

INSTRUCTIONS FOR YOUR MITEL VOICE MAIL

TO SET UP YOUR VOICE MAIL

1. Dial Voice Mail Ext. 2444
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 –

Sample Greeting: This is _____
I am not available to take your call at this time but if you leave your name, telephone number and a brief message I will return your call as soon as possible. Record your first and last name.

TO CALL VOICE MAIL FROM YOUR DESK:

Dial the **Voice Mail Ext. 2444**
Enter your password when prompted.

TO CALL VOICE MAIL FROM ANOTHER EXTENSION OR RETRIEVE DEPT MESSAGES

From a phone W/Voice Mail
Dial the **Voice Mail Ext. 2444**
When system answers press * * + the mailbox number
Enter the **PASSWORD** when prompted.

TO CALL IN FROM THE OUTSIDE after hours

Dial the **702-2444**
When the system answers press ******
+ 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

NOTES:

Press "6" TO SEND A MESSAGE TO ANOTHER USER

Enter Mailbox number
When finished recording press #
Press 9 to SEND message and return to the main menu
Press 6 to access SEND OPTIONS – Urgent, Future Delivery, Confidential and Return Receipt

Press "8" TO CHANGE YOUR MAILBOX 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 4 - 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 * - to RETURN to the Main Menu

Press 8 "T" – To access TUTORIAL

TO TRANSFER AN EMPLOYEE INTO VOICE MAIL:

Press TRANS/CONF
DIAL the voice mail ext 2444
When system answers Press ****** - hang up

TO TRANSFER AN OUTSIDE CALLER INTO SOMEONE'S VM

Press TRANS/CONF - Dial 2444
When system answers press *
Enter the appropriate mailbox number – hang up

TO LEAVE A QUICK MESSAGE FROM YOUR PHONE:

Dial the Voice mail Ext. 2444
When system answers dial * and the mailbox number

TO EXIT SYSTEM PRESS – 9