

USER GUIDE

Mitel

Express Messenger

Rev. 2/02

SETTING UP YOUR VOICE MAIL BOX

Press **[VMAIL]** button (OR dial _____)

Press *, then dial **your voicemail number**

Enter **9999** (which is your temporary password)

Press **1** to continue

The voice mail system will:

1. Prompt you to change your password;

*(You can not use 9, * or #)*

2. Prompt you to record your name;

(Press 1 to accept, 2 to review, 3 to erase & re-record)

3. Prompt you to record a greeting;

(Press 1 to accept, 2 to review, 3 to erase & re-record)

SAMPLE GREETINGS:

You have reached the voicemail box of _____.
I'm sorry I missed your call. Please leave your name and number, and I will return your call as soon as possible.

Hi! This is _____ with _____. I'm sorry I missed your call. Please leave a message and I will call you back as soon as I can. Or dial zero for the operator. Thank you.

Main Menu

7	Play	Play your message(s)
6	Make	Record and send message
9	Send & Exit	Send a message and exit
0	Transfer to 0	Transfer to the Operator
#	Auto Attendant	Transfer to Auto Attendant
*	Cancel	Leave the system
8	User Options	See 8 User Options

7 Playing Your Messages

7	Play Again	Repeat the message just played
2	Answer	Send a respond to the person who sent the message (see Send Menu)
4	Give	Send the message to another mailbox (see Send Menu)
5	Keep	Save the message and play the next message if any
3	Discard	Delete the message just played and play the next message if any. (Discard message cannot be recovered)
1	Pause	Stop the message being played – press any key to resume
6	Play Envelope	Tell who the message was from and when it was sent.
8	Next Message	Skip ahead to next message
#	Fast Forward	Skip forward in the message 5 seconds, then resume play
*	Rewind	Back up the message 5 seconds, then resume play

6 Making and Sending Messages

Enter destination mailbox number

9 Directory

* Delete incorrect mailbox

To end destination, then record message

The following options also apply

Send Menu

9 **Send** Send your message to the destination mailbox

7 **Review** Listen to the message you just recorded

3 **Discard & rerecord** Replace the recorded message with a new one

2 **Append** Add to your recorded message

6 **Message Addressing Options** See **Message Options**

Message Options

8 **Urgent** - Place this message first in the destination mailbox

2 **Confidential** - Prevent the receiver of your message from forwarding it

7 **Receipt** - Request notification that your message has been heard

9 **Exit Message Addressing Options** - Exit the options menu

User Options

- 4 **Greetings** Record your permanent greeting
- 6 **Name** Record your name
- 7 **Passcode** Change your passcode
- 5 **Distribution List** Set up and send message to more than one mailbox at a time
- 8 **Temporary Greeting** Record a greeting lasting only a specific number of days from 1 to 99; the temporary greeting expires at midnight of the last day specified. When the temporary greeting expires, the caller hears the permanent greeting.
- 3 **Memo** Record a message for yourself
- 2 **Change Notification** Instructs Express Messenger to notify you of a message at a different extension number, outside number, cellular phone or pager
- 9 **Exit User Options** Exit User Options Menu

MAIN MENU



PLAY MENU

- 7 PQRS Play Again
- 2 ABC Answer
- 4 GHI Give
- 5 JKL Keep
- 3 DEF Discard
- 1 Pause
- 6 MNO Play Message Envelope
- 8 TUV Next Message
- # Fast Forward 5 sec.
- * Rewind 5 sec.

SELECT DESTINATION

- Enter Mailbox Number
- 9 WXYZ Your Directory
- * Discard

SEND MENU

- 7 PQRS Review
- 3 DEF Discard & Rerecord
- 2 ABC Append
- 6 MNO Message Addressing
- 9 WXYZ Send & Exit

MESSAGE ADDRESSING OPTIONS

- 2 ABC Confidential → 2 ABC Cancel Confidential
- 7 PQRS Receipt → 7 PQRS Cancel Receipt
- 8 TUV Urgent → 8 TUV Cancel Urgent
- 9 WXYZ Exit Message Addressing Options

CHANGE USER OPTIONS

- 4 GHI Greeting
- 6 MNO Name
- 7 PQRS Passcode
- 5 JKL Distribution Lists
- 8 TUV Temporary Greeting
- 3 DEF Memo
- 2 ABC Change Notification
- 9 WXYZ Exit Options