MITEL

M I T E L

SX-200
EL/ML

Express Messenger -
User Guide (Version 4.0)

Ask your System Administrator to help you complete this information.

Write down the company telephone number and Express Messenger number if it is different.

Company Telephone Number: _____

Express Messenger Number: _____

Write down the following important numbers, and keep them handy while using Express Messenger.

Message Center Extension: _____

Your Mailbox Number: _____

Default Passcode: _____

Write your System Administrator's name and extension number in case you need help with Express Messenger

Name: _____

Extension: _____

www.mitel.com/messaging

Contents

What is Mitel Express Messenger

Mitel® Express Messenger is an automated voice mail system for handling telephone calls and taking messages; it is designed specifically for operation with your telephone. Express Messenger provides you with a mailbox for sending and receiving messages, which you can personalize with your name, a greeting, and a private passcode.

Easy to use

- Express Messenger uses menus from which you use your telephone keypad to select options. Simple and straight-forward menus allow you to concentrate on what to do, not on how to do it.

- Voice prompts guide you every step of the way, telling you which menu options are available.

- Don't worry if you make a mistake. You can't damage Express Messenger, so experiment with all the available features.

Benefits

- Encourage co-workers and external callers to leave voice messages in your mailbox, thereby avoiding missed calls or incorrect messages.

- Record temporary greetings to let callers know when you are out for the day, on vacation, or busy in meetings.

- Listen to or leave messages 24 hours a day, from any touch-tone telephone.

- If you are out of the office at another number or off site with a pager or cellular telephone, Express Messenger can prompt callers to try your other number or notify you when you receive messages.

Your Telephone

Before using Express Messenger, familiarize yourself with your telephone.

- Message Key – Used to call Express Messenger and access your mailbox.

- Keypad – Used to make menu selections within Express Messenger.

- Message Light – Used to indicate when you have messages in your mailbox. When the Message LED is lit, press the Message Key to call Express Messenger.

For telephones that do not have a message light, your System Administrator can set up Express Messenger to call you when someone leaves a message.

If you have a SUPERSET™ 4025, SUPERSET 4125 or SUPERSET 4150 telephone, your set may provide softkeys that allow you to select many of the Express Messenger menu options. To select a menu option that appears in the telephone display, you can either press the associated softkey or press the keypad digit for the option.

Where To Get Help

If you have any problems or questions about procedures consult your System Administrator, the person in your company who manages Express Messenger.

Preparations

Before accessing your mailbox, you need four things:

- The Express Messenger message center number. Your System Administrator will give this to you; record it at the beginning of this book.

- Your mailbox number. Your System Administrator will give this to you; record it at the beginning of this book. It is usually the same as your extension number.

- A passcode. Your System Administrator will tell you the length of passcode to use (between 3 and 6 digits). Your default passcode is all 9s. Change the default passcode to a series of digits that only you know (same quantity of digits as the default passcode).

- A greeting. This greeting is what callers hear when you are unable to take their calls. A sample greeting is given in the start-up instructions on the next pages, but you may want to create your own.

Calling Express Messenger the First Time

From An Internal Extension

1. Lift the handset and obtain dial tone (or use handsfree dialing).

2. Dial the message center number.
   Express Messenger prompts you for your passcode.

3. Enter the default passcode: $\boxed{9}^{WXY}\boxed{9}^{WXY} ... \boxed{9}^{WXY}$
   The first time you call Express Messenger, your default passcode is all 9's.

4. Press $\boxed{1}$ to continue.

5. Express Messenger asks you for a new passcode (you must change the default passcode). Your new passcode must have the same quantity of digits as the default passcode. Do not use all 9's again, and do not use the [*] or [#] characters. Enter your new passcode.

6. Express Messenger asks you to re-enter your new passcode for confirmation. Enter your new passcode again.

7. Express Messenger asks you to record your name. Say only your name, for example:

   "Christine Conner"

   Speak immediately after the tone, and press any key when you have finished.

