

MITEL NETWORKS

# 6510 | Unified Messaging

TELEPHONE USER GUIDE  
Draft

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### **6510 Unified Messaging Telephone User Guide**

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## About This Guide 5

- Document Overview 6
- Intended Audience 6
- Conventions 6
- Contacting Mitel Networks™ 7

## Introduction 9

- Overview 10
- Summary of Features 10

## CHAPTER 1 Accessing Your Mailbox 11

- Overview 12
- Before You Begin 12
- Using the Tutorial 12
- Accessing Your Mailbox 13

## CHAPTER 2 Main Menu 15

- Main Menu Options 16
- Making a Message 17
- Listening to Unread Messages 18
- Listening to Read Messages 19

## CHAPTER 3 Message Menu 21

- Message Menu Options 22
- Answering a Message 23
- Discarding a Message 24
- Forwarding a Message 24
  - Forwarding a Message with a Comment 24
  - Forwarding a Message without a Comment 25

**CHAPTER 4 User Options Menu 27**

User Options Menu 28

Changing a Greeting 28

Changing a Distribution List 30

Changing Your Name 31

Changing Your Passcode 31

# *About This Guide*

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## *In This Chapter . . .*

*Document Overview on page 6*

*Intended Audience on page 6*

*Conventions on page 6*

*Contacting Mitel Networks on page 7*

## Document Overview

This guide provides detailed instructions on using the Mitel Networks™ 6510 Unified Messaging (UM) software on your telephone.

**Note:** The information in this document is draft content only. All content will be updated in the next release of this document.

## Intended Audience

This guide is intended for anyone responsible for using the 6510 Unified Messaging software on the telephone.

## Conventions

The following conventions are used throughout this guide:

**Note:** Contains additional information about the task you are performing.

**Hint:** Contains an alternative method of performing the task or offers a solution if you run into a problem.

**Caution:** Information that alerts you to potential loss of data or potential damage to an application, system, or device.

**Warning:** Information that alerts you to potential personal injury.

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*About This Guide*

# *Introduction*

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*In This Chapter . . .*

*Overview on page 10*

*Summary of Features on page 10*

### Overview

The 6510 Unified Messaging server simplifies the way you handle your messages. Think of it as your own personal receptionist. Depending on the configuration of your system, the 6510 UM can take your calls when you do not want to be disturbed, record messages from callers when you are unavailable, and screen your calls.

The automated attendant answers incoming calls and transfers them to extensions. A variety of options include directing calls to a cover extension, blocking calls, screening calls, or paging via intercom.

### Summary of Features

With the 6510 UM System, you can:

- Block, screen, and forward calls to other extensions
- Announce calls to your extension before they are transferred
- Announce calls over the intercom system
- Send a single message to multiple users
- Create an unlimited number of personal distribution lists
- Label messages as urgent or certified
- Save or delete messages
- Control message playback (pause, rewind, fast-forward, and skip messages)
- Be notified of messages through a message light, beeper, or another phone in your office, home, or car

*In This Chapter . .*

*Overview on page 12*

*Before You Begin on page 12*

*Using the Tutorial on page 12*

*Accessing Your Mailbox on page 13*

### Overview

All 6510 UM features are available by using a telephone keypad. If you are already familiar with the 6510 UM system, you can skip the voice prompts.

### Before You Begin

Before you can use the 6510 UM system, you need to obtain the following information from your Supervisor:

- Internal extension to access the 6510 UM system
- Telephone number to access 6510 UM from outside of the office
- Your mailbox number (this is normally the same number as your extension)
- Your mailbox password (the default password is 1111)
- A list of other system users

### Using the Tutorial

The first time you access your mailbox, 6510 UM initializes a personal tutorial that guides you through the initialization of your mailbox. Dial the 6510 UM system, press #, enter your mailbox number, and follow the instructions.

**Note: Listen to the prompts carefully. Depending on the configuration of your system, you may not have to press # or enter your mailbox number to access the tutorial.**

The tutorial is divided into three sections:

- **Password:** This tutorial guides you through the password initialization process.

**Note: The initial, default password is 1111. It must be changed to ensure privacy.**

- **Personal Greetings:** This tutorial describes the different personal greetings and when each is played, and plays a sample of each greeting. You are asked to record each personal greeting. You can change your greetings at any time.

**Note: The Personal Greetings also includes the “Gone Home” greetings.**

- **Name Recording:** This tutorial guides you through the recording of your name. This is the prompt that 6510 UM uses to identify you to outside callers and internal users who send you messages.

