



NuPoint Voice Mail System Quick Reference

Quick Reference: West Allis-West Milwaukee School District

ACCESS VOICE MAILBOX

FROM YOUR PHONE

- Press **CHECK VOICEMAIL** Key (or dial **8800**)
- Enter Your Passcode

FROM ANY OTHER PHONE

- Press **CHECK VOICEMAIL** Key (or dial **8800**)
- Press ***** when Voice Mail Greeting Plays
When the greeting begins to play, press ***** to interrupt it. The system will prompt for your mailbox number (extension).
- Enter Your Mailbox Number (Extension)
- Press ***** and Enter Your Passcode

FROM OUTSIDE PHONE

- Dial **414-**_____
- This greeting plays:
"Welcome to the Message Center."*
- Enter Your Mailbox Number (Extension)
- Press ***** and Enter Your Passcode

The Voice Mail main menu (shown at right) plays.

Voice Mailbox Parameters

Passcode 4-10 Digits

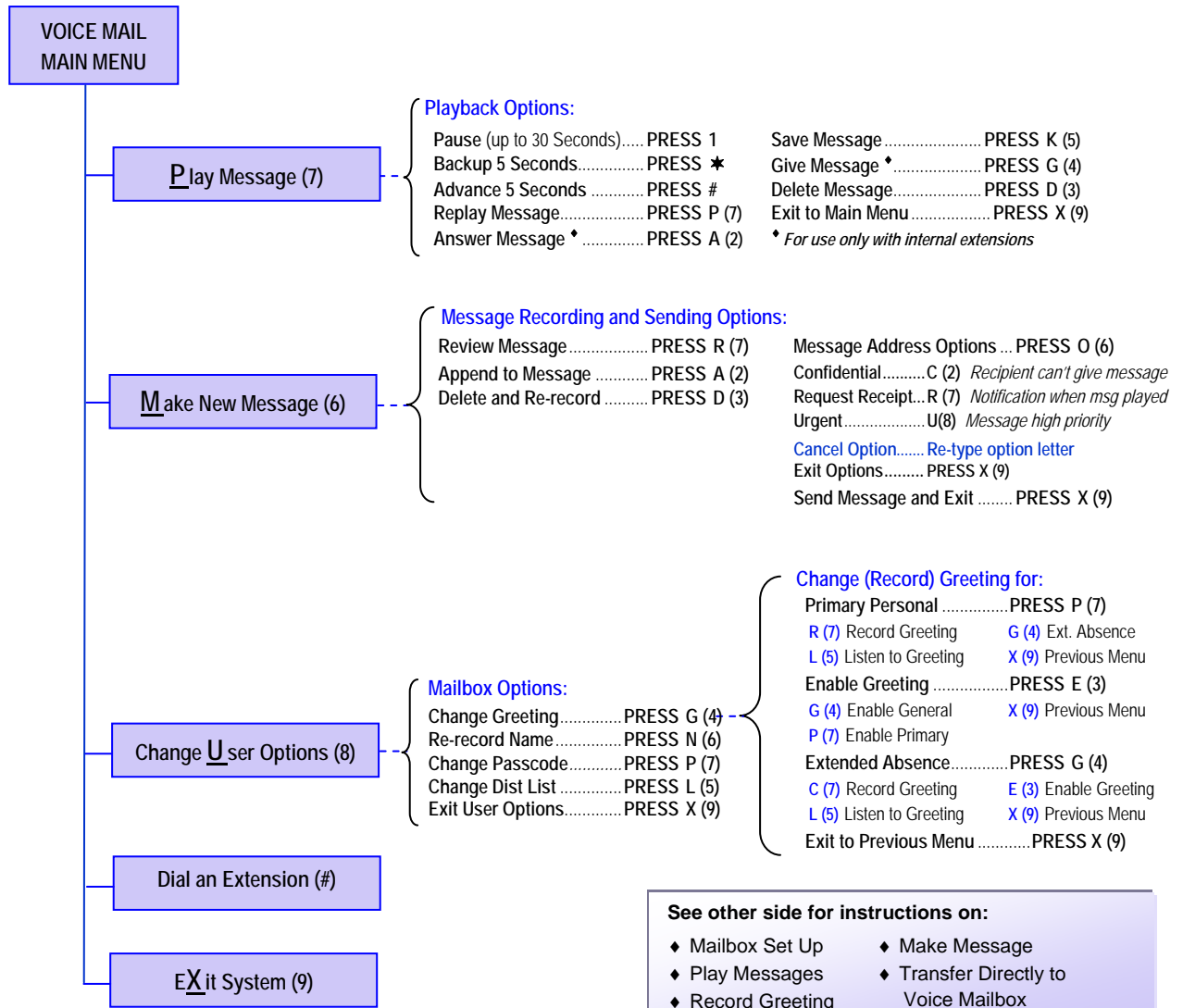
Message Retention

Maximum Number of Messages 200
 Played (Saved) Message 28 Days
 Unheard (New) Message 14 Days
 Greeting Length 2 Minutes
 Message Length 3 Minutes