8. Press $\boxed{1}$ to accept, $\boxed{2}^{ABC}$ to review, or $\boxed{3}^{DEF}$ to discard your name and re-record it.

9. *Express Messenger prompts you for a greeting. Keep it short and professional. Here is a sample greeting:*

   "You have reached Christine Conner. I can't answer the phone right now, so please leave your name, number, and a short message -- I will get back to you as soon as possible. If you need immediate assistance, press [0] and ask to be transferred to my associate, Julie Jones."

   NOTE: You can include instructions for callers to try contacting you at an alternate number, such as a cellular phone or pager . For more information, see "Personal Contact Numbers."

10. Press $\boxed{1}$ to accept, $\boxed{2}^{ABC}$ to review, or $\boxed{3}^{DEF}$ to discard your greeting and re-record it.

11. You have now successfully set up your mailbox and can send and listen to messages.

From an Outside Telephone

1. Call your company telephone number.
2. When Express Messenger answers, press: ⬚✱
3. Enter your mailbox number.
4. Enter the default passcode: ⬚9 ⬚9 ... ⬚9
The first time you call Express Messenger, your default passcode is all 9's.
5. Press ⬚1 to continue.
6. Express Messenger asks you for a new passcode (you must change the default passcode). Your new passcode must have the same quantity of digits as the default passcode. Do not use all 9's again, and do not use the [*] or [#] characters. Enter your new passcode.
7. Express Messenger asks you to re-enter your new passcode for confirmation. Enter your new passcode again.
8. Express Messenger asks you to record your name. Say only your name, for example:

   "Christine Conner"

   Speak immediately after the tone, and press any key when you have finished.
9. Press ⬚1 to accept, ⬚2 to review, or ⬚3 to discard your name and re-record it.
10. Express Messenger prompts you for a greeting. Keep it short and professional. Here is a sample greeting:

    "You have reached Christine Conner. I can't answer the phone right now, so please leave your name, number, and a short message -- I will get back to you as soon as possible. If you need immediate assistance, press [0] and ask to be transferred to my associate, Julie Jones."

    If you are recording a bilingual greeting, use this example as a guide:

    "You have reached Christine Conner. Vous avez joint la boîte vocale de Christine Conner. I can't answer the phone right now, so please leave your name, number, and a short message. Je ne peux prendre votre appel pour le moment. Veuillez composer le 8 et laisser votre nom et numéro, ainsi qu'un court message. If you need immediate assistance, press [0]. Pour obtenir de l'aide immédiatement, appuyez sur [0].
11. Press ⬚1 to accept, ⬚2 to review, or ⬚3 to discard your greeting and re-record it.
12. You have now successfully set up your mailbox and can send and play messages.