## Accessing Your Mailbox

A mailbox is a compartment in the system that stores messages and allows you to customize how your calls and messages are handled.

**Note: You may not have to go through these steps if you call 6510 UM from inside your company and your telephone system offers voice messaging integration.**

### ◆ To access your mailbox:

1. Dial the 6510 UM system.

To access 6510 UM as a user, call it just as you would call anyone else in your company with a telephone extension number. Your Supervisor can tell you the extension number for 6510 UM.

Dial this extension when you want to call 6510 UM from inside your company's facilities.

You can also call 6510 UM from outside your company's facilities by dialing your company's automated attendant. Your Supervisor can also give you this number.

2. Press # when the system answers. The system prompts you to enter your mailbox number.
3. Enter your mailbox number. The mailbox number is what other users enter to reach you or leave you a message in your mailbox. Your Supervisor should already have a mailbox number reserved for you.
4. The system prompts you to enter your password.
5. Enter your password.
6. Until you change it, your password is 1111. You are prompted for your password each time you access your mailbox from outside your office.

**Hint: To keep your mailbox secure, immediately change it from 1111 and make sure that you are the only individual who knows the password.**

7. 6510 UM places you in the **Main Menu**, and tells you the number of **Unread** and **Read** messages that you have in your mailbox.

*In This Chapter...*

*Main Menu Options on page 16*

*Making a Message on page 17*

*Listening to Unread Messages on page 18*

*Listening to Read Messages on page 19*

## Main Menu Options

The Main Menu is your starting point for accessing and customizing your folders to operate specifically to your needs. You must first log in to the system before you are able to reach the Main Menu.

The Main Menu allows you to hear how many **Unread** and **Read** messages you have. The following options are available from the Main Menu:

**Note: The options can be accessed by pressing the corresponding command number or letter. The tables below indicate the keypad number to press to access the command, and include the corresponding command letter in brackets.**

<b>Option</b>	<b>Name</b>	<b>Function</b>
6 (letter M on keypad)	Make a Message	This option allows you to record and send a message to a user (or list of users). You can review and re-record or add to the message before sending it. You can also cancel the message that you recorded. Messages can be classified as standard, certified, or urgent before sending.
7 (letter P on keypad)	Play Voice, E-mail Messages	This option sends you to the Message Menu and allows you to play your <b>New</b> and <b>Read</b> messages.
8 (letter U on keypad)	User Options	This option sends you to the User Options Menu. From this menu, you can record personal greetings, define distribution lists, and set a new password.
0	Return to the Automated Attendant	Returns you to the automated attendant.
#	Dial an extension	Allows you to dial an extension number.

## Making a Message

You can send a single message to individual users or to a list of users using a distribution list.

◆ **To send a message:**

1. In the Main Menu, press **6** (letter **M** on the keypad). The system prompts you to enter the recipient's mailbox number.
2. Enter the destination mailbox number. You can send a single message to multiple users, distribution lists, or AMIS/VPIM network sites. Depending on the destination, the message is addressed differently.
  - User - Enter the destination mailbox when prompted.
  - Distribution List - Press **\***, followed by the distribution list number.
  - AMIS Network Site - Enter the remote destination mailbox, and then **\***, followed by the AMIS/VPIM site number.

The system speaks the destination information and prompts you to record a message.

3. Record your message and then press **#**.
4. After recording the message, you are prompted with the following options:

---

<b>Key</b>	<b>Function</b>
2 (A)	Append to recorded message (allows you to add on to the current message)
3 (D)	Discard and re-record message
4 (G)	Send to menu
6 (M)	Message Addressing Options
7 (R)	Review Message
9 (X)	Send Message

---

5. Press **9** (letter **X** on the keypad) to send the message. The system confirms that the message has been sent.

## Listening to Unread Messages

You can listen to all of the **Unread** messages in your Inbox.

◆ **To listen to unread messages:**

1. In the Main Menu, press **7** (letter **P** on the keypad). You will be prompted by the following options:

**Note:** You are only prompted if there are both unread and read messages.

Key	Function
1	listen to unread messages
2	listen to read messages
9	listen to all messages

2. Press **1** to listen to **Unread** messages. The unread messages will play. After listening to each message, you are prompted by the following options:

Key	Function
2 (A)	Answer message
3 (D)	Discard message
4 (G)	Give message to another user
5 (K)	Keep the current message
6 (M)	Make a new message
7 (P)	Play the current message again
9 (X)	Return to main menu

**Note :** The filter must be activated in your mailbox by the system administrator. This applies to this function menu appearing throughout this guide.

