

NuPoint Agent allows you to use a touch-tone telephone to change most callbox settings.

ACCESSING A CALLBOX WITH THE SAME NUMBER AS YOUR MAILBOX

- log in to your mailbox
- Press * immediately after logging in
- Enter the callbox passcode when prompted (default passcode is 0)

ACCESSING A CALLBOX WITH A DIFFERENT NUMBER THAN YOUR MAILBOX

- Log in to your main callbox (callbox with the same number as your mailbox)
- Press # immediately after logging in
- Enter the callbox number followed by * when prompted
- Enter the callbox passcode when prompted (default passcode is 0)

ACCESSING A MAILBOX FROM A CALLBOX WITH THE SAME NUMBER

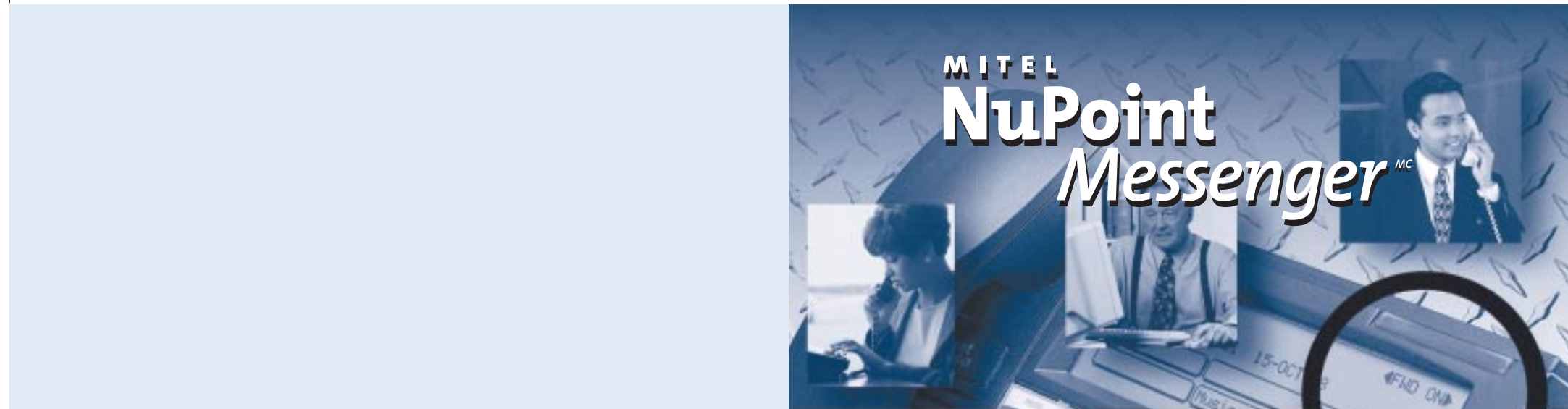
- Go to the top level menu of your main callbox (press 9 to move up one level)
- Press *
- Enter your mailbox passcode when prompted

NOTE: Pressing * will only move you from a callbox to a mailbox of the same number.

NUPOINT AGENT MAIN MENU

This guide explains how to change these callbox segments

- 1 OVERRIDE**
Enable or disable override call routing
- 2 SCHEDULE**
Change weekly call routing schedule (holiday schedules cannot be changed through the telephone)
- 4 GREETING**
Record callbox greeting
- 5 MENU**
Record menu greeting, change how many times the menu greeting plays to callers, enable or disable multikey menus, assign call routing functions to specific keys.
- 6 AUTO – EXIT**
Change call routing
- 8 OTHER OWNER FUNCTIONS**
Change passcode, record/change calling party announcements
- 9 EXIT THIS MENU**



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NuPoint Agent™
User Guide for Telephone Administration



1 OVERRIDE FUNCTIONS

- Enable override 1 *Override enabled*
- Review override 2
- Disable override 3 *Override disabled*
- Exit with current override 9

OVERRIDE ACTION IS ANNOUNCED

- If this is acceptable 1
- Move caller to another callbox 2
- Transfer caller to an extension 3
- Transfer caller to the attendant 4
- Disconnect caller 5
- Transfer caller to voicemail 6
- Keep caller in this callbox 7
- Exit this menu 9

TRANSFER TO EXTENSION MENU

- Enter extension 1
- Define transfer method 2
- Ring busy options 3
- Ring no answer options 4
- Invalid transfer options 5
- Exit this menu 9

