

## TKSSnap! Features

### SETUP & INSTRUCTION GUIDE

Your TKSSnap! telephone service has a number of special features such as **voicemail**, **call waiting** and **call forwarding**. This guide will provide an overview of these features and explain how to use them.

### SPRACHBOX - VOICEMAIL

SprachBox is your voicemail and virtual call manager that can store up to 30 telephone messages. When your new telephone line is activated, the SprachBox will be automatically turned on within 3 days. The SprachBox takes calls not answered within 30 seconds and will then automatically notify you and then playback the messages.

Messages can be retrieved free of charge, 24 hours a day from your home phone, or from any other telephone, for the cost or a regular call. You may personalize many of the settings, record your own greeting, and for added convenience, switch the SprachBox menus to English.

### SWITCH THE SPRACHBOX TO ENGLISH

- Dial: **0800 330 2424**
- Wait until the German announcement stops
- Then press **3421**
- The SprachBox menus should now be in English

### SET UP A PIN FOR YOUR SPRACHBOX

A SprachBox PIN must be entered in order to access the SprachBox remotely or if you want to protect the SprachBox from unauthorized access from your home phone.

- Enter **3 4 1** in the main menu

#### THE SPRACHBOX PIN:

Must be 4 to 10 digits long.

Do not use: sequential digits (12345) or repetitive digits (11111) - these combinations are invalid and will not be saved.

### CONTACTING YOUR SPRACHBOX

**From your home phone dial:**

**0800 330 2424** - toll free

**From any other phone line:**

- Dial your telephone number
- Interrupt the SprachBox greeting by pressing: **\***
- Enter your SprachBox PIN
- Press **\*** to confirm the PIN

### SPRACHBOX HELP: 0800 330 4747

Have questions? Need assistance setting up your SprachBox voicemail? Contact the SprachBox service line at the toll free number -or- while in any SprachBox menu just press: **# 5**

#### RETRIEVE MESSAGES

In the main menu, press **1**

#### WHILE LISTENING TO MESSAGES:

- 1** - repeat current message
- 2** - pause/continue
- 3** - skip to the next message
- 9** - delete message
- 99 \*** - delete all delivered messages
- 0** - return to main menu

#### DEACTIVATE /ACTIVATE THE SPRACHBOX - 4

#### RECORD A PERSONALIZED GREETING - 3 1 1

#### CALL ACCEPTANCE & CALL FORWARDING

In the main menu, press **3 2**

- 1** - accept after set time: 5-60 sec. or immediately
- 2** - accept if line is in use/busy
- 3** - accept after set time: 5-60 sec. and when busy
- 4** - immediately forward call to a different number

#### CHANGE NOTIFICATION TIME

The default is a free notification that calls your number between 9 a.m. and 9 p.m. whenever a new message has been received. To modify these settings, call your SprachBox and enter **3 3 2**

#### NOTIFICATION BY TEXT MESSAGE

You can be notified of new messages by a free SMS that is sent to your T-Mobile cell phone or landline. Call your SprachBox and enter **3 3 1**

#### IMMEDIATE CALL-BACK

Press **7** while listening to a message to be connected directly to the caller. This call will be per same conditions as every other call from your connection. At the end of the call, or after terminating the call by pressing the **#** key, you will be automatically returned to the message retrieval menu.

#### RETRIEVING MESSAGES ON THE GO

For remote access to your messages, dial your own number and interrupt the greeting by pressing the **\*** key. Enter your **PIN** and confirm with the **\*** key.

If your SprachBox is deactivated call: **0180 5 0660331**  
(€ 0.14 /min as of JAN 09)

# TKSSnap! Telephone Features

**CALL WAITING ◦ ADDITIONAL CONNECTION ◦ THREE WAY CONFERENCE ◦ CALL FORWARDING**

## CALL WAITING

Activate: \*4 3 #  
Deactivate: # 4 3 #

### Accept an incoming call by terminating the first call.

- Hang-up within 30 seconds.
- When the telephone rings, just pick up the receiver again to answer the new call.

### To accept an incoming call by placing the first caller on hold.

- Press: **R**
- Wait for the special tone
- Press: **2**
- Your first caller is on hold (inactive), and the second caller is on the line (active).

### Switch off the call waiting signal when you do not want to accept the second call.

- When you hear the call waiting notification. . .
- Press: **R**
- Press: **0**

## ADDITIONAL CONNECTION

### Establishing a second phone call parallel to an existing connection.

- Press: **R**
- Wait for the special tone
- Dial the telephone number of the party you wish call

## SWITCHBOARD FUNCTION

### To alternate between two existing calls.

- Press: **R**
- Wait for the special tone
- Press: **2**

[Repeat to switch back and forth between the lines.]

## THREE WAY CONFERENCE

### Conference two lines together, either through call waiting, or establishing an additional connection.

- Press: **R**
- Wait for the special tone
- Press: **3**

Now you and the other two lines will be connected into a single connection, all parties will be able to speak to each other.

## CALL FORWARDING

Three different type of forwarding functions are available. It is also possible to activate forwarding variations “after 20 seconds” and “when busy” simultaneously and to different numbers.

### IMMEDIATE CALL FORWARD

- Activate: \* 2 1 \*
- Enter the target number
- Press: #
- Deactivate: # 2 1 #

### FORWARD AFTER 20 SECONDS

- Activate: \* 6 1 \*
- Enter the target telephone number
- Press: #
- Deactivate: # 6 1 #

### FORWARD WHEN BUSY

- Activate: \* 6 7 \*
- Enter the target number
- Press: #
- Deactivate: # 6 1 #

## IMPORTANT

It is not possible to activate call forwarding to emergency numbers 110 and 112 or to service numbers beginning with 11, 0900, 0137, 0138.

## ADDITIONAL COSTS WITH FORWARDING

The same calling rates and conditions that apply to standard calls from your telephone service will also apply to any forwarded calls to another number.

