

NuPoint Unified Messaging User Guide

RELEASE 8.1



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Mitel® NuPoint Unified Messaging™
User Guide
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INTRODUCTION

ABOUT YOUR VOICE MAIL

Mitel® NuPoint Unified Messaging™ (UM) allows you to manage your voice mail, Record-A-Call (RAC), fax, and Microsoft® Outlook® email messages from a touch-tone phone as well as from your PC.

Voice mail, Record-A-Call, fax, and email are all "messages" that are accessible through your voice mailbox and that you access using a menu system. The Voice Mail menu provides access to most of the voice mailbox features and options including fax messages. Any voice mail user can access this menu. The Email menu only provides access to emails and is available only to users with the Advanced Unified Messaging feature with Text-to-Speech option.

In addition to accessing your messages over the phone, you can now play and manage your voice messages from your Microsoft Outlook inbox. You install a plug-in player that allows you to play voice messages from your email inbox over your PC speakers or over the phone. To use this feature, you must have the Advanced Unified Messaging feature. For more information, see "Using Your PC for Fax Messages" on page 21.

A Speech Auto Attendant (SAA) is also available to place calls to people by using voice commands. The SAA is a speech-enabled application that allows you to place calls to people quickly and efficiently by speaking their names. In addition to placing calls by name, you can say a department name or telephone number. A tutorial introduces you to the system features, and voice-based help is available to answer questions. See "Speech Auto Attendant Optional Feature" on page 36 for more information.

The Speech Navigation optional feature enables users to manage their mailboxes using voice commands. Instead of struggling to find and press a button on their telephone dial, they can simply "say the command" from their principal or alternate extension. This is particularly helpful for drivers who wish to use their cell phones in hands-free mode.



Note: Depending on how your mailbox is configured, you may not have all of the options described in this guide. Consult your System Administrator for more information.

ABOUT THIS DOCUMENT

This guide provides instructions on the functionality of the Mitel telephone user interface (TUI), Mitel Outlook Client Plug-in, and Speech Auto Attendant. If you use another supported email client, please refer to the *Web View Help* for more information. Also refer to the NuPoint Unified Messaging *Mitel TUI Quick Reference Guide* on <http://edocs.mitel.com/UG/Index.html>.

YOUR TELEPHONE

Before using the voice mail features of your system, familiarize yourself with your telephone.

- Message key - Used to call the NuPoint UM Voice system and access your mailbox.
- Keypad - Used to make menu selections within the voice mail system.
- Message light - Used to indicate when you have new voice messages in your mailbox.

- Softkeys - Used to select many of the voice mail menu options. To select a menu option that appears in the telephone display, you can press either the associated context-sensitive softkey that appears in your phone's digital display or the keypad digit for the option.



Note: The softkey names used in this guide may differ slightly depending on your telephone. For example, the **Del** (delete) softkey may appear as the **Discard** softkey, on specific phones.

PREPARING TO ACCESS YOUR MAILBOX

Before accessing your mailbox, be sure to get the following information from your System Administrator:

- the NuPoint UM Receptionist number (optional)
- the NuPoint UM Voice system access extension
- your mailbox number
- your default passcode.

If you have any problems or questions about procedures, consult your System Administrator.

ACCESSING YOUR MAILBOX



All of your voice messages will reside in your personal "mailbox", which is passcode protected. Your System Administrator will assign you a temporary passcode to use the first time you access your mailbox. How you log into your mailbox will depend on whether you're calling from inside or outside your company.

INSIDE YOUR COMPANY

FROM YOUR OWN EXTENSION


1. Dial the internal NuPoint UM Voice access number.
2. Enter your passcode when prompted.

FROM ANOTHER EXTENSION



1. Dial the internal NuPoint UM Voice access number.
2. Press the  key when prompted to enter a passcode
3. Enter your mailbox number followed by the  key.
4. Enter your passcode when prompted.

OUTSIDE YOUR COMPANY

FROM AN OUTSIDE LINE

1. Dial the external NuPoint UM Voice access number.
2. Enter your mailbox number followed by the  key.
3. Enter your passcode when prompted.

FROM AN OUTSIDE LINE TO THE AUTOMATED RECEPTIONIST

1. Dial the NuPoint UM Receptionist number.
2. Press the  key to access the NuPoint UM Voice system.
3. Enter your mailbox number followed by the  key.
4. Enter your passcode when prompted.

SETTING UP YOUR MAILBOX

When you access your mailbox for the first time, a user tutorial automatically activates. This tutorial guides you through your first mailbox session, explains how to record a greeting and your name, and prompts you to change your temporary passcode.



Tip: After playing or sending messages, the system may return you to a previous menu with different options than the menu you were just using.

MENU OVERVIEW

For an illustration of the menu overview, refer to the NuPoint Unified Messaging *Mitel TUI Quick Reference Guide* (<http://edocs.mitel.com/UG/Index.html>).

GREETINGS

After opening your mailbox, you will be asked to record one or more greetings that callers will hear when they call your mailbox. For example, you may record one greeting that callers hear when your line is busy (such as, "I'm currently on the phone and unable to take your call") and a different one when you're not at your phone (such as, "I'm currently away from my desk").

If your System Administrator has enabled the Extended Absence Greeting feature for your mailbox, you can also record an Extended Absence Greeting. This greeting allows you to inform callers of an extended absence. Callers cannot press a key to skip the greeting. At the end of the greeting, callers can either transfer to the attendant or leave a message.



Note: Once recorded, the Extended Absence Greeting is effectively enabled. This means that all callers being forwarded to your mailbox will hear the extended absence greeting. Once you log into your voicemail, you will be prompted to press 1 to retain your Extended Absence Greeting, or to press 2 to disable the Extended Absence Greeting.

If your System Administrator has disabled message delivery for the Extended Absence Greeting, then after the greeting, callers will only be able to transfer to the attendant. See "Greetings, Name and Passcode" on page 11.

NAME

You will be prompted to record your name so that the system can:

- Address you when you call into the system (for example, "Hello, Jane Smith").
- Inform other users when a message comes from you (for example, "4:45 p.m., from Jane Smith").
- State your name to other users when they address messages to your mailbox (for example, "Jane Smith").

PASSCODE

You will always be prompted for your passcode before accessing your mailbox. The first time you access your mailbox, you will use the temporary passcode assigned by the System Administrator. During the tutorial, you will be prompted to change your passcode to a number containing 4 to 10 digits. Define a passcode that you can easily remember, but do not select an obvious code like "1234".



Note: Passcodes are required only if you wish to protect your privacy; you can choose not to have a passcode by pressing 0000 when prompted during the tutorial.

When your mailbox is set up, you're ready to start using the NuPoint UM Voice features.



Note: For added security, your Administrator may configure your passcode to expire at regular intervals.

PLAYING MESSAGES

When you access your mailbox to retrieve your messages, the system tells you how many messages you have ("You have 2 urgent messages and 2 unplayed messages."). For Advanced Unified Messaging (UM) users with the Text-to-Speech (TTS) option, the system tells you how many voice mails and emails you have ("You have 2 unplayed messages, 1 saved message, 3 unplayed emails, and 1 saved email).

You access voice mails and emails from separate menus. After the message summary, Advanced UM with TTS users can access either the voice mail or the email menu. You can exit either menu to access the other one.





Notes:

1. Advanced UM users who do not have the TTS option cannot access the email menu.
2. If the system experiences a delay obtaining information from the email server, it may be unable to tell you how many email messages you have. To avoid this problem, keep fewer than 10,000 emails in your mailbox.
3. If your mailbox is nearly full (80% of capacity), you will receive a warning message instructing you to delete unneeded messages. The warning is played as a prompt when you log in to your mailbox and emailed to the address programmed in your mailbox parameters.


ACCESSING THE VOICE MAIL AND EMAIL MENUS

After you access your mailbox

- If you are a regular voice mail user, you are already in the Voice Mail menu.
- If you have the Advanced UM with TTS feature, you press  to access the Voice Mail menu or  to access the Email menu.

PLAYING YOUR MESSAGES

After accessing either the Voice Mail menu or the Email menu, press






-  or the **Play** (or **Play Message**) softkey. Your urgent messages will automatically be played first. Then, depending on your mailbox settings, you may have the option to play unplayed or saved messages first; otherwise, your unplayed messages will be played first.



Note: If the date and time option is enabled on your voice mail system, the system will automatically play this information at the beginning of each message. Consult your System Administrator for more information.

WHILE LISTENING TO A MESSAGE

At any time during message playback you can





| PRESS THIS KEY, OR | PRESS THIS SOFTKEY | TO PERFORM THIS ACTION |
|---|------------------------|---|
|  | More then Pause | Pause the message for 30 seconds. |
|  | ← | Move back five seconds within the message. |
|  | ⌂ | Move forward five seconds within the message. |
|  | Skip | Skip to your next message. |
|  | More then Play | Return to the beginning of your previous message. |















Note: You may not have access to all of the options above, depending on how your mailbox is configured. Consult your System Administrator for more information.