Calling Express Messenger For Messages

If your message light is lit

1. Press the Message key or dial the Express Messenger message center number.

2. Enter your passcode.

3. Press $\boxed{\substack{PRS \\ 7}}$ to play your messages or press another key to select a different option from the Main Menu.
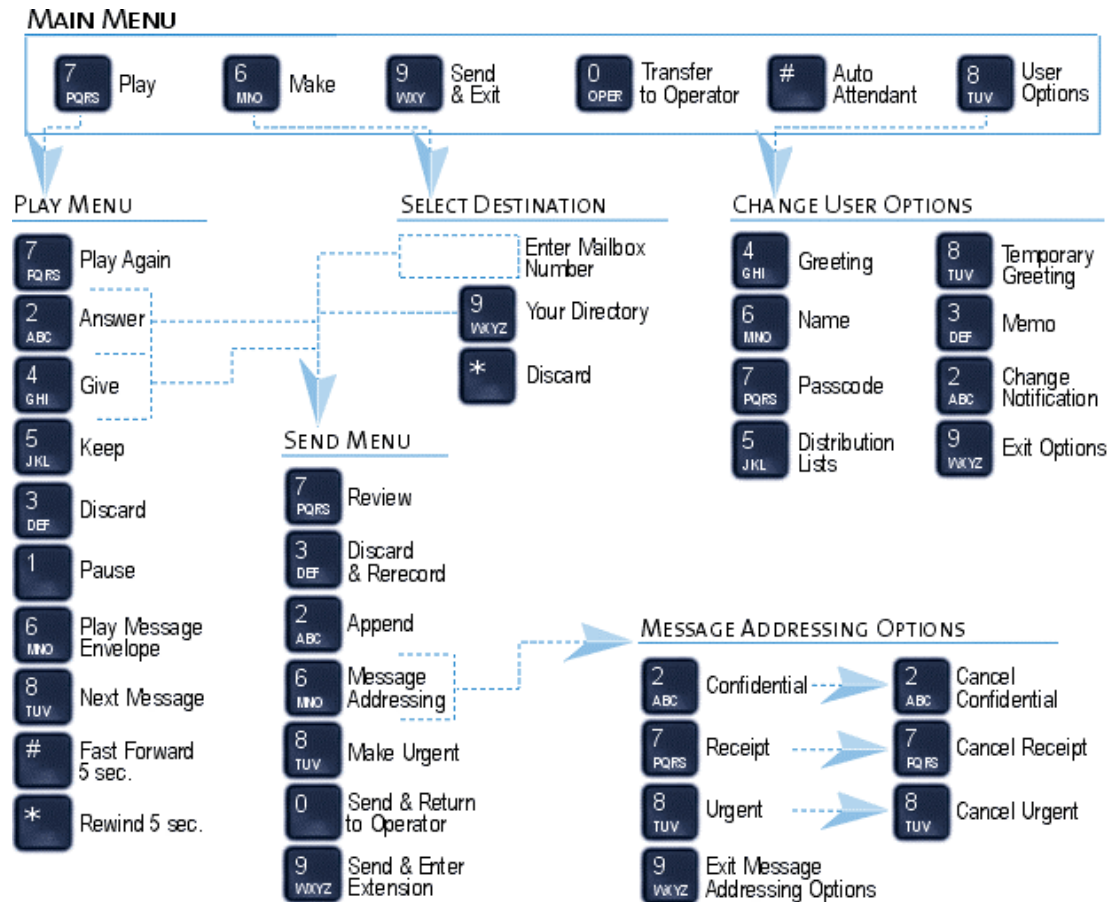
If your message light is not lit or if you don't have a message light

1. Lift the handset.

2. Dial the Express Messenger message center number.

3. Express Messenger prompts you for your passcode. Enter your passcode.

4. Press $\boxed{\substack{PRS \\ 7}}$ to play your messages; or press another key to select a different option from the Main Menu shown on the next page.

About the Express Messenger Menu System

This section describes the options available in Express Messenger. After you call Express Messenger and open your mailbox, choose from the menus shown.

Note: After playing or sending messages, Express Messenger may return you to a previous menu with different options than the menu you were just using.

MAIN MENU

7 PQRS	Play	6 MNO	Make	9 WXY	Send & Exit	0 OPER	Transfer to Operator	#	Auto Attendant	8 TUV	User Options

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
8 TUV	Make Urgent
0	Send & Return to Operator
9 WXYZ	Send & Enter Extension

CHANGE USER OPTIONS

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

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		

Main Menu

After opening your mailbox, choose from the following menu options:

| PRS 7 | **Play** Play your message(s). |

| MNO 6 | **Make** Record and send a message. |

| WXY 9 | **Send & Exit** Send a message and exit. |

| Oper 0 | **Transfer to Operator** Transfer to the operator. |

| # | **Auto Attendant** Transfer to the Auto Attendant |

| * | **Cancel** Leave the system. |

| TUV 8 | **User Options** Listen to the voice prompts for the following options: |

    GHI 4   **Greeting** Record your permanent greeting.

    MNO 6   **Name** Record your name.

    PRS 7   **Passcode** Change your passcode.

    JKL 5   **Distribution List** Set up and send messages to more than one mailbox at a time. See "Distribution Lists" for more information.

    TUV 8   **Temporary Greeting** Record a greeting lasting only a specified number of days. Set the number of days from 1 to 99; the temporary greeting expires at midnight of the last day specified. When your temporary greeting expires, the caller hears the permanent greeting. See "Helpful Hints", for more information.

    DEF 3   **Memo** Record a message for yourself.

