


Messages

This section describes the following system messaging features:

- **Inter-station messages:** Inter-station messages are alerts sent to your endpoint by other internal parties, notifying you to contact the party who left the message. The  (Message) button and Message/Ring Indicator flash to notify you of the new message. You can then either delete the message or reply to the message, which automatically places a call to the party who left the message.
- **Do-Not-Disturb (DND) messages:** Messages that other internal parties see when your endpoint is in DND. See “Using Do-Not-Disturb (DND)” on [page 39](#).
- **Reminder Messages:** Messages that you can use to notify yourself of upcoming appointments, meetings, and so on. See “Using Reminder Messages” on [page 40](#).
- **Pages:** Announcements sent over endpoint speakers or external speakers. See “Paging Other System Users” on [page 41](#).
- **Voice messages:** System voice mail messages.


NOTE

Because a variety of voice mail products work with the Mitel 5000 system, this guide does not include voice mail instructions. For voice mail instructions, refer to the voice mail user guide for your system. For example, refer to the *Enterprise Messaging, Basic Voice Mail, and Embedded Voice Mail Card User Guide*, part number 835.3205, or the *NuPoint Messenger Messaging User Guide* on the [Mitel Web site](http://edocs.mitel.com) (<http://edocs.mitel.com>). Contact your system administrator for more information about your voice mail system.


Leaving Messages at Other Extensions

You can leave inter-station or voice mail messages for other internal parties.


To leave an inter-station or voice message for a busy IC extension:

1. Press  (Message) or the **LEAVE MESSAGE** menu button (Model 5340 only). HANG UP OR WAIT FOR MSG CENTER appears.
2. Do one of the following:
 - Hang up to leave an inter-station message. MESSAGE LEFT FOR <name> appears.
 - Stay on the line to connect to the message center (usually voice mail).

To leave an inter-station message without placing an internal call:

1. Dial **367** (Leave Message), or press  (Message), and then press the **LEAVE MESSAGE** menu button (Model 5340 only). LEAVE MESSAGE ON EXTENSION appears.
2. Enter the extension number. MESSAGE LEFT FOR <name> appears.

Viewing and Responding to Messages

When you have waiting messages, the  (Message) button and Message/Ring Indicator flash and the display shows the number of waiting messages.




NOTE

If your handset or speakerphone is off-hook when you view an inter-station message, you automatically call the party who left the message.

The display shows new messages as follows:

- Inter-station messages sent by other internal parties are indicated by the party's programmed user name.
- Voice messages are indicated by FROM MBOX <your extension number>.


To view or respond to messages:

1. With the handset on-hook, press  (Message) or the **VIEW MESSAGE** menu button (Model 5340 only). Messages are displayed as first in/first out. If there is more than one message, you can repeatedly press  (Message) to scroll through the messages.
2. When the desired message is displayed, press #, or lift the handset for privacy, and then press # to respond. [If your handset is off-hook and you press  (Message), you automatically place a call to the party or message center who left the message.]

Canceling Messages Left at Other Extensions

You can cancel messages left at other extensions.

To cancel a message left at another extension:

1. Dial **366** or press  (Message), and then press the **CANCEL MESSAGE** menu button. CANCEL MESSAGE ON EXT # appears.
2. Enter the extension number where you left the message. MESSAGE CANCELED FOR <name> appears.


Deleting Waiting Inter-Station Messages

You can delete waiting inter-station messages.

NOTE

To delete waiting voice messages, you must connect to your voice mailbox.

To delete waiting inter-station messages:

1. Press  (Message) or the **VIEW MESSAGE** menu button (Model 5340 only). MSG <message information> appears.
2. Press * or the **DELETE** menu button (Model 5340 only) to delete the displayed message.