

INSTRUCTIONS FOR YOUR MITEL VOICE MAIL

TO SET UP YOUR VOICE MAIL

Dial Voice Mail Ext. 7000

Outside dial main department number.
The system will now prompt you to do the following:
Change your password - user one easy to remember, but not trivial
Record your name...
Record a greeting - primary and/or conditional.
Sample greeting: *Hi 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. If you need to speak with someone now press zero for our receptionist.*
Record your first and last name.

TO CALL VOICE MAIL FROM YOUR DESK:

Dial the Voice Mail Ext 7000

Enter your password when prompted.

TO CALL VOICEMAIL FROM ANOTHER EXTENSION

Dial Voice Mail Ext.7000

When system answers press * *
Enter the mailbox number
Enter the **PASSWORD** when prompted.

TO CALL IN FROM THE OUTSIDE

Dial 229-7000

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

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 GREETINGS
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 2 (C) - Call schedule options
Press 8 (T) - Change temporary greeting

TO TRANSFER AN EMPLOYEE INTO VOICE MAIL:

Press TRANS/CONF
DIAL the voice mail ext 7000; when system answers
Press * - hang up (Employee will press * + their mailbox number and 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 the system answers, press * + the mailbox number
TO EXIT SYSTEM PRESS - 9