeting to play
- 2B.** Click the **[Schedule]** button (appears when file uploaded)

Note: you need to record a greeting before you can configure a schedule.

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Support

Email Customer Care

From: Tim Sample
<tim.sample@sample.com>

Priority: Normal 1B

Query type: 1D

- Sales** 1C
- Billing Question
- General
- Tech Support Question
- Rosters Updates

Send 1E

Contact Us

Sales Enquiries	1300-550-011
Support Enquiries	1300-133-585 2A

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Support

[Visit](#)

How to

Get support

For email support

- 1A. Click **[Support]** in main menu
- 1B. Select the **[Priority]** for your request
- 1C. Select the **[Query type]** for your request
- 1D. Type your message
- 1E. Click **[Send]** for a response within 48 hours

For phone support

- 2A. Call the Sales or Service contact number during business hours

Note: A fee of \$110 (incl GST) applies for urgent account updates required outside of business hours.



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