





# Voice Messaging

Reference Guide



# Table of Contents

## **Voice Messaging**

- 1 Getting Started
- 3 To Play a Message
- 4 To Answer a Message
- 5 To Make a Message
- 6 To Give a Message
- 7 Message Addressing Options
- 8 User Options
- 9 Distribution Lists
- 10 Messaging Tips
- 11 Pager Notification
- 12 Voicemail to E-mail
- 13 E-mail by Phone

## **Intelliverse Messaging Plus**

- 16 Setting Up Messaging Plus
- 18 Using Messaging Plus
- 19 Managing Fax Messages
- 21 Managing Incoming Calls
- 24 Making Calls
- 25 Conference Calling
- 26 Changing Personal Options

## **Getting Help**

- 30 Questions and Answers
- 32 Frequently Called Numbers
- 33 Distribution List


## Getting Started

Welcome to Intelliverse Voice Messaging. This guide will help you quickly get started using your new service. We've also made it easy to learn about and start using the advanced services you'll get when you upgrade your account to include Messaging Plus.

Let's get started!

### Setting Up Your Voicemailbox

You have been assigned a voicemail number and a voicemail passcode. Both of these numbers are required to set up your voicemailbox.

1. Dial your local mailbox number
2. Press the  key to interrupt the greeting
3. Enter your passcode and follow the tutorial to set up your mailbox
4. A welcome message will greet you

During your set up, you will

- Set a new passcode
- Record a greeting for callers
- Record your name

5. Follow the prompts as they are given. (When you have completed recording a greeting or name, the system detects the pause in your speech and will stop recording. Try to avoid making any loud noises so the system can properly detect the end of your name or greeting. Press the keypad buttons as the system instructs you.)

NOTE: You must complete the tutorial or your mailbox will reset to its original passcode and all recording will be lost.


## Using Voice Messaging

### Accessing Your Account – Main Menu Options

To access your account dial your local mailbox number and press \* to interrupt the greeting and enter your passcode.

Every time you access your account you will hear a summary of the number of un-played and saved messages in your mailbox. Once your mailbox is full, messages cannot be delivered. We recommend you check your messages often and discard any that you can to avoid missing important calls.

At the Main Menu, you have four options:

Press  to **P**lay your first message

Press  to **M**ake a new message  
(Classic, Deluxe, Elite)

Press  to change **U**ser options

Press  to **eX**it the system


## To Play a Message


### To Play (Listen) to Your Messages

Press  to **P**lay your first message

### After (or While) Listening to Your Messages


Press  to **P**lay the current message again

Press  to record an **A**nswer to the Intelliverse subscriber who sent the message


Press  to **G**ive the message to another Intelliverse subscriber or distribution list (Classic, Deluxe, Elite)


Press  to **K**eep the message

Press  to **D**iscard the message

When you are finished listening to your messages, always press  to **eX**it the system

### At Any Time While Playing a Message, You Can



Press  to pause the message  
(press any key to resume)

Press  to move back three seconds within the message

Press  to move forward three seconds within the message

## To Answer a Message

### To Answer a Message

1. Press  to **P**lay your message
2. Press  to **A**nswer
3. Record your answer

### After Recording Your Answer, You Can


Press  to **R**eview your answer before sending it

Press  to **D**iscard your answer and record over

NOTE: If you change your mind about sending the message, press , then .

Press  to **A**ppend to your answer

Press  to access **M**essage addressing options  
(See page 7)

Press  to send your message and **eX**it to the main menu

## To Make a Message


### To Make (Create and Send) a Message

1. Press  to **M**ake a message
2. Enter the 7 or 11 digit mailbox number and/or the distribution list number to which you are sending the message
3. Continue entering mailbox numbers and/or distribution list numbers or press  to record your message

NOTE: When Making or Giving a message to a distribution list, you must add a "0" before the single or two-digit list number. (i.e., 02, 018).

### After Recording Your Message, You Can

Press  to **R**eview your message before sending it

Press  to **D**iscard your message and record over



NOTE: If you change your mind about sending the message, press , then .

Press  to **A**ppend to your message

Press  to send your message and **eX**it to the main menu

## To Give a Message

### To Give (Forward) a Message to Another User

1. Press  to **P**lay the message
2. Press  to **G**ive the message to another Intelliverse Voice Messaging user or distribution list number
3. Enter the 7 or 11 digit mailbox number and/or distribution list number you want to give the message to

NOTE: If you incorrectly enter a number, press  to cancel the entry.