    ABC 2   **Change Notification/Personal Contact Numbers**

        Change Notification – Instruct Express Messenger to notify you of messages at a different extension, outside number, cellular telephone, pager, etc.. You can choose when to be notified and if authorized, you can enter your own notification type and number. See "Message Notification" for more information.

   Personal Contact Numbers – Set up alternate numbers, such as your cellular phone or pager number, where callers can contact you. See "Personal Contact Numbers" for more information.

    WXY 9   **Exit User Options** Exit User Options menu.

Playing Your Messages

Press $\boxed{\overset{PRS}{7}}$ to play your messages.

After listening to a message, choose an option from the "Play" menu:

Play Menu

$\boxed{\overset{PRS}{7}}$ Play Again Repeat the message just played.

$\boxed{\overset{ABC}{2}}$ Answer Send a response to the person who sent the message.

$\boxed{\overset{GHI}{4}}$ Give Send the message to another mailbox.

$\boxed{\overset{JKL}{5}}$ Keep Save this message and play the next (if any).

$\boxed{\overset{DEF}{3}}$ Discard Delete the message just played and play the next (if any). Discarded messages cannot be recovered.

$\boxed{1}$ Pause Stop the message being played – press any key to resume.

$\boxed{\overset{MNO}{6}}$ Play Message Envelope Tell who the message was from and when it was sent.

$\boxed{\overset{TUV}{8}}$ Next Message Skip ahead to the next message.

$\boxed{\#}$ Fast Forward Skip forward in the message 5 seconds, then resume play.

$\boxed{*}$ Rewind Back up the message 5 seconds, then resume play.

Making and Sending Messages

Press $\boxed{\overset{MNO}{6}}$ to send a message. Use the procedure below:

1. Enter all destination mailbox numbers.

    *   For a directory list, press $\boxed{\overset{WXY}{9}}$. Follow the voice prompts to tell Express Messenger where to send this message. Continue creating the list of destinations by entering mailbox numbers or accessing the directory.

    *   If you enter an incorrect mailbox number, press $\boxed{*}$ to delete it from the list.

2. Press $\boxed{\#}$ to end the destination list; then record your message.

After recording your message, choose an option from the Send menu:

Send Menu

$\boxed{\overset{PRS}{7}}$ **Review** Listen to the message you just recorded.

$\boxed{\overset{DEF}{3}}$ **Discard & Re-Record** Replace the recorded message with a new one.

$\boxed{\overset{ABC}{2}}$ **Append** Add to your recorded message.

$\boxed{\overset{MNO}{6}}$ **Message Addressing Options** Listen to the voice prompts for the following message addressing options:

> $\boxed{\overset{TUV}{8}}$ **Urgent** Place this message first in the destination mailbox(es).
>
> $\boxed{\overset{ABC}{2}}$ **Confidential** Prevent the receiver(s) of your message from forwarding it.
>
> $\boxed{\overset{PRS}{7}}$ **Receipt** Request notification that your message has been heard.
>
> $\boxed{\overset{WXY}{9}}$ **Exit Message Addressing Options** Exit the options menu.

$\boxed{\overset{TUV}{8}}$ **Make Urgent** Place this message first in the destination mailbox(es).

$\boxed{\overset{Oper}{0}}$ **Deliver Message and Return to the Operator**

$\boxed{\overset{WXY}{9}}$ **Send and Enter Another Extension** Send your message to the destination mailbox(es) and, if required, dial another extension.

See "Helpful Hints" for more information.

Quick Messaging

Quick Messaging allows you to leave messages for yourself or fellow employees without ringing their telephone or accessing your mailbox.

From An Outside Telephone

1. Call in to your company.
2. When Express Messenger answers, press: $\boxed{\texttt{\#}}$
3. Enter the mailbox number at which you wish to leave a message.
4. Record the message (at least two seconds in length).
5. Press any key or hang up.

From An Internal Extension

1. Dial the message center number.
2. When Express Messenger answers, press: $\boxed{\texttt{\#}}$
3. Enter the mailbox number you wish to leave a message.
4. Record the message (at least two seconds in length).
5. Press any key or hang up.

