

SETTING UP MAILBOX FOR FIRST TIME:

FROM ANY NEW TELEPHONE:

1. Press the key on your telephone labeled **Voicemail**, then press the Star, *
2. The system will prompt, "**enter your mailbox number**" (this is your 3- or 4-digit extension number)
3. The system will prompt, "**enter your password then press #**" (this is your 3- or 4-digit extension until you change it)
4. The system will walk you through **Changing Your Password** (your password is your extension until you change it), and record your **First and Last Name** for the company directory and press #
5. You must listen to **45** seconds of informational Voicemail instructions
6. When you hear the system say "**Your mailbox is now fully set up**"
7. Press **4** for Personal Options
8. Press **1** for Personal Greeting
9. Press **1** for Primary Greeting
10. Record your personal greeting and then press #

Sample greeting: Hello, you've reached _____ at extension _____. I am unavailable to take your call. Please leave a message and I will return your call promptly or you may press 0 at any time to return to our administrator. Thank you and have a great day

11. Press **1** to replay the greeting you recorded.
12. If satisfied with greeting press #, the system will say "**MESSAGE SAVED**", You must hear "**MESSAGE SAVED**", then hang up
13. If you are not satisfied, press **3** to erase and rerecord greeting, follow from step 10 until satisfied

FROM OUTSIDE OFFICE:

1. Dial **Main Number or your Direct Dial Number**
2. When system answer, or have the receptionist transfer you to voicemail then, press the Star button *
3. Follow from step **2** above

TO RETRIEVE YOUR MESSAGES

FROM YOUR OWN TELEPHONE:

- 1) Press **MESSAGE AND #**
- 2) Enter your **Password**, then Pound, #
- 3) Follow instructions

FROM ANY TELEPHONE IN THE BUILDING:

- 1) Press **TRANSFER VM**
- 2) Press the Star, *
- 3) Follow instructions

FROM OUTSIDE THE OFFICE:

- 1) Dial **Main Number or your Direct Dial Number**
- 2) When system answers, press the Star button *

Change or Update Personal Mailbox Greeting:

1. Press **Voice Mail** button on phone (wait for the voice mail system to answer, continue to step #2) or dial main number (when the Auto Attendant greeting plays, press *, continue to step #3 or ask Receptionist to transfer you to voicemail).
 2. Press the * key when you will hear, *"Hello, you have reached the Mitel voice processing center"*
 3. You will hear *"Please enter your mailbox number"* Enter your mailbox number (this is your extension number)
 4. You will hear *"Enter your passcode then press pound"* Enter your passcode (your default passcode is your extension number)
 5. Press **4** for personal options
 6. Press **1** to for your personal greeting
 7. Press **1** for primary greeting or Press **2** for your alternate greeting (alternate greetings are used for vacations or when you're out of the office for an extended length of time)
 8. Press **3** to erase the current greeting and re-record a new greeting
- Sample greeting: Hello, you've reached _____. I am unavailable to take your call at this time. Please leave a message and I will return your call as soon as possible or press 0 for assistance. Thank you!*
9. Press # key to stop recording.
 10. Press **1** to listen or **3** to erase and re-record.
 11. Press the # key before hanging up to confirm recording. **You must hear "Greeting Saved"**


CHANGING YOUR NAME IN DIRECTORY

1. Press Voice Mail button on phone (wait for the voice mail system to answer, continue to step #2) or dial main number (when the Auto Attendant greeting plays, press *, continue to step #3 or ask Receptionist to transfer you to voicemail).
2. Press the * key when you will hear, *"Hello, you have reached the Mitel voice processing center"*
3. You will hear *"Please enter your mailbox number"* Enter your mailbox number (this is your extension number)
4. You will hear *"Enter your passcode then press pound"* Enter your passcode (your default passcode is your extension number)
5. Press **4** for personal options
6. Press **2** to change your name in the directory
7. Press **3** to erase the current greeting and re-record a new greeting

Record: name and extension number, ONLY

8. Press # key to stop recording.
9. Press **1** to listen or **3** to erase and re-record.
10. Press the # key before hanging up to confirm recording. **You must hear "Greeting Saved"**

USING YOUR VOICE MAIL

<p>1. To check messages at the office:</p>  <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p><i>Hint: Your screen will display the number of new messages in your mailbox.</i></p> </div>	<p>From Your Own Telephone with a Personal Mailbox</p> <p>A) If the Message light is blinking</p> <ul style="list-style-type: none"> ➤ Press the Message key ➤ Press the Pound # symbol ➤ Enter your Password and follow <i>prompts</i> <p>From and Phone</p> <p>B) To retrieve messages from any phone in building:</p> <ul style="list-style-type: none"> ➤ Press Voice Mail ➤ Press Star * key ➤ Enter your Mailbox Number ➤ Enter your Password and Pound # ➤ Follow prompts
<p>2. To check messages from outside the office:</p>	<ul style="list-style-type: none"> ➤ Dial main Phone Number ➤ When answered, asked to be transferred to your Voice Mail ➤ Press Star * key when you hear the auto attendant ➤ Follow prompts to enter your mailbox number and password
<p>3. Transfer Calls Directly to Voicemail</p>	<ul style="list-style-type: none"> ➤ With the caller on the line ➤ Press the Voicemail/Trans VM button ➤ Hang Up
<p>4. To Pick up Voicemail from outside the office when the Auto Attendant Answer:</p>	<p>5. Press Star * key when you hear the auto attendant</p> <p>6. Follow prompts to enter your mailbox number and password</p>

WHILE THE MESSAGE IS PLAYING:		AFTER THE MESSAGE:	
“Back Up”	1	“Replay” Message	1
“Pause”	2	“Reply” to the Message	2
Move “Forward”	3	“Forward” a Copy	3
“Lower” (volume)	4	Go to “Previous” Message	4
Play the “Envelope”	5	Play the “Envelope”	5
“Increase” (volume)	6	Go to “Next” Message	6
“Delete” the Message	7	“Save” the Message	7
“Save” the Message	9	“Delete” Message”	9
“Skip” to the End	#		

USING YOUR VOICE MAIL

Personal Options:

TO CHANGE THE SEARCH ORDER & THE MESSAGE ENVELOPE (DAY, DATE, TIME, CALLER ID) OPTIONS:

Access Mailbox by pressing **Voice Mail**, *, enter your **mailbox number**, enter your **password** and #

Press 4 for Personal Options, press 4 for message envelope, make the changes desired

Press 4 for personal options, press 9 for more options, press 2 for message search order as desired

To swap 7 and 9, save and delete press 3

Message Options:

TO CANCEL UNHEARD MESSAGES OR RECOVER DELETED MESSAGES:

Access Mailbox by pressing **Voice Mail**, *, enter your **mailbox number**, enter your **password** and #

Press **5 Message Options**;

-Press **1 Cancel Unheard Sent Messages**, enter the **destination mailbox** and follow steps.

-Press **2 for Recover Deleted Messages** and follow instructions

Marking Messages:

TO MARK A MESSAGE

After you are finished leaving the message,

Press # and **9 for Special Delivery Options**

Press **1** to Mark the message **Private** or,

Press **2** to Mark the message **Certified** or,

Press **3** to Mark the message **Priority**