Prairie State College

NuPoint Messenger
User Guide

Table of Contents

What is NuPoint Messenger?

NuPoint Messenger allows you to access voicemail messages using any touch-tone phone or by using Outlook to listen to your messages using your computer's speakers or headset. When you read or delete a message using NuPoint Messenger, it will be synchronized between your phone and Outlook.

Phone Access

First Time Setup

Accessing NuPoint Messenger

- From your desk
    1. Dial: **3740**
    2. You will hear the message: "Hello mailbox #### please enter your passcode"
    3. Enter the default passcode: **1234**

- From another phone
    1. Dial: **708-709-3740**
    2. Enter: *** Mailbox number ***
    3. You will hear the message: "Hello mailbox #### please enter your passcode"
    4. Enter the default passcode: **1234**

Setting Up Your Personal Mailbox

The first time you access your personal mailbox you will hear the following message:

> *Welcome to your voice message center. I will be helping you set up your own personal mailbox. First, we will set a passcode to keep your mailbox private. Second we will record a greeting for your callers. Finally, we will record your name in your own voice. I will tell you what keys to press. Let's get started.*

The message will continue with the following prompts to complete your mailbox setup:

- We are going to create a passcode for you, a 4-10 digit number.
    1. Press **8** to enter user options
    2. Press **7** to enter your passcode
    3. Enter **4-10 digits** or **0000** for no passcode
- Record a greeting
    1. Press **8** to enter user options
    2. Press **4** to record a greeting
    3. Record your greeting
    4. Press:
        - **3** to discard and re-record
        - **7** to review
        - **9** to save
- Record your name
    1. Press **8** for user options
    2. Press **6** for name
    3. Record your first and last name
    4. Press:
        - **3** to discard and re-record
        - **7** to review
        - **9** to save

You will hear that you have just set up your mailbox. Press **9** to exit the system or **8** to go through the tutorial again.

Menu Overview

The graphic below provides you with a quick overview of how to access the various features of the NuPoint Messenger Voicemail.
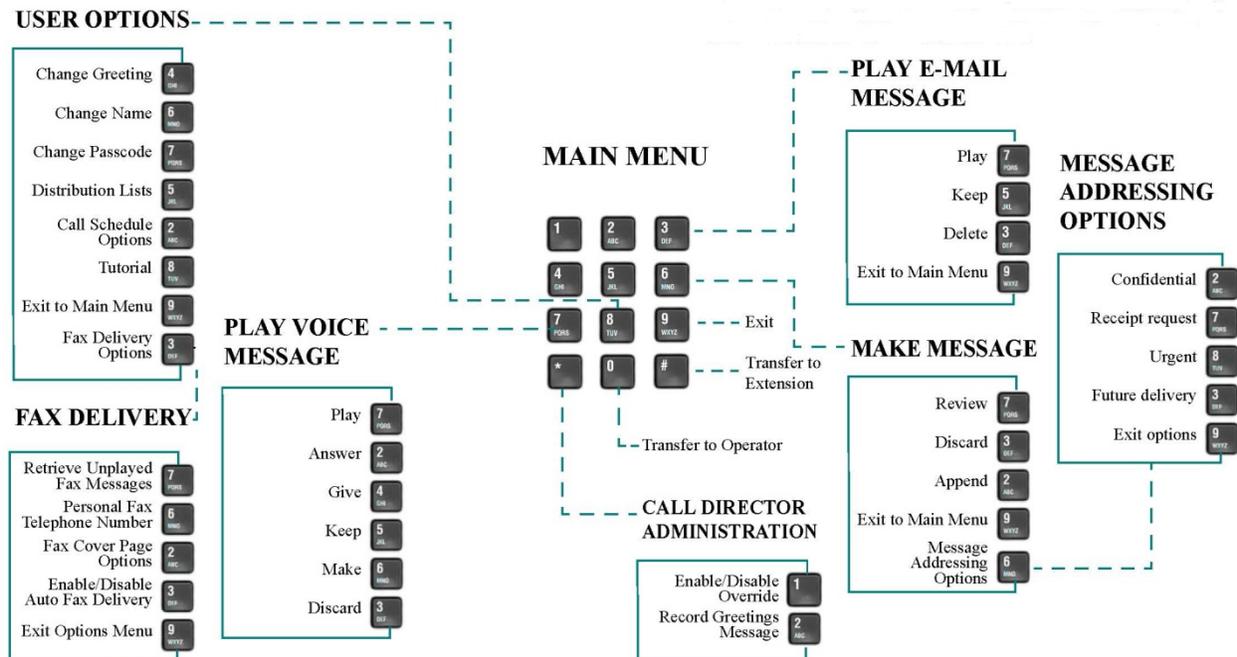
> **Note:** After playing or sending messages, the system may return you to a previous menu with different options than the menu you were just using.