4. Press  to record additional comments, which will precede the message

### After Recording Your Comments, You Can


Press  to **R**eview your comments before sending the message

Press  to **D**iscard your comments and record over

NOTE: If you change your mind about sending the message, press , then .

Press  to **A**ppend to your comments

Press  to access **M**essage addressing options

Press  to send your comments with the message and **eX**it to the main menu


## Message Addressing Options


### Message Addressing Options


These features can be used anytime you **M**ake, **G**ive or **A**nswer a message.


#### After Recording Your Message

Press  for **M**essage addressing options

Press  to mark the message **C**onfidential (recipient can answer your message but cannot give to anyone else)

Press  to request a **R**eceipt (receipt lets you know when the recipient(s) has played your message)

Press  to mark the message **U**rgent (message will be identified as urgent and placed in a special message group that is played first)

Press  to mark the message for **F**uture delivery (you can schedule a message for up to sixty days in the future)

Press  to **eX**it Message addressing options


#### When You Have Exited, You Can...

Press  to **R**eview your recording

Press  to **D**iscard it and record over

Press  to **A**ppend to the message

Press  to access **M**essage addressing options


Press  to send your message and **eX**it to the main menu


## User Options


### User Options

Press  for User options


### You Have the Following Options

Press  to change your Greeting  
(outside callers hear this)

Press  to change your Name  
(other Intelliverse Voice subscribers will hear this  
when messaging from their mailboxes)



Press  to change your Passcode  
(four to ten characters in length)


Press  to create or modify a distribution List


Press  to change Call schedule options  
(allows you to audit messages that have been  
flagged for future delivery)

### To Change Your Greeting or Name

Press  for User options

Press  to change your Greeting or   
to change your Name

Press  to Listen to the current greeting  
or name

Press  to Record your new greeting  
or name

Press  to Review your recording

Press  to Discard it and record over



Press  to save your recording and eXit to the  
main menu

## Distribution Lists


### Distribution Lists

A distribution list allows a messaging user to broadcast the same message to many other users simultaneously. Each distribution list can include up to 189 members.

### To Create or Modify a Distribution List

1. Press  for User options
2. Press  to create or modify a distribution List
3. Enter a distribution list number. Lists can be numbered 02-099 depending on your level of service.

Press  to Add a new member - Enter the 7 or 11 digit mailbox number

Press  to Drop a member - Enter the 7 or 11 digit mailbox number

Press  to record a Name for this list

Press  to Play your distribution list

Press  to save your changes and eXit to the main menu

## Messaging Tips

### Tip Toe Feature

Press   to Tip Toe to the next message


Press   to Tip Toe to the previous message

### Rewind / Fast Forward Feature (in a message)


Press  to move backward 3 seconds when listening to a message

Press  to move forward 3 seconds when listening to a message

### Pause Feature

Press  to pause a message for 30 seconds and press any key to resume play.

### Oops Feature

If you accidentally discard a message, press  before pressing any other key to retrieve the message.

### Time Saver Feature

When calling your voicemailbox, if you do not hear a ring before the Greeting begins, there are new, unplayed messages in your mailbox. If you do hear a ring, you know there are no new messages. By hanging up immediately upon hearing the first ring, you can save time and avoid charges from cellular, hotel, and pay telephones.

## Pager Notification

### Pager Notification

Your mailbox has the ability to page you on your numeric pager when you receive messages. Your mailbox can page your numeric pager when urgent messages are received or when all messages are received. If you do not know which version of paging you currently have with your mailbox, or if you would like to add this feature to your service, please call Intelliverse Client Services.

