

MITEL NUPOINT MESSENGER VOICEMAIL GUIDE

TO SET UP YOUR MAILBOX

- 1) Dial the voicemail number **4800**
- 2) When prompted enter your temporary passcode which is **1234**
- 3) Follow the voice tutorial then when ready :- press **8** for user options
- 4) Then press **7** to record your new **passcode**
- 5) When prompted, press **8** then **4** to record your **greeting message**, press the # key to end the recording
- 6) After recording press **7** to review, then **9** to save or **3** to re-record
- 7) When prompted, press **8** then **6** to record your **first and last name**
- 8) After recording press **7** to review, then **9** to save or **3** to re-record
- 9) After setting up your mailbox press **9** to save and exit the system

TO DIVERT YOUR PHONE TO VOICEMAIL

To divert calls when your phone is unattended, holidays or after hours

Lift the handset and dial ***54800**, replace the handset

To cancel this divert on your return dial **#5**

To divert calls when there is no answer at your extension

Lift the handset and dial ***24800**, replace the handset.

Calls will now be diverted to voicemail after 5 rings

If ever you wish to cancel this divert dial **#2**

To divert calls if you are busy on the phone

Lift the handset and dial ***44800**, replace the handset.

Your calls will now be routed to your voicemail automatically

To cancel this divert dial **#4**

HOW WILL I KNOW IF I HAVE ANY MESSAGES?

A light on your phone will be flashing if you have any messages.

HOW DO I PLAY MY MESSAGES BACK?

- 1) From your phone dial **4800** (the voicemail number)
- 2) When prompted enter in your **passcode**
- 3) Press **7** to play your messages

During the playback of your messages you can...

PRESS **1** to pause the message (press **1** to continue again)

PRESS **#** to skip forward 5 seconds into the message

PRESS ***** to skip back 5 seconds

PRESS **8** to skip to the beginning of the next message

AFTER PLAYING YOUR MESSAGES

PRESS **2** to record and send an answer to the sender of your message

PRESS **3** to discard the message (delete)

PRESS **4** to transfer the message to another users mailbox

PRESS **5** to save the message

PRESS **6** to record a new message

PRESS **7** to play the whole message again

RETRIEVING YOUR MESSAGES REMOTELY

Dial the remote access number **0141 548 4800**

When prompted, enter in your **mailbox number** (extension number)

When your mailbox answers, press the ***** key

When prompted, enter in your **passcode**

Press **7** to access your messages as normal

HOW DO I CHANGE MY MESSAGE, PASSCODE OR NAME?

Dial **4800** (voicemail no.)

When prompted enter in your **passcode**

Press **8** for user options

Last revised: August 2019

From user options you can then...

PRESS 4 to change your greeting message

PRESS 7 to change your passcode

PRESS 6 to change your name

PRESS 9 to return to the main menu