



Amigos de la Gente de Edad

Telefónica phone services

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A. Telefónica Answer Phone Service

Most of the Telefónica Answer Phone Service is now available in English but you have to set up the service as detailed below.

To Connect to & Disconnect from the Service

Lift up the receiver, wait for the tone and then dial: * 1 0 #

Hang up.

To check you are connected, lift the receiver again and wait about 6 seconds. You will hear the Spanish operator saying that you have no messages:

- El servicio contestador de Telefónica le informa de que no tiene mensajes.

If you do not hang up immediately again, you will hear the Main Menu:

- Para acceder el servicio de información, pulse 3 (To go to the information service, press 3)
- Para acceder el servicio mensavoz, pulse 2 (To access the mensavoz ((voice mail) service, press 2)
- Para opciones personales, pulse 1 (For personal options, press 1)
- Para salir, pulse 0 (To exit up, press 0)

If you wish to to disconnect from the service, lift up receiver and dial: # 1 0 #

To Change the Operator's Language

Initially the operator's language will be in Castillian. This can be changed to the autonomous languages, e.g. Catalan, and also to English, French and German.

- a) **Lift the receiver** and listen to the operator advise that you either have messages or not.
- b) **Press 1** and listen to the five options and then

- c) **Press 4** You will be asked to dial your access code
d) **Dial your access code:** this is always 0000 to start with.

You will then be asked to choose the language:

- Para castellano, pulse 1; para idiomas autonómicos, pulse 2; para otros idiomas, pulse 3
- **Press 1 for Castillian; 2 for autonomous languages; 3 for other languages.**

If you press 3, you will hear the operator saying that you are going to select a foreign language:

- Para inglés, pulse 1; para francés, pulse 2; para alemán, pulse 3
- **For English, press 1; for French, press 2; for German, press 3**

If you press 1, you will hear the operator saying that you have chosen English. If you agree: **press 1**. If not, **press 2** and try again.

The operator will now say in English:

- **Thank you for using Telefónica answering service.**

Then the call will be disconnected and you will have to pick up the phone again to access the other services.

From now on you can listen to your messages and change a variety of options in English, the exceptions being the Information Service and the 1004 Service.

How to Listen to Messages

When you pick up the phone, after about 6 seconds the answer phone service will start automatically. Listening to messages is a free service at any time of the day.

Pick up the receiver and wait. If you do not have any messages you will hear:

- **Telefónica Answering Service informs you that you have no (new) messages.**

You will then be asked to choose from the **Main Menu (see below)**:

If you do have messages you will hear:

- **Telefónica Answering Service informs you that you have new messages.**

The operator will proceed to read each message in turn, indicating the date and time of the message. At the end of each message you will hear:

- **To answer this message, press the * (asterisk) button.**
- **To hear the message again, press 1**
- **To save it, press 2.**
- **To erase it, press 3**
- **To answer the message by means of the mensavoz (voice mail) service, press 4**

You do not need to wait for the end of these instructions to press asterisk, 1, 2, 3 or 4. Once you know this, you can press one of the numbers as the operator starts to speak. Continue with the next message. At the end you will hear again the **Main Menu**.

Main Menu

The operator will run through the Main Menu options as follows:

- **To go to the information service, press 3**

- To access the mensavoz (*voice mail*) service, press 2
- For personal options, press 1
- To exit, press 0

Personal Options

There are five alternatives under Personal Options:

- To change the welcome message, press 1
- To change the access code, press 2
- To modify the notification of new messages, press 3
- To change language (*i.e. Castillian, Catalan, Autonomous, English, French, German*), press 4
- To change the options on calls received on your answering service, press 5

To Change the Welcome Message

a) Lift the receiver and listen to the operator advise that you either have messages or not.

b) Press key 1.

c) You will hear the message with the five options and you will need to **press 1 again**.

d) You will be asked to dial your personal access number. **Dial your number, or 0000** if you have not changed it. You will then hear the operator say:

- To hear the welcome message, press 1
- To change the welcome message, press 2
- To exit, press 0

If you press 1, you will hear:

- Your current welcome message is: You have dialledI am unable to take the call just now but you can leave a message if you wish, after the tone, thank you.

If you press 2, you will hear:

- If you prefer to use the standard welcome message, press 1
- If you prefer to personalise your welcome message, press 2
- If you wish to exit, press 0

If you press 2 again, you will hear:

- To record a new message, speak after the tone; you have 30 seconds. When you have finished, press the "cross hatched" key (*i.e. press the # key*)

The operator will let you listen to your new message and will say:

- If you accept it, press 1 again. If you do not accept it, press 2 and try again.

Once you have pressed key 1, the operator will say that your new message has been registered and will thank you.

To Change the Access Code

Until you change it, your access number is 0000, which you can retain but it cannot be used to listen to messages from another telephone.

a) Lift the receiver and listen to the operator advise that you either have messages or not.

b) Press key 1.