### Changing your Pager Number

Press **8** to change **U**ser options

Press **2** to change **C**all schedule options

Press **7** to schedule **P**aging

Press **7** to **R**eview your schedule

Press **3** to **D**isable paging / **3** to **E**nable paging

Press **6** to change a telephone **N**umber

Current number is xxx.xxx.xxxx

Press **2** to **C**hange the current telephone number

Press **5** to **K**eep it

Press **8** to change the **T**ime

The current start time is xx:xx am/pm

Press **2** to **C**hange the current start time

Press **5** to **K**eep it

Press **9** to save and **eX**it

The current stop time is xx:xx am/pm

Press **2** to **C**hange the current start time

Press **5** to **K**eep it

Press **9** to save and **eX**it

Press **9** to **eX**it the call schedule options

## VoiceMail to E-mail

### VoiceMail to E-mail

If you have activated voicemail to e-mail, or subscribed to Messaging Plus which automatically includes this feature, voicemail messages appear in your e-mail inbox as an e-mail message with a RealAudio® attachment. To hear voicemail messages in your e-mail, you must have the RealPlayer® program, version 5.0 or higher (8 Plus is the most recent version for Windows®), installed on your system. You can download the standard version of this program for free from [www.intelliverse.com/downloads](http://www.intelliverse.com/downloads).

### Playing the RealAudio® Attachments

To play a voicemail message that appears as an e-mail, just click on the attachment. This launches the RealPlayer® and automatically begins to play your message. The RealPlayer® allows you to replay the message, as well as rewind and advance within the message. When you are finished listening to the message, close the RealPlayer®.

NOTE: For subscribers accessing e-mail using Internet Explorer® version 8.0: The RealAudio® attachment may not open and automatically begin playing. You may be required to select RealPlayer® from a list of possible applications. If you cannot open and listen to any voicemail message attachments, contact Intelliverse Client Services.

### Managing Your VoiceMail to E-mail Messages

You can delete and forward voicemail to e-mail messages as you would any other e-mail message.

To archive voicemail to e-mail messages, follow the instructions provided by your e-mail/desktop application.

### Replying

Reply to voicemail to e-mail messages from another Intelliverse subscriber as you would any other e-mail message, by using the reply button in your e-mail application.

NOTE: You CANNOT reply to voicemail messages from "outside\_caller@domain name.com".

## E-mail by Phone

### E-mail by Phone

If you subscribe to Classic, Deluxe or Elite service you are provided with a virtual e-mail address which is 1 + your 10 digit voicemailbox number@orchestrate.net. This virtual e-mail address does not actually store e-mail messages. Rather, it enables you to check e-mail messages sent to this address by phone. Additionally, if you provided us with your existing e-mail address, a copy of all messages sent to your virtual address are forwarded to your regular e-mail account. This way you also can view messages to your virtual address at your computer. If you do not have an existing e-mail account, Intelliverse Voice Messaging still provides you with phone access to the e-mails sent to your virtual address.

### How E-mail by Phone Works

When someone sends an e-mail message to your virtual e-mail address, Intelliverse converts it to speech and drops it into your voice messaging mailbox. For each e-mail by phone message you hear:

- ' The sender's e-mail address
- ' Time and date the message was sent
- ' Subject
- ' Number of recipients (combining the TO and CC fields)
- ' Whether the message has an attachment
- ' Up to 2 or 3 minutes of the body text depending on your service level (Classic, Deluxe, Elite)

Intelliverse reads only the body of the e-mail message. Attachments can be retrieved through your existing e-mail account if you provided us with one. Intelliverse crops e-mail messages that exceed the two or three minute time limit (two minutes equals approximately 300 words, three minutes equals approximately 450 words).

When your mailbox is full, the e-mail message is discarded before delivery. Neither you nor the sender is notified that the message was not delivered. However, if you provided us with your regular e-mail address, the message is delivered there.


## E-mail By Phone

NOTE: We strongly recommend the use of an e-mail account. This prevents e-mail messages from being lost and gives you the ability to view attachments and receive long e-mails that would normally be cropped due to the voicemail recording time restrictions. There are several ISPs that provide free Internet e-mail service if you currently do not have an account.

### Accessing E-mail by Phone

To access your e-mail by phone messages, dial your voice messaging mailbox number and listen as you would to voicemail messages. (Text-to-speech operates in English only and uses American English phonetics and pronunciation).

### Responding to E-mail by Phone

You can respond to e-mail by phone messages with the same easy commands you use for your voicemail. To reply to a message, press  to **A**nswer. Your answer is sent as an e-mail message with a RealAudio attachment.

NOTE: Recipients must be able to accept attachment files, open these files with RealPlayer and have a sound card with speakers to hear your reply message. If recipients are missing any of these items, they will not be able to receive or listen to your message.

