



MITEL NUPOINT VOICEMAIL

TO SETUP YOUR MAILBOX FOR THE FIRST TIME


1. Press the Message key, 
2. Enter the default passcode **1111**
3. Follow the prompts

Example Greeting: "Hello, this is (_____) with **customer name**. I am unable to answer your call at this time. Please leave a message and I will get back to you as soon as possible. Thank you."

TO ACCESS VOICEMAIL FROM YOUR PHONE

1. Press the Message key, 
2. Enter your passcode

TO ACCESS VOICEMAIL FROM A SHARED PHONE

1. Press the Message key, 
2. When prompted for your passcode press *
3. Enter your mailbox number
4. Press *
5. Enter your passcode

TO ACCESS VOICEMAIL OFFSITE

1. Dial **Your Direct Dial Number**
2. When Voice Mail answers press *
3. Enter your mailbox number
4. Press *
5. Enter your passcode

TO SEND A MESSAGE

1. Access your mailbox
2. In the main menu press **6** to Make a Message
3. Enter the mailbox number you wish to reach
4. Record your message and press any key when done
5. Press **9** to Exit and Send

LISTENING TO A MESSAGE

1. Access your mailbox
2. Press **7** to Play Messages
3. Your options are to press: **2** to Answer, **4** to Give, **5** to Keep or **3** to Discard

TO CHANGE YOUR GREETING

1. Access your mailbox
2. In the main menu press **8** for User Options
3. Press **4** for Greetings

USER OPTIONS

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

For more information about these options, see the NuPoint UM User Guide available at Mitel OnLine. (See "End User Documents".)

PLAY VOICE MESSAGE

- Play **7**
- Answer **2**
- Give **4**
- Keep **5**
- Make **6**
- Discard **3**

ANSWER OPTIONS

- 8** *Voice Mail Answer
 - 3** *Dial-back and delete message
 - 5** *Dial-back and keep message
- *Answer and Dial-back options must be enabled.

FAX DELIVERY

- Retrieve Unplayed Fax Messages **7**
- Personal Fax Telephone Number **6**
- Fax Cover Page Options **2**
- Enable/Disable Auto Fax Delivery **3**
- Exit Options Menu **9**

NOTE: Call Director and Fax are optional features that may not be available on your voice mail system.

MAIN MENU

- 1**
- 2**
- 3**
- 4**
- 5**
- 6**
- 7**
- 8**
- 9**
- ***
- 0**
- #**

PLAY E-MAIL MESSAGE

- Play **7**
- Keep **5**
- Delete **3**
- Exit to Main Menu **9**

MESSAGE ADDRESSING OPTIONS

- Confidential **2**
- Receipt request **7**
- Urgent **8**
- Future delivery **3**
- Exit options **9**

MAKE MESSAGE

- Review **7**
- Discard **3**
- Append **2**
- Exit to Main Menu **9**
- Message Addressing Options **6**

CALL DIRECTOR ADMINISTRATION

- Enable/Disable Override **3**
- Record Greetings Message **7**