



MITEL
NuPoint
*Messenger*TM

Competitive Telephone
User Interface (TUI) User Guide

INTRODUCTION

This messaging system enhances the way you communicate. You can now retrieve your voice and fax messages from any touch-tone telephone in the world.

- ♦ **NuPoint Voice makes it easy to play, send, answer and forward voice messages.**
- ♦ **NuPoint Fax allows you to send, receive, forward, answer, voice annotate and broadcast fax messages.**

NOTE: Depending on how your mailbox is configured, you may not have all of the options described in this guide.



Inside Your Company

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


FROM YOUR OWN EXTENSION

- ◆ Dial the internal NuPoint Messenger access number.
- ◆ Enter your passcode when prompted.



FROM ANOTHER EXTENSION

- ◆ Dial the internal NuPoint Messenger access number.
- ◆ Press the  key when prompted to enter a passcode.
- ◆ Enter your mailbox number followed by the  key.
- ◆ Enter your passcode when prompted.

FROM AN OUTSIDE LINE

- ◆ Dial the external NuPoint Messenger access number.
- ◆ Enter your mailbox number followed by the  key.
- ◆ Enter your passcode when prompted.

FROM AN OUTSIDE LINE TO THE AUTOMATED RECEPTIONIST

- ◆ Dial the NuPoint Receptionist number.
- ◆ Press the  key to access the NuPoint Messenger system.
- ◆ Enter your mailbox number followed by the  key.
- ◆ Enter your passcode when prompted.

Outside Your Company

MAIN MENU

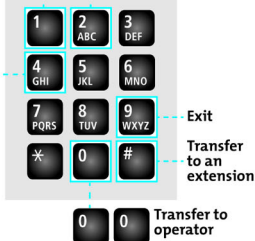
PLAY MESSAGE

WHILE PLAYING:

- 1 **Rewind**
- 2 **Pause/Restart**
- 3 **Fast Forward**
- 5 **Date & Time**
- 0 **0** **Attendant**
- # **Skip to Next Message**
- 3 **3** **Skip Message**
- 9 **Exit to Main Menu**
- 0 **0** **Online Help**

AFTER PLAYING:

- 1 **Play Next Message**
- 4 **Replay**
- 5 **Date & Time**
- 6 **Give**
- 7 **Discard Message**
- 7 **Discard Message & Exit to Main Menu**
- 9 **Discard Message & Exit to Main Menu**
- 8 **Reply**
- 9 **Save**
- 9 **Save & Exit to Main Menu**
- 9 **9** **Online Help**
- 0 **0** **Attendant**



MAKE MESSAGE

- 7 **Review**
- 3 **Discard**
- 2 **Append**
- 5 **Leave a Fax**
- 9 **Exit to Main Menu**
- 6 **Message Addressing**
- 2 **Confidential**
- 7 **Receipt request**
- 8 **Urgent**
- 3 **Future delivery**
- 9 **Exit options**

USER OPTIONS

- 4 **Change Greeting**
- 6 **Change Name**
- 7 **Change Passcode**
- 5 **Distribution Lists**
- 2 **Call Schedule Options**
- 8 **Tutorial**
- 9 **Exit to Main Menu**
- 3 **Fax Delivery Options**

FAX DELIVERY

- 7 **Retrieve unplayed fax messages**
- 6 **Personal fax telephone number**
- 2 **Fax cover page options**
- 3 **Enable/disable auto fax delivery**
- 9 **Exit options menu**

Note that your system administrator must enable the Competitive Telephone Interface (TUI) for your mailbox.

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

Greetings

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 callers hear when your line is busy (for example, "I'm currently on the phone and unable to take your call") and a different one when you're not there (for example, "I'm currently away from my desk").

Name

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

- ◆ Address you when you call in to the system (for example, "Hello, Jane Smith").
- ◆ Inform other users when a message comes from you (for example, "4:54 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 with 4 to 10 digits. Please define a passcode that you can remember, but do not select something trivial such as "1234."

Once your mailbox is set up, you're ready to start using the advanced messaging features of NuPoint Messenger.

