



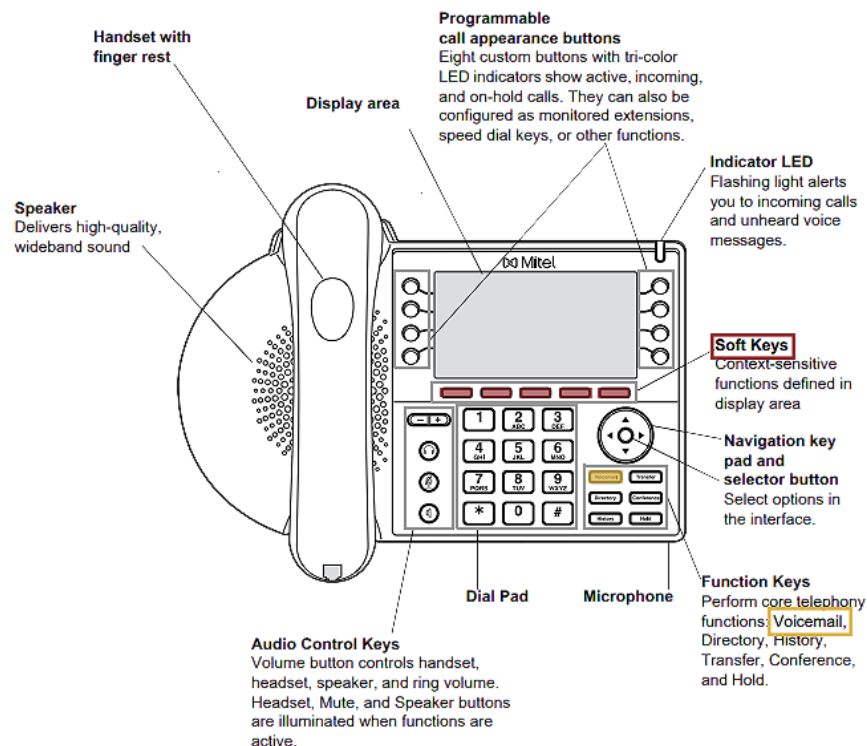
# Mitel Phones

## Setting Up and Using Voicemail

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Buttons mentioned in these directions are highlighted in the diagram above.

Remember to dial **9** for an outside line.

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## VoiceMail Main Menu

- Press **1** to Listen to messages
- Press **2** to Send a message
- Press **3** to Listen to saved messages
- Press **7** to Change mailbox options
- Press **8** to Log off
- Press **9** to Return to Auto Attendant (*your campus Auto Attendant*)
- Press **0** to Transfer to assistance (*your building receptionist*)
- Press **#** to Listen to mailbox statistics

### Change Mailbox Options (if you pressed 7):

- Press **1** to Record your personal greeting
- Press **2** to Configure your Availability State (*Setting your away status*)
- Press **3** to Reassign your phone (*feature not enabled in system*)
- Press **4** to Change your password
- Press **5** to Enable Envelope info (*time and date messages were left*)
- Press **6** to Record your name announcement (*Name Announcement allows the user's name to appear in the directory*)
- Press **7** to Listen to deleted messages
- Press **8** to Remove all deleted messages
- Press **9** for Additional options
- Press **\*** to Cancel current operation

### Additional Options (if you pressed 9):

- Press **1** to Disable Integrated Availability State
- Press **2** to Change notification options
- Press **3** to Return to previous menu

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# Setting Up or Changing a Password

## Setting Up Your Password the First Time

- Press the **Voicemail** button on your Mitel Phone
- Press the softkey to choose **Call VM** (options shown on the phone screen).
- You will hear an audio prompt asking you to enter your password followed by the **#** key.
- Your default password is **12345**.
  - You must change your password the first time you log on. Your new password must be a minimum of five (5) digits.
  - Enter your new password followed by **#**.
  - Enter your new password again, followed by **#**.
  - **Note:** If you have forgotten your password, please [open a ticket in SherpaDesk](#) to reset it to the default.
  - **Note:** You can press the **\*** key to skip listening to your voicemail system summary and messages.

