**Welcome to AccessDirect!**

Welcome to your new AccessDirect Direct Messaging service! We're looking forward to working with you and your business. This guide will assist you in getting your new account with us set up and ready for use.

There are multiple sections to this guide. We recommend reading them as you explore the AccessDirect interface. Inside these pages you'll find the following:

1. Online Account Manager Overview
2. Setting Up Your Direct Messaging Voicemail
3. Setting Up Your Voicemail Greeting
4. Online Account Manager Features: Activity
5. Online Account Manager Features: Account
6. Quick Reference Guide

These sections will walk you through how to get your new Direct Messaging system programmed and ready for use. If you have any questions about your service, please don't hesitate to contact our service department at [service@messagingservice.com](mailto:service@messagingservice.com) or by phone at 877-599-6500 x11 between 8am and 5pm Monday through Friday.

We're also available to program your account on your behalf if you wish, along with providing professionally recorded greetings for your service. If you would like us to assist you with the programming of your Direct Messaging account and/or the recording of your greetings, please contact our service department.

Thank you for choosing AccessDirect! We appreciate your business, and look forward to serving you.

**Online Account Manager Overview**

Follow the link provided in your welcome email, and you will be brought to the log-in screen. Log in using the credentials supplied in your welcome email. This will take you to your **Dashboard**. On the left, you will see a menu of options. A brief description of each section follows:

**Inbox**

*Calls*: Shows your system's call log.

*Voicemails***:** Shows any messages left for you in your system. You may also listen to any messages by clicking on the call.

*Faxes*: Shows any faxes in your system, received or sent

*Contacts*: Listing of all those numbers that have called in to your system and those you've added

**My Settings**

*Greetings*: Allows you to listen to, record, and/or upload your system greetings.

*Phone Numbers*: Shows you your current AccessDirect system numbers and which parts of your system they are assigned to.

*Account*: Shows your account settings. Here you can adjust the basic settings on the account

*Billing*: Shows your current charges and account usage. You may also change your credit card information through this option.

**Call Routing**

*Direct Messaging:* Shows your current voicemail settings and allows you to edit them, including where you want voicemail notifications to go (email and/or SMS notifications) and which greeting you would like to play.

**Advanced**

*Notifications:* This is a listing of each piece of your programming and the notifications set for each piece. You can add email addresses and text notifications here, and this is where you will program your fax notifications and more specific notifications (ie for every missed call or notifications for specific dates)

*Log Out*: Ends your current session.

For more information on each of these sections, please refer to the **Online Account Manager Features** section of this guide.

To get your system set up and ready for use, please continue on to the **Setting Up Your Direct Messaging Voicemail** and **Setting Up Your Voicemail Greetings** sections.

**Setting Up Your Direct Messaging Voicemail**

Click on the **Direct Messaging** link on the control panel.  From here you'll be able to customize your voicemail box.

Your **Voicemail Access Pin** is the pin number you will use to access your mailbox via phone.  Your pin must be at least four digits and can only contain numbers – no letters or symbols may be used.  To log in via phone, press * as your voicemail greeting is playing.

The **Email Notification** field is where you'll put the email addresses you'd like to have voicemail messages sent to.  To enter multiple addresses, use a comma between each address (e.g. *service@messagingservice.com*, *billing@messagingservice.com*).

The **SMS Notification** field is where you'll put any cell phone numbers you would like alerted with a text message when a voicemail is left.  To enter multiple numbers, use a comma between each number (e.g. *877-599-6500, 913-599-6500*).

The **Voicemail Greeting** field is where you will choose which greeting will play. For instructions on recording your greetings, please refer to the next section. Once you have recorded greetings, you can select which one you'd like to play from the dropdown menu.

When you are done making any changes on this page, be sure to hit the green **Save** button in the top right corner.

**Setting Your Voicemail Greeting**

The **Voicemail Greeting** section is where you will change the greeting for your voicemail box. To listen to the existing greeting, click the green **Arrow** (play button). To change the greeting, click on the blue **Edit This Audio** button. From the popup screen, you can either record your greeting using your computer's microphone or upload an already-recorded MP3 or WAV file.

By default, your *General Voicemail Greeting* will be the one selected. The *General Voicemail Greeting* currently on your account is as follows:

"*You have reached the messaging center. Please leave a detailed message at the tone, and your call will be returned as soon as possible.*"

If you would like to create an entirely new greeting, select **Greetings** from the **My Settings** menu on the left. Click the green **Add new greeting** button at the top of the page. Click in the **Label for Greeting** field and enter the name you'd like to give your new greeting (e.g. *Vacation Greeting*).

If you choose to record using your computer, click on the **Begin Recording** button when you are ready. You may be given a notification by Flash and/or your browser to allow our website to use your camera and microphone. Click **Allow** if this happens. Once you are done recording, click **Stop Recording**. To listen to the recording you just made, click the **Arrow** (play button). If you would like to keep it, press the green **Save Greeting** button. If you would like to re-record, click **Begin Recording** again. If you would like to cancel, click **Close** in the lower right corner of the window.

If you would like to upload a voicemail greeting, click on the blue **Upload an MP3** button, select the MP3 or WAV file you'd like to use, and click **Save Greeting**. If you would like to cancel, click **Close** in the lower right corner of the window.

If you would like to record your greeting via phone, call in to your AccessDirect phone number, and press **\*** as you hear your voicemail greeting play. You will be prompted to enter your access pin. Once you are logged in, press **1** and then follow the prompts to select and record greetings in that mailbox.

