Mitel

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SX-200
EL/ML

Express Messenger -
Front Desk User Guide

Ask your System Administrator to help you complete this information.

Write down the hotel/motel telephone number and Express Messenger number if it is different.

Hotel/Motel Telephone Number: _____

Express Messenger Number: _____

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

Message Center Extension: _____

Your Front Desk 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

Who this Guide is for

This guide is for a front desk attendant in a hotel or motel. It provides instructions on how to use the Mitel Express Messenger™ front desk mailbox features.

Getting Started

Mitel Express Messenger is an automated voice mail system for handling telephone calls and taking messages. Express Messenger also provides front desk mailboxes and guest mailboxes for hotel or motel applications.

About Guest Mailboxes

Guest mailboxes are assigned to the telephone extension in each guest room. Guest mailboxes provide guests with basic voicemail functionality. Guests can

- play messages that they have received
- create their own greetings
- set their own wake-up calls.

When you transfer a call to the guest's phone, the caller can leave a voicemail message if the guest doesn't answer.

About the Front Desk Mailbox

As a front desk attendant, you use the front desk mailbox to administer the guest mailboxes. From the front desk mailbox, you can

- help guests access their messages
- set the status of a guest mailbox to checked-in
- set the status of a guest mailbox to checked-out
- set the language for the mailbox voice prompts (language selection is an optional feature that may not be available on your system)
- move a guest's messages to another mailbox
- access a guest's mailbox
- access the standard voicemail features (the front desk mailbox provides access to the Main Menu options for the front desk extension mailbox).

Preparations

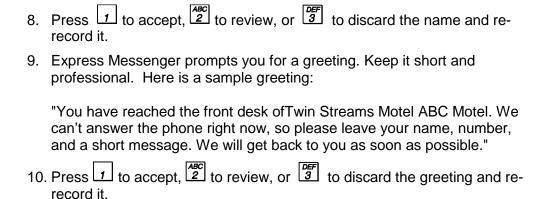Before accessing the front desk mailbox, you need

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

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

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

- A greeting. This greeting is what callers desk hear when they call the front desk and you are unable to take their calls.

Setting the Front Desk Mailbox Passcode and Greeting

1. At the front desk telephone, 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: [9 WXY][9 WXY] ... [9 WXY]
   The first time you call Express Messenger, your default passcode is all 9's.

4. Press [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 the name of your hotel or motel, for example:

   "front desk of ABC MotelTwin Streams Motel "

   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 the 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 the front desk ofTwin Streams Motel ABC Motel. We can't answer the phone right now, so please leave your name, number, and a short message. We will get back to you as soon as possible."

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

You have now successfully set up the front desk mailbox.

Accessing the Front Desk Mailbox Menu

To access the front desk mailbox menu

1. Lift the handset.
2. Dial the Express Messenger message center number.
3. When Express Messenger prompts you for your passcode, enter the passcode for the front desk mailbox.
4. Choose from the following menu options:

   2ABC   **Login for Guest** Help guests access their voicemail messages.

   4GHI   **Check in Set** the guest mailbox status to checked-in.

   6MNO   **Check out Set** the guest mailbox status to checked-out.

   8TUV   **Move** Transfer a guest's messages and greeting to another voice mailbox.

   5JKL   **Login for Access** Access a guest's mailbox.

   3DEF   **Access Front Desk Mailbox** Access the standard voicemail features that are available atthe front deskan extension mailbox options. Note that after you access the main menu front desk mailbox options you cannot return to the front desk menu from the main menu. To get back, you must exit and log back in again.

   #   **Auto Attendant** Return to the Auto-Attendant – Express Messenger will answer and play the greeting for your hotel or motel. This key only works when you are in a menu. If you are entering numbers, 0 is a numeric entry.

Helping Guests Access their Messages

If a guest calls the front desk and wants to check his or her voicemail messages

1. Press the **Trans/Conf** key to place the guest on hold.
2. Dial the Express Messenger message center number.
3. When Express Messenger answers, eEnter the passcode for the front desk mailbox.
4. Press **2ABC**. **1**. The system prompts you for the guest's voice mailbox number.
5. Enter the guest's mailbox number and hang-up.
6. Wait for the prompt "You may now complete the assisted login". The guest is transferred to the guest mailbox.
7. Hang-up. The guest is transferred to the guest mailbox.