## Changing Your Password

- Press the **Voicemail** button on your Mitel Phone
- Press the softkey to choose **Call VM** (options shown on the phone screen).
- Enter your password followed by the **#** key.
  - *If you have forgotten your password, try **12345**. If that doesn't work, please [open a ticket in SherpaDesk](#) to reset it to the [default](#).*
- Press **7** for Mailbox options.
- Press **4** to set the password.
- Enter the password twice in response to the prompts.
- If you change your mind and decide against changing your password, press **\*** to cancel.

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# Record Your Name

This is important so others can identify you in the directory.

## Using the Desktop Phone

- Press the **Voicemail** button on your Mitel Phone
- Press the softkey to choose **Call VM** (options shown on the phone screen).
- Enter your password followed by the # key.
  - *If you have forgotten your password, try **12345**. If that doesn't work, please [open a ticket in SherpaDesk](#) to reset it to the [default](#).*
- Press **7** for Mailbox options.
- Press **6** to record your name at the tone.
- When finished, press # and select from the following options:
  - Press # – accept
  - Press **1** – review
  - Press **2** – re-record
  - Press **3** – delete
  - Press \* – cancel

## Remotely by Phone

- Call Voicemail directly by dialing [469-219-2118](#).
- Enter your five-digit extension.
- Enter your password followed by the # key.
  - *If you have forgotten your password, try **12345**. If that doesn't work, please [open a ticket in SherpaDesk](#) to reset it to the [default](#).*
- Press **7** for Mailbox options.
- Press **6** to record your name at the tone.
- When finished, press # and select from the following options:
  - Press # – accept
  - Press **1** – review
  - Press **2** – re-record
  - Press **3** – delete
  - Press \* – cancel

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## Record a Personal Greeting

When you record a personal greeting, it saves for the current [Availability State](#).

So, if you wanted to record a message for when you are *In a Meeting*, you'll set the [Availability State](#) to *In a Meeting* and then create the greeting. The default state is *Available*. If you only want to record one personal greeting, make sure you record it while your [Availability State](#) is set to *Available*.

### To record a personal greeting for the current [Availability State](#) –

#### **Using the Desktop Phone**

- Press the **Voicemail** button on your Mitel Phone
- Press the softkey to choose **Call VM** (options shown on the phone screen).
- Enter your password followed by the # key.
  - *If you have forgotten your password, try 12345. If that doesn't work, please [open a ticket in SherpaDesk](#) to reset it to the [default](#).*
- Press **7** for Mailbox options.
- Press **1** to Record a personal greeting.
- Record your greeting at the tone.
- When finished, press # and select from the following options:
  - Press # – accept
  - Press **1** – review
  - Press **2** – re-record
  - Press **3** – delete
  - Press \* – cancel

#### **Remotely by Phone**

- Call Voicemail directly by dialing [469-219-2118](#).
- Enter your five-digit extension.
- Enter your password followed by the # key.
  - *If you have forgotten your password, try 12345. If that doesn't work, please [open a ticket in SherpaDesk](#) to reset it to the [default](#).*
- Press **7** for Mailbox options.
- Press **1** to Record a personal greeting.
- Record your greeting at the tone.
- When finished, press # and select from the following options:
  - Press # – accept
  - Press **1** – review
  - Press **2** – re-record
  - Press **3** – delete
  - Press \* – cancel