WHEN YOU HAVE FINISHED LISTENING TO A MESSAGE

At the end of a message, you can

| PRESS THIS KEY, OR | PRESS THIS SOFTKEY | TO PERFORM THIS ACTION |
|---|--------------------------|---|
|  | Play (or Restart) | Play the message again. |
|  | Answer | Answer the person who sent the message. When you are finished recording your answer, press  or the Send softkey to send it and continue your session. Then press  to send your answer to additional mailboxes if you wish. |

| PRESS THIS KEY, OR | PRESS THIS SOFTKEY | TO PERFORM THIS ACTION |
|---|---|---|
|  | Answer (with Dial-back option enabled) |  to answer by voice mail (as above) |
| | |  to dial-back the caller and then delete the message. |
| | |  to dial-back the caller and then keep the message. |
|  | Give | <p>Give the message to another mailbox, distribution list, or off-system telephone number.</p> <p>The system will also give you the opportunity to record additional comments before sending the message to someone else.</p> <p>When you have added your comments, press</p> <p> or the Send (or Exit) softkey and continue your session.</p> <p>Then press</p> <p> to give the message to additional mailboxes if you wish.</p> |
|  | Keep | <p>Keep the message.</p> <p>Kept messages can be accessed only after you have skipped through your unplayed messages and message receipt queues.</p> |
|  | Del (or Discard) | Discard the message. |

 **Note:** If you accidentally discard a message, you can retrieve it by immediately pressing  or the **Undelete** softkey. If you press any key other than the  key immediately after discarding the message, you will not be able to retrieve the discarded message.


 **Note:** You may not have access to all of the options above, depending on how your mailbox is configured. Consult your System Administrator for more information.

MAKING MESSAGES

To make a message, you must first access your mailbox by calling the system access number and entering your passcode. You can then make a voice message before or after listening to any unplayed messages in your mailbox. Remember that you can address your messages to other mailboxes, distribution lists, and off-system telephone numbers.



MAKING A VOICE MESSAGE

RECORDING A VOICE MESSAGE

1. Press  or the **Make Message** softkey to make a message.
2. Enter the recipient's number or, to dial by name, press the specific key assigned to this feature on your voice mail system, and then dial the recipient's last name and first name until the system recognizes the name.






Note: The system will automatically announce the specific key to press to dial by name. This is a configurable feature and thus the key to press will vary for each voice mail system.

3. After the system confirms the recipient's name, enter the names or numbers of any other intended recipients (for example, you may wish to send a single message to all members of a certain committee, telling them the time and place of the next committee meeting).
4. When you have finished addressing your message, press  or the **Record** softkey.
5. Begin recording your message after the tone. (You may press  to pause during recording and then any key to resume recording, or you may use the **Pause/Resume** softkeys.)

SENDING A MESSAGE WHEN YOU HAVE FINISHED RECORDING

Once you have finished recording, you may choose to send, review, modify, cancel, or specify special delivery for your voice message, by selecting from the following options:

PRESS THIS KEY, OR PRESS THIS SOFTKEY TO PERFORM THIS ACTION

| | | |
|---|--------|---|
|  | Send | Send the message and exit to the main menu. |
|  | Append | Add to the recording. |
|  | Del | Delete the recording and start over. |

PRESS THIS KEY, OR **PRESS THIS SOFTKEY** **TO PERFORM THIS ACTION**



Review

Replay the message.



End Record

Access **message addressing options** such as urgent delivery, future delivery, confidential, and return receipt.

Once you have selected from these options, press



or the **Send** (or **Exit**) softkey to send your message and exit to the main menu.





Note: If you regularly send messages to multiple users, consider creating personal distribution lists to make addressing your messages even easier (see “Distribution Lists” on page 12).

USER OPTIONS

The user options menu allows you to listen to the user tutorial, change your greetings, record your name, and define your password, create voice mail distribution lists, and select call scheduling options.

ACCESSING USER OPTIONS AND USER TUTORIAL

Press  or the **Options** softkey to access user options from the main menu.

You can press  at any time to go through the user tutorial again.

GREETINGS, NAME AND PASSCODE

When you first set up your mailbox (see “Setting Up Your Mailbox” on page 4), you recorded a greeting and your name and selected a passcode. The user options menu allows you to change these at any time. You should update your greeting(s) regularly — for example, to let callers know whether you're in or out of the office.




From the user options menu, you can

| PRESS THIS KEY, OR | PRESS THIS SOFTKEY | TO PERFORM THIS ACTION |
|-----------------------------------|-----------------------------------|-------------------------------|
|-----------------------------------|-----------------------------------|-------------------------------|



Greetings

Change your greeting(s). You can record a Primary greeting and one or more Conditional greetings. Record Conditional greetings you want callers to hear when your line is busy (e.g., "I'm currently on the phone and unable to take your call"), when you're not there (e.g., "I'm currently away from my desk"), or for extended absences ("I will be away until October 15th,...").

You can now press  to record or change your conditional personal greeting,  to record or change your primary personal greeting, or  to enable your Extended Absence Greeting.

After you have recorded your greeting, press



or the **Chng** softkey to select which greeting—Primary or Conditional—you want your callers to hear.



Change Name

Re-record your name.



Passcode

Change your passcode.









Note: You may not have access to Conditional greetings, depending on how your mailbox is configured. Consult your System Administrator for more information.

DISTRIBUTION LISTS

A distribution list allows you to record a single message and then send it to a large number of people without addressing them each individually. You can use distribution lists whenever you make a message, or give a message to someone else.

CREATING OR MODIFYING A DISTRIBUTION LIST

1. Press  or the **Dist Lists** softkey from the user options menu.
2. Enter the number of the distribution list, ensuring the first digit is always zero (0).
3. Press  to record a name for the distribution list (e.g., "product planning committee"). The system will play this name each time you address messages to this distribution list.
4. Press  to add members to the list; press  to drop members.
5. Enter the numbers or names of users you wish to add or drop.
6. Press  if you would like the system to play back the list of members you have selected.
7. Press  to exit to the main menu.



Note: All personal distribution lists must begin with the number 0.








USING A DISTRIBUTION LIST




- Instead of entering a mailbox number, enter the number of the distribution list you want to use. The system reads back the number of the distribution list.

CALL SCHEDULE OPTIONS

NUPOINT WAKEUP








NuPoint UM WakeUp allows you to program NuPoint UM Voice to call you at a specific telephone number at a specific time. You can schedule wake up calls for Monday through Friday, weekends, every day, or as needed.

1. From the user options menu, press  to reach Call Schedule Options.
2. At the Call Schedule Options menu, press  to reach NP WakeUp.
3. To schedule wakeup calls:
 - press  enter the time for the wakeup call (two digits for the hour, two digits for the minute). If prompted, press  for a.m. or  for p.m.
 - press  to make this a daily wakeup call.
 - press  to cancel this wakeup call.

-
- press  to change the time.
4. To cancel all wakeup calls, press .
 5. To exit to the User Options menu, press .








PAGER

Paging allows you to define a schedule so that when a message arrives in your mailbox, NuPoint UM Voice notifies your pager.

1. From the user options menu, press  to reach Call Schedule Options.
2. At the Call Schedule Options menu, press  to reach Paging.
3. At the Paging menu, select an option:
 - press  to review the schedule.
 - press  to disable paging.
 - press  to change the telephone number.
 - press  to change the time.
 - press  to exit to the User Options menu.









MESSAGE DELIVERY

Message Delivery allows you to define a schedule so that if a message arrives in your mailbox, NuPoint UM Voice will call you at a specific telephone number at a specific time so that you can retrieve the message.

1. From the user options menu, press  to reach Call Schedule Options.
2. At the Call Schedule Options menu, press  to reach Message Delivery.
3. At the Message Delivery menu, select an option:
 - press  to review the schedule.
 - press  to disable message delivery.
 - press  to change the telephone number.
 - press  to change the time.
 - press  to exit to the User Options menu.

FUTURE DELIVERY AUDIT

Future Delivery Audit allows you to audit any message scheduled for future delivery. You can schedule delivery of any message up to 365 days in the future using the message addressing options menu. See “Sending a Message when You Have Finished Recording” on page 9.

1. From the user options menu, press  to reach Call Schedule Options.
2. At the Call Schedule Options menu, press  to reach Future Delivery Audit.
3. At the Future Delivery Audit menu, select an option
 - press  to audit the message.
 - press  to discard the message.
 - press  to keep the message.
 - press  to play the recipients.
 - press  to hear the delivery time.
 - press  to exit to the User Options menu.

