

UL Lafayette VoIP Services

Using your Mitel Instrument and Mitel NuPoint Unified Messaging

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

- Message key - Used to access your mailbox.
- Keypad - Used to make menu selections within the voice mail system.
- Message light - Used to indicate when you have new voice messages in your mailbox.
- Soft keys - 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 soft key that appears in your phone's digital display or the keypad digit for the option.

Note: The soft key names used in this guide may differ slightly depending on your telephone. For example, the **Del** (delete) soft key may appear as the **Discard** soft key, on specific phones.

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 log into your mailbox will depend on whether you are calling from inside or outside your company.

- Inside Your Company **From Your Own Extension**
- 1. Dial the internal NUM Voice access number by pressing the button next to “Voice Mail” on the display.
- 2. Enter your passcode when prompted.
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- Inside Your Company **From Another Extension**
- 1. Dial the internal NuPoint UM Voice access number, ext. 21111.
- 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.
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- Outside Your Company **From an Outside Line**
- 1. Dial the external NuPoint UM Voice access: 337-482- 1111.
- 2. Enter your mailbox number followed by the key.
- 3. 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.

Greetings

- You will be asked to record greeting(s) that callers will hear when they call your mailbox.
- If the Extended Absence Greeting is active, you can also record an Extended Absence Greeting. This greeting allows you to inform callers of an extended absence. Callers cannot press a key to skip the greeting. At the end of the greeting, callers can either transfer to the attendant or leave a message. Once recorded, the Extended Absence Greeting is effectively enabled.

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 others when a message is from you (for ex, "4:45 p.m., from Jane Smith").
- State your name to other users when they address messages to your mailbox


Passcode




During the tutorial, you will be prompted to change your passcode to a number containing 4 to 10 digits.

Messaging









When you access your mailbox to retrieve your messages, the system tells you how many messages you have ("You have 2 urgent messages and 2 unplayed messages.").

Playing Your Messages

At the Voice Mail menu, press  or the **Play Message** soft key. Your urgent messages will automatically be played first. Then, it may play un-played or saved messages. 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.






When You Have Finished Listening to a Message

Press this key, OR	Press this this soft key	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.
	Answer (with Dial-back option enabled)	<div style="display: flex; flex-direction: column; gap: 10px;"> <div style="display: flex; align-items: center;">  to answer by voice mail (as above) </div> <div style="display: flex; align-items: center;">  to dial-back the caller and then delete the message. </div> <div style="display: flex; align-items: center;">  to dial-back the caller and then keep the message. </div> </div>
	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.
<p>Note: If you Accidentally discard a message, you can retrieve it by immediately by pressing </p> <p>Or the Undelete soft key. If you press any key other than the  key immediately after discarding the message, you will not be able to retrieve the discarded message</p>		
	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.



Making Messages







Recording and sending a voice message

- **Note:** If you regularly send messages to multiple users, consider creating personal distribution lists to make addressing easier • Access your mailbox , then make a voice message before or after listening to any un-played messages in your mailbox.
- Press  or the **Make Message** soft key to make a message.
- 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. 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.
- After the system confirms the recipient's name, enter the names or numbers of other intended recipients (for ex, you may send a single message to all members of a certain committee, telling them the time and place of the next committee mtg).
- When you have finished addressing your message, press  or the Record soft key.
- 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 soft keys.)
- 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, OR	Press 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	Access message addressing options such as urgent delivery, future delivery, confidential, and return receipt.   Once you have selected from these options, press or the Send (or Exit) softkey to send your message and exit to the main menu.

Greetings, Name and Passcode

- When you first set up your mailbox, you recorded a greeting and your name and selected a passcode. The user options menu allows you to change these at any time. Update your greeting(s) regularly.
- Access User Options: Press  or the Options soft key to access user options from the main menu.
- You can press  at any time to go through the user tutorial again.

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"), when you're not there (e.g., "I'm currently away from my desk"), or for extended absences ("I will be away until October 15th,...").</p> <p>You can now press  to record or change your conditional personal greeting,  to record or change your primary personal greeting, or  to enable your Extended Absence 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.

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 or give a message to someone else.
- All personal distribution lists must begin with the number 0

Creating or Modifying a Distribution List

- Press 5 or the **Dist Lists** soft key from the user options menu.
- Enter the number of the distribution list, ensuring the first digit is always zero (0).
- Press 6 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.
- Press 2 to add members to the list; press 3 to drop members.
- Enter the numbers or names of users you wish to add or drop.
- Press 7 if you would like the system to play back the list of members you have selected.
- Press 9 to exit to the main menu.

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.