- c) After the list of five options, **press key 2**.
- d) You will hear:
- **Please dial your access code** (in the first instance 0000 and subsequently any other one you may wish to select)
 - **Please dial your new access code** (four digits)
 - **Your new access code is xxxx. If correct, press 1. If not, press 2.**

If you press 2, you will have to redial your correct new access number. Once you have pressed 1, the operator will say that the new access number has been registered and she will thank you.

To Modify the Notification of New Messages

There are now a number of ways in which you can be advised that you have new messages: you can arrange a time or times for the operator to ring you and let you know when you have new voice mail; you can be advised when you have text messages; you can be advised that you have messages by a visual or acoustic signal. There are also options to be advised on a different phone when you are not at home.

- a) **Lift the receiver** and listen to the operator advise that you either have messages or not.
- b) **Press key 1**.
- c) After the list of five options, **press key 3**.
- d) You will be asked to **dial in your personal access code**.

You will hear:

- **To access the notification call service, press 1**
- **To access text message alert actions, press 2**
- **To programme information on new messages on your phone, press 4**

Notification Call Service

If you press 1, you will hear:

- **To programme a notification call to your phone, press 1**
- **To programme a notification call to another fixed phone, press 2**

To your own phone

If you press 1, you will hear

- **To process a notification call, press 1**
- **To process two different notification calls, press 2**

If you press 1, you will hear:

- **To hear the notification time, press 1**
- **To record or change the time, press 2**
- **To erase the time, press 3**

If you press 1, you will hear:

- **You have no notification time programmed**

If you press 2, you will hear:

- **Please dial the hour with 2 digits from 00 to 23, e.g dial 17 for 5pm.** The operator will then ask for two more numbers for the minutes 00 to 59, so press two more numbers to set the minutes. The operator will then tell you the new time, If you agree, press 1, if not press 2. If you press 3 you erase the time.

To another fixed phone

If you chose this option you will hear:

- **To set the notification call for another terminal, press 1**

Follow the instructions, set the time and then you will be asked to enter the phone number where you wish to be notified of new messages. To change the time and phone number where you wish to redirect the call, press 2. Again follow the instructions.

To Access Text Message Alert Actions

If you choose this option by pressing 2, you will hear:

- **To activate the text message alert mechanism, press 1**
- **To change the telephone number where you wish to receive the text message alert, press 2.**

Follow the instructions as indicated

To Programme Information On New Messages On Your Phone

If you press 4, you will hear:

- **The answering service can inform you when you receive new messages on your fixed phone by means of a visual or acoustic signal**
- **If you wish to deactivate this service, press 1**
- **If you wish to delete the voice messages text from your phone screen, press 2**

Again, follow the instructions accordingly.

To Change Options On Calls Received On The Answering Machine

- Lift the receiver** and listen to the operator advise that you either have messages or not.
- Press key 1.**
- After the list of five options, **press key 5.**
- You will be asked to **dial in your personal access code.**

You will hear:

- **To deactivate the call return service, press 1**
- **To deactivate the information service on calls without messages, press 2**

You can use these functions to activate/deactivate the above two options.

How to Attend to a Second call

When you are talking on the phone you may hear a bleep which will indicate that you have another call, to which if you do not answer, the caller can also use the answerphone service to leave you a message.

When you hear the bleep, you can ignore it or you can press the key **R**. When you hear the dial tone, press **2**. You can now talk to the new caller. By pressing **R2** again you can return to the first caller and alternate.

To Disconnect a Second Call

To end any one of the conversations you must press **R1**.

To Hear your Messages from Another Phone

You may listen to your messages from anywhere in the world. However, you will need to have a different personal access number from 0000.

- a) **Dial your own number** from a multi-frequency telephone. Providing no-one answers, you will hear your own answer phone message.
- b) **Press *** to interrupt it. The operator will ask for your access number.
- c) **Dial your access number xxxx**
If the number is accepted, you will hear your messages. If not, the operator will say: **Clave de acceso incorrecta** and will hang up.

The Mensavoz Service

This is Option 2 from the start menu and is available in English once you have changed the operator's language to English. The service is used when you do not want to speak to the person you are calling but just wish to leave a voice message.

- a) **Lift the receiver** and listen to the operator advise that you either have messages or not.
- b) **Press key 2.**

You will hear:

- **To send a message using mensavoz, Press 1**
- **To deactivate the mensavoz service, Press 2**

If you press 1, you will hear:

- **Enter the number you wish to call**

When you have entered the telephone number, you will hear:

- **If you wish to send this message to another number, press 1**
- **If not, press 2**

When you press 2, you will hear:

- **Record your message after the tone, you have 30 seconds. When you finish, press the "pound" sign (#)**

Then you will hear:

- **To hear your message, press 1**
- **To record your message again, press 2**
- **To send, press 3**
- **To exit without sending it, press 4**

Telefónica Information Service

This is Option 3 from the start menu and is only available in Spanish.