Accessing Your Mailbox

- From your desk
  4. Dial: **3740**
  5. You will hear the message: "Hello mailbox #### please enter your passcode"
  6. Enter your passcode

- From another phone
  1. Dial: **708-709-3740**
  2. Enter: * *Mailbox number* *
  3. You will hear the message: "Hello mailbox #### please enter your passcode"
  4. Enter your passcode

Playing Messages

After accessing your mailbox, press **7** (or **Play**). Your urgent messages will automatically be played first. At any time *during message playback* you can do the following:

Press this key, OR	Press this softkey	To perform this action
1	**More** then **Pause**	Pause the message for 30 seconds.
*	←	Move back five (5) seconds within the message.
#	→	Move forward five (5) seconds within the message.
8	**Skip**	Skip to your next message.
8 *	**More** then **Play**	Return to the beginning of your previous message.

At the end of the message, you can do the following:

Press this key, OR	Press this softkey	To perform this action
1	**Play** or **Restart**	Play the message again.
2	**Answer**	Answer the person who sent the message. When you are finished recording your answer, press **9** to send it and continue your session. Then press * to send your answer to additional mailboxes if you wish.
4	**Give**	Give the message to another mailbox. The system will also give you the opportunity to record additional comments before sending the message to someone else. When you have added your comments, press **9** to continue your session. Then press * to give the message to additional mailboxes if you wish.
5	**Keep**	Keep the message. Kept messages can be accessed only after you have skipped through your unplayed messages and message receipt queues.
3	**Del** or **Discard**	Discard the message.

Note: If you accidentally discard a message, you can retrieve it by immediately pressing * (or **Undelete**). If you press any key other than the * key immediately after discarding the message, you will *not* be able to retrieve the discarded message.

<u>Skip a Greeting</u>

1. Press **7** and wait for the tone.
2. Leave a message.
3. Press **99**.

<u>Making Messages</u>

4. Access your mailbox.
5. Press **6** (or **Make Message**) to make a message.
6. Enter the recipient's number.
7. After the system confirms the recipient's name, enter the numbers of any other intended recipients.
8. When you have finished addressing your message, press **#** (or **Record**).
9. Begin recording your message after the tone.

> **Note:** You may press **1** (or **Pause/Resume**) to pause during recording and then any key to resume recording.

10. Once you have finished recording, you can send, review, modify, cancel, or specify special delivery for your message by selecting from the following options:

Press this key, OR	Press this softkey	To perform this action
9	**Send**	Send the message and exit to the main menu.
2	**Append**	Add to the recording.
3	**Del**	Delete the recording and start over.
7	**Review**	Replay the messages.
6	**End Record**	Access **message addressing options** such as urgent delivery, future delivery, confidential, and return receipt. Once you have selected from these options, press **99** (or **Send/Exit**) to send your message and exit to the main menu.

User Options

The user options menu allows you to change your greeting, name, and passcode at any time.

1. Press **8** (or **Options**) to access user options from the main menu.
2. From the user options menu, you can:

| Press this key, OR	Press this softkey	To perform this action
4	**Greetings**	Change your greeting. You can record a Primary greeting and one or more Conditional greetings. Record Conditional greetings when you want callers to hear when your line is busy and a different one when you're not at your desk. After you have recorded your greeting, press **3** (or **Chng**) to select which greeting, Primary or Conditional, you want your callers to hear.
6	**Change Name**	Re-record your name.
7	**Passcode**	Change your passcode.