Personal Distribution Lists

Maximum Number of Lists 10
 Maximum Number of Members/List 20

Skip Greeting & Leave Message PRESS 9



See other side for instructions on:

- ◆ Mailbox Set Up
- ◆ Play Messages
- ◆ Record Greeting
- ◆ Make Message
- ◆ Transfer Directly to Voice Mailbox



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INITIAL ONE-TIME VOICE MAILBOX SET UP

FROM YOUR EXTENSION (Extension # _____)

1. Press **CHECK VOICE MAIL** Key (or **Dial 8800**)
2. Enter Your **PASSCODE**
When entering Voice Mail the first time, the passcode is 1234. After entering the default passcode, the tutorial will play to guide you through setting up your mailbox (see below)

FROM OUTSIDE TELEPHONE

1. **Dial 414-** _____
*This greeting plays:
"Welcome to the Message Center."*
2. Enter Your **MAILBOX NUMBER** (Extension)
3. Press ***** and Enter Your **Passcode**
When entering Voice Mail the first time, the passcode is 1234. After entering the default passcode, the tutorial will play to guide you through setting up your mailbox (see below)

Using Voice Mail Tutorial

After entering the default passcode (1234), the tutorial will play to guide you through these steps to set up your mailbox:

A. Create New Passcode (4-10 digits)

B. Record Greeting

Sample Greeting:

You have reached [state your name] with [state your company name]. I am unable to take your call. Please leave your name, phone number and a brief message after the tone and I will return your call as soon as possible. If you need immediate assistance, please press "0" for the operator.

C. Record Name (for your Voice Mailbox)

Record both names (i.e., Jane Jones)

IMPORTANT! Follow the Voice Mail tutorial to its completion. If you don't complete the entire tutorial, you will have to redo it the next time you access your voice mailbox.

PLAY MESSAGES

1. Access **VOICE MAIL**
2. Enter Your **PASSCODE**
3. Press **P** (7) to **PLAY MESSAGES**

Playback Options:

Pause **PRESS 1**

Backup 5 Seconds **PRESS ***

Advance 5 Seconds ... **PRESS #**

Replay Message **PRESS P** (7)

Answer Message ♦ **PRESS A** (2)

Respond to person who sent message

Keep Message **PRESS K** (5)

Save message and play next (if any)

Give Message ♦ **PRESS G** (4)

Send message to another mailbox

Delete Message **PRESS D** (3)

Remove message from mailbox

♦ *For use only with internal extensions*

RECORD MAILBOX GREETING

1. Access **VOICE MAIL**
2. Enter Your **PASSCODE**
3. Press **U** (8) for **USER OPTIONS**
4. Press **G** (4) for **CHANGE GREETING**
5. Select greeting to change:
P (7) **Primary Greeting**
G (4) **Extended Absence**
 - a. Record greeting
 - b. Press # when done recording
 - c. The system re-plays the greeting:
Review Recording **PRESS R** (7)
Accept Recording **PRESS X** (9)
Re-do Recording **PRESS D** (3)
- d. After accepting the recording;
Return to main menu (press 9)
OR
Hang up to exit voice mail

MAKE MESSAGE

Make Message allows you to use voice mail to record a message, then send it to other internal extensions without dialing the extensions

1. Access **VOICE MAIL**
2. Enter Your **PASSCODE**
3. Press **M** (6) to **MAKE MESSAGE**
 - A. Enter Mailbox Number(s) (extensions)
OR Distribution List ID (i.e., 10)

B. Record Message

C. When done recording: PRESS #

Recording Options:

Review Message **PRESS R** (7)

Append Message **PRESS A** (2)

Add comments to existing message

Discard/Re-Record .. **PRESS D** (3)

Erase message and record a new one

Message Options **PRESS O** (6)

Message Addressing Options:

Confidential **PRESS C** (2)

Recipient can't give message

Request Receipt **PRESS R** (7)

Notification whether message played

Urgent **PRESS U** (8)

Message higher priority

Sending Options:

Send (Enter Ext.) **PRESS X** (9)

Send message then enter ext. to dial

Send (Back to Opr) **PRESS 0**

Send message and return to operator

CANCEL
ADDRESS OPTION:
Re-type Option Letter

TRANSFER DIRECTLY TO A MAILBOX

To transfer a caller directly to a mailbox:

1. Press **TRANS/CONF** key (*caller is on hold*)
2. Dial 8800 then wait for Greeting to Play
3. Press *****
4. Enter Mailbox (*extension*) and hang up

