

Voicemail How To's

Quick Reference

Logging into Voicemail

Remotely Accessing Voicemail

Send a call to a user Voicemail directly

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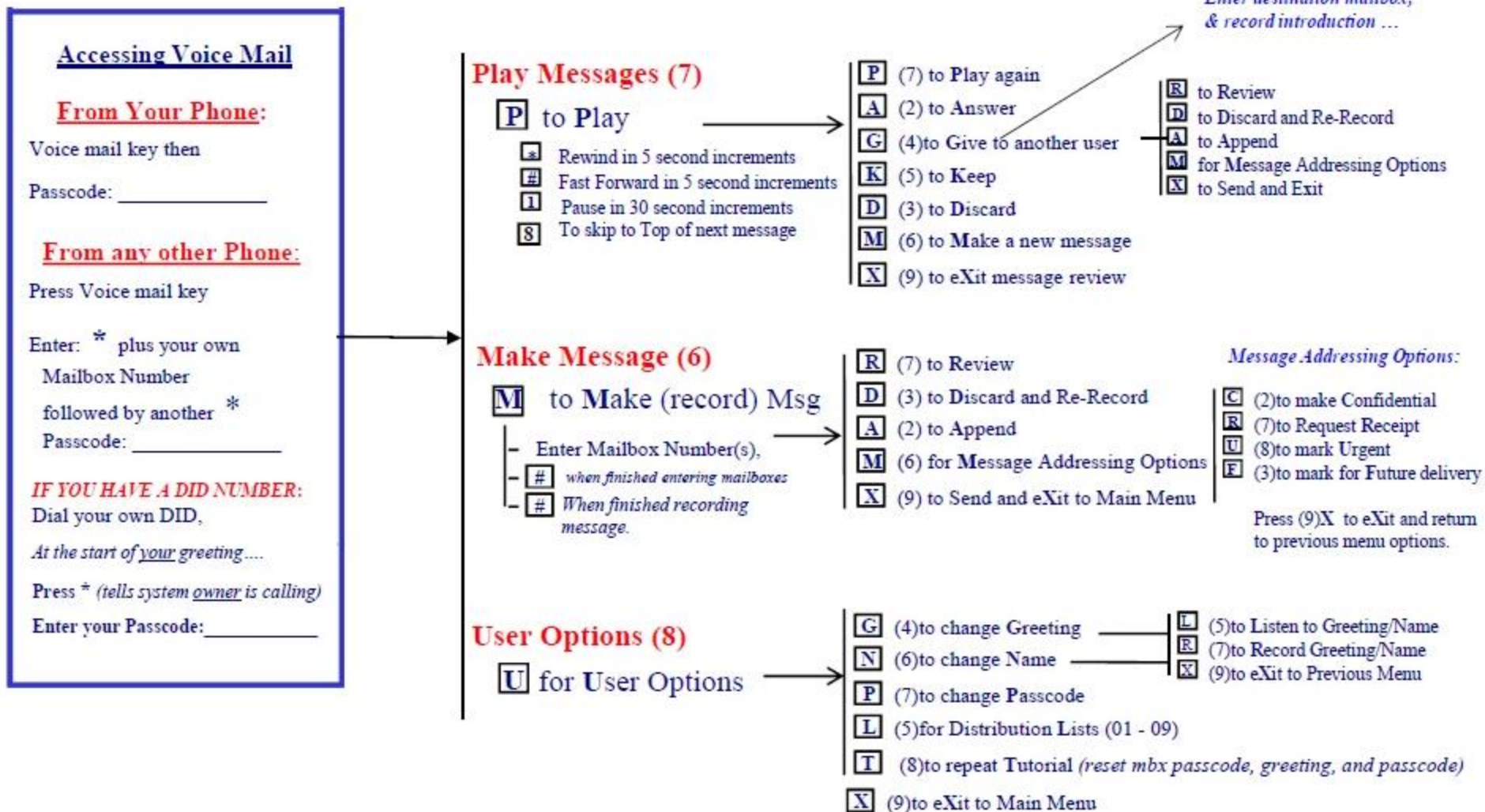




VOICE MAIL Flow

Initial Passcode = 1111

Follow tutorial to create new passcode, record name, and record greeting.



Logging in to the Voicemail System

A steadily flashing red light in the upper right corner of your phone indicates that you have unheard messages. To hear your messages using the voicemail system, you must first log in to the voicemail system. You can also log in to the voicemail system from another extension or from an external phone.

Logging in to Voicemail from Your Desk Phone

Press the voicemail button on the bottom left of your desk phone.



Your phone dials the voicemail system.
At the audio prompt, enter your passcode. (The default passcode is 1111)

NOTE: The first time you log into the voicemail system, you are prompted to record your name.

A. If No forwards are set on the phone

1. Users can dial their office number 501-916-xxxx remotely
2. Press * when you hear the Voicemail system
3. Enter your passcode - Default Voicemail Code = 1111

You can now manage messages, update the PIN and create greetings.

B. If the office phone has a forward set

1. Dial 501-916-3458
2. Enter Mailbox # (4 digit extension)
3. Press * - when you hear the system say "please leave your name and a message"
4. Enter your passcode - Default Voicemail Code = 1111

C. Logging in to Voicemail from Another Extension

You can log in to the voicemail system from another extension in your Mitel system.

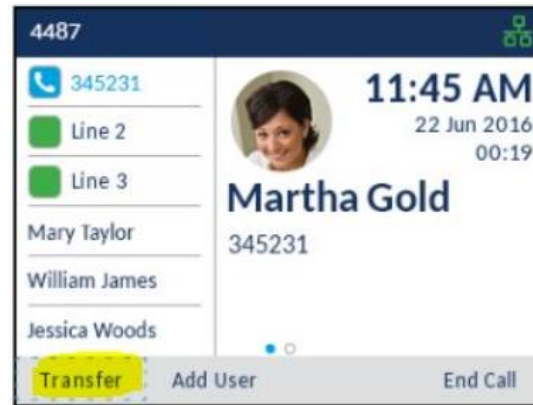
Press the Voicemail button, When the greeting starts to play, hit the star key (*). It will then say "welcome to the message center, please enter a Mailbox number." Enter the extension you want to access, You will then hear the Voicemail greeting for that extension start to play. Hit the Star key (*) again, it will then ask you for the passcode. You will now be in that Voicemail box

You can now update the PIN, create a greeting. Now messages will be left as calls are being forwarded.

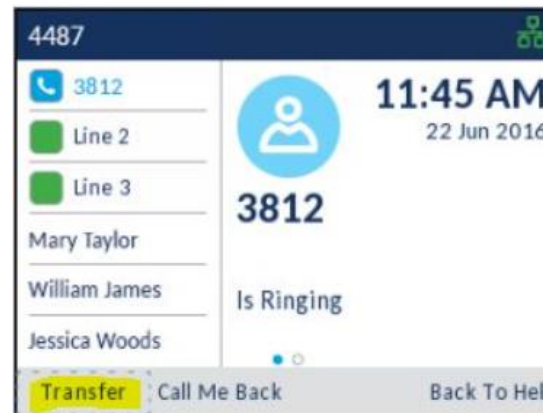
To send a call to a user voicemail directly, without the phone ringing

With an active call engaged,

1. Press the Transfer soft key



2. Dial 8000 *
3. Enter the users extension
4. Press the Transfer soft key again



Done - the caller is now connected to the user voicemail box, or designated call destination