# MITEL VOICEMAIL QUICK REFERENCE

STERLiNG COMMUNICATIONS

## VOICEMAIL OPERATIONS

### New Voice Mail Indicators

Your voice mailbox contains unplayed messages if:

- You hear a stutter tone on the handset. OR
- The phone's message waiting light flashes.

### Checking Voice Mail

#### To check voice mail from your extension

1 Press **Voice Mail** or lift the handset and press #.
2 At the prompt, use the dial pad to enter your password.
3 Press **#**.

*NOTE: If you are logging in for the first time, the system prompts you for a new password and asks you to record your name.*

#### To check voice mail from another extension

1 Press **#** twice.
2 Enter your extension.
3 Enter your password.
4 Press **#**.

#### To check voice mail from an external phone

1 Dial your voice mail access number.
2 Enter your extension.
3 Enter your password.
4 Press **#**.

### Listening To Messages

At the Main Menu prompt, press **1**. The voicemail system plays urgent messages first, then newly arrived messages.

The system gives the delivery date and time for each message. (You can disable this feature from the Mailbox Options Menu.)

## Managing Messages

After listening to a message, you can replay it, send a reply to the person who left the message, forward it to someone else, replay the date and time information, save it, or delete it.

### To replay all of your saved messages

- Press **3** at the Main Menu prompt.

As a safeguard against accidental erasures, the system retains deleted messages for a few hours.

### To listen to your deleted messages

1 Press **7** at the Main Menu prompt.
2 Press **7**.

Voice mail plays all the deleted messages still available to the system. During playback, you can manage deleted messages as if they were newly arrived messages.

### To restore a deleted message

Press **2**.

### To send a recorded message from voice mail

After recording a message, voice mail asks you to supply an address.

1 Address the message to individual recipients by entering their extension numbers.
2 Specify groups of recipients by entering a distribution list number.

To identify a recipient by name, specify a personal distribution list, or broadcast to all extensions, press **0** and follow the prompts.

### To mark a message as urgent

- After addressing the message and confirming the addressee(s), press **1**.

### To forward the message you're reviewing

1 Press **4** and follow the recorded prompts.

To reply to the message you're reviewing

1 Press **5** and follow the recorded prompts.
2 Press **1** to reply with a voice mail, press **2** to reply with a call back, or press **3** to reply to all with a voice message.

## Changing Mailbox Options

Personalize your voice mail by changing your name, password, or personal greeting.

To change personal settings from the Main Menu, press **7** and follow the recorded prompts.

## Enabling Extension Assignment

If you have the proper permission, you can assign your extension to any phone on the system.

1 Log in to voice mail from the target phone–an extension other than your own.
2 At the Main Menu prompt, press **7**.
3 Press **3** to re-assign the extension.
- Press **1** to assign the extension.
- Press **2** to un-assign the extension. (Phone reverts to its original extension.)

## Setting Availability and Forwarding

*NOTE: Use Mitel Connect Client to configure the states with different call forwarding destinations and personal greetings.*

You can set one of the states for your extension. When you record a personal greeting, it is linked to the active Availability state.

### To enable one of the distinct states:

- Press **7** at the Main Menu prompt.
- Press **2**, then follow the prompts.

## Changing Notification Options

To select a notification profile for the Escalation Notification feature:

- Press **7** at the Main Menu prompt.
- Press **9** for additional mailbox options.
- Press **2**, then follow the prompts.

*NOTE: You must have notification profiles previously configured by the System Administrator before a notification profile can be activated.*

## Enabling FindMe

To enable or disable FindMe Forwarding so that callers can forward their calls to your destination:

- Press **7** at the Main Menu prompt.
- Press **9** for additional mailbox options.
- Press **5**, then follow the prompts.

*NOTE: You must have permission to use FindMe Forwarding.*

## LEAVING A MESSAGE

### Troubleshooting

If the number of messages in your mailbox exceeds the limit, the system notifies callers that your mailbox is full and unable to accept new messages. (Recently deleted messages remain in the mailbox and are included in the total count.)

If your mailbox is full, first purge any backlog of deleted messages.

To purge deleted messages

1 At the Main Menu prompt, press **7**.
2 Press **8** to remove deleted messages.
3 Press **1** to confirm deletion or * to cancel.