PLAYING MESSAGES

At any time during message playback, press



to rewind



to pause and restart



to skip forward in the current message



to hear the message date and time



to skip the current message



to skip to the end of the message



to exit to the Main Menu






for online help


Playing Messages

When you access your mailbox to retrieve your messages, the system first tells you how many messages you have ("You have 2 urgent messages and 4 unplayed messages with fax"). To play your voice and fax messages:






- ◆ Press **1** to play. Your urgent messages will automatically be played first.
- ◆ After you press **1** to play the message, if you have any fax messages, the system asks you to press **8** for fax transmittal options. From this menu you can:
 - ◆ Press **4** to input a number where you want the fax printed.
 - ◆ The system will then confirm the number; press **2** to accept it or press **4** to input a new number.
 - ◆ After you press **2** to accept the number, press **9** to deliver the fax immediately to that number, or press **8** to schedule a time for future delivery.













If you have additional fax messages, you can send them to the same fax number you input for the first number. Simply by press  and then press .


You can also use the fax delivery options under the user options menu (see page 18) to set up a preprogrammed fax delivery number. Once this default number is set up, you can press  for fax transmittal options and then press  to print out your fax messages.

If you are accessing your messages from a fax phone, you can press  to receive a fax message print out. When prompted, press the Start key on the fax machine. After you receive the fax, you can stay on the line to resume your mailbox session.

WHEN YOU HAVE FINISHED LISTENING TO A VOICE OR FAX MESSAGE, YOU CAN PRESS:

- ◆  to play the message again.
- ◆  to play the next message.
- ◆  to answer the person who sent the message. When you are finished recording your answer, press  to send it and continue your session. Then press  to send your answer to additional mailboxes if you wish.

- ◆  to give the message to another mailbox, distribution list, or off-system telephone number. The system will also give you the opportunity to record additional comments before sending the message to someone else. After you have added your comments, press  to send your message and continue your session; then press  to give the message to additional mailboxes if you wish.
- ◆  to save the message. Saved messages cannot be accessed until you have skipped through your unplayed message and message receipt queues.
- ◆   to save the message and exit to the main menu.
- ◆  to discard the message.
- ◆   to discard the message and exit to the main menu.
- ◆   to call the operator
- ◆  to access online help

NOTE: Be careful not to discard a message until AFTER you have answered or given it to someone else. If you accidentally discard a message, you can retrieve it by immediately pressing .










MAKING MESSAGES

Because the NuPoint Messenger system integrates voice and fax, you can create and send voice, fax, and compound voice and fax messages from your mailbox. *Remember that messages can be addressed to other mailboxes, distribution lists, and off-system telephone numbers.*

To make any kind of message, you must first access your mailbox by calling the system access number and entering your passcode. You can then make a message before or after listening to any unplayed messages in your mailbox.

To Make a Voice Message



If you regularly send messages to multiple users, you should consider creating personal distribution lists to make addressing your messages even easier. Please see page 16.

- ◆ Press  to make a message.
- ◆ Enter the recipient's number or, to dial by name, press _____ and dial the recipient's last name, then first name until the system recognizes the name.
- ◆ 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 three members of a certain committee, telling them when and where the next committee meeting will be held.)
- ◆ When you have finished addressing your message, press .
- ◆ Begin recording your message after the tone. (You may press  to pause/resume during recording.)
- ◆ When you are finished recording:
 - ◆ Press  to send the message and exit to the main menu, or
 - ◆ Press  then  to add more recipients to the address list, 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.

To Make a Fax Message (without voice)

DIALING THE RECIPIENT'S MAILBOX DIRECTLY





*(your name will **not** be included in the recipient's message header):*

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

To Make a Fax Message (without voice)

DIALING THE RECIPIENT'S MAILBOX FROM YOUR OWN MAILBOX

(your name **will be included** in the recipients message header):



- ◆ From a fax phone, dial your company's Nupoint Fax system access number.
- ◆ When you hear the system greeting, enter your own mailbox number.
- ◆ When you hear your own greeting, press .
- ◆ Enter your passcode.
- ◆ Press  to make a message.
- ◆ Enter the recipient's number or, to dial by name, press _____ and dial the recipient's last name followed by their first name until the system recognizes the name.
- ◆ Once 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 three members of a certain committee, telling them when and where the next committee meeting will be held.)
- ◆ When you are finished addressing your fax message, press the  key to leave a fax then press the Start button on your fax machine, or press  for more options.

