

MITEL VOICEMAIL

OPENING YOUR MAILBOX FOR THE FIRST TIME:

1. Call 330-505-2811
2. Press the **star (*)** key when automated attendant answers
3. Enter your mailbox number
4. Enter your default password, which is the same as your mailbox number.
5. The Voice Mail tutorial will now walk you through setting up your mailbox. The steps and associated verbiage that you will hear are as follows:

*Setting up your own mailbox password: "We will now have you set up a new mailbox password; your password can be up to **(12)** digits."*

6. Recording your mailbox name: "After the tone, please record your name, when finished speaking, press # for more options."

*Voice Mail Introduction: "Since this is the first time entering your mailbox...".
The tutorial will give you some detailed information about the voice mail system.*

YOU ARE NOW IN YOUR NEW MAILBOX; YOU MUST SET UP A PERSONAL GREETING BY:

- Pressing **4** for Personal Options.
- Press **1** for Greetings.
- Then Press **1** for Primary Greeting.

RECORD AFTER TONE; WHEN FINISHED, PRESS #

- Press **1** to review,
- Press **3** to re-record,
- Press **#** to save. **YOU MUST SAVE.**

Sample Greeting:

*"Hello, this is _____. I am either on the phone or away from my desk. Please leave your name and number, your call will be returned. **If your call needs immediate attention, please dial 0 for the operator. Thank you.**"*



To check your messages via phone:

- Call 330-505-2811
- Press star
- Enter your mailbox number when prompted
- Enter your password when prompted and press pound.

The system tells you how many new and saved messages you have. Press 1 to hear your new messages or 3 to hear your saved messages.

To check your messages via email:

- Check your work email
- Your voicemail messages will be in and among your email messages as emails from the phone system with a wav file attached.
- Click on or push the attachment to download and listen to the voicemail message.
- It will play in your device's default sound player.

OTHER MAILBOX FEATURES

PRIMARY AND ALTERNATE GREETINGS:

You can switch back and forth between your *primary* greeting and *alternate* greeting (i.e.: vacation greeting, etc.).

- In the first menu, select **4** for Personal Options
- Select **1** for Greeting
- Select **1** again to record either your primary or **2** to record your alternate greeting
- If there is a greeting recorded already, the system will play that greeting

After the greeting plays through, the following options are available:

- 1** – Plays that greeting again
- 2** – Allows you to add to the greeting
- 3** – Erases and prompts you to re-record that greeting
- #** – Saves the greeting (*This is the greeting your callers will hear*)

ENVELOPE SETTINGS:

Every time you listen to your voice mail messages, the system will play information before each message. This information is called the voice mail envelope.

- In the first menu, select **4** for Personal Options
- Press **4** to change your envelope settings



- Follow the prompts to set your envelope settings to Time and Date only, Message Source only, Message Length only, All the information, or None of the information. Default, the mailbox plays all the information.

WHILE YOU ARE LISTENING TO A MESSAGE:

Press **1**: Backs up the message three seconds each time you press it

Press **2**: Pauses the voice mail for a minute and **#** will un-pause the voice mail

Press **3**: Jumps forward three seconds each time you press it

Press **7**: Saves the message

Press **9**: Deletes the message

Press **#**: Skips the message and moves on to the next one

AFTER THE MESSAGE PLAYS:

- Press **1** to Replay the message you just heard
- Press **2** to Reply to the message (internal voicemails only)
- Press **3** to Allow you to forward a copy of that same message to another mailbox user (*Prompts you to record an introduction for the forwarded message if you choose to*)
- Press **7** to Save the message you just listened to
- Press **9** to Delete the message you just listened to

NOTE: Unless you save or delete a message, the system considers it a new message. Saved messages are saved indefinitely. Deleted messages can be recovered within (24) hours.

HOW TO UN-DELETE A MESSAGE

- From the first menu, press **5** for message options
- Press **2** to recover a deleted message
- Follow the prompts from that point

LISTENING TO SAVED MESSAGES

- From the first menu, press 3 to listen to saved message

DELIVERY OPTIONS

After you record a message for another mailbox user, you can hang up to deliver the message or press pound (**#**) for more options.

- Press pound (**#**), then **9** for delivery options, then brings you to the following menu:
- Press **1**: Marks the message as private (It cannot be forwarded to another user)
- Press **2**: Marks the message as certified (You get a voice mail receipt when the person you sent the message to listens to your message)



- Press **3**: Marks the message as priority (It will be the first new message waiting in that mailbox)

TO CANCEL AN UNHEARD MESSAGE

- From the first menu, press **5** for message options
- Press **1** to cancel an unheard message
- Enter the mailbox where you left the message
- As long as the user has not heard your message, you can delete it

