



Voicemail Quick Reference Guide

NuPoint Voicemail


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VOICEMAIL REFERENCE GUIDE

Initializing your Voice Mail box for the First Time:


**** Can only be done from your phone extension the first time:

- Step 1. Press Voicemail Key  or Dial Voicemail Extension **3920**
- Step 2. Enter the initial passcode of **1111**
- Step 3. Press 8 for User Options
- Step 4. Press 7 to enter your new Password (Your new password must be 4 to 10 digits and cannot contain # or *) enter new password followed by the # key
- Step 5. The system prompts you to record your Greeting for your callers.
- Step 6. Press 8 for User Options
- Step 7. Press 4 to record a greeting for your callers
- Step 8. At beep record your greeting to your callers followed by the # key (Sample Greeting: You have reached Chuck, with Forerunner. I am unable to answer your call at this time. Please leave your name, telephone number and message. I will return your call as soon as possible. Thank you.)
- Step 9. Press 3 to Erase Message, 7 to Review Message, Press 9 to Save Message
- Step 10. You will now be prompted to record your name for the Directory
- Step 11. Press 8 for User Options
- Step 12. Press 6 to record Name (record only your First and Last name here)
- Step 13. At beep record your name, followed by the # key
- Step 14. Press 3 to Erase Message, 7 to Review Message, Press 9 to Save Message


You have now successfully set up your mailbox, and can send and listen to messages or Hang up

Open Your Mailbox after the First Time Initiation:

From your phone extension:

- Step 1. Press Voicemail Key  or Dial Voicemail Extension 3920
- Step 2. At "Password" prompt, enter your password

Open Your Mailbox from someone else's phone extension:

- Step 1. Press Voicemail Key  or Dial Voicemail Extension **3920**


- Step 2. When prompted enter in your Mailbox number (which is your extension) followed by the *key.

- Step 3. When prompted enter your Password

Open Your Extension from an external (outside) telephone:

- Step 1. Dial the telephone number for your Extension
- Step 2. Press the * key when your message begins to play.
- Step 3. When prompted enter your Mailbox Password
- Step 4. Follow voicemail prompts.

To Listen to Messages from your deskphone:

- Step 1. Press the Voicemail Key  or Dial Voicemail Extension 3920
 - Step 2. Enter your password
 - Step 3. Press 7 to Listen to Messages
- While Listening To Your Mailbox Messages
- 2 Will let you reply to a Message
 - 3 Deletes the Message
 - 4 Forwards the Message
 - 5 Keeps the Message
 - 7 Plays the Message again

Change Your Password:

- Step 1. Press Voicemail button or Dial Voicemail Extension 3920
- Step 2. Enter your current password
- Step 3. Press 8 to access your Personal Options
- Step 4. Press 7 to change Password
- Step 5. Enter new 4 to 7 digit password followed by # key.

Record your Name For The Directory:

**** This is not your greeting, record only your name.

- Step 1. Press Voicemail button or Dial Voicemail Extension 3920
- Step 2. Enter your password
- Step 3. Press 8 for your Personal Options
- Step 4. Press 6 to re-record your name
- Step 5. Press 5 to Listen to your name, Press 7 to re-record your name, Press 9 to exit to main menu
- Step 6. After pressing 7, Record Name, to end your record press the # key



Record Your Personal Greeting:

Step 1. Press Voicemail button or Dial Voicemail Extension 3920

Step 2. Enter your password

Step 3. Press 8 for Personal Options

Step 4. Press 4 to Record Personal Greeting

5 Listen to current Greeting

7 Erase & Re-Records Greeting

9 Exit Greeting and Return to Main Menu

Step 5. Press 7 to Record, to end your record press the # key

Sample Greeting: You have reached Chuck, with Forerunner. I am unable to answer your call at this time. Please leave your name, telephone number and message. I will return your call as soon as possible. Thank you.


7 Replays Greeting

3 Erase & Re-Records Greeting

9 Accepts Greeting/Name Recording

Leave A Message

To record and send a message to a mailbox without calling their extension. The recipient telephone will not ring.

Step 1. Press Voicemail Key  or Dial Voicemail Extension 3920

Step 2. Enter the Mailbox extension you want to send the message to followed by the # key

Step 3. Record your Message, to end your record press the # key

7 Replays Greeting


3 Erase & Re-Records Greeting

9 Accepts Greeting/Name Recording

Step 5. Press any Key or Hang Up (To by- pass greeting press 7 to start recording)

Transfer A Person Directly To A Mailbox:

The person will go directly to their mailbox and the telephone will not ring.

Step 1. While on a call press the voicemail key  and enter the mailbox of the person you wish to transfer the call to

Mitel's NuPoint Messenger Flow

Follow tutorial to create new passcode, record name, and record greeting.
Default passcode is 1111

Accessing Voice Mail

From Your Phone:
Press the Message key
Passcode: _____

From any other Phone:
Press the Message

Enter: * plus your own Mailbox Number followed by another *
Passcode: _____

From Outside
Dial Auto Attendant number
At the start of the Co. greeting . . .
:
• Press * wait for message center
• Enter your mailbox number
• Press *
• followed by your Passcode

IF YOU HAVE A DID NUMBER:
Dial your own DID.
At the start of your greeting....
Press * (tells system owner is calling)
Enter your Passcode: _____

Play Messages (7)

- 7** to Play
- * Rewind in 5 second increments
 - # Fast Forward in 5 second increments
 - 1 Pause in 30 second increments
 - 8 To skip to Top of next message

- 7 to Play again
- 2 to Answer
- 4 to Give to another user
- 5 to Keep
- 3 to Discard
- 6 to Make a new message
- 9 to eXit message review

Enter destination mailbox, & record introduction ...

- 7 to Review
- 3 to Discard and Re-Record
- 2 to Append
- 6 for Message Addressing Options
- 9 to Send and Exit

Make Message (6)

- 6** to Make (record) Msg
- Enter Mailbox Number(s),
 - # when finished entering mailboxes
 - # When finished recording message.

- 7 to Review
- 3 to Discard and Re-Record
- 2 to Append
- 6 for Message Addressing Options
- 9 to Send and eXit to Main Menu

Message Addressing Options:

- 2 to make Confidential
- 7 to Request Receipt
- 8 to mark Urgent
- 3 to mark for Future delivery

Press 9 to eXit and return to previous menu options.

User Options (8)

- 8** for User Options

- 4 to change Greeting
- 6 to change Name
- 7 to change Passcode
- 5 for Distribution Lists (01 - 09)
- 2 to change Call Schedule Options
- 8 to repeat Tutorial (reset mbx passcode, greeting, and passcode)
- 9 to eXit to Main Menu

- 5 to Listen to Greeting/Name
- 7 to Record Greeting/Name
- 4 to change your Extended Absence Greeting
- 9 to eXit to Previous Menu

9 to Exit

0 for an Operator