**Note :** The filter feature can be configured in the Customize Mailbox section of the 6510 UM Administrator, allowing you to specify what type of messages are available for listening (e-mail, fax or voice message). Information on specifying this feature can be found in Appendix E of the 6510 Unified Messaging Server Configuration Guide.

## Listening to Read Messages

You can listen to all of the **Read** messages in your Inbox.

◆ **To listen to read messages:**

1. In the Main Menu, press **7** (letter **P** on the keypad). You will be prompted by the following options:

**Note:** You are only prompted if there are both unread and read messages.

Key	Function
1	listen to unread messages
2	listen to read messages
9	listen to all messages

2. Press **2** to listen to **Read** messages.
3. The messages will play. After listening to each message, you are prompted by the following options:

Key	Function
2 (A)	Answer message
3 (D)	Discard message
4 (G)	Give message to another user
5 (K)	Keep the current message
6 (M)	Make a new message
7 (P)	Play the current message again
9 (X)	Return to main menu

**Note :** The filter must be activated in your mailbox by the system administrator.



*In This Chapter...*

*Message Menu Options on page 22*

*Answering a Message on page 23*

*Discarding a Message on page 24*

*Forwarding a Message on page 24*

### Message Menu Options

When you press **7** (letter **P** on the keypad) in the Main Menu, you are brought to the message menu to listen to unread and read messages.

After pressing **1** (for Unread messages), **2** (for Read messages), or **3** (for All messages), you can listen to the selected messages.

The following options from the **Message Menu**, are available for each message:

**Note: The options can be accessed by pressing the corresponding command number or letter. The tables below indicate the keypad number to press to access the command, and include the corresponding command letter in brackets.**

Key	Function	Details
2 (A)	Answer message	Replies to the message that you have just listened to
3 (D)	Discard message	Deletes the current message permanently
4 (G)	Give message to another user	Forwards a copy of the message to another user (or list of users) with or without comments
5 (K)	Keep the current message	Saves the message
6 (M)	Make a new message	Allows you to send a new message
7 (P)	Play the current message again	Replays the message
9 (X)	Return to the main menu	Returns you to the main menu

## Answering a Message

You can reply to a message that was sent to your mailbox by a user on the 6510 UM system.

**Note: You cannot reply to a message from an outside caller.**

◆ **To answer a message:**

1. After listening to a message, press **2** (letter **A** on the keypad). The system prompts you to record your message.
2. Record your message and then press **#**. The system prompts you with the following options:

<b>Key</b>	<b>Function</b>
2 (A)	Append to recorded message (adds another message to the recorded message)
3 (D)	Discard and re-record message
6 (M)	Message Addressing Options
7 (R)	Review message
9 (X)	Send message

3. Press **9** (letter **X** on the keypad) to send the message. The system will confirm that the message has been sent.

### Discarding a Message

◆ **To discard a message:**

1. After listening to a message, press **3** (letter **D** on the keypad). The system confirms that the message has been deleted.

### Forwarding a Message

You can forward a copy of a message to another user or list of users, either with a comment or without one.

#### Forwarding a Message with a Comment

A forwarded message can include a separate message (known as a comment). The message is heard by the recipients before the forwarded message is played.

◆ **To forward a message:**

1. After listening to a message, press **4** (letter **G** on the keypad) to forward the message. The system prompts you to enter the destination extension number.
2. Enter the destination number. The system speaks the recipient's name if it has been recorded. Otherwise, it speaks the extension number.

**Note: To forward to a distribution list, press \* followed by your list number.**

3. Press **1** to forward the message with a comment.
4. Record the comment, and then press **#**. The system prompts you with the following options:

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## Message Menu

Key	Function
2 (A)	Append to recorded message (adds another message to the recorded message)
3 (D)	Discard and re-record message
6 (M)	Message Addressing Options
7 (R)	Review message
9 (X)	Send message

5. Press **9** (letter **X** on the keypad) to send the message. The system prompts you to enter the next recipient's mailbox number (if applicable).
6. Enter the destination number of the next recipient and then press **9** (letter **X** on the keypad) to send. If you do not forward to another extension or if you are finished, press **#** to bring you back to the original message.

### Forwarding a Message without a Comment

You can forward a copy of a message to another user or a list of users without a comment.

#### ◆ To forward the message:

1. After listening to a message, press **4** (letter **G** on the keypad) to forward the message. The system prompts you to enter the destination extension number.
2. Enter the destination number. The system speaks the recipient's name if it has been recorded. Otherwise, it speaks the extension number.