TRANSFER TO VOICEMAIL MENU

- Allow caller to input mailbox number 1
- Transfer to a specific mailbox 2

Blind transfer

- Blind transfer 1
- Monitor transfer 2
- Exit this menu 9

If this is acceptable

- If this is acceptable 1
- Move caller to a callbox 2
- Transfer caller to the attendant 4
- Disconnect caller 5
- Transfer caller to voicemail 6
- Keep caller in this callbox 7
- Exit this menu 9

2 SCHEDULE FUNCTIONS

- Add an entry to your schedule 1
- Review your current schedule 2
- Exit this menu 9

PLEASE ENTER THE DAY OF THE WEEK

- Sunday 1
- Monday 2
- Tuesday 3
- Wednesday 4
- Thursday 5
- Friday 6
- Saturday 7

EACH SCHEDULE ENTRY FOR THE DAY SELECTED IS ANNOUNCED WITH THE START TIME FOLLOWED BY...

- Move caller to another callbox 2
- Transfer caller to an extension 3
- Transfer caller to the attendant 4
- Disconnect caller 5
- Transfer caller to voicemail 6
- Keep caller in this callbox 7
- Exit this menu 9

PLEASE ENTER THE START TIME

- Start time AM 1
- Start time PM 8

TRANSFER TO EXTENSION MENU

- (See "Transfer to Extension Menu" in Override Functions)

TRANSFER TO VOICEMAIL MENU

- (See "Transfer to Voicemail Menu" in Override Functions)

4 GREETING FUNCTIONS

YOUR CALLERS WILL BE GREETED WITH... (CONTENT OF GREETING IS ANNOUNCED)

- (Re)record greeting 1
- Review the current greeting 2
- Delete the current greeting 8
- Exit with current greeting 9

5 MENU FUNCTIONS

- Recorded menu review 1
- Key assignments 2
- Menu repetition count 3
- Multikey input 4
- Exit this menu 9

YOUR CALLERS WILL HEAR THIS MENU (OR) NO MENU IS RECORDED

- Rerecord this menu 1
- Review the current recorded message 2
- Delete this recording 8
- Exit with the current recording 9

PRESS THE KEY YOU WANT TO REVIEW. CURRENT SETTING IS ANNOUNCED

- To continue 1
- Exit this menu 9

CURRENT SETTING IS ANNOUNCED...

- Enable multikey 1
- Review extension transfer options 2
- Disable multikey 3
- Exit this menu 9

If this is acceptable

- If this is acceptable 1
- Move caller to another callbox 2
- Transfer caller to an extension 3
- Transfer caller to the attendant 4
- Disconnect caller 5
- Transfer caller to voicemail 6
- Keep caller in this callbox 7
- To make this an undefined key 8
- Exit this menu 9

TRANSFER TO EXTENSION MENU

- (See "Transfer to Extension Menu" in Override Functions)

TRANSFER TO VOICEMAIL MENU

- (See "Transfer to Voicemail Menu" in Override Functions)

CURRENT SETTING IS ANNOUNCED... (multikey transfers the caller to the mailbox/extension corresponding to the multikey input)

- Enable multikey to extension 1
- Enable multikey to voicemail 2
- Exit this menu 9

TRANSFER TO EXTENSION MENU

- (See "Transfer to Extension Menu" in Override Functions)

6 AUTOMATIC EXIT FUNCTIONS

THE AUTOMATIC EXIT WILL... (CURRENT SETTING IS ANNOUNCED)

- If this is acceptable 1
- Move caller to another callbox 2
- Transfer caller to an extension 3
- Transfer caller to the attendant 4
- Disconnect caller 5
- Transfer caller to voicemail 6
- Exit with current entry 9

TRANSFER TO EXTENSION MENU

- (See "Transfer to Extension Menu" in Override Functions)

TRANSFER TO VOICEMAIL MENU

- (See "Transfer to Voicemail Menu" in Override Functions)

8 OTHER OWNER FUNCTIONS

- Change passcode 1
- Calling party announcements 2
- Exit this menu 9

CURRENT RECORDING IS ANNOUNCED

- Review transfer announcement 1
- Ring busy announcement 2
- Ring no answer announcement 3
- Invalid transfer announcement 4
- Exit this menu 9

- Rerecord announcement 1
- Review announcement 2
- Delete announcement 3
- Exit this menu 9