

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 1

Monitor transfer 2

Exit this menu 9

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

PLEASE ENTER THE START TIME

Start time AM 1

Start time PM 8

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

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

(Re)record greeting 1

Review the current greeting 2

Delete the current greeting 8

Exit with current greeting 9

YOUR CALLERS WILL BE GREETED WITH... (CONTENT OF GREETING 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
(See "Transfer to Extension Menu" in Override Functions)

TRANSFER TO VOICEMAIL MENU
(See "Transfer to Voicemail Menu" in Override Functions)

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

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

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