### Listening to E-mail Messages in your Regular E-mail Account

If your current e-mail services provides a “forward and save” option, you may be able to listen to e-mail messages that are sent to your regular e-mail account. Should you choose to do this, you must arrange for your e-mail messages to be forwarded to your virtual address.

## Intelliverse Messaging Plus

### Upgrade Your Options

Messaging Plus enhances your Intelliverse messaging service by offering a variety of additional features to make keeping in touch with your organization easier.

Messaging Plus gives you a personal 800 number you can use from anywhere within the Domestic United States. With Messaging Plus you receive several additional telephony features such as Fax Mail, Caller Connect, Calling Card Services and Conference Calling. To upgrade your Classic, Deluxe or Elite mailbox, contact Intelliverse Client Services.

# Setting Up Messaging Plus

## Setting Up Your Service

- Dial your Messaging Plus number
- Press **\*** to interrupt the Greeting
- Enter your temporary passcode and press **#**
- Follow the tutorial to personalize your greeting name and passcode

To access the system after the initial set-up, just dial your Messaging Plus number, press **\*** to interrupt the greeting and enter your personalized passcode. You may change your passcode to any 4-10 digit number at any time through the Personal Options Menu.

## Setting up your Caller Connect Numbers

When a caller chooses the Caller Connect feature, the system simultaneously dials up to 3 separate phone lines in order to locate you. To set up your Caller Connect numbers:

- Access your account and listen to your Inbox Message Summary
- Press **9 3** to access the Caller Connect Menu

Press **1**, **2**, or **3** to access the setting for a particular Caller Connect number ( **1** for your first call-forward number, **2** for your second call-forward number, etc).

## Setting Up Messaging Plus

### Setting Up Automatic Call Forwarding (Recommended)

Messaging Plus can save you time and money by capturing voicemail messages from any of your phones when you can't answer or when the line is busy. This eliminates the need to check multiple voicemail services. While it is not required to use Automatic Call Forwarding with your Messaging Plus account, it is highly recommended to maximize the benefits of the service. Here's how to set it up:

1. Call your current telephone service provider (Refer to a recent phone bill for your service provider's customer service number).
2. Ask the telephone representative to add "call forwarding busy/no answer" service to your phone number (home, business, or mobile) and specify to forward calls after 3 to 4 rings to your Messaging Plus number.
3. Repeat these instructions for each phone line that you want to forward to your Messaging Plus (e.g. home, office and cellular phone).

\*This allows calls to be sent to your Messaging Plus if you do not answer the phone after 4 rings or when the line is busy. Normally your telephone service provider will charge a nominal fee for this feature.

## Using Messaging Plus

### Main Menu Options

Every time you access your account you hear your Fax Mail Message Summary. This menu is available immediately following your Message Summary:

- Press **2** for Voice Messages and Email Messages
- Press **3** for Fax Messages
- Press **4** for Calling Card Services
- Press **5** for Conference Call Menu
- Press **9** for Personal Options
- Press **\*** to exit the system

### Listening to Voice and E-mail Messages

When you use your Messaging Plus number to hear voicemail messages, the service connects you to your local messaging mailbox. Once you are connected with your local mailbox you will need to press **\*** and enter your Intelliverse Voice Messaging passcode. Listening and managing your voicemail and e-mail messages is handled as if you were accessing through your local number. Refer to the front portion of this guide to learn more about Intelliverse Voice Messaging features.

### Intelliverse Voice Messaging

Because Messaging Plus connects with your local messaging service number, you can use your personal 800 number to make and give messages. Refer to the front portion of this guide to learn more about Intelliverse Voice Messaging features.

## Managing Fax Messages

### Receiving Faxes

Use your Messaging Plus number to receive fax messages. It's as easy as having your callers load the document to be faxed, entering your 800 number and pressing send.

### Managing Your Fax Messages

Messaging Plus gives you the ability to send your fax messages to any fax machine for print out, no matter where you are. It allows you to select any individual fax or all fax messages at one time. The Fax Messages Menu includes:

- Press **1** to print all Fax Messages
- Press **2** to access the individual Fax Messages menu
- Press **3** to modify your default Fax Machine number

### To manage an individual Fax Message

- Access your account and listen to your Message Summary
- Press **3** **2** to enter the individual Fax Message Menu and listen to the first Fax Message

Messages are played by default in order of the time they are received, unless a message is marked urgent. Urgent messages are played before all other messages. Messaging Plus provides you with information about your message, including message flags (urgent or confidential), the time/date of the message, an attached Voice Message (if recorded) and caller's name (if recorded).

