MITEL VOICEMAIL

ACCESSING YOUR MAILBOX

Allows access to your voice mailbox from inside or outside the office.

➢ From any Phone in the Office OR From your Own Phone
  1. Lift the handset (if desired)
  2. Press the VOICE MAIL key
  3. Press *
  4. Enter your mailbox number.
  5. Enter your password.
  6. Press #.

➢ From Outside the Office
  1. Dial __________
  2. Press the *key.
  3. Enter your mailbox number.
  4. Enter your password.
  5. Press #.

LISTENING TO MESSAGES

To listen to new messages, press 1. To listen to saved messages, press 3.

➢ While you are listening to messages you have the following options:
  • Press # to skip to the end of the message
  • Press 1 to back up
  • Press 2 to pause, press any button to continue
  • Press 3 to skip ahead
  • Press 4 to lower the volume
  • Press 5 to replay message envelope
  • Press 6 to raise the volume
  • Press 7 to save
  • Press 9 to delete

➢ After you have listened to messages you have the following options:
  • Press 1 to replay
  • Press 2 to reply
  • Press 3 to forward a copy
  • Press 4 to go back to prior message
  • Press 6 to go to the next message
  • Press 7 to save
  • Press 9 to delete
SENDING MESSAGES
Allows users to leave a message in another user's mailbox without calling their extension. After entering your mailbox as described in accessing your mailbox:

- **Quick Message** (Sending a message from inside the office):
  1. Press the VOICE MAIL key.
  2. Enter the mailbox number where you wish to send the message.
  3. Record your message.
  4. After recording your message you may hang up or press # for more options.

- **Sending a message from outside the office:**
  1. Press 2.
  2. Enter the mailbox number where you wish to send the message.
  3. Press # to accept the mailbox number.
  4. Record your message.
  5. After recording your message you may hang up or press #.

By pressing # you will have the following options:
- Press 1 to replay
- Press 2 to add on
- Press 3 to re-record
- Press 9 for special delivery options

After pressing 9 for special delivery options you will have the following choices:
- Press 1 to mark private
- Press 2 to send certified
- Press 3 to send priority
- Press * to cancel
- Press # to deliver message

When finished press # to send the message, then hang up

CANCELING UNHEARD MESSAGES
Allows users to cancel unheard voicemail messages they have sent to another mailbox.

1. Access your mailbox.
2. Press 5.
4. Enter the mailbox number that has the unheard message.
5. Press #.

Voice mail will then tell you how many messages you have that have not been listened to at that mailbox and play them for you. After each message, you can:
- Press 1 to replay
- Press 2 to add
- Press 3 to forward
- Press 4 to listen to the prior message
- Press 5 to play the message envelope
- Press 6 to listen to the next message
- Press 7 to save
- Press 9 to delete
UNDELETING MESSAGES
Allows users to access deleted messages for up to 24 hours after the message was deleted.

1. Access your mailbox.
2. Press 5.
4. Press 1 to listen to your deleted messages.

➢ After each message you have the following options:
   • Press 1 to replay
   • Press 2 to reply
   • Press 3 to forward
   • Press 4 to listen to the prior message
   • Press 5 to replay the message envelope
   • Press 6 to listen to the next message
   • Press 7 to recover
   • Press 9 to purge

➢ Or wait for the system to prompt you to:
   • Press 2 to recover all of your deleted messages.
   • Press 3 to erase all of your deleted messages.

PERSONAL OPTIONS
Allows a mailbox user to maintain their mailbox. After entering your mailbox as described in accessing your mailbox, press 4, and you will then have the following options:

➢ Greeting:
   1. Press 1 for greetings.
   2. Press 1 to record you primary greeting, 2 to record your alternate greeting.
   3. Press # to end recording.
   4. Press # to save your recording.

➢ Recorded Name:
   1. Press 2 for recorded name.
   2. Press # to end recording.
   3. Press # to save your recording.

➢ Password:
   1. Press 3 for password.
   2. Enter your new password.
   3. Press # to save your new password.

➢ Message Envelope:
   1. Press 4 for message envelope.
   2. Listen as Voice Mail instructs you on your options.

➢ More Options:
   1. Press 2 for the message search order
   2. Press 1 to search order for new messages
   3. Press 2 to change search order for saved messages
INITIALIZING YOUR MAILBOX

Allows access to your voice mailbox from inside or outside the office.

➢ Entering Your Mailbox:
  Voice Mail Button: 
  Press * (star):
  Your Mailbox Number:
  Your Password:

  (When you're prompted for your password, enter your mailbox number or the # key. These are the two possible default passwords in order to access your voicemail box. The next step will allow you to choose your own user-protected password.)

➢ Changing Your Password:
  Enter your new password:
  Press # (pound) to end entry:
  Press 3 to erase and re-enter
  Press # (pound) to save:

➢ Recording Your Name:
  Say your first & last name:
  Press # (pound) to end recording:
  Press 1 to replay
  Press 2 to append
  Press 3 to erase and record
  Press # (pound) to save:

"Because this is the first time you are calling voice mail, you should be aware of a few standard features..."

Press # to skip.

➢ As soon as you hear:
  "You have ___ new message,"
  Press 4
  She will then prompt you for the next step, recording your greeting..

➢ Recording Your Greeting:
  Press 1 for Greetings:
  Press 1 for Primary Greeting:

➢ Your Greeting: (see suggested greetings sheet)
  Press # to end recording:
  Press # to save the recording:

➢ For all recordings:
  Press 1 to listen
  Press 3 to re-record
  Press # to save
VOICEMAIL GREETINGS

Hints for Voicemail Greetings
- Keep greetings short approximately 15 seconds
- Tell caller your name
- Tell the caller why they have reached your voice mailbox (i.e., on the phone, away from office, etc.)
- Tell them when to expect a return call
- Encourage the caller to leave a message. Tell them that you will return the call
- Give the caller the option of dialing zero for operator assistance/personal assistance

SAMPLE VOICEMAIL GREETINGS

Primary
Hello, this is _______. I am not able to answer your call right now. Please leave a detailed message, and I will return your call. For personal assistance, during business hours, please press zero now.

Alternate
Hello, this is _______. I am out of the office today (give reason), but will return calls tomorrow. For personal assistance, during business hours, please press zero now.

Alternate (Meeting)
Hello, this is _______ and today is _______. I am in the office today, but in a meeting from _____ to _____. Please leave a detailed message, and I will return your call as soon as possible. For personal assistance, during business hours, please press zero now.

Alternate (Nightly)
Hello, this is _______. Today is _______. I have left the office for the day. Please leave a detailed message and I will return your call tomorrow morning. For personal assistance, during business hours, please press zero now.

Alternate (Out of Office)
Hello, this is _______ and today is _______. I will be out of the office until _________, but will be checking in for messages and I will return your call when I return. For personal assistance, during business hours, please press zero now.

Alternate (Vacation)
Hello, this is _______. I will be out of the office until _________. I will not be able to check for messages. If you can wait until I return, please leave a message, or you may press zero, during business hours, for immediate assistance.