



# NuPoint Voice Mail System Quick Reference (advanced)

## Quick Reference: BAY DE NOC COMMUNITY COLLEGE

### SET UP VOICE MAILBOX (one-time setup)

So callers will hear your personal greeting when reaching your voicemail, follow these steps to set up your mailbox:

#### 1. Access Your Voice Mailbox

##### FROM YOUR PHONE:

- A. Press **CHECK VOICEMAIL** Key (or dial 8800)
- B. Enter Your Passcode

##### FROM ANY OTHER DESK PHONE

- A. Press **CHECK VOICEMAIL** Key (or dial 8800)
- B. Press \* when Voice Mail Greeting Plays  
When the greeting begins to play, press \* to interrupt it. The system will prompt for your mailbox number (extension).
- C. Enter Your Mailbox Number (Extension)
- D. Press \* and Enter Your Passcode

##### FROM OUTSIDE PHONE (Home Phone or Cell Phone)

- A. Dial **906-789-6999**  
*This greeting plays:*  
"Welcome to the Message Center."
- B. Enter Your Mailbox Number (Extension)
- C. Press \* and Enter Your Passcode  
*The Voice Mail main menu (shown at right) plays.*

#### 2. Enter Default Passcode (1234)

The tutorial will play to guide you through these steps to set up your mailbox:

- A. Create New Passcode (4-10 digits)
- B. Record Greeting

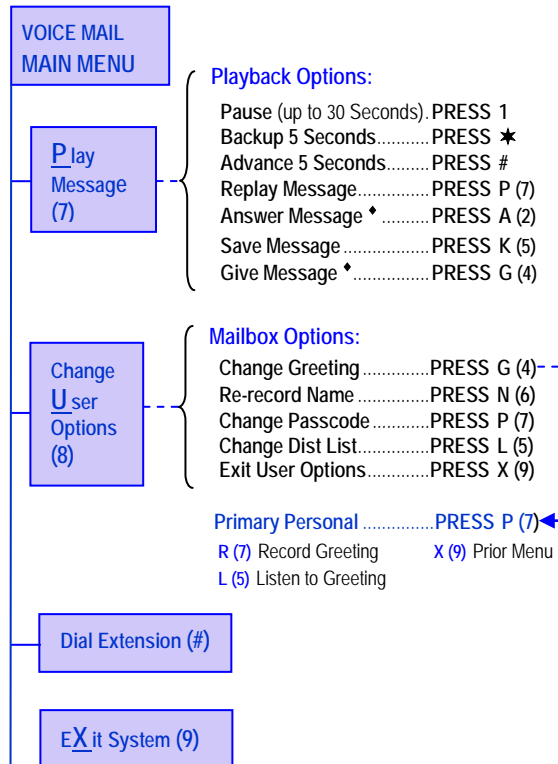
##### Sample Greeting:

You have reached [state your name]. I am unable to take your call at this time. Please leave your name, phone number and a brief message after the tone and I will return your call as soon as possible.

- C. Record Name (for your Voice Mailbox)

Record both names (i.e., Jane Jones)

**IMPORTANT!** Follow the Voice Mail tutorial to its completion. If you don't complete the entire tutorial, you will have to redo it the next time you access your voice mailbox.



### Voice Mail System Parameters

#### Message Retention

Maximum Number of Messages.....	50
Played (Saved) Message .....	90 Days
Unheard (New) Message .....	90 Days
Greeting Length.....	2 Minutes
Message Length.....	5 Minutes

Skip Greeting & Leave Message.....PRESS 9

### PLAY MESSAGES

1. Access **VOICE MAIL**
2. Enter Your **PASSCODE**
3. Press **P (7)** to **PLAY MESSAGES**  
*Playback Options:*  
**Pause** .....PRESS 1  
**Backup 5 Seconds** .....PRESS \*  
**Advance 5 Seconds**.....PRESS #  
**Replay Message** .....PRESS P (7)  
**Answer Message** \* .....PRESS A (2)  
*Respond to person who sent message*  
**Keep Message** .....PRESS K (5)  
*Save message and play next (if any)*  
**Give Message** \* .....PRESS G (4)  
*Send message to another mailbox*  
**Delete Message** .....PRESS D (3)  
*Remove message from mailbox*  
 ♦ For use only with internal extensions