Setting the Guest Mailbox Status

Checking Guests In

When you check a guest into a room, set the status of the guest mailbox to "checked in". A guest mailbox that is set to "checked in" can accept new messages.

1. Dial the Express Messenger message center number.
2. When Express Messenger answers, eEnter the passcode for the front desk mailbox.
3. Press $\boxed{\substack{GHI \\ 4}}$ $\boxed{\substack{ABC \\ 2}}$ to set the status to "checked in." The system prompts you for the guest's voice mailbox number.
4. Enter the guest mailbox number for the room.
5. If prompted, select the language for the voice prompts the guest hears when using the voicemail system.

   If the mailbox number is valid and if the guest mailbox status is currently set to "checked out", the system will change the status to "checked in". Otherwise, you will receive the following message, "The mailbox is already checked in". Otherwise, you will receive the following message "That number is invalid, please try again".

   ANote that any ny messages from the previous guest are deleted when the status changes from "checked out" to "checked in".

Checking Guests Out

When you check a guest out of a room, set the status of the mailbox to "checked out". A guest mailbox set to "checked out" cannot accept new messages.

1. Dial the Express Messenger message center number.
2. When Express Messenger answers, eEnter the passcode for the front desk mailbox.
3. Press $\boxed{\substack{MNO \\ 6}}$ $\boxed{\substack{DEF \\ 3}}$ to set the status to "checked out".   The system prompts you for the guest's voice mailbox number.
4. Enter the guest mailbox number for the room.

   If the mailbox number is valid and if the guest mailbox status is currently set to "checked in", the system will change the status to "checked out". Otherwise, you will receive the message, "The mailbox is already checked out".Otherwise, you will receive the message: "That number is invalid, please try again".

   Note that the messages in a "checked out" mailbox are not deleted until the status is set to "checked in".

Moving a Guest's Mailbox

If you move a guest to a another room, you must also move the guest's mailbox greeting and messages. Before you can move the guest's mailbox,

- the guest's current mailbox must be set to "checked in"
- the destination mailbox must be set to "checked out".

To move a guest's mailbox

1. Dial the Express Messenger message center number.
2. When Express Messenger answers, eEnter the passcode for the front desk mailbox.
3. Press $\boxed{\frac{TUV}{8}}$. $\boxed{\frac{GHI}{4}}$. The system prompts you to enter the current mailbox number of the guest.
4. Enter the guest's current mailbox number. The system prompts you for the mailbox number of the room that you want to move the guest's greeting and messages to.
5. Enter the mailbox number of the room that the guest is moving into.
6. If the destination mailbox number is valid and if the status of the mailbox is currently "checked out", the guest's greeting and messages are copied to the mailbox.

Accessing a Guest's Mailbox

You can access a guest's mailbox and

- check the guest's messages
- set a greeting for the guest's mailbox
- set a wake-up call for the guest.

To access a guest's mailbox

1. Dial the Express Messenger message center number.
2. When Express Messenger answers, eEnter the passcode for the front desk mailbox.
3. Press $\boxed{\overset{JKL}{5}}$. The system prompts you to enter the mailbox number of the guest.
4. Enter the guest's mailbox number. The system announces the number of messages in the mailbox status (checked in or checked out) and lists the following statistics:.
5. Select an option from the Guest Main Menu and follow the prompts.

Accessing the Front Desk Mailbox Options

From the front desk menu, you can access the front desk mailbox options. After you access these mailbox options, you can check the front desk mailbox for messages, send messages to other mailboxes, change the front desk mailbox greeting, change the front desk mailbox passcode, and so forth.

To access the front desk mailbox options

1. Dial the Express Messenger message center number.
2. When Express Messenger answers, enter the passcode for the front desk mailbox.
3. Press $\boxed{\overset{DEF}{3}}$.
4. Select an option. Refer to the Mitel Express Messenger User Guide for more information. Note that after you access the front desk mailbox options, you cannot return to the front desk menu. To get back to the front desk menu, you must exit and log back in again.