

Welcome to your smartnumbers service **smartnumbers**TM

Your **smartnumbers** 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 pack or by your administrator.

Your Single Number

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

Make a note of it here:

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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 ID Number

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

Make a note of it here:

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Your Password

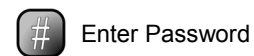
This number gives you secure access to your mailbox and Visual Services. For security reasons, it is essential that you change this the first time you log in (detailed below).

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.

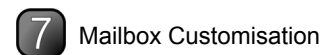


STEP 3 - Enter your password. You will now hear any voice messages available.
New messages are played first, followed by old and saved messages

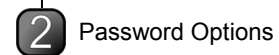
2. Changing your password

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

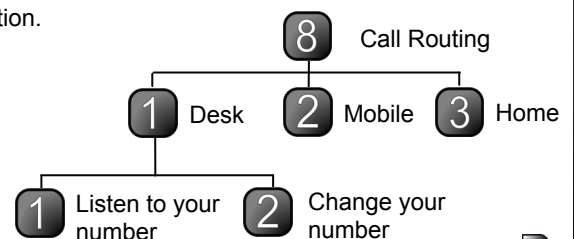
STEP 1 - Press the * key to return to the mailbox menu.

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.



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4. Recording your greeting and name

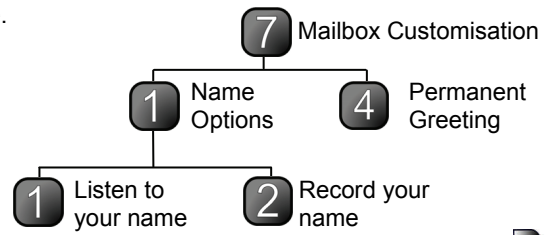
To identify your mailbox to callers, record a voicemail greeting and your name.

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.



5. Setting your alerts

To receive alerts when you receive a new message you to need activate an alert.

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

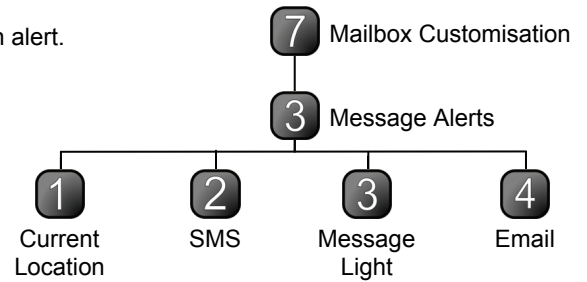
STEP 2 - Press 7 to access the Mailbox Customisation menu.

STEP 3 - Press 3 to access the Message Alerts menu.

STEP 4 - Select the alert type that best suits your needs.

STEP 5 - EITHER Press 1 to enable the alert.
OR Press 2 to disable the alert.

NOTE - Message waiting light requires a compatible network and handset.



Hang up your telephone. You have now completed the initial setup and can start using your **smartnumbers** service.

For more information on using your service, please refer to the User Guide.