### RECORD MAILBOX GREETING

1. Access **VOICE MAIL**
2. Enter Your **PASSCODE**
3. Press **U (8)** for **USER OPTIONS**
4. Press **G (4)** for **CHANGE GREETING**
5. Select greeting to change:  
**P (7) Primary Greeting**  
**G (4) Extended Absence**
  - a. Record greeting
  - b. Press # when done recording
  - c. The system re-plays the greeting:  
**Review Recording** .....PRESS R (7)  
**Accept Recording**.....PRESS X (9)  
**Re-do Recording**.....PRESS D (3)
  - d. After accepting the recording:  
**Return to main menu (press 9)**  
**OR**  
**Hang up to exit voice mail**

See the back side of this document for Information on using Visual Voicemail.



Mitel System Design and Implementation by:

**Enterprise Systems Group**  
Technology | Solutions | Specialists  
A Division of Wisconsin Wireless Communications Corp.

## SET UP VISUAL VOICEMAIL KEY

You can program a key that will allow you to manage messages visually on your phone's display.

**CAUTION!** The Visual VM key requires a passcode to access messages in your mailbox. So this key uses the passcode you set up for your mailbox (and not the default passcode 1234), *be sure to set up your mailbox before programming your Visual VM key.*

### SET UP VISUAL VOICEMAIL KEY

1. Press **APPLICATIONS** (phone settings menu)
2. Select **SETTINGS** key
3. Select **MESSAGE KEY CONFIG**
4. Select an **OPEN VOICEMAIL APP**.
5. Press **SAVE**
6. Press **CLOSE**

## VISUAL VOICEMAIL LOGIN

To retrieve your messages, you will need to log into **VISUAL VM**. *This is similar to calling voicemail and entering your passcode to access your mailbox.*

1. Press **MESSAGE** (Envelope) key
2. Enter passcode for your mailbox
3. Determine if **VISUAL VM** key will remember your mailbox passcode:

**To have the system KEEP your passcode:**

Press **REMEMBER MY PASSCODE** key ( is checked)

**To have the system NOT KEEP your passcode:**

Press **REMEMBER MY PASSCODE** ( is *not* checked)

## VIEW VOICEMAIL MESSAGES

1. Press **LOGIN** key
2. Press key corresponding to **MESSAGE** to view:  
**All / New / Saved / Recorded Calls / Urgent Messages**
3. To view a particular message  
**Press key to the left of the message**

*Below are the Voicemail and Message Details screens:*

<p><b>VoiceMail 3:20pm 24-Nov-10</b></p> <p><b>All Messages</b></p> <p><input type="checkbox"/> Logout   <input type="checkbox"/> Urgent</p> <p><input type="checkbox"/> All   <input type="checkbox"/> Recorded</p> <p><input type="checkbox"/> New   <input type="checkbox"/> Saved</p> <p><input type="checkbox"/> Close</p> <hr/> <p><input checked="" type="checkbox"/> <b>Frank McGee</b> 11:20am 24 Nov</p> <p>1 items   1-3</p> <p><input type="checkbox"/> ←   <input type="checkbox"/> →</p>	<p><b>Message Details</b></p> <p><b>Edit Number:</b> 3731</p> <p><input type="checkbox"/> Dial   <input type="checkbox"/> To People</p> <p><input type="checkbox"/> Backspace   <input type="checkbox"/> Del Digit</p> <hr/> <p><b>Frank McGee</b></p> <p>3731  <input checked="" type="checkbox"/> New          11:20am Today          Duration 00:00:07</p> <p><input type="checkbox"/> Play   <input type="checkbox"/> Give</p> <p><input type="checkbox"/> Keep</p> <p><input type="checkbox"/> Discard</p> <p><input type="checkbox"/> Close</p>
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Up to seven messages are shown on one screen.

**To view the message list:**

Go Forward .....Press →

Go Backward .....Press ←

**Dial (Number) Key:** Modify number to include digits needed to complete call (*external number dial 9+1+area code+#*)

**Playback Options** (*pause, backup, advance*) are not available in Visual VM.

## EXIT VISUAL VOICEMAIL

1. Press **LOGOUT** key

**NOTE:** If Visual VM is idle for five minutes, the system automatically logs out of Visual VM.

## NOTES

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