


## Mitel NuPoint Voicemail Quick Reference Guide


### VOICEMAIL SYSTEM ACCESS AND MAILBOX NUMBER

The voicemail extension is pre-programmed on the Message Key . Use this key to access the voicemail system. Mailbox numbers are the same as the system assigned phone extension.


### INITIALIZING YOUR VOICE MAILBOX

1. Press the Message key
2. A user tutorial will automatically activate. This tutorial will guide you through your first mailbox session. It will explain how to record a personal greeting, your name for the company directory, and prompt you to change your passcode.

### ACCESSING VOICEMAIL

 *To access voicemail if you do not have a new message*

1. Lift the handset
2. Press Message key
3. Enter passcode

 *To access voicemail if your message light is flashing*

1. Lift the handset
2. Press the flashing Message key
3. Enter passcode

*To access voicemail from outside the office*

1. Dial your company's main number (or) your own direct number
2. When the Auto Attendant (Company Greeting) plays, press \*\*
3. Enter your mailbox number followed by \*
4. Enter your passcode


### **TRANSFER A CALL DIRECTLY TO A VOICEMAIL BOX**

*To transfer a call to a voicemail box:*


1. Press the Message Key
2. Enter the extension or mailbox number
3. Hang up immediately


### LISTENING TO VOICEMAIL MESSAGES


*When you access your mailbox, the system will tell you how many messages you have.*

Press  to Play the message

### WHILE LISTENING TO A MESSAGE

 Press 1 to pause the message for 30 seconds


 Press 8 to skip to the next message


 Press \* to rewind the message 5 seconds


 Press # to fast forward the message 5 seconds


### MESSAGE OPTIONS

*After a message has finished playing, you have the following options:*


 Press 7 to re-play the message


 Press 5 to keep or save the message

 Press 2 to send a reply message

 Press 3 to discard or delete the message

When finished, press 9 to send the response

 Press 4 to forward the message to another mailbox. Messages can be forwarded with or without comments.

 Pressing the \* key immediately after discarding a message will recover the discarded message.