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

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

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.
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 bypass 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

**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 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 * (tell system you are calling)
Enter your Passcode: __________

**Play Messages (7)**

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

**Make Message (6)**

6 to Make (record) Msg
- Enter Mailbox Number(s), when finished entering mailbox
- When finished recording message

**User Options (8)**

8 for User Options

**Message Addressing Options:**

9 to Review
- to Discard and Re-Record
- to Append
- for Message Addressing Options
- to Send and Exit

**Play (7)**

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

**Make Message (6)**

7 to Review
4 to Discard and Re-Record
3 to Append
6 for Message Addressing Options
8 toSend and Exit to Main Menu

**User Options (8)**

9 for User Options

**to change Greeting**
**to change Name**
**to change Passcode**
**for Distribution Lists (01 - 09)**
**to change Call Schedule Options**
**to repeat Tutorial (press more passcode, greeting, and passcode)**
**to Exit to Main Menu**

**to Send to Previous Menu**

**to Listen to Greeting/Name**
**to Record Greeting/Name**
**to change your Extended Absence Greeting**
**to Exit to Previous Menu**

**9 to Exit**

**0 for an Operator**