INSTRUCTIONS FOR YOUR MITEL VOICE MAIL

TO SET UP YOUR VOICE MAIL

1. Dial Voice Mail Ext 4999
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 –

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. Thank you.

TO CALL IN FROM THE OUTSIDE: Dial
315 470-4999
When the system answers press “*”
Enter your Mailbox number
Enter your password when prompted.

Press “6” TO SEND A MESSAGE TO 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 MAILBOX OPTION
Press 4 “G” to change GREETING
(5) To Listen to your greeting
(7) To Record your Greeting
(4) To Change your Extended Absence Greeting
(7 to Record/ (5) to Listen (3) to Enable/Disable
Note: If using the Extended Absence greeting each time you call in you will be prompted to retain or disable it at that time.
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 REVIEW the members you have selected

TO TRANSFER AN EMPLOYEE INTO VOICE MAIL:
Press TRANS/CONF
DIAL the voice mail ext. 4999
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 4999
When system answers press *
Enter the appropriate mailbox number – hang up

TO LEAVE A QUICK MESSAGE FROM YOUR PHONE:
Dial the Voice mail Ext.4999
When system answers dial * and the mailbox number

TO EXIT SYSTEM PRESS – 9