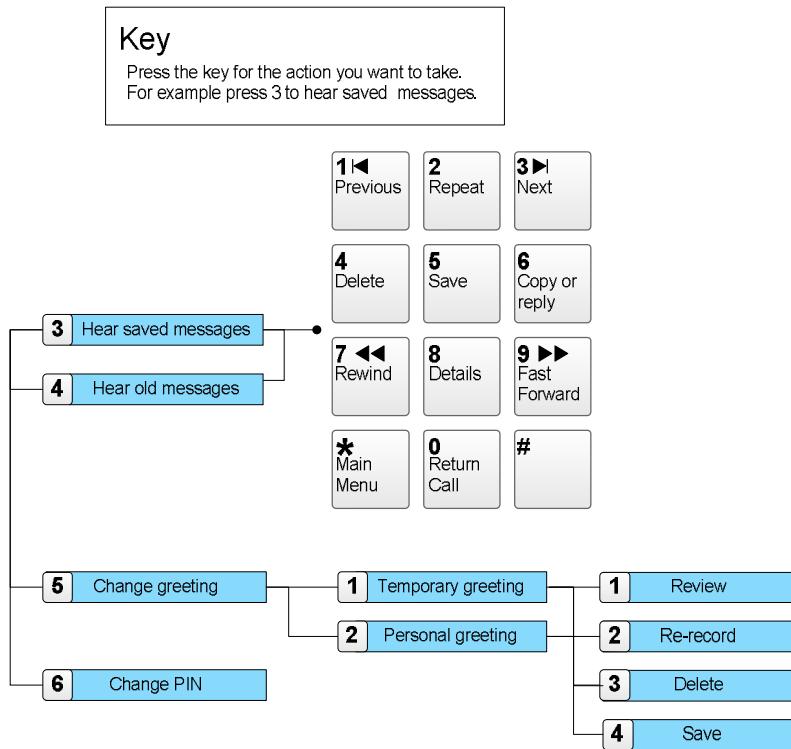


Menu Structure



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 (telecoms@ncl.ac.uk).



Logging into Messenger+

Before you can access voicemail you must log in.

Just dial 5555 from your desk phone, or press the Voicemail button on your desk phone, or dial 0191 222 5555 from your mobile.

- When you are asked for your Mailbox Number 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. Note that when you log into Messenger+ you may be required to record a new 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. Press the voicemail button on your telephone and log in as described.

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.
4. When you have finished recording your greeting press **#** to stop the recording.
5. The greeting you have recorded is played to you. To save the greeting press **4**.



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.
- Repeat a message by pressing **2**.
- Hear message details by pressing **8**.

For a complete set of options see the other side of this sheet.