RECORD-A-CALL OPTIONAL FEATURE

The Record A Call feature allows you to use your NuPoint UM Voice system to record your telephone conversations.



Note: You may be required by law to inform the other party that you are recording the conversation. For specific instructions, consult your System Administrator.

RECORDING WHILE ON A TWO-PARTY CALL

Your system may be programmed to automatically begin recording external calls when you or the other party answers. Contact your System Administrator for details.

If your system does not automatically record conversations, you must press a **Record** key to begin recording while you are on a two-party call. What key you press depends on whether the Softkey feature is available on your phone. The following phones support softkeys:

- Superset 4150
- 5140 IP
- 5240 IP

RECORDING USING SOFTKEYS

- To begin recording while you are on a two-party call, press the **Record** softkey that appears on your phone's digital display screen.

Pausing or resuming recording during a call

- To pause the recording press the **Pause** softkey.
- To resume recording after pausing, press the **Resume** softkey.

Stopping the recording

- To stop the recording without saving the recorded conversation, press the **Stop** and **Erase** softkeys.
- To stop and save a recording, press the **Stop** and **Save** softkeys.



Note: Your administrator may configure your Record A Call settings to automatically save a recorded conversation when you hang up the phone. If auto-save is enabled, you can save the recorded call simply by hanging up the phone at the end of your conversation.

RECORDING USING HARD KEYS

To begin recording a call using hard keys, press the **Record** key that your System Administrator has programmed on your phone.



Note: Using hard keys with Record A Call, you can only start a recording session. Your System Administrator must enable auto-save in order for your conversations to be saved automatically when you hang up the phone. Consult your System Administrator for more information.

PLACING A CALL ON HOLD WHILE RECORDING

- Putting a call on hold during the recording saves the recording, and sends it to your mailbox.
- Taking the call off hold starts a new recording session.



Note: Depending on system programming, hanging up, or pressing **TRANS/CONF** or a line appearance key, may also save the recording. Consult your System Administrator for details.

LISTENING TO A RECORDING

To listen to a recorded conversation after the call has ended

1. Lift your handset.
2. Access your voice mailbox.
3. Follow the prompts to retrieve the recording, as you would to retrieve any regular voice message.

FAX OPTIONAL FEATURE

The Fax feature allows you to manage fax messages that are sent to your mailbox, using the TUI. You can retrieve unplayed fax messages, play a voice message that accompanies a fax, send a fax to a fax machine, and deliver a fax (with or without a voice message) to another user.

FAX DELIVERY OPTIONS

You can access Fax delivery options from the User Options menu. From the Main menu, press



and then



to access the following Fax Delivery options:

PRESS THIS KEY

TO PERFORM THIS ACTION

| | |
|----------------------|---|
| | To send all unplayed fax messages in your mailbox to your default fax number. |
| | To define a default fax delivery number. All your faxes will be automatically sent to this number when you press from while you are in the Fax delivery menu. |
| From a fax phone | To fax into your mailbox a cover page that will become your Personal Cover Page. This page will be automatically included with all faxes that you send from your mailbox. |
| | To toggle between enabling and disabling automatic fax delivery to your default fax number. Automatic fax delivery immediately sends all fax messages that arrive in your mailbox to your default fax number. |








PLAYING AND PRINTING FAX MESSAGES

Fax messages are treated just like voice messages in your mailbox. When you access your mailbox to retrieve messages, the system will first tell you how many messages you have, for example, "You have 2 urgent messages and 4 unplayed messages with fax".)



FROM A TELEPHONE

To play a fax message:

1. After accessing your mailbox, press or the **Play** (or **Play Message**) softkey. Your urgent messages will automatically be played first.
2. For any fax messages, the system will prompt you to press for fax delivery options. From this menu, you can:
 - Press to dial the number of a fax machine where you want the fax to be printed. Dial the number when prompted.




- The system will confirm the number. Press  to accept the number, or press  to dial a new number.
 - After you press  to accept the number, press  to deliver the fax immediately to that number, or press  to schedule a time for future delivery.
3. If you have additional fax messages, you can send them to the same fax number you entered for the first number simply by pressing  and then .



Note: You can also use the fax delivery options under the User Options menu (refer to the *Mitel TUI Quick Reference Guide*). Using this menu, you can set up a default fax delivery number. After you program that number, you can simply press  for fax delivery options (after playing the message with fax), and then press  to print your fax message.

FROM A FAX PHONE

To retrieve and print a fax message from a fax phone:

1. After accessing your mailbox, press  or the **Play** (or **Play Message**) softkey, and then press  to access the Fax Delivery Options menu.
2. Press  to receive a fax message print out from that fax machine.
3. When prompted, press the Start button on the fax machine.
4. Once you receive the fax print-out, you can stay on the line to resume your mailbox session.

WHEN YOU HAVE FINISHED LISTENING TO A FAX MESSAGE

See “When You Have Finished Listening to a Message” on page 7.




MAKING A FAX MESSAGE (WITHOUT VOICE)

You can send a fax message to a recipient’s mailbox, using a fax phone. You can send the message directly from your company’s fax system or from your own mailbox. If you send a fax from your company’s fax system, your name is not included in the message header; and if you send a fax from your own mailbox, your name is included in the message header.

FROM YOUR COMPANY FAX SYSTEM











Note: Your name will not be included in the recipient’s message header.

-
1. From a fax phone, dial your company Fax system access number.
 2. When you hear the system greeting, enter the recipient's mailbox number, or to dial by name, press the appropriate keys to dial the recipient's last name followed by their first name until the system recognizes the name.
 3. You will hear the recipient's personal greeting. At the tone, press the Start button on the fax machine to send your fax.
 4. After the fax has been sent, you can press  to mark the message urgent, or you can press   to leave a message for another mailbox.

FROM YOUR OWN MAILBOX



Note: Your name will be included in the recipient's message header.

1. Access your mailbox, and when you hear your own greeting, press .
2. Enter your passcode.
3. Press  to make a message.
4. Enter the recipient's mailbox number, or to dial by name, press the appropriate keys to dial the recipient's last name followed by their first name until the system recognizes the name.
5. Once the system confirms the recipient's name, enter the names or numbers of any other intended recipients.
6. When you are finished addressing your fax message, press  to leave a fax, and then press the Start button on your fax machine to send your fax, or press  for more options.
7. After the fax has been sent, you can press  to send the message; or press  to access message addressing options such as urgent delivery, future delivery, confidential, and return receipt. Once you have selected from these options, press   to send your message and exit to the main menu.




MAKING A FAX MESSAGE (WITH VOICE)

You can send a combined voice and fax message to a recipient's mailbox, using a fax phone. You can send the message directly from your company's fax system or from your own mailbox. If you send a fax from your company's fax system, your name is not included in the message header; and if you send a fax from your own mailbox, your name is included in the message header.

FROM YOUR COMPANY FAX SYSTEM







Note: Your name will not be included in the recipient's message header.

1. From a fax phone, dial your company's Fax system access number.
2. When you hear the system greeting, enter the recipient's mailbox number, or to dial by name, press the appropriate keys to dial the recipient's last name followed by their first name until the system recognizes the name.
3. You will hear the recipient's personal greeting. At the tone, record a voice message.
4. When you are finished recording your voice message, press the Start button on your fax machine to send your fax.
5. After the fax has been sent, you can press  to mark the message urgent, or you can press   to leave a message for another mailbox.

FROM YOUR OWN MAILBOX



Note: Your name will be included in the recipient's message header.

1. From a fax phone, dial your company's Fax system access number.
2. When you hear the system greeting, enter your own mailbox number.
3. When you hear your own greeting, press .
4. Enter your passcode.
5. Press  to make a message, and then follow the instructions for sending a voice-only message from your mailbox (including addressing).
6. At the tone, record a voice message.
7. When you are finished recording, press  to leave a fax, and then press the Start button on your fax machine to send your fax, or press  for more options.

USING YOUR PC FOR FAX MESSAGES

You can also use your PC to manage fax messages. The Fax feature allows you to add the Fax Printer driver to your Printers folder. Using Fax Printer, you can send faxes from any application with a Print function.

Faxes can also be sent from the Web View interface. For information about sending faxes from the Web View interface, refer to the *Web View Help*.



Note: Custom Cover Pages must be in TIFF format only.

DOWNLOADING AND INSTALLING FAX PRINTER

To use the Fax Printer for fax messages, you must first download and install it to your PC from the Web View interface.