# Listen to Messages

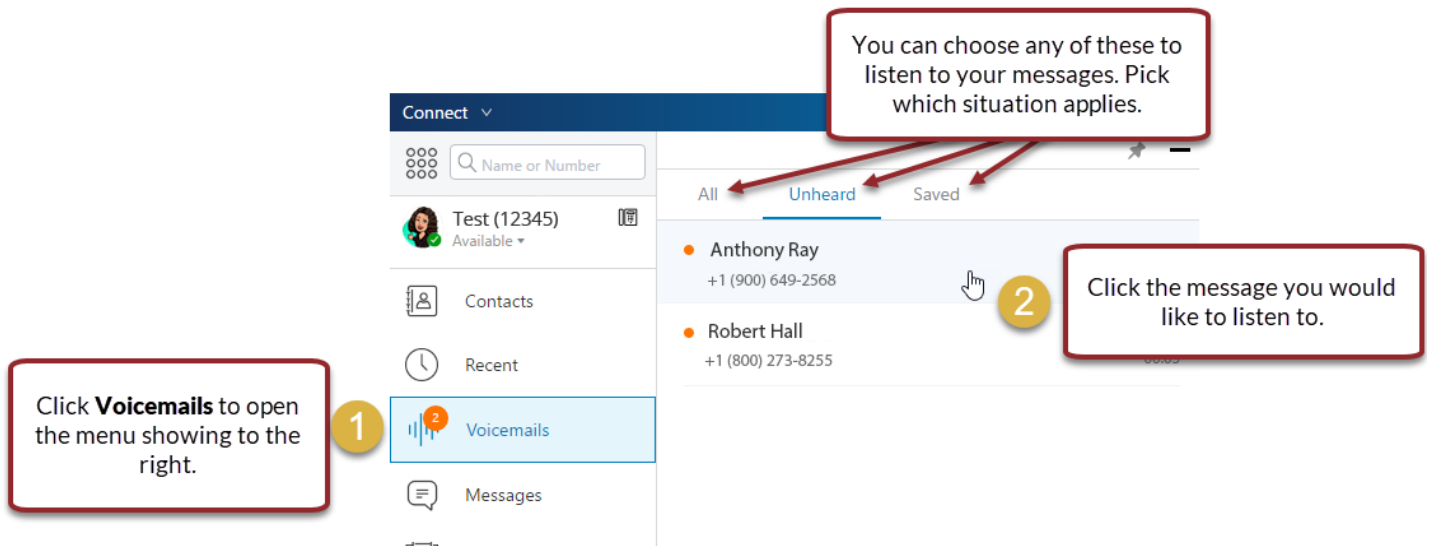
## Using the Desktop Phone

- Press the **Voicemail** button on your Mitel Phone
- Press the softkey to choose **Call VM** (options shown on the phone screen).
- Enter your password followed by the **#** key.
  - *If you have forgotten your password, try **12345**. If that doesn't work, please [open a ticket in SherpaDesk](#) to reset it to the [default](#).*
- The voicemail attendant notifies you of the count of unheard, heard and/or saved messages.
- From the main menu, press **1** to listen to messages.
- When listening to messages, you can choose the following options:
  - Press **1** – replay
  - Press **2** – save
  - Press **3** – delete
  - Press **4** – forward the message to someone else
  - Press **5** – reply
  - Press **6** – play envelope (*gives you the date and time of the message*)
  - Press **7** – move backward
  - Press **8** – pause
  - Press **9** – move forward
  - Press **#** – skip
  - Press **\*** – cancel
  - Press **\*\*** – play previous message

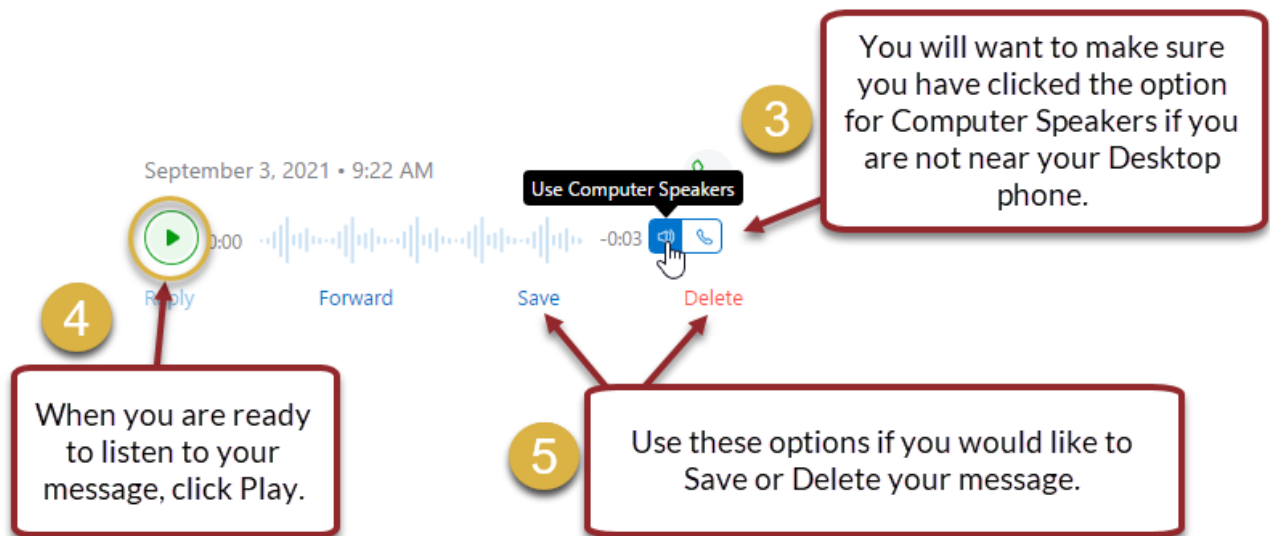
## Using the Mitel Connect App on your laptop

