

smartnumbers Messaging — Getting Started Guide

Your smartnumbers Messaging service is quick and easy to start using. Follow the steps in the order described below to complete the initial setup and to start using your smartnumbers service.

The personal information you need to perform the steps in this guide is provided in your Welcome Emails or by your administrator.

Your Mailbox Number

Dial this number to access your mailbox and manage your smartnumbers service from any telephone.

Make a note of it here:

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Your Password

This unique number gives you secure access to your mailbox. For security reasons, it is essential that you change this the first time you log in (detailed below).

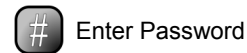
1. Logging in to your service and listening to your messages

To access your mailbox and manage your service you need to log in.

STEP 1 - Dial your smartnumbers Mailbox Number.

STEP 2 - Press the # key while the greeting is playing.

STEP 3 - Enter your password. You will now hear any voice messages available. New messages are played first, followed by old and saved messages.



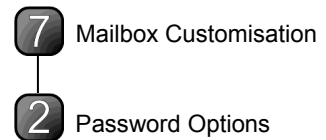
2. Changing your password

To ensure security you must change your password.

STEP 1 - Press 7 to access the Mailbox Customisation menu.

STEP 2 - Press 2 to access the Password Options menu.

STEP 3 - Enter your new password (this cannot begin with a "0")



3. Setting your current location

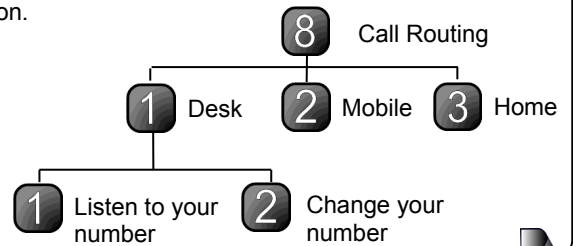
To receive current location alerts you need to let the system know your location.

STEP 1 - Press the * key to return to the mailbox menu.

STEP 2 - Press 8 to access the Call Routing menu.

STEP 3 - Press 1 to 3 to route your calls accordingly.

STEP 4 - Press 1 to listen to your number. If this number is incorrect, press 2 to change your number.



4. Recording your greeting and name

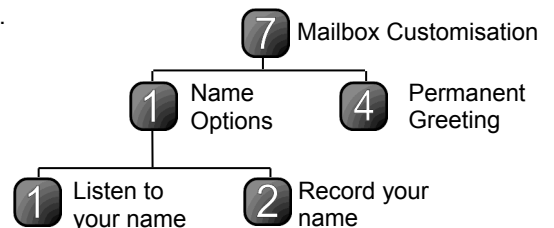
To identify your mailbox to callers, record a voicemail greeting and your name.

STEP 1 - Press the * key twice to return to the mailbox menu.

STEP 2 - Press 7 to access the Mailbox Customisation menu.

STEP 3 - EITHER Press 1 to access the Name Options menu.
OR Press 4 to access the permanent greeting options.

STEP 4 - Press 2 to make a recording.



For further assistance or information, please contact your support representative or email the Service Desk at servicedesk@smartnumbers.com