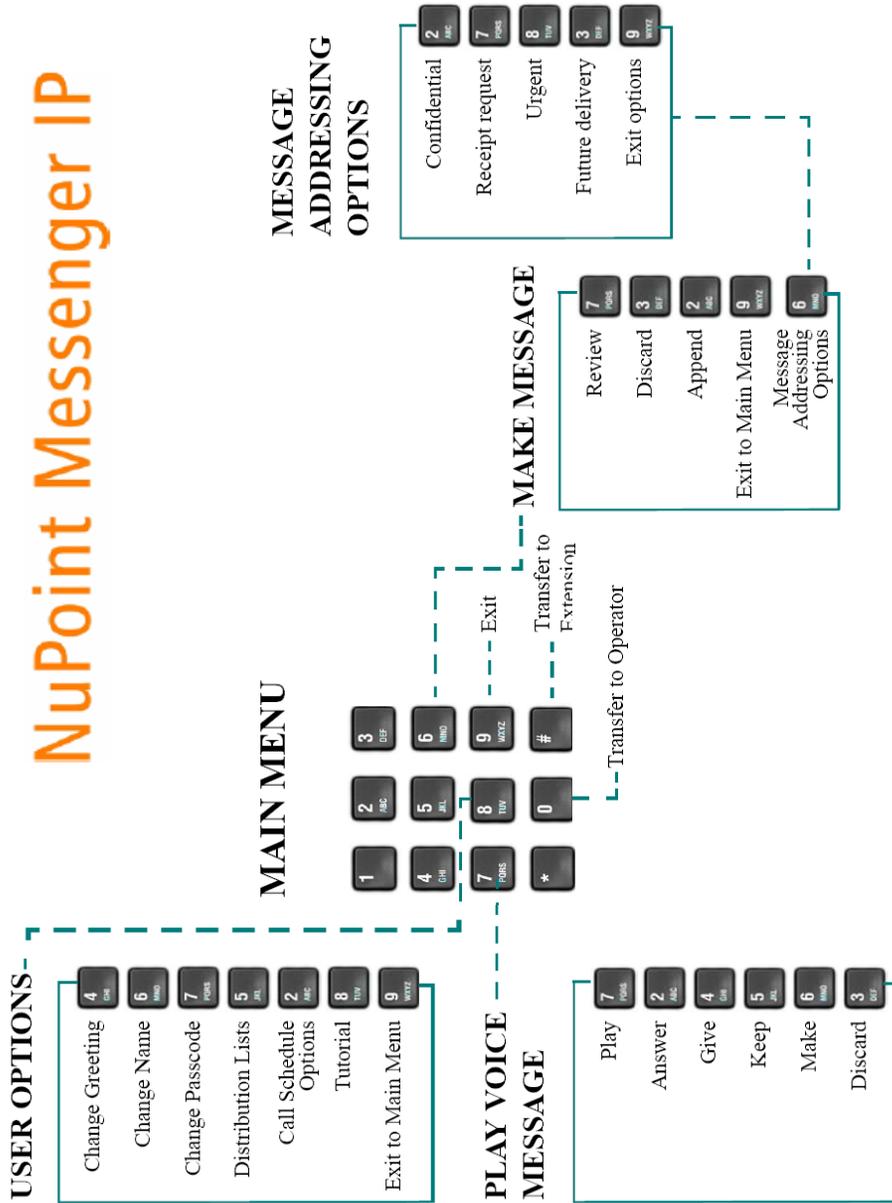


# NuPoint Messenger IP



## NuPoint Voicemail

### INITIAL SET UP OF VOICE MAIL

From your own phone: Press the  key or Dial **8010**

For new mailboxes a tutorial will prompt you to:

1. Change your passcode (must be 4-10 digits);  
(See note after User Options on next page)
2. Record one or more greetings (follow prompts);  
(Press # when done, 9 to Accept, 7 to Review, 3 to Re-record)
3. Record your Name (follow prompts);  
(Press # when done, 9 to Accept, 7 to Review, 3 to Re-record)

### SAMPLE GREETING:

Hi! This is \_\_\_\_\_ (include your name, what your position is and where). I am currently unable to take your call. Please leave your name & number, along with a brief message, and I will return your call as soon as possible. Press zero if you need to speak with someone immediately during school hours.

### TO ACCESS VOICEMAIL:

From your own phone:

Press the  key and enter your Passcode.

From outside the office:

**Dial 9 5 2 - 4 9 1 - 8 0 1 0** ("backdoor" number)

Enter your Extension/Mailbox Number followed by the  and enter your Passcode when prompted.

### SOFTKEY OPTIONS:

If your phone has Softkeys (keys controlled by software), watch the display for available options (shortcut alternatives to the number presses).

## Voicemail Main Menu:

Press  to make a message for a co-worker

Press  to play messages...

Press  to access User Options...

### Playback Options:

Press key:	To perform this action:
	Pause the message for 30 seconds.
	Rewind the message 5 seconds.
	Fast-forward the message 5 seconds.
	Skip to the next message.

### After Playback Options:

Press key:	To perform this action:
	<u>P</u> lay the message again.
	<u>A</u> nsWER the <i>internal person</i> who sent the message. When done recording press  to send, then  to add additional mailboxes.
	<u>G</u> ive (send a copy) to another mailbox. The system gives the option to record comments. After adding comments press  to send, then  to add additional mailboxes.
	<u>K</u> eep (save) the message.
	<u>D</u> iscard (delete) the message. Press  immediately to recover or message is permanently deleted!

### Tip:

When calling another internal mailbox, you may press 1 to bypass their greeting.

### User Options:

Press key:	To perform this action:
	Press  to record or change your primary greeting.
	Re-record your name.
When recording:	Press  when done;  to Accept;  to Review; or  to Discard and Re-record.
	Change your Passcode.
	Call Schedule Options: <b>Message Delivery</b> allows you to define a schedule so that if a message arrives in your mailbox, NuPoint Voice will call you at a specific telephone number at a specific time so that you can retrieve the message.
	Exit to Main Menu

### Important Note Regarding Passcodes

There have been instances of “hacking” into mailboxes, so protect your mailbox with an appropriate passcode. DO NOT use simple passcodes like 1234; 1111; your extension number, or part of your phone number. Suggestions for passcodes are a favorite year; a building address; a zip code; or a pattern on the keypad.

### To Transfer a Caller Directly to a Voicemail Box

With a Caller on the line,

Press the  key,  
 Enter Mailbox Number (extension number),  
 Hang up to transfer call (or press RELEASE Me).