If you need help setting up your Mitel Connect App so you can use access your phone from home, [click here](#).

- Open the **Mitel Connect** on your laptop.
- Click **Voicemails** to open the menu to the right.



- Click the voicemail you would like to listen to.



- The message is automatically set to play on your phone, requiring you to be near your desktop phone. Make sure the option is set to **Use Computer Speakers** before you click Play.
- When you have your option set correctly, click **Play**.
- You may choose to **Save** or **Delete** your message.

## Remotely by Phone

- Call Voicemail directly by dialing [469-219-2118](tel:469-219-2118).
- Enter your five-digit extension.
- Enter your password followed by the # key.
  - *If you have forgotten your password, try 12345. If that doesn't work, please [open a ticket in SherpaDesk](#) to reset it to the [default](#).*
- Access options in the same manner as you would on your [desktop phone](#).

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## Send a Message

- Press the **Voicemail** button on your Mitel Phone
- Press the softkey to choose **Call VM** (options shown on the phone screen).
- Enter your password followed by the # key.
  - *If you have forgotten your password, try 12345. If that doesn't work, please [open a ticket in SherpaDesk](#) to reset it to the [default](#).*
- Press **2** to Send a message.
- Record your message at the tone.
- When finished, press # and select from the following options:
  - Press # – accept
  - Press **1** – review
  - Press **2** – re-record
  - Press **3** – delete
  - Press \* – cancel
- Enter the 5-digit extension to receive your message.
  - Repeat this for as many recipients as you need
  - To conclude message addressing, press #
- To send message, press # again.
- If you change your mind and decide to not send the message, press \* to cancel the recording.

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## Change Availability State

Configuring your Availability State allows you to set special messages for when you are in a meeting or away for an extended period of time.

- Press the **Voicemail** button on your Mitel Phone
- Press the softkey to choose **Call VM** (options shown on the phone screen).
- Enter your password followed by the # key.
  - *If you have forgotten your password, try 12345. If that doesn't work, please [open a ticket in SherpaDesk](#) to reset it to the [default](#).*
- Press **7** for Mailbox options.
- Press **2** to Configure Availability State.
- The voicemail attendant notifies you of your current Availability State.
- You have several options to choose from:
  - Press **1** – Available
  - Press **2** – In a Meeting
  - Press **3** – Out of Office
  - Press **4** – Vacation (or extended absence)
  - Press **5** – Custom
  - Press **6** – No change
  - Press **\*** – Cancel

Once you have changed your Availability State, you have the option to [change the personal greeting](#) to something more specific to your status.

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## Mitel User Manuals

If you want to dive into more features, feel free to investigate the user manuals. If you are nervous with technology, anything other than the quick reference guides may not be for you. You have been warned:

- [Mitel Connect Client User Guide](#)
- IP480G (probably your phone, monochromatic screen)
  - [Quick Reference Guide](#)
  - [User Guide](#)
- IP485G (found in office areas, color screen)
  - [Quick Reference Guide](#)
  - [User Guide](#)

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I hope this helps you easily keep track of your messages!

Contact the Helpdesk if you need further assistance.

Submit a Ticket:



<https://prosper.sherpadesk.com/portal/>