

MITEL NUPOINT VOICEMAIL




REFERENCE GUIDE

ACCESS YOUR MAILBOX



➤ From your OWN phone:

1. Press the  key on your phone.
2. Enter your passcode when prompted.

➤ From another phone:






1. Press the  key
2. Press the  key (You will not be prompted to do this)
3. Enter your **mailbox number (ext. number)**.
4. Press the  key again.
5. Enter your **pass code**.

➤ From OUTSIDE the office.

1. Dial _____.
2. Press the  key (You will not be prompted to do this)
3. Enter your **mailbox number (ext. number)**.
4. Press the  key again.
5. Enter your **pass code**.

MAIN MENU OPTIONS







After successfully accessing voicemail, you will be in the Main Menu. This informs you of the number of Un-played Messages and the number Saved Messages currently in your mailbox.

- Press  to **Play Messages**.
- Press  to **Make a New Message**.
- Press  to change **User Options**.
- Press  to **Exit System**.
- Press  to return to the **Attendant**.








PLAY MESSAGES – Press 7 from the MAIN MENU

Allow you to play the messages that are currently stored in your mailbox. Press 7 from the Main Menu to hear your messages.

➤ **While Playing a message the following options are available:**

- Press  to **Pause for 30 seconds**. (Press 1 again to resume)
- Press  to **Rewind** within the message
- Press  to **Fast Forward** within the message.
- Press  to skip to **Next** message.
- Press   to go back to the beginning of your previous message.

➤ **After listening to a message the following options are available:**

- Press  to **Play** message again.
- Press  to **Answer** message. (Only to an internal user)
- Press  to **Give** message to another user.
- Press  to **Keep** this message.
- Press  to **Discard**.
- Press  to **Make** a new message.
- Press  to **Retrieve a Deleted** message. (Only during the current session)

MITEL 5300 SERIES NUPOINT REFERENCE GUIDE

MAKE A NEW MESSAGE – Press 6 from the MAIN MENU

These steps will enable you to create a message and send it to another mailbox. Press **MNO 6** from the Main Menu to Make a Message.

➤ Make A Message:

- Press **MNO 6** to **M**ake Message.
- Enter the **mailbox** number for the person receiving the message.
- Enter **another mailbox** number OR **#** to begin recording.
- **Record** your message.
- Press **#** when finished recording.

➤ Send Menu:

- Press **PQRS 7** to **R**eview the message before sending it.
- Press **DEF 3** to **D**iscard the recording and start over.
- Press **ABC 2** to **A**ppend the recording and add to it.
- Press **MNO 6** to access **M**essaging Addressing Options.
- Press **WXYZ 9** to send message and **E**xit to main menu

Messaging Addressing Options

- Press **ABC 2** to **M**ark **C**onfidential.
- Press **PQRS 7** to **R**equest **R**eceipt.
- Press **TUV 8** to **M**ake **U**rgent.
- Press **DEF 3** for **F**uture Delivery.
- Press **WXYZ 9** to **E**xit the message menu.

CHANGE YOUR GREETING – Press 8 from the MAIN MENU

This menu allows you to change your greeting.

- Access your voicemail
- Press **TUV 8** to change **U**ser Options.
- Press **GHI 4** for **G**reetings.
- Press **PQRS 7** to **R**ecord your greeting.
- At the tone record your greeting.
- Press **#** to end your recording.
- Press **PQRS 7** to **R**eview Greeting.
 - Press **DEF 3** to **D**iscard the recording and start over.
or
 - Press **WXYZ 9** to **S**ave the Greeting and **E**xit to the Main Menu.

NOTE: Depending on the programming for your voicemail box, you *may* have access to some alternate greeting choices.

After pressing **8** for User Options and **4** for Greetings you will hear the following options:

- Press **ABC 2** to change your **C**onditional **P**ersonal Greeting
- Press **PQRS 7** to change your **P**rietary **P**ersonal Greeting
- Press **DEF 3** to **E**nable your **C**onditional **P**ersonal Greeting
- Press **GHI 4** to **C**hange your **E**xtended **A**bsence Greeting

CHANGE YOUR PASSCODE – Press 8 from the MAIN MENU

This menu allows you to change your passcode.

1. Access your voicemail
2. Press **TUV 8** to change **U**ser Options.
3. Press **PQRS 7** to change your **P**ass Code
4. Press **#** to save.