MITEL VOICEMAIL QUICK REFERENCE

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Voicemail Operations

This document describes the audio voicemail system in MiCloud connect and MiVoice Connect.

New Voice Mail Indicators

Your voice mailbox contains unplayed messages if either of the following are true:

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

Checking Voice Mail

To check voice mail from your extension

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

NOTE: If you are logging in for the first time, the system prompts you to set 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 voicemail password or PIN.
4. Press **#**.

To check voice mail from an external phone

1. Do one of the following:
- Dial your voicemail access number.
- Dial your direct inward-dial number and press *** #**.
2. Enter your extension.
3. Enter your voicemail password or PIN.
4. Press **#**.

Listening To Messages

At the Main Menu prompt, press **1**. The voice mail system plays urgent messages before other 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

- 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.

Assigning Your Extension to a Phone

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

1. Log in to voicemail 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

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

NOTE: Use the Connect client to configure the availability states with different call forwarding destinations and personal greetings.

To configure your availability state

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

Changing Notification Options

To select a notification profile for the Escalation Notification feature:

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

NOTE: You must have notification profiles configured before a notification profile can be activated.

Enabling FindMe

With the proper permission, you can enable or disable FindMe Forwarding so that callers can forward their calls to your destination:

1. Press **7** at the Main Menu prompt.
2. Press **9** for additional mailbox options.
3. Press **5**, and then follow the prompts.

NOTE: If you are using MiCloud Connect and you have Connect for Mobile configured, you cannot use Find Me Forwarding.

Purging Deleted Messages

Deleted messages are purged from the system every night. If you receive a notification that your mailbox is full, you can immediately purge any deleted messages as follows:

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

Messages

Leaving a Message

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
9 Transfer to Auto-Attendant

Recording a Message

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

Message options
* Re-record
0 Send message, transfer to assistant
1 Send message, forward to recipient's FindMe destination
9 Send message, transfer to Auto-Attendant

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 message private
0 Send message, transfer to assistant
9 Send message, transfer to Auto-Attendant

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PRESS ↓

Main Menu for Voicemail Operations

1

Listen to Messages

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

0 Additional options	4 Forward	8 Pause
1 Replay	5 Reply	9 Move forward
2 Save	6 Play envelope	# Skip
3 Delete	7 Move backward	* Cancel

5 Reply

Select one of the following :

1 Reply with a voice mail
2 Reply with a call back[1]
3 Reply to all with a voice message

[1] An admin must enable this feature

Log In: Internal

1 From your own extension, lift the handset, press #, enter password, and press #.
2 From another extension, press # twice, enter extension, enter password, and press #.

Log In: External

1 Do one of the following:
  • Call your voicemail access number and enter your extension.
  • Dial your phone number and press * #.
2 Enter your 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

 # Conclude Addressing

Send
1 Mark/unmark urgent
2 Request return receipt
3 Enter additional addresses
4 Mark message as private[2]
* Cancel

[2] Users who receive messages as .wav files do not receive .wav files for private messages.

0 Addressing Options

1 Address by name
2 Address by personal distribution list
3 Broadcast to all users
* Cancel

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" above for message options while listening to saved messages.

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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 all deleted messages
9 Additional options
* Cancel

1 Record Greeting

Record your greeting for the currently active mode at the tone.[3] When finished, press # and select from the following options:

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

[3] The greeting for your DND state is always your dial-by-name recorded name.

2 Configure Availability State

1 Available	5 Custom
2 In a meeting	6 Do Not Disturb
3 Out of office	7 Calling to add'l phones
4 Vacation	* Cancel

3 Re-assign Extension

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

4 Set Password

Enter password twice in response to the prompts.
* Cancel

5 Enable Envelope Info

Press either 1 to enable, or 2 to disable.

6 Record Name

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

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

8 Remove All Deleted Messages

1 Confirm * Cancel

9 Additional Options

1 Enable or disable Outlook integrated availability states
2 Change notification options
3 Change agent state
5 Change Find Me Forwarding state
* Cancel

2 Notification Options

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

3 Workgroup Agent State

1 Log in and assign extension
2 Log out
3 Log in without assigning extension

This feature applies only to MiVoice Connect.

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