To download and install the Fax Printer driver:



Notes:

1. To install the Fax Printer driver, you must have local administrator rights on the PC, and access to the Internet.
 2. The Fax Printer driver can be installed on one of the following operating systems: Windows 2000, 2003, Vista (Business, Enterprise or Ultimate), Windows 7.0, Windows 8.0/8.1, or Windows 10.
 3. The Fax Printer driver supports most file formats, including DOC, PDF and XLS. It does **not**, however, support TIFF files on Windows 7.0 and Windows 8.0.
1. Log in to the Web View interface and click on the **Downloads** tab.
 2. Click on **Download Fax Printer**. Internet access is required.
 3. In the Security Warning window, click **Run** to run FaxPrinter.exe. The installation will start automatically.
 4. Click **Next** on each dialog. When prompted, accept the **Terms of Use**.

The Fax Printer driver is now installed.

SENDING A FAX

Faxes can be sent using the NuPoint Fax Printer using any software with a Print function. If you wish, you can set up a Personal Cover Page (see Fax Delivery Options) or create Custom Cover Pages. If you have a Personal Cover Page, it will be the default cover page for faxes you send.

Only TIFF format can be used as a Custom Cover Page. You can save multiple Custom Cover Pages to customize your faxes for their recipients.

To send a Fax using the NuPoint Fax Printer:



Note:

1. Before sending a fax for the first time, obtain the fully qualified domain name or IP address of the NuPoint UM server from your System Administrator.
2. If you have a Windows 7.0 or Windows 8.0 operating system, you cannot send faxes in TIFF format. Other file formats, such as DOC, PDF, and XLS, are supported.

1. Open the document and select **Print**. In the print menu, select **NuPoint Fax Printer** from the list of available printers.

OR

If NuPoint Fax Printer has been set up as your default printer, right click on the document in Windows Explorer and select **Print**.

When the document is ready to be sent to the server, the NuPoint Fax Client window will appear.

If you have never sent a fax before or the client could not connect to the server, the **Server Settings** tab will display:

The screenshot shows a dialog box titled 'NuPoint Fax Client' with two tabs: 'Delivery Options' and 'Server Settings'. The 'Server Settings' tab is selected. Inside this tab, there is a 'Credentials' section. The status is 'Not Connected'. There are three input fields: 'NuPoint Server:', 'Mailbox:', and 'Passcode:'. To the right of these fields are 'Connect' and 'Disconnect' buttons. At the bottom of the dialog are 'Send Fax' and 'Cancel' buttons.

Figure 1: Server Settings Tab



Note: If your mailbox password changes, you will need to update the Server Settings tab with the new password the next time you send a fax.

2. Enter your credentials to connect to the server.
 - a. In the **NuPoint Server** field, enter the fully qualified domain name (FQDN) of the server.
 - b. In the **Mailbox** field, enter your NuPoint UM mailbox number.
 - c. In the **Passcode** field, enter your NuPoint UM mailbox passcode.
 - d. Click **Connect**. The Status will update to **Connected**.

3. Click on the **Delivery Options** tab.

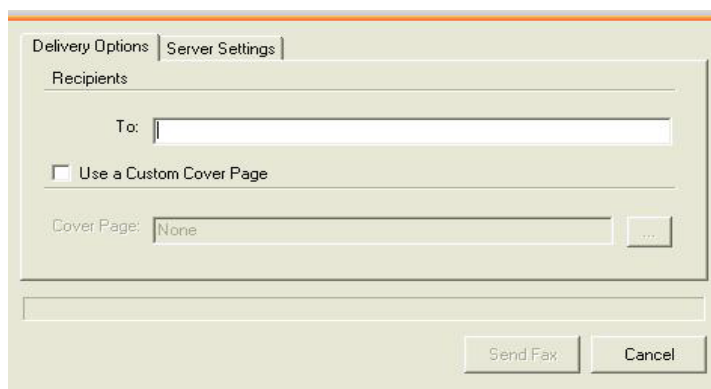


Figure 2: Delivery Options Tab

- a. In the Recipients field, enter the list of recipients (NuPoint UM mailbox numbers or fax numbers), separated by commas.



Note: For external fax numbers, include any digits that must be dialed from your system to reach an external line.

- b. If you wish to use a Custom Cover Page, select the **Use a Custom Cover Page** check box.
- c. Enter the full name of the cover page OR click on the **Browse...** button to select it



Note: If you do not use a Custom Cover Page, the server will use your Personal Cover Page, or, if you do not have one, the System Cover Page.

- d. Click on the **Send Fax** button.

When the fax has been received by the server, a popup will display with the message **The fax is successfully queued for delivery**. If the fax cannot be sent, you will receive a message in your voice mail to notify you of the failure.

When you send your next fax, the Server Settings tab will not display unless the Fax Printer could not connect to the server, for example, if your password has changed.

VIEWING AND FORWARDING FAX MESSAGES

To view a Fax Message:

- Open the message from your e-mail inbox and view the attached document. To be viewable, the fax must not exceed the file size limit for the email client (20 MB for MS Outlook or 25 MB for Google Gmail).
- From the **Messages** tab in the Web View interface, click on the **Play** button. Depending on its file format, the fax will open in a TIFF or PDF viewer.
- From your telephone, send the fax to a fax machine.

To forward a Fax Message:

- From the Messages tab in the Web View interface, click on the **Forward Fax** button to forward the message as a fax.

OR

- From the Messages tab in the Web View interface, click on the **Forward** button to forward the message as an attachment to an e-mail.

USING YOUR PC FOR VOICE MESSAGES

If you are an Advanced Unified Messaging (UM) user, you can install the Mitel Outlook Client Plug-in (OCP) in your Microsoft® Outlook email client and use it to manage your messages. The OCP enables you to listen to your voice messages on either your phone or your PC. You can also use it to navigate through the list of your messages, reply to and forward messages, and record new voice messages to be sent as email attachments.

Four types of NuPoint UM messages are supported by the OCP: voice messages, confidential voice messages, Record-A-Call messages, and fax messages. Each message type has a unique icon to help identify it.

OUTLOOK CLIENT PLUG-IN FOR MICROSOFT OUTLOOK 2010 AND 2013

If you are a NuPoint Unified Messaging Advanced user with Outlook 2010 and 2013, use the following procedures to install the Mitel Outlook Client Plug-in and manage your messages.



Notes:

1. The OCP works with the 32-bit and 64-bit variants of Microsoft Outlook 2010 and 2013 installed on one of the following operating systems: Vista (Business, Enterprise or Ultimate), or Windows 7 (Enterprise or Ultimate), Windows 8.0/8.1, or Windows 10.
2. If a voicemail message is moved from the Inbox to a personal folder, the message is deleted from the telephone user interface (TUI). If the message is then moved back to the Inbox, it is deleted since the associated TUI message has been deleted. The message may reside in the Deleted folder if the permanent delete configuration parameter is disabled. See your System Administrator for more information.
3. A phone or extension is required to create new voicemails, reply to voicemails, and forward voicemails using the Call Me/Meet Me feature.
4. A PC sound card and speakers/headset is required to listen to voicemail messages through your computer.
5. After deleting a message in Outlook, you may experience a delay of up to ten minutes before your MWI lamp is extinguished. This is a known issue with Microsoft Exchange 2013. If your enterprise is using another type of mail server, you should not experience any delay with message synchronization.

INSTALL THE OUTLOOK CLIENT PLUG-IN



Note: Once you have installed the plug-in, Outlook takes slightly longer to open and close. Avoid restarting Outlook immediately after closing it.

Before You Begin

Obtain the following information from your System Administrator before you begin this procedure:

- The location of the **OutlookClientPlugin.exe** file



Note: To install the Outlook Client Plug-in, you must have local administrator rights on the PC.

To install the plug-in on Microsoft Outlook 2010 and 2013 (32- or 64-bit variant):

1. Close Microsoft Outlook if you have it open.
2. If you have the Outlook Client Plug-in previously installed, remove the application with Add/Remove Programs in Control Panel:
 - Click **Start > Control Panel**, and then open **Add or Remove Programs**.
 - Select **Outlook Client Plug-in**, and then click **Change/Remove**.
 - Navigate to the **OutlookClientPlugin.exe** file for the Outlook Client Plug-in, and then double-click the file and click **Run**. You may have to click Run a second time if you get a security warning. The Outlook Client Plug-in Setup window opens.



Note: The **OutlookClientPlugin.exe** file can be installed from either Mitel OnLine or the Downloads tab in the Web View interface. If this tab is unavailable, see your system administrator in order to have the OCP download enabled on your mailbox.

3. If you are asked to remove the existing application, click **OK**.
4. If you are asked permission to continue the installation, click **Continue**.
5. Click **Next**. The License Agreement window opens.
6. Select the button to agree with the terms of the license agreement.
7. Click **Next**. The User Settings window opens.
8. Enter the address of the NuPoint Unified Messaging platform, and click **Next**. The Choose Destination Location window opens.
9. Click **Next** to accept the default setting for the installation location or click **Change** to place the files in another location. After you have specified the location, the Start Copying Files window opens.
10. Click **Next**. The software installs, and then the InstallShield Wizard Complete window opens.
11. Click **Finish**.
12. Open Microsoft Outlook, and confirm that the Mitel NuPoint UM tab appears in the Ribbon.