### Additional individual Fax Message Options

After listening to your message you may select from the following options before listening to the next message:

- Press **1** to keep the Fax Message
- Press **2** to delete the Fax Message
- Press **3** to replay the Fax Message description

## Managing Fax Messages

- Press **4** to print the Fax Message
- Press **5** to hear the Fax Message time stamp

If you choose to forward the message, you are prompted to enter the ten-digit number of the fax machine. Messaging Plus repeats the number and then prompts you either to enter the 10 digit number of another fax machine or press **#** to record a Voice Message attachment for the current fax. If you record an attachment, press **#** when you are finished recording a message.

### Printing all Fax Messages Options

- Access your account and listen to your Inbox Message Summary
- Press **3** **1** to enter the print all Fax Messages Menu

Messaging Plus provides you with 3 printing options:

- Press **1** to print at the current phone line (you must call from a fax machine)
- Press **2** to print at your default fax machine number (if previously set up)
- Press **3** to print at another phone line (you will be prompted for the 10 digit number of the fax machine)

### Fax To E-mail

When someone sends a fax message to your Messaging Plus number, the system automatically forwards the message as an e-mail message with a TIFF attachment to the e-mail address you provided when you ordered Messaging Plus (this is the same address you use with the voicemail to e-mail feature). To change your e-mail address, please contact Intelliverse Client Services. To view the fax, click on the attachment. Once you have finished viewing your fax, you have the option to save, forward or delete the message just like any other e-mail.

## Managing Incoming Calls

### Managing Incoming Calls

When someone calls your Messaging Plus number, the caller hears your personal greeting followed by the Caller Options Menu that includes:

- Press **1** to call your party (Caller Connect)
- Press **2** to leave a Voice Message
- Press **0** for assistance

*Options in the menu are available only if they are activated during the set up process. For example, if you have set your availability options and marked yourself unavailable at the time of the call, the caller is not offered option 1 “to call your party.”*

### Caller Options Menu

#### **Caller Connect (Option 1)**

Messaging Plus service prompts the caller for their name and begins to simultaneously call up to 3 pre-programmed Caller Connect numbers to locate you. (You can update these numbers anytime through your Personal Options Menu). If you pick up a Caller Connect call, Messaging Plus plays “[Caller’s Name] is holding for you” and provides you with one of the following options:

- Press **1** to answer the call  
You are connected immediately to the caller. If you connect to your caller on one phone, such as your cellular phone, and would like to transfer to a different phone, such as your office phone, you can do so without disconnecting the call by using the Call Hopping feature.
- Press **2** to send the caller to voicemail  
The caller hears “I’m sorry, your party is unavailable at this time” and is prompted to leave a message.

## Managing Incoming Calls

- Press **3** to send the caller to another number  
This sends the caller to a number you enter at the time of the call, such as an assistant or a co-worker. The caller hears "I'm sorry, your party is unavailable at this time. Please hold while your call is transferred." Messaging Plus then transfers the call to the number you entered.
- Press **7** to add the caller to a conference call
- Press **0** to send the caller to the operator  
This sends the caller to an operator number that you have set up through your Personal Options (option must be activated prior to call).

Occasionally, you may be in your Messaging Plus account accessing other options when Caller Connect tries to reach you. If so, you will hear a call waiting tone. To hear the caller preview, press **\*** at least once or until you hear the caller's name.

### Leaving a Voice Message (Option 2)

Messaging Plus prompts the caller to enter a call back number (the number where they can be reached) prior to recording a message. If a caller presses **#** after recording the message, the following Voice Message options are provided:

- Press **1** to send the message
- Press **2** to re-record the message
- Press **3** to re-play the message
- Press **4** to mark the message urgent (or cancel an urgent mark)
- Press **5** to mark the message confidential (or cancel a confidential mark)
- Press **8** to append to the message
- Press **\*** to cancel the message

## Managing Incoming Calls

All messages are delivered even if the caller hangs up before accessing the Voice Message options.

### Operator Assistance (Option 0)

Your Office Operator refers to another number you program in through your Personal Options, such as the number of your business office operator or your assistant. When a caller presses **0** or if you send a call to the office operator, Messaging Plus forwards the call to this pre-programmed number.

