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 your ext #
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.*

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 268-7000

1. **Enter** your four-digit Mailbox number/phone extension followed by "*" (asterisk)
2. **Enter** your passcode/PIN 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