NUPOINT UNIFIED MESSAGING TAB

Once the Mitel Outlook Client Plug-in has been installed, the Unified Messaging tab appears in the Ribbon located in the upper portion of Microsoft Outlook 2010 or 2013.

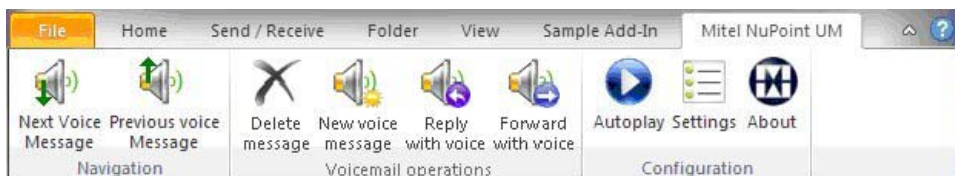


Figure 3: Mitel NuPoint UM tab in Outlook 2010/2013 Ribbon

The following buttons are available on the Mitel NuPoint UM tab:

- **Next Voice Message:** Locates the NuPoint UM message that appears after the currently selected NuPoint UM message.
- **Previous Voice Message:** Locates the NuPoint UM message that appears before the currently selected NuPoint UM message.
- **New Voice Message:** Create a new voice message and send it to one or more NuPoint users.
- **Reply with Voice:** Sends a reply to the sender of a NuPoint UM message with a voice message.
- **Forward with Voice:** Forwards a NuPoint UM message to another user with a voice message.
- **Delete Message:** Deletes any type of message (not just voice messages).
- **Autoplay:** This button toggles the Autoplay feature on and off. When the feature is on, NuPoint UM messages are played as soon as they selected (highlighted or opened). When the feature is off, you must select the message and click the Play button.
- **Settings:** Click this button to configure mailbox settings that enable you to send new voice messages, reply to messages, forward messages, and listen to confidential messages.
- **About:** Displays the version number of the Outlook Client Plug-in for Outlook 2010 and 2013.

MULTIMEDIA CONTROLS

Voice Messages

The following multimedia controls appear on NuPoint UM voice messages received in Outlook 2010 and 2013:



Figure 4: Voice Message Multimedia Controls in Outlook 2010/2013

If the message contains multiple attachments (original message and replies), they are displayed above the multimedia controls.

The multimedia controls enable you to do the following:

- **Play:** Click the play button to play the message.
- **Stop:** Click the stop button to stop message playback.
- **Volume slider:** Use the volume slider to adjust or mute the playback volume.
- **Playback slider:** Use the playback slider to select a particular point in the audio file.
- **Phone:** Click to connect to your NuPoint UM mailbox and play back messages through the telephone

- **Save:** Use the save button to save all attachments (original message and replies) to a storage medium.

Fax Messages

Once the Mitel Outlook Client Plug-in has been installed, multimedia controls appear on NuPoint UM fax messages received in Outlook 2010 and 2013.

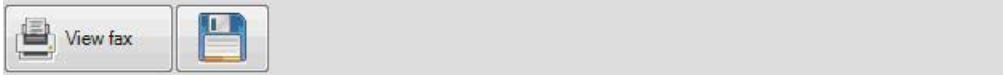


Figure 5: Fax Message Multimedia Controls in Outlook 2010/2013

The multimedia controls enable you to do the following:

- **View fax:** Press the play button to open the fax message in a TIFF viewer such as Windows Photo Viewer or a PDF viewer such as Adobe Acrobat. To be viewable, the fax must not exceed the file size limit for Outlook (20 MB).
- **Save:** Use the save button to save the fax file to a storage medium.

CONFIGURE THE NUPOINT ACCOUNT SETTINGS

You must configure your NuPoint account settings before you can access the following functions using the Call/Meet Me feature:

- Listen to a confidential voicemail
- Create a new voicemail
- Reply to a voicemail with a voice message
- Forward a voicemail with a voice message

To update the settings:

1. In Microsoft Outlook, click **Mitel NuPoint UM > Settings**. The Settings dialog displays.

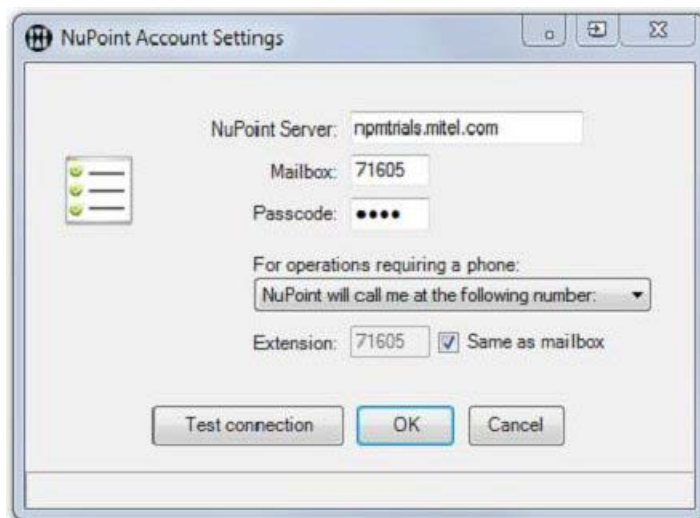
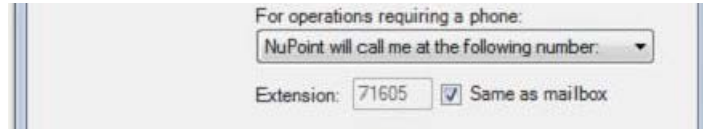


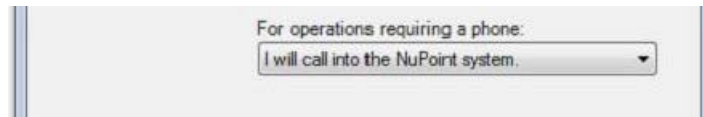
Figure 6: NuPoint Account Settings

2. In the **NuPoint Server** field, enter the fully qualified domain name (FQDN) of the server.
3. In the **Mailbox** field, enter your NuPoint UM mailbox number.

-
4. In the **Passcode** field, enter your NuPoint UM mailbox passcode.
 5. Program the system to use either Call Me or Meet Me functionality:
 - For Call Me, select **NuPoint will Call Me at the following number**, enter your extension number, and select **Same as Mailbox** if your extension is the same as your mailbox. When you require a phone, the system will automatically dial your number.



- For Meet Me, select **I will call into the NuPoint system**. When you require a phone, you will be prompted to manually enter your extension number and log in.



6. Click **Test connection** to validate the connection to the NuPoint UM server.

If the test is successful, the dialog displays a check mark. If the test is unsuccessful, the dialog displays an "X" mark and lists the faulty setting (server address, passcode, etc.).

7. Click **OK**.



Note: If you have not already tested the connection, it is tested when you press **OK**.

NAVIGATE VOICE MESSAGES IN OUTLOOK

To view the next NuPoint UM message in Outlook 2010 and 2013:

1. In Microsoft Outlook, click **Mitel NuPoint UM**.
2. Click the **Next Voice Message** button.

To view the previous NuPoint UM message in Outlook 2010 and 2013:

1. In Microsoft Outlook, click **Mitel NuPoint UM**.
2. Click the **Previous Voice Message** button.

PLAY A VOICE MESSAGE IN OUTLOOK

Use the Autoplay button in the NuPoint UM tab to control message playback. If Autoplay is enabled, messages are played as soon as they are highlighted or opened. If Autoplay is disabled, messages are played only when you select them and click the Play or Call Me/Meet Me button.



Note: Fax and confidential voice messages cannot be played through the PC speakers.



Note: To save hard drive space, the Network Administrator may configure user email accounts to receive voice messages in text format only.

To play a voice message in Outlook 2010 and 2013:

1. In Microsoft Outlook, click **Mitel NuPoint UM**.
2. Select a message in the inbox. (If Autoplay is enabled, message playback commences immediately.)
3. To play the message over your PC speakers, click the **Play** button. Use the multimedia controls to control the following:
 - To stop playback, click **Stop**.
 - To change or mute the playback volume, adjust the volume slider.
 - To select a particular point in the recording, adjust the playback slider.
 - To save the audio file to storage media, click the **Save** button and follow the prompts.
4. To play the message in a Call Me or Meet Me session, click the **Phone** button.
 - If you selected the "Call Me" option in the NuPoint Account Settings, the system dials your extension. When you answer the phone, the message is played. To stop playback, click the **Stop** button. To exit the panel, click the **Phone** button.
 - If you selected the "Meet Me" option in the NuPoint Account Settings, the system prompts you to call in to your voice mailbox and log in. Once you have logged in, the message is played. To stop playback, click the **Stop** button. To exit the panel, click the **Phone** button.
5. To delete the message from NuPoint UM, select it and click **Delete** on the Home ribbon. Depending on the mail server in use, there may be a slight delay before your MWI is extinguished.