- a) Lift the receiver and **listen to the operator advise that you either have messages or not.**
- b) **Press key 3.**

You will hear:

- Para información sobre como responder a los mensajes con una llamada sin necesidad del colgar el teléfono, pulse 1
- **For information about how to reply to messages without lifting the handset, press 1**

If you press 1, the operator will advise you in Spanish that if you have a hands free phone you can return calls without having to lift the receiver and if you have the Telefónica service which identifies the caller (Identificación de llamadas), you can reply by simply pressing a key. If you don't, you can return the call by dialing the number. You can deactivate/activate this via Option 5 under Personal Options.

- Para información de los operadores con los que puede recibir mensajes de texto y aviso de su contestador, pulse 2
- **For information about the telephone operators with whom you can receive text messages and advice from your answer phone, press 2.**

If you press 2, the operator will advise you in Spanish that within Option 3 under Personal Options you can receive text messages on a land line as well as a mobile phone from Movistar, Amena & Vodafone.

- Para información sobre el servicio indicador de nuevos mensajes en el contestador, pulse 3
- **For information about the ways you can be alerted to new messages on your answer phone, press 3.**

If you press 3, the operator will advise you in Spanish that there is a service that uses a ring tone, a blinking screen and the words “mensajes de voz” to alert you to new messages on your phone. You can ring the free phone number 900100424 for more information.

- Para información sobre el borrado de texto mensajes de voz de su teléfono, pulse 4
- **For information about erasing text/voice messages from your telephone, press 4.**

If you press 4, the operator will advise you in Spanish that if you have a Domo phone you can erase text messages via Option 3 under Personal Options.

- Para información sobre el servicio conversor texto-voz, pulse 5
- **For information about the conversion of text to speech service, press 5**

If you press 5, the operator will advise you in Spanish that for those customers without a facility to read text messages on land lines, there is a service which will convert any text messages sent into a voice message. For more information, you can ring the free phone number 900505300.

B. Telefónica Domo Hands Free Answer Phone Service

Currently, the most common phone that Telefónica is installing seems to be the Domo Messages Hand Free which offers a multitude of services including an English language option and an answer phone service.

Downloading Domo Instruction Manual in English

If you have access to the internet, you may wish to download the complete Domo Instruction Manual in English (46 pages) which is available on:

- the Telefónica in English web site which charges €13,95 (www.telefonicainenglish.com), or
- a number of other web sites for free (enter Telefonica Domo Manual English into your search engine).

Basic Set Up for Domo Answer Phone Service & Change to English Language

Initially, all instructions will be in Spanish, so carry out the following steps to:

- set up the answering service, and
- convert to an English speaking message service.

Pick up the telephone receiver or using the hands free function (**Key 11** in the instruction manual), **press key CONTESTADOR**, and then replace the handset.

The answering machine icon will be displayed in the viewer along with: **CONTEST.ACTIVO**

Lift the telephone receiver or using the hands free function, press the **MENSAJES/ACEPTAR**

The following will appear in the viewer: **OIR MENSAJES**. You will hear the Spanish operator giving four options, **press Key 1**. During or after the following five options, **press Key 4**

You will be asked to enter your access number, which is always 0000 at this set up stage and until you change it

Next **press Key 3**. Then **press Key 1**. The operator will advise that you have chosen English. To accept, **press Key 1**. Replace the receiver.

From now on you can listen to your messages and a variety of options in English, the exceptions being the Information Service and the 1004 Service.

C. Telefónica 1004 Services

While Telefónica's 1004 Services as detailed below is only available in Spanish, you now do have the option to speak to an English speaking operator. Follow the instructions below to be connected to one: there does not seem to be a short cut and so you will have to listen to all six options first.

When you dial 1004, you will hear:

- Bienvenida a Telefónica línea de atención personal
- **Welcome to Telefónica's customer service line**

- Si desea información sobre números de teléfono, llame al 11822
- **If you would like directory enquiries, ring 11822**

- Si desea realizar una gestión para contratar una nueva línea telefónica, pulse 1
- **If you would like to arrange for a new telephone line, press 1**

- Si ya la ha solicitado y quiere información sobre el estado de su petición o si desea realizar otra gestión, espere por favor
- **If you have already ordered one and would like to check the progress of your request or if you wish to make another, please wait**

- Si necesita resolver cualquier incidencia técnica relativa a su ADSL, llame al 902 357 000
- **If you would like to solve a technical problem relating to your broadband connection, please ring 902 357 000**

- Para otras acciones, un momento por favor
- **For other matters, please wait a moment**

After a pause, you will hear:

- Descríbanos el motivo de su llamada
- **What's the reason for your call**

At this stage, you are recommended to say clearly something on the lines of: **an English speaking operator please**. You will then be attended to by an operator who speaks English.

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