Menu Structure

Key

Press the key for the action you want to take.
For example press 1 to hear new messages.

1 ⏮ Previous	**2** Repeat	**3** ⏭ Next
4 Delete	**5** Save	**6** Copy or reply
7 ◀◀ Rewind	**8** Details	**9** ▶▶ Fast Forward
* Main Menu	**0** Return Call	**#**

1 Hear new messages

3 Hear saved messages

4 Hear old messages

5 Change greeting
- **1** Temporary greeting
- **2** Personal greeting
  - **1** Review
  - **2** Re-record
  - **3** Delete
  - **4** Save

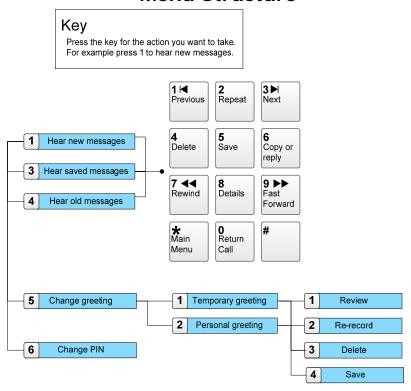**6** Change PIN

Messenger+

Telephonetics vip
making sound business sense

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 (telephones@qub.ac.uk).

Logging into Messenger+

Before you can access voicemail you must log in.

Just dial 3999 from your desk phone,
or dial 028 9097 3999 externally.

- 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.
- For new users 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.

To record your 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** .

Listening to Messages

When somebody leaves you a message, you may get notification in several ways. You may get a message waiting indication to your desk phone if the phone is digital or IP, or you may receive an e-mail, telling you that you have a new message if this has been configured. The other option is for your phone to ring to indicate message waiting.

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.

Changing your Settings at your Computer

Using a web browser go to
http://contactcentre.qub.ac.uk

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

For a complete set of options see page 1.