Transferring An Outside Caller to a Mailbox

Transfer a caller on an outside line into a mailbox, as follows:

1. Press the Conference/Transfer key on a digital set or flash the hookswitch on an industry-standard telephone.
2. Dial the message center number.
3. When Express Messenger answers,

   If you have a mailbox, press: $\boxed{\texttt{*}}$ $\boxed{\texttt{*}}$ $\boxed{\texttt{\#}}$

   or

   If you do not have a mailbox, press $\boxed{\texttt{*}}$ $\boxed{\texttt{\#}}$
4. Enter the mailbox number at which the caller wants to leave a message.
5. Hang up immediately.

> **If you do not hang up immediately, the caller will not hear all of the selected mailbox greeting.**

Checking More Than One Mailbox

Check more than one mailbox during a single call to Express Messenger as follows:

1. Check messages in the first mailbox as you normally do.

2. After you finish with that mailbox, press $\boxed{\#}$
   This step takes you back to the Auto Attendant.

3. Press $\boxed{*}$ when you hear the company greeting. Express Messenger asks for the new mailbox number.

4. Enter the mailbox number. Repeat steps 2 to 4 for each mailbox that you wish to check.

Message Notification

Message notification allows you to leave the office and have Express Messenger notify you when you receive messages. Express Messenger will call you at a telephone number or beep you on a pager. You can also use notification to alert you to messages if your telephone does not have a message light.

When you select "Change Notification" from the Main Menu, you can:

- Specify when notification should take place: when the business is open, closed, always, or never.
- Indicate that you want notification only for urgent messages.

If your System Administrator has given you the ability to specify your own mailbox type and number, you can:

- Enter a notification type: internal extension number, outside number, message pager, tone-only pager, or digital pager.
- Enter a extension number or telephone number at which to be notified.

If you have *not* been given the ability to specify your own mailbox type and number, the System Administrator will have to enter the notification type and number for you.

If your notification number is a telephone number: Express Messenger calls that number up to three times at 15 minute intervals. If you do not call in and check your mailbox by the third time, Express Messenger will not call again, even if it receives new messages. However, your telephone's message waiting indicator will be on until the message is checked.

If your notification number is a pager: Express Messenger follows the same procedure as with a telephone or extension number but calls the pager number again each time that it receives a new message.

Personal Contact Numbers

Personal Contact Numbers allow you to store alternate numbers where callers can contact you instead of leaving a message. Callers are prompted in your greeting to press a key to have their call transferred to the alternate number—they are never told the number. The following is a greeting that includes a prompt to contact the mailbox owner by cellular phone:

"You have reached Tom Murphy. I can't answer the phone right now. Please leave your name, number, and a short message -- I will get back to you as soon as possible. To try to reach me on my cell phone, press [2]. If you would like to speak with an operator, press [0] at any time."

You can assign up to ten contact numbers to keys [0] through [9]. Key [2] is reserved for cellular phone numbers, key [3] for fax numbers, and key [7] for pager numbers. Key [0] is usually used to transfer to the operator but you're free to use it for contact numbers. The same applies to the [8] key which is used to change languages in a bilingual system.

You can assign and change your Personal Contact Numbers at any time from any push-button telephone.

Store Personal Contact Numbers as follows:

1. Access your mailbox.
2. Press **[8]** for User Options.
3. Press **[2]** for Change Notification
4. Press **[2]** for Personal Contact Numbers.
5. Follow the prompts to assign your numbers.

   NOTE: For external numbers, omit the digit that you would normally dial to access an outside line. The system dials the digit automatically.

Re-record your greeting to include prompts for the new numbers that you assigned.

Distribution Lists

You can have up to five personal distribution lists, numbered between 05 and 09, each containing a group of mailbox numbers.

> **Distribution lists numbered 01 through 04 are reserved for the System Administrator to set up global lists that you (or anyone else) can use but cannot change.**
>
> **Distribution list number 00 allows you to broadcast a message to every mailbox in the system.**

Select "Distribution Lists" from the Main Menu, and follow the prompts to:

- Add mailbox numbers to a distribution list.
- Review a distribution list.
- Delete mailbox numbers from a distribution list.
- Record a name for a distribution list.

