

# smartnumbers Standard — Getting Started Guide

Your smartnumbers Standard 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 Single Number

Customers and colleagues call this number to talk to you wherever you are. smartnumbers routes the calls to your location.

Make a note of it here:

## Your Mailbox Number

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

Make a note of it here:

## Your ID Number

To log in to your Web Services via any web terminal you need your ID number.

Make a note of it here:

## Your Password

This unique number gives you secure access to your mailbox and Web Services. 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

# Enter Password

## 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")

7 Mailbox Customisation

2 Password Options

## 3. Setting your current location

To receive calls wherever you are you need to let the system know your location.

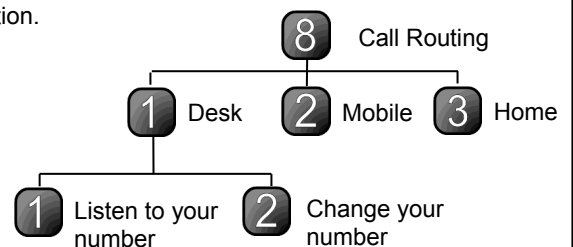
STEP 1 - Press the \* key to return to the mailbox menu.

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.



For further assistance or information, please contact your support representative or email the Service Desk at [servicedesk@smartnumbers.com](mailto:servicedesk@smartnumbers.com)