# MITEL VOICEMAIL QUICK REFERENCE

## Main Menu for Voice Mail Operations

### Listen to Messages
Select one of the following options during or at the end of a message:
- 0 Additional options
- 1 Forward
- 2 Reply
- 3 Save
- 4 Move forward
- 5 Reply
- 6 Play envelope
- 7 Move backward
- 8 Pause
- 9 Move forward
- # Skip
- * Cancel

### 5 Reply
Select one of the following:
- 1 Reply with a voice mail
- 2 Reply with a call back
- 3 Reply to all with a voice message

### 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 #

### Log In: External
- Call your voice mail access number, enter extension, enter password, and press #

### Send a Message
Record your message at the tone. When finished, press # and select from the following options:
- 0 Addressing Options
- 1 Address by name
- 2 Address by personal distribution list
- 3 Broadcast

### # Accept
Enter the extension or the system distribution list to receive the message:
- # Conclude addressing
- 0 Additional addressing options
- * Cancel
- ** Cancel

### # Conclude Addressing
# Send
- 1 Mark/unmark urgent
- 2 Mark/unmark for return receipt
- 3 Enter additional addresses
- * Cancel

### 0 Addressing Options
- 1 Address by name
- 2 Address by personal distribution list
- 3 Broadcast

### 1 Record Greeting
Record your greeting for the currently active mode at the tone. When finished, press # and select from the following options:
- # Accept
- 1 Review
- 2 Re-record
- 3 Delete
- 4 Move forward
- # Skip
- * Cancel

### 2 Set Availability State
- 1 Available
- 2 In a meeting
- 3 Out of office
- 4 Vacation
- 5 Custom
- 6 Do Not Disturb
- * 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
- 1 Review
- 2 Re-record

### 7 Record Name
Record your name at the tone. When finished, press # and select from the following options:
- # Accept
- 1 Review
- 2 Re-record

### 8 Remove Deleted Messages
- 1 Confirm
- * Cancel

### 9 Additional Options
- 1 Enable or disable Outlook automated call handling
- 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 Agent State
- 1 Log in and assign extension
- 2 Log out
- 3 Log in without assigning extension

### 5 Find Me Forwarding
- Enable Find Me Forwarding
- Disable Find Me Forwarding

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Voicemail Operations

New Voice Mail Indicators
Your voice mailbox contains unplayed messages if:
- 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 # or lift the handset and press #.
2 At the prompt, use the dial pad to enter your password. (If you have not been assigned a password, use the default password, 1234.)
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
- 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.
3 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.
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.

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.

To listen to your deleted messages
1 Press 7 at the Main Menu prompt.
2 Press 7.

Setting Availability and Forwarding
NOTE: Use ShoreWare Call Manager 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 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.

Enabling Office Anywhere (On-Net)
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.
4 Press 1 to assign the extension.
5 Press 2 to un-assign the extension.

(Phone reverts to its original extension.)
(Off-Net Extension Re-assignment cannot be configured through the voicemail system and must be configured through PCM. Refer to the Administration Guide for details.)

Troubleshooting
When dialing into a ShoreTel 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
9 Transfer to Auto-Attendant

Leaving a Message
When leaving a message:
- Press 0 to send the message to your extension.
- Press 1 to send the message, transfer to Auto-Attendant.
- Press 2 to transfer to assistant.
- Press 3 to forward to recipient’s FindMe destination.
- Press 4 to transfer to mailbox.
- Press 5 to forward to all extensions.
- Press 6 to suspend and then resume at a later time.
- Press 7 to assign a personal greeting.
- Press 8 to send a reply to the person who left the message.
- Press 9 to send a reply to all those who called you.

Message Options
When leaving a message, select from the following options:
# Send message
* Cancel
1 Review
2 Re-record
3 Mark/unmark urgent
0 Send message, transfer to assistant
9 Send message, transfer to Auto-Attendant

Listening To Messages
At the Main Menu prompt, press 1. The voice mail 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.)