**Note: To forward to a distribution list, press \* followed by your list number.**

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## *Message Menu*

3. Press **2** to forward the message without a comment. The system prompts you to enter the next recipient's mailbox number (if applicable).
4. Enter the destination number of the next recipient and then press **9** (letter **X** on the keypad) to send. If you do not forward to another extension or if you are finished, press **#** to bring you back to the original message.

*In This Chapter...*

*User Options Menu on page 28*

*Changing a Greeting on page 28*

*Changing a Distribution List on page 30*

*Changing Your Name on page 31*

*Changing Your Passcode on page 31*

### User Options Menu

When you press **8** (letter **U** on the keypad) from the Main Menu, the system places you in the **User Options Menu**.

Enter one of the following options:

**Note: The options can be accessed by pressing the corresponding command number or letter. The tables below indicate the keypad number to press to access the command, and include the corresponding command letter in brackets.**

Key	Function
<b>4 (G)</b>	Change greeting
<b>5 (L)</b>	Change a distribution list
<b>6 (N)</b>	Change your name
<b>7 (P)</b>	Change your passcode
<b>9 (X)</b>	Exit User Options menu

### Changing a Greeting

The Change Greeting option allows you to record personal and active greetings.

While in the User Options Menu, press **4** (letter **G** on the keypad). The system prompts you with the following options:

Key	Function
<b>2 (C)</b>	Change your conditional personal greetings
<b>3 (E)</b>	Enable your primary or conditional greetings
<b>8 (T)</b>	Change your primary personal greetings
<b>9 (X)</b>	Return to main menu

### ◆ To change your conditional personal greetings:

1. In the Change Greeting menu, press **2**. The system prompts you with the following options:

Key	Function
<b>2 (B)</b>	Change your busy greeting
<b>3 (F)</b>	Change your call forward greeting
<b>4 (G)</b>	Change your gone home greeting
<b>5 (L)</b>	Change your lunch greeting
<b>6 (N)</b>	Change your no answer greeting
<b>8 (V)</b>	Change your vacation greeting
<b>9 (X)</b>	Return to the previous menu
<b>0</b>	Change your out of town greeting

2. Select the key that corresponds to the greeting that you wish to change.
3. Follow the voice prompts to change the greeting.

### ◆ To enable your primary or conditional greetings:

1. Press **3** (letter **E** on the keypad) to enter the enable greetings menu.
2. Follow the voice prompts to enable either your primary or one of your conditional greetings.

### ◆ To change your primary personal greetings:

1. Press **8** (letter **T** on the keypad) to re-record your primary personal greetings.
2. Follow the voice prompts to re-record a selected personal greeting.

## Changing a Distribution List

◆ **To change a distribution list:**

1. In the User Options Menu, press **5** (letter **L** on the keypad).
2. Enter the number of the distribution list.

The system prompts you with the following options:

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<b>Key</b>	<b>Function</b>
<b>2 (A)</b>	Add distribution list member
<b>3 (D)</b>	Delete distribution list member
<b>6 (N)</b>	Record distribution list name
<b>7 (R)</b>	Review distribution list members
<b>9 (X)</b>	Return to main menu

---

3. Press **2** (letter **A** on the keypad) to add members to the list. Enter the numbers or names of the users you wish to add to the distribution list.
4. Press **3** (letter **D** on the keypad) to delete members from the list. Enter the numbers or names of the users you wish to delete from the distribution list.
5. Press **6** (letter **N** on the keypad) to record a name for the distribution list. The system will play this name each time you address messages to this distribution list.
6. Press **7** (letter **R** on the keypad) to play back the list of members for this distribution list.
7. Press **9** (letter **X** on the keypad) to return to the main menu.

## Changing Your Name

◆ **To record name prompt:**

1. In the User Options Menu, press **6** (letter **N** on the keypad).
2. Press **2** to record prompt.
3. Record prompt and then press **#**.
4. Press **1** to accept, **2** to re-record, **3** to delete, or **4** to review the prompt.
5. Press **1** to accept the recorded prompt.

## Changing Your Passcode

◆ **To set a new passcode:**

1. In the User Options Menu, press **7** (letter **P** on the keypad).
2. Enter the new passcode and then press **#**.
3. Re-enter the new passcode for confirmation, and then press **#**. The system will notify you that the new passcode will be active the next time you log in over the telephone.

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## *Mailbox Options Menu*