Outlook Access

System Requirements

- Outlook 2007/2010
- Media Player (i.e. Windows Media Player)
- Computer Speakers or Headset
- Internet Connection

Accessing through Outlook

1. Open Outlook.
2. Depending on the version of Outlook on your computer, you will see the following:
   a. **Outlook 2007** – A ribbon will show underneath the other ribbons.
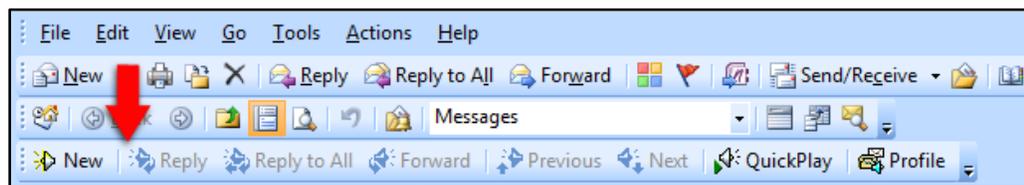
   b. **Outlook 2010** – A **Mitel NuPoint UM** tab will show on the ribbon.
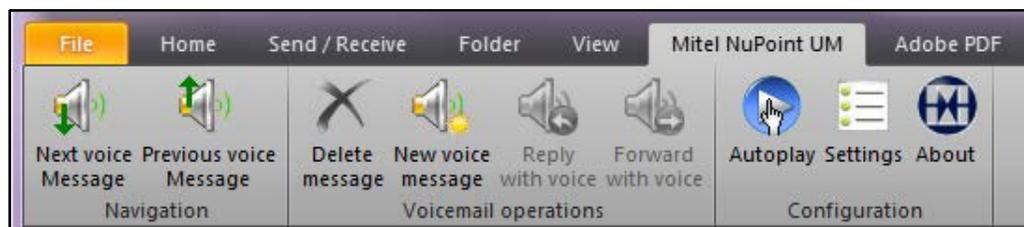
3. You will use the appropriate tab/ribbon to access your voicemail messages in Outlook.

> **Note:** NuPoint Messenger is only available through the desktop versions of Outlook. *You will **not** be able to access it through Outlook Web App (OWA).*

> **Note:** If you do not see this tab/ribbon in your desktop Outlook, contact Jennifer Rietveld at x7900 or jrietveld@prairiestate.edu.

Play a Message

1. Click on the Voicemail Caller ID link or the Play icon.
2. The default media player will launch and play the message.

> **Note:** The message may take a few seconds to play since it needs to be downloaded to the media player first. The longer the message, the longer it will take to download.

Delete a Message

1. Place a checkmark in the box beside the message(s) you want to delete.
2. Click on the **Delete** button.
3. Click **OK**.
4. The message has now been deleted from the Voicemail folder and the NuPoint Messenger system.

Save a Message

> **Note:** If the message is marked as "Confidential", the **Save** button will be disabled.

1. Place a checkmark in the box beside the message(s) you want to save.
2. Click on the **Save** button.
3. The message will appear in your inbox as a new email message with the voicemail message as an attachment.

Reply to a Message

1. Place a checkmark in the box beside the message you want to reply to.
2. Click on the **Reply** button.
3. Enter the recipient's email address in the **To:** field.

> **Note:** Your email address is automatically entered in the **From:** field.

4. *Optional:* Place a checkmark in the box next to **Include original voicemail in reply?**
5. Enter your message in the text box.

6. Click **Send**.

> **Note:** Clicking the **Cancel** button deletes all the information you
> entered and returns you to the main Voicemail window.

7. The message has been sent to the recipient(s) and will appear in their email inbox.

Forward a Message

> **Note:** If the message is marked as "Confidential", the **Forward** button will be
> disabled.

1. Place a checkmark in the box beside the message you want to forward.
2. Click on the **Forward** button.
3. Enter the recipient's email address in the **To:** field.

> **Note:** Your email address is automatically entered in the **From:** field.

4. *Optional:* Remove the checkmark in the box next to **Include original voicemail in reply?** so that the original voicemail is not sent with the email.
5. Enter your message in the text box.
6. Click **Send**.

> **Note:** Clicking the **Cancel** button deletes all the information you
> entered and returns you to the main Voicemail window.

7. The message has been sent to the recipient(s) and will appear in their email inbox.