

MITEL® VOICEMAIL (Operating and Reference Manual)

VOICEMAIL INTRODUCTION

- The voice mailbox assigned to your extension will allow your callers to leave you a message when your line is busy or when it is unanswered. The first time you call it up, a user tutorial will help you organize your voice mailbox.
- You must record your own greeting. Your personal greeting can easily be changed to reflect your whereabouts, your schedule, etc.
- Your mailbox can have a four to ten digit pass code. You create it yourself and can change it at any time.
- Calls are transferred to your voice mailbox after three rings.
- You can retrieve your message from any Touch-Tone Telephone.

ACCESSING or SETTING UP YOUR VOICE MAIL BOX

1. Locals with single voice mail box please follow the blue writings.
2. Locals with multiple voice mail boxes please follow the red writings.

From the same phone as your local

1. Dial **0 (wait for response) + your pass code or 5555
2. Dial **0 (wait for response) + voice mail box number + your pass code or 5555

From any internal Touch-Tone Phone:

1. Dial **0 (wait for response) + * your local + * your pass code or 5555
2. Dial **0 (wait for response) + * * your local + voice mail box number + * your pass code or 5555

From outside of the College:

- Call (514) 931-8731 (wait for response) dial **0 (wait for response) + your local (+ voice mail box number) + * your pass code or 5555

NOTE: The new voicemail boxes are created with a tutorial. The first time you access your voice mailbox an automated voice will help you set up your personal greetings, your personal pass code and your name. Make sure that you listen to the entire tutorial; otherwise you will not be able to listen to or send any messages.

PLAYING MESSAGES

When you access your voice mailbox to retrieve messages, the system will tell you how many messages there are.

- Press 7 to **listen** to a message.
- Press 5 to **keep** a message.
- Press 3 to **erase** a message.
- Press 4 to **forward** a message (enter extension+ # +wait to record your message + # + 9 to forward)

You may use the following keys at any time while listening to a message:

- 8 to move to the next message
- 8* to return to the previous message
- # to move forward 5 seconds
- * to back up 5 seconds
- 1 to pause for 30 seconds

USER OPTIONS

Once your voice mailbox has accepted your pass code, press 8 to access the user options menu and its features.

- Press 4 to change your greeting.
- Press 6 to record your name.
- Press 7 to change your pass code.
- Press 5 to create or modify a distribution list.
- Press 9 to exit to the main menu or exit from voice mail.

SUGGESTED GREETINGS

Hello, you have reached the voice mailbox of (your name). I can't take your call at the present time, so please leave me a detailed message and I'll call you back as soon as possible.

Hello, you have reached the voice mailbox of (your name). I will be away from the office on (course, holidays, meeting, etc.) until (date). Should you need any assistance during my absence, please contact (name) at extension (xxxx). You may choose to leave me a message and I will return your call upon my return.