



Messenger+ Voicemail

Telephone User Guide

Messenger+ is an intelligent voice messenger portal that enables you to:

- Record a personal greeting
- Record a temporary greeting
- Listen to voicemails
- Delete, save, copy voicemails

User Guide

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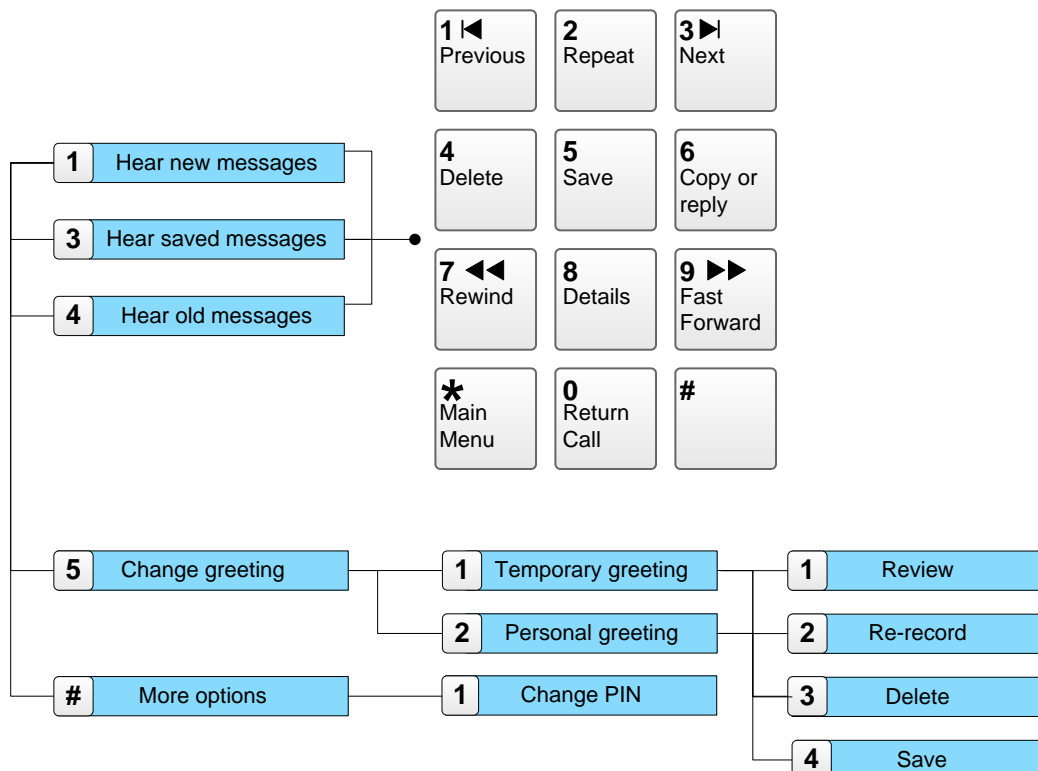
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Key Overview

Key

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



Setting up your mailbox

Setting up your mailbox will require you to change your mailbox pin. See recording your regular greeting to play a personalised greeting to callers.

1. **Dial 5700** (Internally) or press the **voicemail key (envelope)** on your desk phone, or **dial 01392725700** (Externally)
2. When asked for your **user ID** enter your desk extension number followed by **#**
3. When asked for your **PIN** number enter your PIN followed by **#**. Your PIN will be **0000** until changed.
4. Enter a **new PIN** followed by **#**
5. Re-enter the **new PIN** followed by **#** to confirm

Accessing your mailbox via the telephone

To access your mailbox follow the guide below.

1. **Dial 5700** (Internally) or press the **voicemail key** on your desk phone, or **dial 01392725700** (Externally)
2. When asked for your **user ID** enter your desk extension number followed by **#**
3. When asked for your **PIN** number enter your PIN followed by **#**

Listening to your messages

When somebody leaves you a message, the light on your phone will light up and you'll be sent an email notification. You can listen to messages by accessing your mailbox via the **telephone** or by clicking on the **file attachment** within the **email notification** (PC speakers or headphones required).

1. Access your mailbox via the telephone
2. New messages will automatically be played
3. To listen to old messages press 4

Changing your PIN

Your PIN number is used to access Messenger+ and to ensure confidentiality of your messages. By default your PIN number is set to 0000 until changed. Your pin number can be changed via the **telephone**.

1. Access your mailbox via the telephone
2. **Press #** for more options
3. **Press 1** to change your PIN
4. Enter a **new PIN** followed by **#**
5. Re-enter the **new PIN** followed by **#** to confirm

Recording your regular greeting

Your regular greeting will be played to callers unable to reach you.

1. Access your mailbox via the telephone
2. **Press 5** for your personal greeting
3. **Press 2** to record a regular greeting
4. **Press 2** to begin recording
5. **Press #** to end recording
6. **Press 4** to save your regular greeting

Recording your temporary greeting

Your temporary greeting is an alternative to your regular greeting.

1. Access your mailbox via the telephone
2. **Press 5** for your personal greeting
3. **Press 1** to record a temporary greeting
4. **Press 2** to begin recording
5. **Press #** to end recording
6. **Press 4** to save your temporary greeting
7. **Press 1** to remove at midnight, **Press 2** to remove on a different date (Enter date as day and month e.g. 25/12), **Press 3** to leave in until discarded.

Divert callers immediately to voicemail

To divert your telephone immediately to voicemail.

1. Press the **FWD** soft key on your telephone.
2. Enter **5700**.
3. Press **FWD** again.
4. A chevron (>) will appear beside FWD to indicate the forward is activated.