SEND A NEW MESSAGE

You can record a new voice message using the Call Me/Meet Me feature and then send the message as an email attachment. Before you can use this feature, you must enter your NuPoint account settings.

To create a new voice message in Outlook 2010 and 2013:

1. In Microsoft Outlook, click **Mitel NuPoint UM**.
2. Click **New Voice Message**. The New Voice Message window opens.

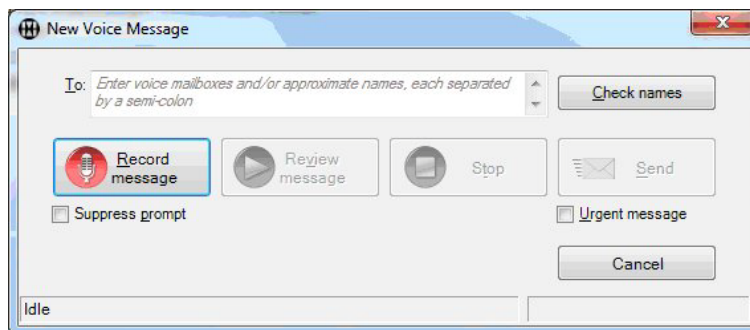


Figure 7: New Voice Message in Outlook 2010/2013

3. To specify the message recipients:

-
- a. In the **To:** field, enter the names or mailbox numbers of the message recipients. Use semicolons to separate multiple entries.
 - b. Click **Check names** to resolve the names and mailbox numbers to NuPoint UM users.
 - c. If all names can be resolved, you can continue to the next step. If any name cannot be resolved, you will be prompted to remove it or, if the name is ambiguous, to select an alternative.
4. To start the recording:



Note: Click **Suppress prompt** if you want to hear a beep, rather than a prompt, prior to recording your voice message. Click **Urgent message** to mark it urgent.

- a. Click **Record message** and, depending on your account configuration, establish either a Call Me or Meet Me session:
 - Call Me — The system dials your extension. When you answer the phone, the message is played.
 - Meet Me — The system prompts you to call in to your voice mailbox and log in. Once you have logged in, the message is played.
 - b. When you answer your extension telephone, you will hear a message ("You may start your message now...") followed by a beep. If **Select prompt** has been selected, you will only hear a beep.
 - c. Record your message. It can be up to three minutes long.
5. To stop the recording:
- Click **Stop**.
 - Press # on the telephone.
 - Hang up the telephone.

If you have pressed **Stop** or #, you may review the message by clicking **Review message**. If you have hung up, you must re-establish the recording session (by pressing **Record message**) before you attempt to review the message.

6. Click **Send**.

REPLY TO A MESSAGE

You can reply to a voice or fax message in Outlook with another voice message that you record using the Call Me/Meet Me feature and then send as an email attachment. Before you can use this feature, you must enter your NuPoint account settings.



Note: You can only reply to NuPoint voice messages using this procedure. Reply to other messages with emails.

To reply to a voice message in Outlook 2010 and 2013:

1. In Microsoft Outlook, click **Mitel NuPoint UM**.
2. Highlight the message in the inbox, and then click **Reply with Voice**. The Reply with Voice window opens.

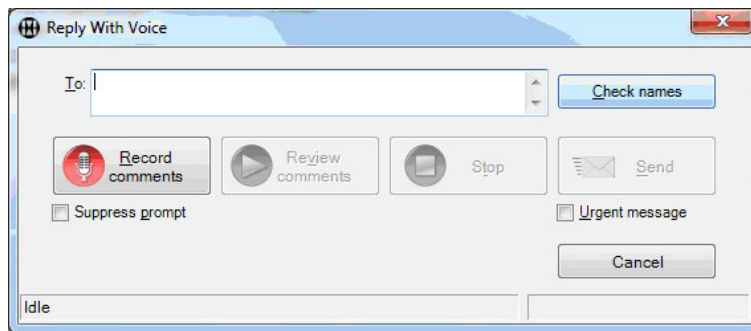


Figure 8: Reply with Voice Message in Outlook 2010/2013

3. The **To:** field contains the name of the original sender. No changes or additions can be made to this field.
4. To start the recording:



Note: Click **Suppress prompt** if you want to hear a beep, rather than a prompt, prior to recording your voice message. Click **Urgent message** to mark it urgent.

- a. Click **Record comments** and, depending on your account configuration, establish either a Call Me or Meet Me session:
 - Call Me — The system dials your extension. When you answer the phone, the message is played.
 - Meet Me — The system prompts you to call in to your voice mailbox and log in. Once you have logged in, the message is played.
 - b. When you answer your extension telephone, you will hear a message ("You may start your message now...") followed by a beep. If **Select prompt** has been selected, you will only hear a beep.
 - c. Record your message. It can be up to three minutes long.
5. To stop the recording:
 - Click **Stop**.
 - Press # on the telephone.
 - Hang up the telephone.
 6. If you have pressed **Stop** or #, you may review the message by clicking **Review comments**. If you have hung up, you must re-establish the recording session (by pressing **Record comments**) before you attempt to review the message.

The original message is updated within the following note:
 "You replied with voice to this message on <DAY DATE TIME>."

FORWARD A MESSAGE

You can forward a voice or fax message that you have received, and include another voice message with it as an email attachment. Before you can use this feature, you must enter your NuPoint account settings.



Note: If an Advanced UM user with a non-English language computer forwards a voicemail message to another Advanced UM user, the message will be added to the recipient's email client but not to his or her NuPoint message store. As a result, the message will be deleted when synchronization occurs. To avoid this problem, change the subject line of voice messages forwarded from non-English language computers.

To forward a voice message in Outlook 2010 and 2013:

1. In Microsoft Outlook, click **Mitel NuPoint UM**.
2. Highlight the message in the inbox, and then click **Forward with Voice**. The Forward with Voice window opens.

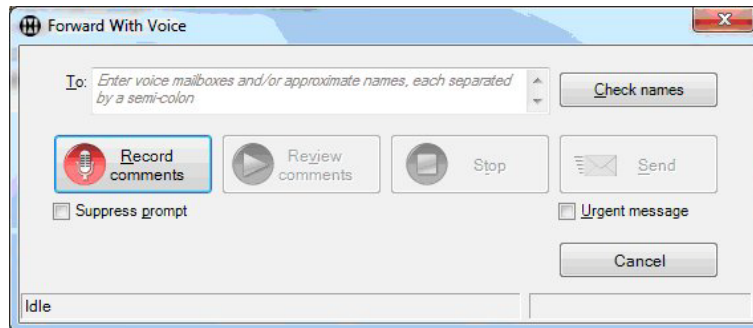


Figure 9: Forward with Voice Message in Outlook 2010/2013

3. To specify the message recipients:
 - a. In the **To:** field, enter the names or mailbox numbers of the message recipients. Use semicolons to separate multiple entries.
 - b. Click **Check names** to resolve the names and mailbox numbers to NuPoint UM users.
 - c. If all names can be resolved, you can continue to the next step. If any name cannot be resolved, you will be prompted to remove it or, if the name is ambiguous, to select an alternative.
4. To start the recording:



Note: Click **Suppress prompt** if you want to hear a beep, rather than a prompt, prior to recording your voice message. Click **Urgent message** to mark it urgent.

- a. Click **Record comments** and, depending on your account configuration, establish either a Call Me or Meet Me session:
 - Call Me — The system dials your extension. When you answer the phone, the message is played.
 - Meet Me — The system prompts you to call in to your voice mailbox and log in. Once you have logged in, the message is played.

- b. When you answer your extension telephone, you will hear a message ("You may start your message now...") followed by a beep. If **Select prompt** has been selected, you will only hear a beep.
 - c. Record your message. It can be up to three minutes long.
 5. To stop the recording:
 - Click **Stop**.
 - Press # on the telephone.
 - Hang up the telephone.
 6. If you have pressed **Stop** or #, you may review the message by clicking **Review comments**. If you have hung up, you must re-establish the recording session (by pressing **Record comments**) before you attempt to review the message.

The original message is updated within the following note:

"You forwarded this message to <NAMES> with voice to this message on <DAY DATE TIME>."

VIEW A FAX MESSAGE

To view a fax message in Outlook 2010 and 2013:

1. In Microsoft Outlook, click **Mitel NuPoint UM**.
2. Select the message in the inbox.
3. Click **View Fax**. Depending on its file format, the fax will display in either a TIFF viewer (Windows Photo Viewer) or a PDF viewer (Adobe Acrobat). To be viewable, the fax must not exceed the file size limit for the email client (20 MB for Outlook).