### Call Hopping

Call Hopping allows you to transfer a call on your Messaging Plus number to another phone without disconnecting the call or placing the caller on hold. For example, you are talking to someone on your Messaging Plus account and want to transfer the call to your office phone to save cellular minutes. Dial your Messaging Plus number from the phone line to which you want to transfer the call (in this example it is your office phone). Press **\*** and you will be prompted to connect with the caller by pressing **1**.

## Making Calls

### Making Calls

Messaging Plus gives you the ability to place local, long-distance, or international calls from any phone (international calling feature available only if selected during the sign-up process).

#### To Place a Call

- Access your account and listen to your Inbox Message Summary
- Press **4** to enter the Calling Card Menu
- Dial the area code and phone number. For international calls, dial **0 1 1**, country and city code before entering the number

#### Additional Call Options

Once the call is either in progress or complete, you can access the following options by pressing

**# # #** :

- Press **1** to place another call
- Press **2** to send a Voice Message to the number that you just dialed

If you select option 2 above, Messaging Plus attempts to deliver the voice message within 30 minutes (up to 15 times). Messaging Plus repeats the number you dialed and lists the following options:

- Press **1** to send the Voice Message to the number (you will be prompted for additional information)
- Press **2** to change the number
- Press **\*** to return to the previous menu

## Conference Calling

### Conference Calling

Messaging Plus gives you the ability to conduct conference calls with up to seven other participants. Participants can be added to the conference call at any time either by you calling the participant or by the participant calling your Messaging Plus number during a conference call.

#### To make a Conference Call

- Access your account and listen to your Inbox Message Summary
- Press **5** **2** to begin the call and enter the Conference Call Menu

#### To add a participant to the Conference Call

- Dial the area code and number of the participant
- Wait until call is connected
- Once call is connected, press **\*** **\*** to place participant on hold
- Press **7** to add the party to your conference

Follow the voice prompts and repeat the steps above to add up to 8 participants to your Conference Call.

#### To end the Conference Call

- Press **\*** **\*** to place the Conference Call participants on hold
- Press **3** to cancel the Conference Call

## Changing Personal Options

Messaging Plus allows you to customize and update your personal greeting, passcode, availability and default fax number whenever you want through your Personal Options. The Personal Options Menu includes:

- Press **1** to update your Name Recording or Personal Greeting
- Press **2** to change your Availability
- Press **3** to manage your Caller Connect Numbers
- Press **4** to manage Pager Notification Options (if signed up)
- Press **5** to update your Passcode
- Press **6** to manage the Default Fax Number or Operator number
- Press **7** to manage your Personal Directory

### To update your Name

- Access your account and listen to your Inbox Message Summary
- Press **9 1 1** to hear the current Name Recording
- Press **2** to record a new Name Recording
- Record a new Name and Press **1** to save the changes

### To update your Personal Greeting

- Access your account and listen to your Message Summary
- Press **9 1 2** to hear the current Personal Greeting
- Press **2** to record a new Personal Greeting

## Changing Personal Options

- Record a new Personal Greeting and press **1** to save the changes

### To change your Availability

When you mark yourself unavailable, callers are automatically given the option to leave a message or press **0** for assistance. To change your availability:

- Access your account and listen to your Message Summary
- Press **9 2 2** to change your Availability status

Once you mark yourself unavailable, Messaging Plus prompts you to enter a time/date when you will be available again or specify if you want to remain unavailable indefinitely. You will need to use military time, or a 24 hour clock, when programming specific times in your Messaging Plus service.

### To change your Caller Connect Numbers

- Access your account and listen to your Message Summary
- Press **9 3** to access the Caller Connect Menu

Press **1**, **2**, or **3** to access the setting for a particular Caller Connect number (**1** for your first call-forward number, **2** for your second call-forward number, etc).

After selecting which Caller Connect number you want to change, the following settings apply only to the number you have selected:

- Press **1** to keep the current Caller Connect setting for the number
- Press **2** to change the current Caller Connect number
- Press **3** to delete the current Caller Connect number

## Changing Personal Options

If you choose to change the number, the system prompts you to enter a new number. You are returned to the Personal Options Menu once you confirm that the new Caller Connect number is correct.

### To manage Pager Notification Options (if applicable to your account)

Messaging Plus can inform you either of all new messages or new messages that are marked urgent. To change the notification setting:

- Access your account and listen to your Message Summary
- Press **9** **4** to enter the Pager Notification Options menu.