Make sure that if you set up a brand new greeting that you make sure to assign it in the **Voicemail Greeting** field by clicking on the drop down arrow and selecting the greeting you wish to play.

Once you're done making your changes, click on the green **Save** button to save your settings.

**Online Account Manager Features: Activity**

Your Online Account Manager comes with many powerful tools for your convenience.  In the *Online Account Manager Features* sections, we'll go over each option and what you can do with it.

**Inbox**: This section shows you any calls that have come in to your system.  To filter the list, click on the magnifying glass in the upper right, and you can change the types of calls that are displayed.  If you wish to search for a particular call, enter the number (e.g. *9135996500*) in the *Search* field and hit enter.  To restrict your call log based on dates, click on the *Date* field and select the range you wish to search on and click *Apply*.

If a voicemail has been left for you, you can also listen to it from this screen.  For more information please see **Voicemails** below.

If you click on a particular call, the call details will populate. This will show any Caller ID information on the caller and the duration of the call itself. You can also click *More* for extended options. Here you can choose to *Tag* the call if you wish by clicking on the desired tag or creating a new one, archive the call to remove it from your *Calls* tab, or add the caller to your list of contacts.

**Voicemails:** This section shows you any voicemails and voicemail transcriptions currently in your system.  You can see some call information, including the Caller ID signature and phone number of the caller, along with the date and time it was left.  You'll also be able to see which mailbox the message was left in by looking to the gray label below the Caller ID on each message.  To listen to a message from your computer or any compatible smartphone, click on the *Arrow* (play button).

**Faxes**: Like the **Voicemails** section, this section will show you any faxes currently in your system, along with the sender's information and the time and date of the transmission.  You can see a copy of the fax transmission by clicking on the *View* link on the right of each listed fax.  You can also delete the fax here.

To send a fax, click on the green *Send a Fax* button in the upper left corner. Enter the number you wish to fax to in the first field, and upload the document you wish to send from the *Choose File* field.  When ready, click on the blue *Send Fax* button.

**Contacts**: Shows you a listing of all those numbers that have called in to your system, with the ability to label, edit, and add additional contacts. You can add contacts to groups or block them here. Just select the call and click the blue *Edit* button.

**Online Account Manager Features: My Settings**

Your Online Account Manager comes with many powerful tools for your convenience. In the *Online Account Manager Features* sections, we'll go over each option and what you can do with it.

**Greetings:** You may add to or edit any greetings on your system from this screen. To edit a greeting, click on the appropriate greeting link (e.g. *General Voicemail Greeting*). For more detailed instructions on editing your system greetings, please refer to the **Setting Up Your Voicemail Greeting** section of this guide.

**Phone Numbers:** Shows you your current AccessDirect system phone numbers, and allows you to change the part of your system they connect to. If you would like to order a new number, click on the green *Reserve New Number* link in the upper left corner. Please note that additional numbers are priced at $9.95/month per number.

**Account:** From this screen you can change the contact information and password for your AccessDirect account. If you are using a web app that can be connected to your AccessDirect system, the *API Token* you would need to connect is also listed here.

**Account Billing:** This section breaks down your current monthly pricing, along with your current month's charges. You may also change your credit card information by clicking on the green **Manage Subscription** button. For any questions relating to your billing information or invoice, please contact our billing department at billing@messagingservice.com or by phone at 877-599-6500 x16.

**Call Routing – Direct Messaging**: Allows you to edit the functionality of your system. This section is covered in detail in the prior **Setting Up Your Direct Messaging Voicemail** section.

**Advanced – Notifications:** This menu allows you to make specialized changes to your mailbox notification settings. To alter them, click on the mailbox you wish to edit the notifications on – the default mailbox is "Direct Messaging Template". If you wish to have messages sent to all devices associated with your account (e.g. the email address listed in *Account* settings, for instance), leave the "Send Notifications to all devices" box selected. If you only want notifications sent to the specified email and/or phone number in that particular notification, click on "Do not send push notifications."

Under the *When to Notify* section, you can select to restrict or expand when notifications are sent from your system. If you have any questions regarding your notification settings, please contact our service department at service@messagingservice.com or by phone at 877-599-6500 x11.

## Quick Reference Guide

**Changing Voicemail Pin**: Click on **Direct Messaging**, enter your new pin in the "Voicemail Access Pin" field, and click the green *Save* at the top of the page.

**Changing Email Notifications**: Click on **Direct Messaging**, enter email addresses (separated by commas) in field 2, then click the green *Save* at the top of the page.

**Changing Text Notifications**: Click on **Direct Messaging**, enter cell phone numbers (separated by commas) in field 3, then click the green *Save* at the top of the page.

**Recording Greetings via Computer**: Click on **Greetings**, and then click the greeting you wish to update and click "*Edit*".  To upload an existing file, click *Upload an MP3*.  To record via microphone, click *Begin Recording*.

**Recording Greetings via Phone**: Call your system number, and as the *Voicemail Greeting* is playing, press **\***.  Enter your voicemail access pin.  Press **1** to choose and record your greeting.

**Changing Credit Card Information**: Click on **Billing**, then click on **Manage Your Subscription.**  To enter a new card, click on the *+ New Card* box, enter your new billing information, and then click *Update Subscription*.

**Contact Billing:** Billing@messagingservice.com, 877-599-6500 x16

**Contact Sales:** Sales@messagingservice.com, 877-599-6500 x12

**Contact Service:** Service@messagingservice.com, 877-599-6500 x11