

INSTRUCTIONS FOR YOUR MITEL VOICE MAIL

TO SET UP YOUR VOICE MAIL

1. Dial Voice Mail Ext 7000
The system will now prompt you through user options allowing you to do the following:
Change your password – use one easy to remember, but not trivial
Record your name.....
Record a greeting –
DEFAULT PASSWORD 1111
Sample Greeting: Hello! You have reached the voicemail of [your name], [your job title]. I'm sorry that I am unable to take your call at this time.
Please leave your name, telephone number, and a brief message, and I'll get back to you as soon as possible."

TO CALL VOICE MAIL FROM YOUR DESK:

Dial the **Voice Mail** Ext. 7000
Enter your password when prompted.

To call into voice mail to retrieve messages from a mailbox other than your own

From a phone w/Voice Mail
Dial the **Voice Mail** Ext. 7000
When system answers press * *
Enter the Mailbox number you want
Enter the Password for that mailbox
OR
Press associated Msg key
Enter password when prompted

TO CALL IN FROM THE OUTSIDE: Dial 268-8900

When the system answers press ""*"
Enter your Mailbox number
Enter your password when prompted.

Press "7" TO PLAY MESSAGES

(Corresponding to the P on your Dial Pad)

DURING PLAY BACK

Press 1 - to PAUSE 30 seconds
Press * - to MOVE BACK 5 seconds
Press # - to MOVE FORWARD 5 seconds
Press 8 - to SKIP TO THE NEXT MESSAGE

AFTER MESSAGE IS HEARD

Press 7 (R) - to REPLAY the message
Press 2 (A) - to ANSWER a message sent from another mailbox
Press 4 (G) - to GIVE the message to another user or distribution list
Press 5 (K) - to KEEP the message
Press 3 (D) - to DELETE the message
Note: After Giving or Answering a message press 9 then * to give the message to additional mailbox users

NOTES:

Press "6" TO MAKE A MESSAGE FOR ANOTHER USER

Enter Mailbox number(s) finish the list by pressing #
When finished recording press #
Press 9 to SEND message and return to the main menu
Press 2 to Append
Press 3 to Delete and start over
Press 7 to Review
Press 6 to access SEND OPTIONS – Urgent, Future Delivery, Confidential and Return Receipt

Press "8" TO CHANGE YOUR USER OPTIONS

Press 4 "G" to change GREETING
Press 6 "N" to RERECORD NAME
Press 7 "P" to CHANGE PASSWORD
Press 5 "L" for DISTRIBUTION LISTS
Enter the distribution list number (they all must begin with 0)
Press 6 - to Name the distribution list (i.e. Sales Dist. List)
Press 2 - to ADD members/ **Press 3** - to DELETE members
Enter the MAILBOX numbers of the members of the list you wish to ADD or DELETE
Press 7 - to REPLAY the members you have selected
Press 9 - to RETURN to the Main Menu

IF YOUR PHONE HAS VOICE MAIL:

TO TRANSFER A STAFF MEMBER INTO VOICE MAIL

Press TRANS/CONF
DIAL the voice mail ext 7000
when system answers press * - hang up
User then dials * + their mailbox number + their password

TO TRANSFER AN OUTSIDE CALLER INTO SOMEONE'S VM

Press TRANS/CONF - Dial 7000
When system answers press *
Enter the appropriate mailbox number – hang up

TO LEAVE A QUICK MESSAGE FROM YOUR PHONE:

Dial the Voice mail Ext. 7000
When system answers dial * and the mailbox number