Press **1** to change the paging status for notification on all messages or Press **2** to change the paging status for notification on messages marked urgent.\*

NOTE: This menu is available only if you provided Intelliverse with a pager number during the sign up process. To add this option to your service, please contact Intelliverse Client Services.

### To update your Passcode

Messaging Plus allows you to change the Passcode to a different 4 – 10 digit number at any time. To update your passcode:

- Access your account and listen to your Inbox Message Summary
- Press **9** **5** to listen to the Passcode prompt
- Enter your new Passcode (the system will repeat the new entry)

Press **1** to save the new Passcode and return to the Personal Options Menu. If you did not enter the correct Passcode, press **2** and try again.

## Changing Personal Options

### To update the Operator Number

- Access your account and listen to your Inbox Message Summary
- Press **9** **6** **1** to set up your office Operator Number

Press **1** to save the new Operator Number and return to the Personal Options Menu. If you did not enter the correct number, press **2** and try again.

### To update the Default Fax Number

This feature can also be accessed from the Fax Message Menu

- Access your account and listen to your Inbox Message Summary
- Press **9** **6** **2** to set up your Default Fax Number

Press **1** to save the new Default Fax Number and return to the Personal Options Menu. If you did not enter the correct number, press **2** and try again.

### To manage your Personal Directory

- Access your account and listen to your Inbox Message Summary
- Press **9** **7** to enter the Personal Directory Menu
- Press **1** to add a directory entry
- Press **2** to change a directory entry
- Press **3** to delete a directory entry

## Questions and Answers

### **I am not receiving messaging in my regular e-mail account. Why?**

One of two things may cause this problem – either we do not have the correct e-mail address for your account, or your e-mail provider does not support attachments.

- Contact Intelliverse Client Services to verify that your e-mail address was entered properly.
- Make sure your e-mail provider supports sending and receiving file attachments.

### **Are there any software and hardware requirements for Intelliverse Voice Messaging?**

Intelliverse Voice Messaging hardware and software requirements are based on the RealPlayer® 5.0 program and are dependent upon the type of system you have and the number of messages you plan to store on your hard drive (the more messages you store on your hard drive, the more disk space required). RealPlayer® is a free plug-in available for download from [www.intelliverse.com/downloads](http://www.intelliverse.com/downloads).

### **If I receive an e-mail message that contains HTML or graphics, will Intelliverse Messaging process this e-mail?**

Yes. Intelliverse Messaging removes any extraneous HTML and attempts to speak the e-mail text as it was intended. Because HTML and graphics are designed to be viewed visually, you may experience some misinterpretation of the message.

### **How do I retrieve the attachments sent to my virtual e-mail address?**

Intelliverse Voice Messaging only processes the body of the e-mail message, discarding all attachments. You will need to view the attachment through the copy message sent to your regular e-mail address.

## Questions and Answers

### **Can I forward a voicemail message that I received in my e-mail account to a non-Intelliverse Voice Messaging subscriber?**

Yes. Simply forward the e-mail as you would any other e-mail. In order to receive your voicemail attachment and listen to your message, recipients must have the RealPlayer® program, the ability to receive e-mail attachments, and a sound card with speakers.

### **If someone sends a “forwarded” e-mail message to my e-mail account, can Intelliverse Voice Messaging still read the message?**

Yes. Intelliverse Voice Messaging reads all forwarded messages that appear in the body of a message.

### **What is the maximum message length of e-mails that I can receive in my voicemail account?**

Audio e-mail messages will be read to your maximum voicemail message time of two or three minutes, depending on your level of service.

### **How do I change the e-mail address which receives copies of my voice messages?**

Please contact Intelliverse Voice Client Services to request this change. Tell the representative that you wish to have your e-mail forwarding address changed to a different e-mail address.

### **Are there any software or hardware requirements for Messaging Plus?**

Faxes sent to your Messaging Plus number are forwarded as an e-mail message with a TIFF attachment. To download the free version of AlternaTIFF visit [www.intelliverse.com/downloads](http://www.intelliverse.com/downloads).

## Frequently Called Numbers

NAME

VOICE MESSAGING NUMBER

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---



# Distribution List

**LIST NUMBER**

**LIST NAME**

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---