To Make a Combined Voice and Fax Message

DIALING THE RECIPIENT'S MAILBOX DIRECTLY

*(your name will **not** be included in the recipient's message header)*



In order to send a fax message to someone's mailbox you must use a fax phone.


- ◆ From a fax phone, dial your company's NuPoint Fax system access number.
- ◆ When you hear the system greeting, enter the recipient's mailbox number, or press _____ and dial the recipient's last name, then first name until the system recognizes the name.
- ◆ You will hear the recipient's personal greeting. At the tone, record a voice message.
- ◆ When you are finished recording your voice message, press the Start button on your fax machine.
- ◆ After the fax has been transmitted, you can press  to mark the message urgent or press  to leave a message for another mailbox.

To Make a Combined Voice and Fax Message

DIALING THE RECIPIENT'S MAILBOX FROM YOUR OWN MAILBOX


(your name **will be included** in the recipient's message header)

- ◆ Follow the instructions for sending a fax-only message from your mailbox until you have finished addressing your message.
- ◆ At the tone, record a voice message.
- ◆ When you are finished recording your voice message, press the  key to leave a fax then press the Start button on your fax machine, or press  for more options.

At the end of any mailbox session you can press _____ to reach an operator, or press  to exit the system and transfer to an extension.




USER OPTIONS

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

Press  to access user options from the main menu.

Greetings, Name and Passcode

When you first set up your mailbox (see page 3) 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:

- ◆ Press  to change your greeting(s).
- ◆ Press  to re-record your name.
- ◆ Press  to change your passcode.


User Tutorial

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






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 all individually. You can use distribution lists whenever you make a message or give a message to someone else.

TO CREATE OR MODIFY A DISTRIBUTION LIST:

- ◆ Press  from the user options menu.
- ◆ Enter the number of the distribution list.

NOTE: All personal distribution lists have to begin with the number 0.

- ◆ Press  to record a name for the distribution list (for example, "product planning committee"). The system will play this name each time you address messages to this distribution list.
- ◆ Press  to add members to the list; press  to remove members.
- ◆ Enter the numbers or names of users you wish to add or remove.
- ◆ Press  if you would like the system to play back the list of members you have selected.
- ◆ Press  to exit to the main menu.

Call Schedule Options

- ◆ NP Wakeup allows you to program NuPoint Voice to call you at a specific telephone number at a specific time. You can schedule wakeup calls for Monday through Friday, weekends, every day, or as needed.
- ◆ Message Delivery allows you to define a schedule so that if a message arrives in your mailbox, NuPoint Voice will call you at a specific telephone number at a specific time so that you can retrieve the message.
- ◆ Paging allows you to define a schedule so that when a message arrives in your mailbox, NuPoint Voice notifies your pager.
- ◆ 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 page 9).

Fax Delivery Options

These options allow you to specify where and how your fax messages are delivered. For example:

- ◆ Press **7** PGIS to have all unplayed fax messages currently in your mailbox linked together and delivered to your default fax number.
- ◆ Press **6** MID to define a default fax delivery number. All your faxes will be automatically sent to this number when you press **3** DEF while in the fax transmittal options menu (see page 6).
- ◆ Press **2** ABC from a fax phone to fax into your mailbox a cover page that will be automatically included with all faxes printed from your mailbox. This cover page will not be included with faxes you send to other mailboxes.
- ◆ Press **3** DEF to enable or disable automatic fax delivery. Automatic fax delivery means that all fax messages that arrive in your mailbox are automatically delivered to your default fax number.

***NOTE:** You do not receive any type of message waiting indication when this feature is enabled; you must check your fax machine regularly to see whether faxes have arrived. However, fax messages received when this feature is enabled are stored in your saved message queue.*

Notes

Notes



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