### Leave Message

When dialing into a Mitel system, if the person you are trying to reach does not answer, your call will be sent to a mailbox and you will hear a standard greeting. You can select from the following options:

**#** Bypass greeting
**0** Transfer to assistant
**1** Forward to recipient's FindMe destination if enabled
**9** Transfer to Auto-Attendant

### Message Recording

If you choose to leave a recorded message, the following options are available after recording your message:

**#** Message options

*NOTE: Hanging up sends the message.*

### # Message Options

When leaving a message, select from the following options:

**#** Send message
**\*** Cancel
**1** Review
**2** Re-record
**3** Mark/unmark urgent
**4** Mark private
**0** Send message, transfer to assistant
**9** Send message, transfer to Auto-Attendant

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**STERLiNG** COMMUNICATIONS

PRESS ↓

## Main Menu for VoiceMail Operations

### 1

**Listen to Messages**

Select one of the following options during or at the end of a message:

1 Replay
2 Save
3 Delete
4 Forward
5 Reply
6 Play envelope
7 Move backward
8 Pause
9 Move forward
0 Additional options
# Continue to next message
*Cancel messge review
**Play previous message

**5 Reply**

Select one of the following :

1 Reply with a voice message
3 Reply to all with a voice message
*Return to previous menu

**Log In: Internal**

a) From your own extension, lift the handset, press #, enter password, and press #
b) From another extension, press # twice, enter extension, enter password, and press #
c) From your own extension, press voicemail button, press call vm soft key, enter password and press#

**Log In: External**

Call your voice mail access number, enter extension, enter password, and press #

### 2

**Send a Message**

Record your message at the tone. When finished, press # and select from the following options:

# Accept
1 Review
2 Re-record
* Cancel

**# Accept**

Enter the extension or the system distribution list to receive the message:

#  Conclude addressing
0  Additional addressing options
*  Cancel last address
** Cancel recording

**# Conclude Addressing**

# Send
1 Mark/unmark urgent
3 Enter additional addresses
4 Mark message private
* Cancel

**0 Addressing Options**

1 To look up a name in the directory
2 To send a personal distribution list
3 To broadcast to all users
*To cancel address options

**1 Address by Name**

Spell the name of the person, last name first. Press 7 for Q and 9 for Z.  * Cancel

Note: System returns to Addressing after name is entered.

**2 Address by Personal Distribution List**

Enter the two-digit personal distribution list number.
* Cancel

### 3

**Listen to Saved Messages**

Refer to "Listen to Messages" for message options while listening to saved messages.

### 7

**Change Mailbox Options**

1 Record greeting
2 Configure availability state
3 Re-assign extension
4 Set password
5 Enable/disable envelope information
6 Record name
7 Listen to deleted messages
8 Remove deleted messages
9 Additional options
* Cancel

**1 Record Greeting**

Record your greeting for the currently active state at the tone. When finished, press # and select from the following options:

# Accept
1 Review
2 Re-record
3 Delete
* Cancel

**2 Set Availability State**

1 Available
2 In a meeting
3 Out of office
4 Vacation
5 Custom
6 Do Not Disturb
7 If permitted to enable calling to additional phones
*Cancel

**3 Re-assign Extension**

1 Assign to this telephone
2 Un-assign
3 Assign ext. to last external number
* Return to previous menu

**4 Set Password**

Enter password twice in response to the prompts.
* Cancel

**5 Enable Envelope Info**

Enables or disables envelope information

**6 Record Name**

Record your name at the tone. When finished, press # and select from the following options:

# Accept
1 Review
2 Re-record
3 Delete
* Cancel

**8 Remove Deleted Messages**

1 Confirm  * Cancel

**9 Additional Options**

1 Enable/disable Outlook integrated availability states
2 Change notification options
3 Change agent state
5 Change Find Me Forwarding state
* Return to previous menu

**2 Notification Options**

1-9 Enter the number associated with a Notification Profile
0  Disable Notification
#  No change

**3 Agent State**

1 Log in and assign extension
2 Log out
3 Log in without assigning extension
* Previous menu

**5 Find Me Forwarding**

1 Enable Find Me Forwarding
2 Disable Find Me Forwarding

### 8

**Log Off**

### 9

**Return to Auto-Attendant**

### 0

**Transfer to Assistant**

### #

**Hear Mailbox Status**