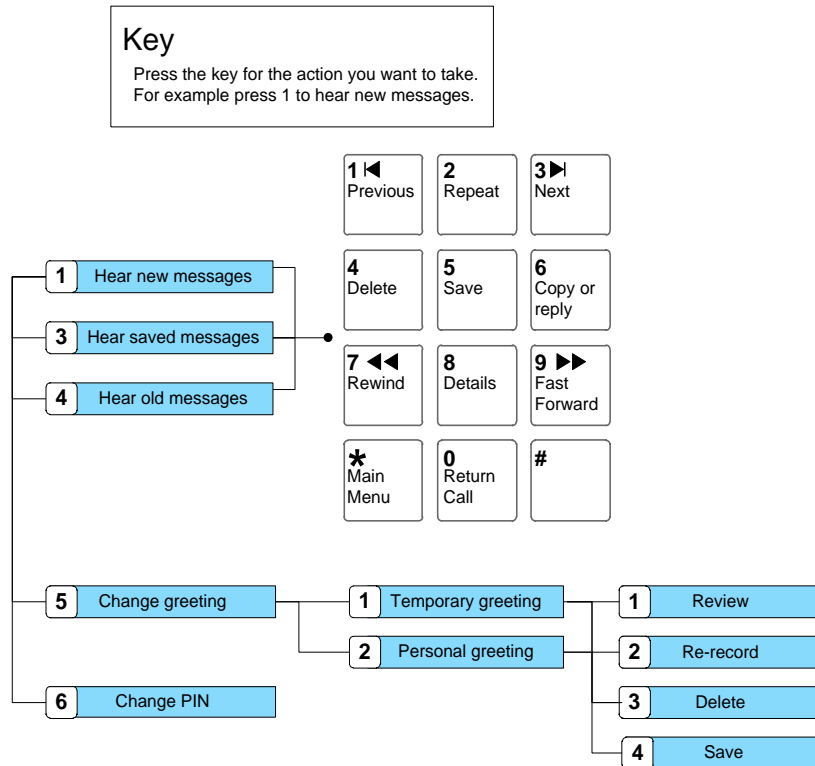


## Menu Structure



## Messenger+



## Getting Started Guide

## Welcome to Messenger+

Messenger+ is an intelligent messaging solution that works with your telephone system. It enables you to:

- listen to your voicemails;
- delete, save, and copy voicemails;
- listen to details of a voicemail;
- configure rules to automatically forward voicemails (using a web interface);
- record a personalised voicemail greeting;
- record a temporary voicemail greeting.

Some of the features described in this *Getting Started Guide* may not be available to you. For more information please contact your System Administrator ([fred.smith@anyco.co.uk](mailto:fred.smith@anyco.co.uk)).



### Logging into Messenger+

Before can access voicemail you must log in.

Just dial **0** from your desk phone, or press the Voicemail button on your desk phone, or dial **01XXXX YYYY** from your mobile.

- When you are asked for your user ID enter this using the buttons on your phone.
- When you are asked for your PIN, enter it using the buttons on your phone.
- Your PIN will initially be set to 0000, the first time you log in you will be required to change it.
- You are then told if you have new messages.

Now you can listen to and manage your voicemails.



### Listening to Messages

When somebody leaves you a message, the light on your desk phone lights, and next time you call Messenger+ it will tell you that you have a new message. **You may also receive an e-mail, text, bleeper, or pager message, telling you that you have a new message.** Note that when you log into Messenger+ you may be required to record new a voicemail greeting before you can listen to your messages.

#### **To listen to your new messages you can:**

Log into the system as described, the first new message will be read to you automatically. Click on the link in the e-mail you received telling you about the message, and play the message on your PC.

#### **To listen to your old or saved messages:**

Log on as described above, then press **3** for saved messages or **4** for old messages.

#### **To record your own voicemail greeting:**

1. Log on as described above, then press **5**
2. To record a temporary greeting press **1**, or to record a personal greeting **2**.
3. Begin speaking your greeting when you are prompted to. When you have finished recording your greeting press **#** to stop the recording.
4. The greeting you have recorded is played to you. To save the greeting press **4**.



### Changing your Settings at your Computer

Using a web browser go to <http://contactportal>

Log on using your ID (your desk extension number) and PIN (initially set to 0000).

The first time you log in it is important to check the following details:

- Your messaging settings are correct (click on Settings and in the Messaging menu).
- To work with your messages, click on Inbox, Saved or Deleted from the Messaging menu on the left-hand side of the page.
- Full online help is available by clicking Help at the top right-hand corner of the screen.



### Tips...

When listening to a voicemail message you can:

- Rewind 10 seconds by pressing **7**, you can also press **9** to go forward 10 seconds.
- Hear message details by pressing **8**.
- Pause/Resume the message by pressing **2**.

When leaving a voicemail message you:

- Skip the greeting by pressing **2**.