

## Liberty Messenger+ Voicemail User Guide

This guide provides basic information about the Messenger+ voicemail system and details instructions for using the most common voicemail features. A diagram can be found at the end of the guide to assist with menu navigation.

### Voicemail System Account and Access

#### Account User ID and Pin

Every voicemail account has both a User ID and a Pin. The User ID is the extension number associated with the account (normally your University telephone extension number). The Pin is a 4 (or more) digit number that you choose when first logging into the account. The default Pin for a new account is 0000.

#### How to Access the system

To access the voicemail system press the Envelope icon on your deskphone. Alternatively, Dial: 20022 (internal) / 0114 222 0022 (external)

- If calling from the extension associated with the voicemail account you will be prompted to enter your Pin.
- If you are calling from another extension or from a non-University number you will be asked to enter you User ID followed by # and then your Pin.

#### Accessing a Voicemail Account for the First Time

Upon accessing your account for the first time you will required to complete two tasks before you are able to proceed to your messages and account options:

1. Select a new Pin number for future access of your account.
2. Record a Personal Greeting for callers to hear when diverted to your voicemail

The system will guide you through this process. Both the Personal Greeting and the account Pin can be altered in the future as needed. It is important that your Pin number is secure and should not be easy for other people to guess. You should avoid using the last 4 digits of your extension number or common number combinations such as 1234 or 0000. Some suggested wording for a Personal Greeting is included within this guide (See *Personal and Temporary Greetings Administration* and *Changing Account Pin* sections later in this guide)

### Voicemail Message Access and Administration

To access and administer your voicemail messages, dial into the system and authenticate by following the prompts.

#### Accessing New Messages

The system will announce and play any **New** messages automatically.

## Accessing Saved and Old Messages

After any new messages the Main Message Menu will be played.

- **Press 3** to access **Saved** messages
- **Press 4** to access **Old** messages. Old messages are retained for **14** days

## Message Options: Replaying, Saving, Deleting or Copying Messages

After hearing any voicemail message you can **press 2** to replay or **#** to hear more options:

- **Press 4** to **Delete** the message
- **Press 5** to **Save** the message
- **Press 6** to **Copy / Send** message to another voicemail account.

You do not need to press **#** to Delete, Save or Copy messages, if you know the option number simply press this. For example, to delete a message press 4 at any point during playback or after the message has played.

## Personal and Temporary Greetings Administration

Each Messenger+ account has a Personal Greeting which is played to callers upon their call being diverted to your voicemail account. In addition, each account can have a Temporary Greeting which can be used for leave days or other periods out of the office where the Personal Greeting is not sufficient. Both Personal and Temporary Greetings can be administered via the Main Message Menu options.

### Personal Greeting Administration

The Personal Greeting is normally recorded when accessing the account for the first time. It can be reviewed, recorded/re-recorded or deleted via the Main Message Menu Options

- Dial into the system and authenticate by following the prompts.
- After any new message notifications the Main Message Menu is played
- **Press 5** to access the Greeting Menu options
- **Press 2** to access the Personal Greeting options
  - **Press 1** to **Review** current Personal Greeting
  - **Press 2** to **Record** Personal Greeting and follow the prompts. You will be given the option to review and re-record as needed before saving your message.
  - **Press 3** to **Delete** the current Personal Greeting

### Example Wording for Personal Greeting

*This is the voicemail of [Name] in [Department]. I am currently unable to answer your call but please leave your name, contact details and any message after the tone and I will respond to you as soon as possible.*

## Temporary Greeting Administration

A Temporary Greeting is recorded to provide an alternative message to callers for a temporary period, for example a vacation message during periods of annual leave or an out of office notification when away on work related matters. When recording a Temporary Greeting it is possible to schedule a date for it to become inactive, reverting back to your Personal Greeting.

The Temporary Message can be Reviewed, Recorded and Deleted via the Main Message Menu options.

- Dial into the system and authenticate by following the prompts.
- After any new message notifications the Main Message Menu is played
- **Press 5** to access the Greeting Menu options
- **Press 1** to access the Temporary Greeting options
  - **Press 1** to **Review** the current Temporary Greeting
  - **Press 2** to **Record** a Temporary Greeting and follow the prompts. You will be given the option to review and re-record as needed before saving your message. Once recorded and saved you follow the prompts to schedule the Temporary Greeting to deactivate at:
    - Midnight of that day
    - Another date
    - Not at all (remain in place until manually deleted)
  - **Press 3** to **Delete** the Temporary Greeting. This will cause the Personal Greeting to be played to callers.

### Example Wording for Temporary Greeting

*This is the voicemail of [Name] in [Department]. I am currently away from the University, returning on [Date] but please leave your name, contact details and any message after the tone and I will respond to you on my return.*

## Changing Account Pin, Lost Pin and Locked Accounts

All accounts have a Pin which is chosen by the account user on first access. The Pin can be changed from the Main Message Menu options. If a Pin is forgotten or incorrectly entered for an account three times then the account is locked

### Changing the Pin

- Dial into the system and authenticate by following the prompts.
- After any new message notifications the Main Message Menu is played
- **Press #** to access additional menu options
- **Press 1** to Change the Pin. Follow the system prompts

### Lost Pin and Locked Accounts

In the case of a lost Pin or locked account please contact your department Telephone Liaison Officer (TLO). They will raise a support request to IT Services. A list of department TLOs can be found on the IT Services web pages: [www.sheffield.ac.uk/it-services/phones/tlo](http://www.sheffield.ac.uk/it-services/phones/tlo)

## Bulletin Boxes

A Bulletin Box is a voicemail account that plays a greeting to a caller but does not allow them to leave a message. On Messenger+ Bulletin Box mode can be enabled or disabled by the user of the account.

### Enabling Bulletin Mode

- Dial into the system and authenticate by following the prompts.
- At the Main Menu press # for more options
- **Press 2** to enable **Bulletin Mode**

### Disabling Bulletin Mode

- Dial into the system and authenticate by following the prompts.
- At the Main Menu press # for more options. The system will advise that **Bulletin Mode** is currently enabled
- **Press 2** to disable **Bulletin Mode**

## Sending Calls to Voicemail

To divert or send your calls to voicemail follow one of the two processes below:

1. Press the **Send All Calls / Send Calls** button on your desk phone. If your calls normally divert to voicemail if your phone is unanswered or busy then this will automatically divert all calls to Messenger+ while the **Send Calls** feature is activated. This can be disabled by pressing the **Send Calls** button again
2. If you previously diverted calls to voicemail using the **Call Fwd** button on your desk phone you can do the same by pressing Call Fwd and then dialing 20022. This can be disabled by pressing the **Call Fwd** button again.

Please contact your department's TLO for assistance on either of these features.

