

MITEL

NuPoint Messenger IP

VOICE MAIL USER GUIDE

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Mitel NuPoint Messenger IP
Voice Mail User Guide
Release 10.0 UR2
July 2006

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Introduction

About Your Voice Mail System

NuPoint Messenger™ enhances the way you communicate. You can now retrieve your voice mail, Record-A-Call (RAC), and fax messages from any touch-tone telephone in the world. The system provides you with a mailbox for sending and receiving messages, which you can personalize with your name, a greeting, and a private passcode. NuPoint Voice™ makes it easy to play, send, answer and forward voice messages.

About This Document

This guide provides instructions on the functionality of the Mitel® telephone user interface (TUI).



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

Your Telephone

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

- Message key - Used to call the NuPoint 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 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 NP Receptionist number (optional)
- the NuPoint 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 call 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 Voice access number.
2. Enter your passcode when prompted.

From another extension



1. Dial the internal NuPoint 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 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 NP Receptionist number.
2. Press the  key to access the NuPoint 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 Messenger IP *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").

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 with 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 advanced messaging features of NuPoint Voice!

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").

Playing Your Voice Messages

After accessing your mailbox, press







-  or the **Play** (or **Play Message**) softkey. Your urgent messages will automatically 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. Refer to your System Administrator for more information.

While Listening to a Message

At any time during message playback you can










Press this key, <i>OR</i>	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. Refer to 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, <i>OR</i>	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.
	Give	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. When you have added your comments, press  or the Send (or Exit) softkey and continue your session. Then press  to give the message to additional mailboxes if you wish.
	Keep	Keep the message. Kept messages can be accessed only after you have skipped through your unplayed messages and message receipt queues.
	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. Refer to 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, <i>OR</i>	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.
	Review	Replay the message.
	End Record	<p>Access message addressing options such as urgent delivery, future delivery, confidential, and return receipt.</p> <p>Once you have selected from these options, press</p> <p>  or the Send (or Exit) softkey to send your message and exit to the main menu.</p>





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 9).

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 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, you can

Press this key, <i>OR</i>	Press this Softkey	To perform this action
	Greetings	<p>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") or when you're not there (e.g., "I'm currently away from my desk").</p> <p>You can now press  to record or change your conditional personal greeting, or  to record or change your primary personal greeting.</p> <p>After you have recorded your greeting, press  or the Chng softkey to select which greeting—Primary or Conditional—you want your callers to hear.</p>
	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. Refer to 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

- 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 "Sending a message when you have finished recording" on page 7).

Record-A-Call Optional Feature

The Record A Call feature allows you to use your NuPoint 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 be automatically included with all faxes that you print from your mailbox. This cover page will not be included with faxes that you send to other mailboxes.
	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 5.




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.

