VoiceMail/Unified Messaging

For more information about these options, see the NuPoint UM User Guide available at Mitel OnLine. (See “End User Documents”.)
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
8 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