TEXT-TO-SPEECH (TTS) OPTIONAL FEATURE

The Text-to-Speech (TTS) feature allows you to listen to Microsoft Outlook and Google Mail email messages from the NuPoint UM Voice mailbox. The text of the email message is converted to speech and played back over the phone.



Note: TTS is only available with the Advanced Unified Messaging feature.

You can access Text-to-Speech options from the Message System Choice menu.



Note: You need to have TTS enabled in order to access this menu. Contact your System Administrator for details.

From the Message System Choice menu, press  to access the following Text-to-Speech options:

**PRESS THIS
KEY**

TO PERFORM THIS ACTION



Play Text-to-Speech message again.



Keep Text-to-Speech message.





Delete Text-to-Speech message.







Exit the menu.

PLAYING A TEXT-TO-SPEECH MESSAGE

To play a Text-to-Speech message

1. After accessing the Message System Choice menu, the system will prompt you to either play your unread email messages or your read email messages.
2. Select  to play the unread email messages or  to play your read email messages. The system will begin playback of the message in the following order: subject, sender name, date, time, and body of message. If the email message contains an attached file, the system will provide notification that a file attachment is present. The importance of the email is also indicated.

Once you have listened to the desired email message, you can:

- Press  to keep the message;
- Press  to delete the message;
- Press  to play the message again;
- Press  to exit from the Message System Choice menu.



Note: Before exiting, the system will play a summary of the total number of voicemail and email messages remaining in the mailbox.

SPEECH AUTO ATTENDANT OPTIONAL FEATURE

The NuPoint Unified Messaging Speech Auto Attendant (SAA) is a speech-enabled application that allows you to place calls to people quickly and efficiently by speaking their names. In addition to placing calls by name, you can say a department name or telephone number. An online tutorial introduces you to the system features, and voice-based help is available to answer questions.

The Speech Auto Attendant routes incoming calls based on spoken commands. Typically, you say the name of the person you want to speak to and the system transfers your call to the requested party. The Speech Auto Attendant also supports up to 15 departments and allows you to call any of the department numbers or names. See “Making Calls” on page 38 for detailed calling instructions.

The SAA has the ability to store four numbers per person and provides you with the option to select which of your phone numbers will be the default Speech Auto Attendant number. Refer to the *Web View Help* for instructions on how to configure your default phone number.

The following features are available with the Speech Auto Attendant application:

- **Call by Name:** You can place calls to any person in the company directory by saying a person’s name.
- **Call by Number:** You can place calls to any number in the company directory by saying a phone number (extension).
- **Call by Department:** You can place calls to any department in the company directory by saying a department name.
- **Touchtone (DTMF) Dialing:** You can place calls to any number in the company directory by using the keypad to enter the digits.
- **Universal Commands:** You can use several generic voice commands (such as "help" or "operator") to navigate through the system. See “Universal Voice Commands” on page 37 for more information.
- **Barge-in:** You can interrupt a system prompt with a speech or keystroke command. The Speech Auto Attendant will stop playing the prompt and respond to the command.



Note: Barge-in is an optional feature of the Speech Auto Attendant and must be enabled on your mailbox. Consult your System Administrator for details.

- **Tutorial:** The Speech Auto Attendant provides a tutorial which allows you to record your name (if you are a new user), or use the existing recorded name from your voice mail system. It also introduces you to the system features.
- **Presence:** The Speech Auto Attendant provides the ability to determine and playback the current presence state of the matched person prior to transferring your call. Presence refers to the person’s availability in relation to the telephone (ie. busy, away, do not disturb etc.). The presence status information is for reference only, and thus a call will be transferred no matter what the presence status of the called party may be.



Note: Presence is an optional feature of the Speech Auto Attendant and must be enabled on your mailbox. Consult your System Administrator for details.

- **Disambiguation:** The Speech Auto Attendant provides the ability to transfer calls to the operator for multiple directory matches (i.e. two people named "John Doe" in the same directory). You will be notified of the duplicate names and immediately transferred to the operator, who will ask for more details in order to transfer your call to the right person.
- **Error Handling:** The Speech Auto Attendant responds to an error by instructing you to retry the command. After two recognition errors, the system will transfer your call to the operator.
- **Timeout:** The Speech Auto Attendant will time out when it detects no speech or DTMF input. Help prompts will be played to aid you in choosing an action.

SPEAKING TIPS

The Speech Auto Attendant responds to natural speech commands. When you become more comfortable with the prompts, you can use Barge-in to navigate through the system prompts more quickly.

When you are speaking to the Speech Auto Attendant, follow the guidelines below:

- Speak clearly, but don't shout.
- Speak at your normal pace, that is, not too slowly and not too quickly.
- In noisy environments, do not use speaker phones as the background noise will affect the speech recognition success rate.
- If you are prompted to confirm a name, answer only "Yes" or "No". If you answer "No", wait for the system prompt before you state the name again.
- If the system does not recognize a name, it may be because the name is not programmed into the system or because your pronunciation of the name is not in the system. Contact your System Administrator to have the name added or to have the pronunciation corrected.

UNIVERSAL VOICE COMMANDS

The following voice commands are available from anywhere within the Speech Auto Attendant system:

- **Cancel** or **Stop:** Terminates the current operation.
- **Operator:** Transfers your call to the operator.
- **Repeat:** Replays the most recent prompt.
- **Help:** Plays the list of available help commands.
- **Tutorial:** Starts the system tutorial.
- **Auto Attendant:** Transfers the call to the Speech Auto Attendant.

MAKING CALLS

You can use the Speech Auto Attendant to place calls either with voice commands or digit dialing.

PLACING A CALL WITH VOICE COMMANDS

The Speech Auto Attendant can call contact names or departments that are programmed in the company directory by responding to your voice commands.

To place a call using voice commands

1. Dial the Speech Auto Attendant access number.
2. When the Auto Attendant answers, say one of the following:
 - the first and last name of the person that you want to call;
 - a department name; or



Note: You can listen to all the department names that are programmed in the system by speaking the "department" command.

- a phone number (speak the number one digit at a time).
3. The system confirms the requested name and then dials the number associated with your spoken command.



Note: If, after two attempts, the Speech Auto Attendant cannot recognize the name of the person or department that you are trying to call, you will be routed to the operator.

4. If the Presence feature is enabled, the system will also indicate the presence state of the called party. The presence status information is for reference only, and thus the call will be transferred no matter what the presence status may be.

PLACING A CALL WITH DIGIT DIALING

The Speech Auto Attendant can call contact names or departments that are programmed in the company directory by responding to the digits that you press on the keypad.

To place a call using digit dialing

1. Dial the Speech Auto Attendant access number.
2. When the Auto Attendant answers, enter the digits to dial on the keypad.
3. The system confirms the requested number and then dials the digits that you selected.



Note: If, after two attempts, the Speech Auto Attendant cannot recognize the number of the person or department that you are trying to call, you will be routed to the operator.

4. If the Presence feature is enabled, the system will also indicate the presence state of the called party. The presence status information is for reference only, and thus the call will be transferred no matter what the presence status may be.

CANCELLING A CALL

You can cancel a call in progress in one of two ways.

To cancel a call

- Say "Cancel" or "No" before the Speech Auto Attendant says "Dialing"; or
- Press 0 (zero) before the Auto Attendant says "Dialing". This command will cancel the call and the system will automatically route your call to the operator.

CALLING THE OPERATOR

You can call the operator from anywhere in the system.

To call the operator

- Say "Operator" or "Zero" at any time; or
- Dial 0 at any time.

SPEECH NAVIGATION OPTIONAL FEATURE

NuPoint UM Speech Navigation is a speech-enabled application that allows you to manage your mailbox using voice commands. In addition to being able to perform standard tasks such as play, delete and keep messages, you can transfer to the operator, enter numeric digits, and exit the system simply by speaking the appropriate commands.

Since you issue commands by speaking them, rather than by pressing buttons on a keypad, Speech Navigation enables you to operate in hands-free mode. This is useful if you have a cell phone or similar device configured as an alternate extension on your mailbox.

