



UCL Voicemail

Welcome to the UCL Voicemail system

Introduction

This guide will assist you on how to use the Netcall Liberty Messenger+ voicemail system in use at UCL. This guide will refer to the telephone user interface (TUI).

Messenger+ is an intelligent messaging solution that works with your telephone and computer.

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.

Assumptions

This document assumes that you are a Messenger+ voicemail user with an active voicemail account and have full access to all the options within the TUI. Should any of the option be unavailable please contact **the Unified Communications team by emailing**

is-telecoms@ucl.ac.uk

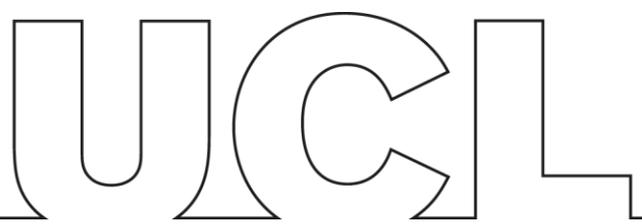


Logging into Messenger+ voicemail

Just dial 37000 from your desk phone, or press the Voicemail button on your desk phone (if present), or dial 020 7679 7000 from an external telephone such as your mobile.

- When you are asked for your user ID enter your **five digit extension** number followed by the hash (#) key using the buttons on your phone.
- 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.

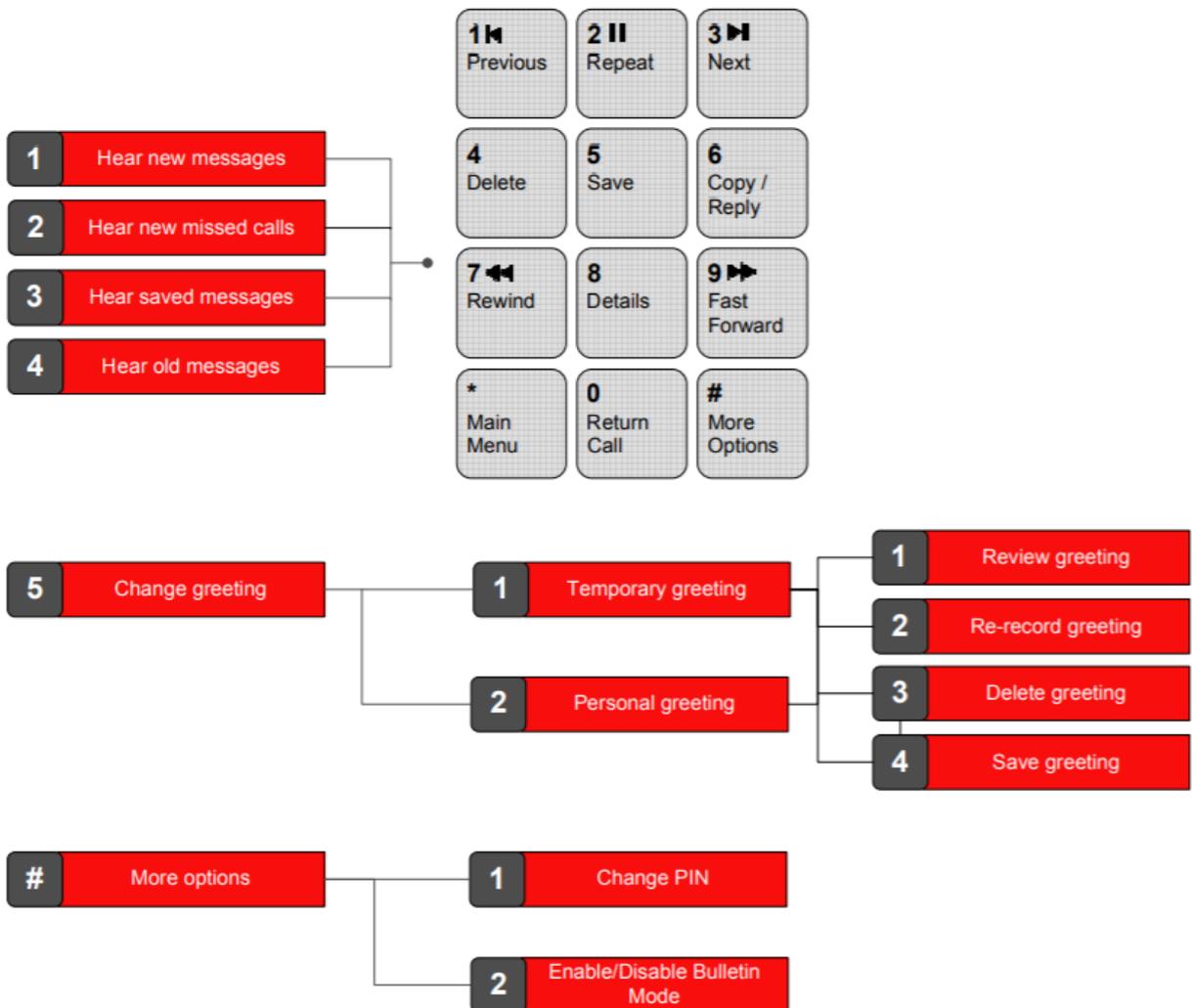
Now you can listen to and manage your voicemails.

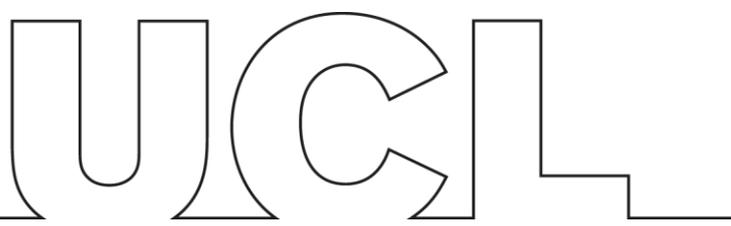


Messenger+ telephone user interface

Presented below is the standard Messenger+ TUI.

Please note that not every option may not be available due to user and/or system-wide configuration.





Listening to Messages

When somebody leaves you a message, the light on your desk phone lights or the phone will tinkle, and next time you use the Voicemail System it will tell you that you have a new message. Depending if the option is enabled against your account you may also receive an email message, telling you that you have a new message or the email may include an audio file to listen to directly.

Note that when you log into Voicemail you may be required to record a voicemail greeting before you can listen to your messages.

To listen to your new messages, you can:

Log into the system as described, the first new message will be played to you automatically.

Press the voicemail button on your telephone and log in as described.

To listen to your old or saved messages:

Log on as described above, then press **3** for saved messages or **4** for old messages.

To record your own voicemail greeting:

1. Log on as described above, then press **5**
2. To record a temporary greeting press **1**, or to record a personal greeting **2**.
3. Begin speaking your greeting when you are prompted to.
4. When you have finished recording your greeting press **#** to stop the recording.
5. The greeting you have recorded is played to you. To save the greeting press **4**.



Changing your Settings at a computer

Using a web browser go to <https://voicemail.ucl.ac.uk/user>

Log on using your ID (your 5-digit extension number) and PIN (initially set to 0000).

The first time you log in it is important to check the following details:

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



Tips...

When listening to a voicemail message you can:

- Rewind 10 seconds by pressing **7**, you can also press **9** to go forward 10 seconds.
- Repeat a message by pressing **2**.
- Hear message details by pressing **8**.