Here are some general rules to follow:

- Whenever you reference a distribution list number, press two digits, (for example: 05 or 06).
- When adding a mailbox number to a distribution list, Express Messenger confirms each number, and then allows you to continue adding numbers until you are done.
- You can only delete one mailbox number at a time.

Using Mailbox Greetings Effectively

There are two types of mailbox greetings: "permanent" and "temporary". You record the permanent greeting when you access your mailbox the first time. If there is no temporary greeting, callers accessing your mailbox will hear the permanent greeting.

A permanent greeting cannot be very specific because it is worded to cover all situations. To address specific situations, create a temporary greeting that will last for only a specified number of days.

Two examples of temporary greetings are

> "Hi! You have reached Julie Jones. I'm on vacation from Friday, June 18, through Friday, June 25. I'll be back on Monday, June 28, so please leave a message and I'll get back to you as soon as possible. If you require immediate assistance, press [0] and ask to be transferred to Christine Conner."

> "This is Harry Smith, and today is Thursday, May 13. I have a meeting all day today so I will not be available to answer calls. Please leave a message and I'll get back to you tomorrow."

You can change your temporary greeting anytime you wish to let callers know about any schedule changes. It's a good idea to create a temporary greeting every day – it shows callers that you really do use Express Messenger. You can also leave the name of a backup person if you will not be available to answer calls.

Creating or Changing a Permanent Greeting

Note: You create your initial permanent greeting when you first access your mailbox to set your passcode, record your name, and record your permanent greeting.

1. Call Express Messenger and access your mailbox.
2. Press $\boxed{\substack{TUV \\ 8}}$ for User Options.
3. Press $\boxed{\substack{GHI \\ 4}}$ for Greeting.
4. Follow the voice prompts.

Creating a Temporary Greeting

1. Call Express Messenger and access your mailbox.
2. Press 8ᵀᵁⱽ for User Options.
3. Press 8ᵀᵁⱽ for Temporary Greeting.
4. Follow the voice prompts.

Canceling a Temporary Greeting

1. Call Express Messenger and access your mailbox.
2. Press 8ᵀᵁⱽ for User Options.
3. Press 8ᵀᵁⱽ for Temporary Greetings.
4. Follow the voice prompts and set the number of days to 0; this disables the temporary greeting.

Helpful Hints

24 Hour Touch-Tone Accessibility

The voice mail system functions 24 hours a day, 7 days a week. All you need is a touch-tone telephone to check messages anytime, from any location.

Listening to Messages

The "Pause", "Rewind", and "Fast Forward" options in the "Play" menu apply only while you are listening to a message. Use these keys to replay information you missed, to pause a message so you can write something, or to quickly move ahead to another message.

While listening to messages, *new* messages play before saved messages. After you listen to all messages, you are Express Messenger returned to the Main Menu.

Sending Messages

When sending a message, you can create a destination list of up to 49 mailboxes. If you need to send to more mailboxes, you will have to send the message again to a second distribution list.

Message Storage Limit

The system deletes a saved message after the message is older than the number of days set by the System Administrator (typically 15 days). Deleted messages cannot be recovered.

Forwarding and Transferring

The "Answer" and "Give" options in the "Play" menu only work with other mailboxes in your company. You cannot reply to a message or forward a message to an outside number.

Certified Messages

When you send a certified message, the system creates a "receipt" containing the names of the message addressees. This receipt becomes a saved message in your mailbox.

Every time you listen to the receipt, you can find out who has and who has not listened to the message. When everyone has listened to the message, you can delete the receipt from your mailbox.

Type Ahead

You need not listen to all menu prompts before pressing a key selection; the prompts are only for your convenience. If you know which keys to use, type ahead and move through the system as fast as you wish.

Message Length and Conditions

There is no time limit on message length, but after five minutes the system interrupts the caller and asks if they wish to continue. If there is no reply, the system stops recording and hangs up. The same thing happens if the caller stops talking for more than a few seconds or has a very faint connection.

If the caller is in a very noisy environment, such as a factory or windy car telephone, the system may disconnect. The caller should try again from a quieter location.

Minimum message length is two seconds.