Mitel NuPoint Voicemail Quick Reference Guide

VOICEMAIL SYSTEM ACCESS AND MAILBOX NUMBER
The voicemail extension is pre-programmed on the Voicemail 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 Voicemail 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 and your name for the company directory, and prompt you to change your passcode.

ACCESSING VOICEMAIL

To access your mailbox if you do not have a new message
1. Press Voicemail key or dial the voicemail extension
2. 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
4. Enter your passcode

To access voicemail if your message light is flashing
1. Lift the handset
2. Press the flashing Message button
3. Enter passcode

TRANSFER A CALL DIRECTLY TO A VOICEMAIL BOX
To transfer a call to a voicemail box:
1. Press Trans/Conf
2. Press Voicemail
3. Press *
4. Enter the extension or mailbox number
5. Hang up immediately

LISTENING TO VOICEMAIL MESSAGES
When you access your mailbox, the system will tell you how many messages you have.

Press [7 PQRS] to Play the message

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

[7 PQRS] Press 7 to re-play the message

[2 ABC] Press 2 to send a reply message
When finished, press 9 to send the response

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

[5 JKL] Press 5 to keep or save the message

[3 DEF] Press 3 to discard or delete the message

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

For more information, please call: 877-NORCOM1
or go to: www.norcomsolutions.com/tips-and-tricks