

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 VOICE MAIL FROM YOUR DESK:

Dial the **Voice Mail Ext. 4999**
Enter your password when prompted.

To call into voice mail to retrieve messages from a mailbox other than your own (ie. General Mailbox)

From a phone W/Voice Mail
Dial the **Voice Mail Ext. 4999**
When system answers press * *
Enter the Mailbox number
Enter your Password when prompted.

OR

Press the MW XXXX key associated with that mailbox.
Enter your password when prompted

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 “7” TO PLAY MESSAGES

(Corresponding to the P on your Dial Pad)

DURING PLAY BACK

Press 1 - to PAUSE 30 seconds
Press * - to MOVE BACK 5 seconds
Press # - to MOVE FORWARD 5 seconds
Press 8 - to SKIP TO THE NEXT MESSAGE

AFTER MESSAGE IS HEARD

Press 7 (R) - to REPLAY the message
Press 2 (A) - to ANSWER a message sent from another mailbox
Press 4 (G) - to GIVE the message to another user or distribution list
Press 5 (K) - to KEEP the message
Press 3 (D) - to DELETE the message
Note: After Giving or Answering a message press 9 then * to give the message to additional mailbox users

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 REPLAY 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