

Record New Greeting

1. a) From an outside line dial your main telephone number, when you hear the auto attendant greeting Press * (star), you will hear enter your mailbox
b) Or from an internal phone within the office, press voicemail button, when you hear “you have reached the Mitel voice messaging system” Press * (star) key until you hear enter your mailbox.
2. Enter the mailbox number.
3. Enter the password: It will be the mailbox number followed by a # symbol.
4. Press 9 (you will not hear this as an option)
5. Press 3 for recording options
6. Press 1 to make a custom recording
7. Enter the recording number 019
8. Follow prompts to record greeting,

Sample Greeting: “Hello, thank you for calling “state your name”, please press 9 and you will be connected to our receptionist.

9. Press 1 (to replay) or Press 3 (to erase and re-record greeting)
10. Press # (to SAVE greeting)

You must hear, “Your Greeting is Saved” if you did not press # key again