MITEL

VoiceMail/Unified Messaging
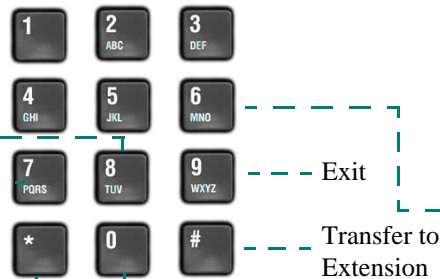
UNE | UNIVERSITY OF NEW ENGLAND
Biddeford & Portland, Maine

USER OPTIONS

Change Greeting	4 GHI
Change Name	6 MNO
Change Passcode	7 PQRS
Distribution Lists	5 JKL
Call Schedule Options	2 ABC
Tutorial	8 TUV
Exit to Main Menu	9 WXYZ
Fax Delivery Options	3 DEF

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

MAIN MENU

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0	#

6 --- Exit
9 --- Transfer to Extension
0 --- Transfer to Operator

PLAY VOICE MESSAGE

Play	7 PQRS
Answer	2 ABC
Give	4 GHI
Keep	5 JKL
Make	6 MNO
Discard	3 DEF

MAKE MESSAGE

Review	7 PQRS
Discard	3 DEF
Append	2 ABC
Exit to Main Menu	9 WXYZ
Message Addressing Options	6 MNO

MESSAGE ADDRESSING OPTIONS

Confidential	2 ABC
Receipt request	7 PQRS
Urgent	8 TUV
Future delivery	3 DEF
Exit options	9 WXYZ

Twinstate Technologies™

Voicemail Instructions

MAILBOX
Mailbox number is the same as extension number

Internal VM Extension: **2123**
Remote VM Access: **602-2123**

From your UNE phone:
- Dial **2123** (or Press ✉ key)
- Enter your password (Your initial password is **1111**)

From another UNE voicemail users phone:
- Dial **2123** (or Press ✉ Key)
- Enter ***** (*wait to hear "Welcome to the Message Center…"*)
- Enter Mailbox Number then press *****

From off-campus
- Dial **602-2123**
- Enter ***** (*wait to hear "Welcome to the Message Center…"*)
- Enter Mailbox Number then press *****

First time access: You will run through a tutorial. During the tutorial you will choose a new password, record your name prompt, and your greeting. Your initial password is **1111**

Main Menu Options
7   **Play** message
6   To **Make** a new message
8   Change **User Options**
9   **Exit** the System
0   Return to the Attendant
To Dial and Extension

Play Your Messages (Option 7 from the Main Menu)

During the message…
5   **Keep the message**
3   **Discard the message**
7   **Play** the message again
2   **Answer** the message
4   **Give** the message to another mailbox

1   **Pause** for 30 second
*   Move **back** 5 Seconds
#   Move **Forward** 5 seconds
8   **Skip** to next message

Make a new message (Option 6 from the Main Menu)

Enter mailbox to make message for…
Please enter another mbx number... (*optional*)
Press * to delete the current mailbox number (*optional*)
To record your message you may press # or wait…
Record your message….. **press # to end your recording**

Once you have finished your recording…
7   **Review** your recording
3   **Discard** it and record over
2   **Append** to the Message
6   To access Message **addressing options**
    2   Confidential
    7   Request Receipt
    8   Urgent
    3   Future Delivery
    9   Exit Addressing options
9   **Send** message and **exit** to the main menu

User Options (Option 8 from the Main Menu)
4   **Greeting**
    5   **Listen** to Greeting
    7   **Record** your Greeting
    4   **Change Extended Absence Greeting**
        7   Record your EA Greeting
        5   Listen to your EA Greeting
        3   Enable your EA Greeting
        9   Exit to Previous Menu
    9   **Exit** to Main Menu

6   **Name**
7   **Passcode**
5   **Distribution List**
    Enter List number (01 – 09)
    2   Add new member
    3   Drop a member
    6   Record a name for the list
    7   Play the list
    9   Exit to Main Menu

2   **Call Schedule Options**
    3   To Audit Future Delivery Messages

8   **Activate Tutorial**
9   **Exit**

Transfer a caller into a mailbox to leave a message
With Caller on the line…
- Press Message Key ✉ , (*or press FLASH, dial *99*)
- Enter the mailbox number
- Hang-up

Skip a greeting and go straight to leave a message
- When you are listening to a co-workers greeting you can press 1 to bypass the greeting and go straight to recording your message