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Getting Started Guide

Messenger⁺



Messenger +



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 the IT Helpdesk (ITHelp@hw.ac.uk)



Logging in to Messenger+

Before you can access voicemail you must log in.

To log in from your telephone: -

Just dial **8080** from your desk phone, or press the Voicemail button on your desk phone, or dial **0131 451 8080** outwith the University.

- 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 up (only applicable to digital handsets), and next time you call Messenger+ it will tell you that you have a new message. **You will also receive an e-mail telling you that you have a new message.**

Note that when you log in to Messenger+ you may be required to record new a voicemail greeting before you can listen to your messages.

New messages:

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

Old or saved messages:

Log in, then

- Press for saved messages
- Press for old messages.

To record a voicemail greeting:

1. Log in and then press
2. To record a
 - Temporary greeting press
 - Personal greeting press
3. Record your greeting.
4. When finished press to stop recording.
 - Your greeting will be replayed to you.
5. To save the greeting press



Using your Computer

Using a web browser go to <http://voicemail.hw.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:

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

When listening to a voicemail message you can:

- **Rewind** 10 seconds 7
- **Go forward** 10 seconds 9
- **Repeat** a message 2
- Hear **message details** 8