The following features are available with the Speech Navigation application:

- **Multiple Command Options:** Speech navigation supports the concept of aliases so that up to two different phrases can be used to accomplish the same task. For example, users can say, "Delete Message" or "Discard Message" to delete a voice message.
- **Barge-In:** This feature allows users to interrupt a system prompt with a speech or keystroke command. The system stops playing the prompt and responds to the command. Barge-in allows experienced system users to skip quickly through the prompts.
- **Error Handling:** Speech Navigation responds to an error by instructing the user to retry the command. After three recognition errors, the system will play the prompt, "I do not understand that comma: Please call again," and then disconnect the call.
- **Mailbox Extensions:** When Speech Navigation is enabled for a mailbox, it applies all of the user's extensions, including alternate extensions such as teleworker phones and cell phones. The enables users to call the message center from remote locations and immediately begin using Speech Navigation commands.
- **Commands:** The following commands can be invoked with Speech Navigation: Play Message, Keep/Save Message, Delete/Discard Message, Answer/Reply To Message, Forward/Give Message, Next Message, Make Message, User Options, Operator, and the digits zero to nine. In addition, users can leave the system by saying one of the following commands: Bye, Goodbye, Hang-up, or Quit. See "Entering Voice Commands" on page 41 for more information.

SPEAKING TIPS

The Speech Navigation responds to natural speech commands. When you become more comfortable with the prompts, you can use Barge-in to navigate through the system prompts more quickly.

When you are speaking to the Speech Navigation, follow the guidelines below:

- Speak clearly, but don't shout.
- Speak at your normal pace, that is, not too slowly and not too quickly.
- In noisy environments, do not use speaker phones as the background noise will affect the speech recognition success rate.

-
- If the system does not recognize your command, you will be prompted to repeat it. If you fail three times in a row, the system will play the prompt, "I do not understand that command. Please call again," and then disconnect the call.
 - The system recognizes North American English only.

UNIVERSAL VOICE COMMANDS

The following Speech Navigation voice commands are available when you are logged into your mailbox:

- **Operator | Transfer to operator | Attendant | Transfer to attendant:**
Transfers you to the operator.
- **Bye | Goodbye | Hang-up | Quit:**
Provided that you are not currently recording a message, the system plays a message summary ("You have x messages. Goodbye."), terminates the call and exits the system.
- **Exit:**
Takes you up one level in the menu structure.

ENABLING SPEECH NAVIGATION

After your administrator has enabled Speech Navigation for your mailbox, you can turn it on and off from the Web View.

To enable Speech Navigation for your mailbox:

1. Open the Web View interface in a web browser.
2. Enter your **Mailbox** number and **Passcode**, and then click **Submit**.
3. Select the **Speech Navigation** tab.
4. Click **Enable Speech Navigation**.

Speech Navigation is "turned on" for your mailbox's primary and alternate extensions.



Note: After you enable Speech Navigation, you will receive prompts only in North American English, even if your mailbox is configured to use non-English prompts.

ENTERING VOICE COMMANDS

You can use the Speech Navigation voice commands to access your mailbox and manage messages. Some submenus require the digit dialing.

ACCESSING YOUR MAILBOX

The method to access your mailbox varies depending on whether you are calling from one of your extensions or from an external number.


From Your Own Extension (Primary or Alternate)

To access your mailbox from your primary extension or one of your alternate extensions:

1. Dial the NuPoint UM Voice access number.
2. Say your passcode when prompted. (For higher security, enter your passcode with the TUI.)

From an External Number

To access your mailbox from an external number (not one of your extensions):

1. Dial the NuPoint UM Voice access number.
2. Enter your mailbox number on the keypad, followed by the  key.
3. Enter your passcode on the keypad when prompted.

ACCESSING THE VOICE MAIL AND EMAIL MENUS

After you access your mailbox, the system tells you how many messages you have and prompts you to begin entering Speech Navigation voice commands. The available commands vary depending on whether you are a regular or Advanced UM voicemail user.

If You Are a Regular Voicemail User

If you are a regular voice mail user, you are already in the Voice Mail menu, so you will hear a message similar to this: "You have 2 urgent messages and 2 unplayed messages. You may say Play to play the first message, New Message to make a new message, User Options to go to User Options..."

- Proceed to "Managing Your Messages" on page 42.

If You Are Advanced UM Voicemail User with TTS

If you have the Advanced UM with TTS feature, you will hear a message similar to this: "You have 2 unplayed messages, 1 saved message, 3 unplayed emails, and 1 saved email message. Say Voicemail to access your voicemail messages; say Email to access your email messages."

1. Say **Voicemail** to access the Voice Mail menu or **Email** to access the Email menu.
2. Proceed to "Managing Your Messages" on page 42.










Note: Advanced UM users who do not have the TTS option cannot access the email menu.











MANAGING YOUR MESSAGES


















After you have accessed the Voicemail or Email menu, you can manage your messages with the following Speech Navigation voice commands.

At any time during message playback you can use the telephone user interface to pause the message, move forward or backward five seconds, skip to the next message or return to the beginning of the previous message. For details concerning which keys (or softkeys) to press, see page 7.

Note that some commands, such as Give Message and Answer Message, lead to submenus that require the digit dialing on the telephone keypad.

| SAY | TO PERFORM THIS ACTION | EQUIVALENT KEY |
|--|---|---|
| Play Play Message | Plays the message. Your urgent messages will be played first. Then, depending on your mailbox settings, you may have the option to play unplayed or saved messages first; otherwise, your unplayed messages will be played first. To replay a message, say "Play" again. |  |
| Keep Keep Message Save Save Message Next Next Message | Keep the message. Kept messages can be accessed only after you have skipped through your unplayed messages and message receipt queues. |  |
| Delete Delete Message Discard Discard Message | Discard the message. The system will ask, "Are you sure you want to delete the message?" Say Yes to confirm the deletion. |  |
| Answer Answer Message | Answer the person who sent the message using one of the following options: <ul style="list-style-type: none"> • Press  to answer with a voice mail message. • Press  to dial the caller and keep the message. • Press  to dial the caller and discard the message. |  |

| SAY | TO PERFORM THIS ACTION | EQUIVALENT KEY |
|---|--|---|
| <p>Give Give To Give Message Forward Forward Message</p> | <p>Give one of your voice messages to another mailbox, distribution list, or off-system telephone number.</p> <p>1. Say or enter the mailbox, distribution list or telephone number.</p> <p>2. Say Record, add your comments, and then select one of the following options:</p> <ul style="list-style-type: none"> • Say Review or press  to review the message. • Say Send or press  to send the message. • Say Discard or press  to discard the message. • Say Append or press  to add another comment. • Say Options or press  to access message addressing options: <ul style="list-style-type: none"> - Say Mark Confidential or press  to mark the message as confidential. - Say Request Receipt or press  to receive a return receipt. - Say Make Urgent or press  to mark the message as urgent. - Say Make Future Delivery or press  to deliver the message up to 60 days in the future. Then follow the prompts to specify a date and time. |  |

| SAY | TO PERFORM THIS ACTION | EQUIVALENT KEY |
|--------------------------|--|---|
| Make Make Message | <p>Make a new voice message and address it to another mailbox, distribution list, or off-system telephone number.</p> <ol style="list-style-type: none"> Say or enter the mailbox, distribution list or telephone number. Say Record, add your comments, and then select one of the following options: <ul style="list-style-type: none"> Say Review or press  to review the message. Say Send or press  to send the message. Say Discard or press  to discard the message. Say Append or press  to add another comment. Say Options or press  to access message addressing options. <ul style="list-style-type: none"> Say Mark Confidential or press  to mark the message as confidential. Say Request Receipt or press  to receive a return receipt. Say Make Urgent or press  to mark the message as urgent. Say Make Future Delivery or press  to deliver the message up to 60 days in the future. Then follow the prompts to specify a date and time. |  |
| User Options | <p>Allows you to listen to the user tutorial, change your greetings, record your name, and define your password, create voice mail distribution lists, and select call scheduling options.</p> <ul style="list-style-type: none"> Say Change Greeting or press  to update your primary, conditional or extended greeting. Say Change Name or press  to re-record your name. Say Change Passcode or press  to change your mailbox passcode. Say Change Distribution List or press  to manage your distribution lists. Say Change Call Schedule Options or press  to manage your call schedule options. Say Activate Tutorial or press  to play the system tutorial. |  |

| SAY | TO PERFORM THIS ACTION | EQUIVALENT KEY |
|-----------------------------------|--|----------------|
| Exit | Takes you up one level in the menu structure. | |
| Bye Goodbye Hang up Quit | Provided that you are not currently recording a message, the system plays a message summary ("You have x messages. Goodbye."), terminates the call and exits the system. | |



Note: You may not have access to all of the options above, depending on how your mailbox is configured. Consult your System Administrator for more information.

ACCESSING OTHER MENUS

Although Speech Navigation is optimized to enable you to manage your voice and email messages, you can also use it to manage a number mailbox options. However, once you access the submenus for these options, you must use the telephone keypad rather than voice commands to make selections. The following submenus require telephone keypad commands:

- **Make Future Delivery** (under Make Message > Options and Give Message > Options)
- **Change Greeting** (under User Options)
- **Distribution List** (under User Options)

