

Express Messenger™

Enhancing customer service in a hospitality environment



Mitel Express Messenger delivers easy-to-use personal voice mail that guests can access in their rooms or from any touch-tone phone – on or off the premises

Guest Mailbox Features

No passwords:

Express Messenger enables guests to quickly and easily change their greetings and check messages without having to create a password.

Simple prompts:

Guests can access their mailbox options via simple mnemonic prompts such as *Press P for play, D to discard, W for wake-up*. It's one of the benefits of the functional Mitel telephone user interface.

Guaranteed wake-up:

Guests can set, change or cancel wake-up calls from their rooms. The call – consisting of a special tone, music or recorded announcement – is made a pre-determined number of times until answered. If the guest does not respond, the front desk is notified.

Front-Desk Mailbox Options

Check-in/check-out:

Express Messenger allows front-desk staff to easily set the guest mailbox to reflect guests' 'checked-in' or 'checked-out' status. Simple prompts will guide system users through the options.

Move rooms:

If a guest moves from one room to another, their mailbox – and all its programmed information – can move with them.

Assisted log-in:

Guests who call from outside their rooms can enlist the help of front-desk staff in logging in to their mailboxes.

Full guest privileges:

Front-desk staff can, if necessary, log in to any guest mailbox from any telephone – without a passcode – and access all the standard features.

Guest log-in greeting:

Express Messenger allows system administrators to customize the log-in greeting for guests.

Dial by name:

This feature allows front-desk staff to transfer calls to guests by name – without compromising privacy.



www.mitel.com

1-800-648-3579

THIS DOCUMENT IS PROVIDED TO YOU FOR INFORMATIONAL PURPOSES ONLY. The information furnished in this document, believed by Mitel to be accurate as of the date of its publication, is subject to change without notice. Mitel assumes no responsibility for any errors or omissions in this document and shall have no obligation to you as a result of having made this document available to you or based upon the information it contains.

M MITEL (design), the SX-2000 and the SX-200 are registered trademarks of Mitel Corporation. All other products and services are the trademarks of respective holders.

© Copyright 2000, Mitel Corporation. All Rights Reserved. GD3455 Printed in Canada.

PN 51001260, Rev. A