



MITELMAIL QUICK REFERENCE GUIDE

TO ACCESS THE VOICEMAIL

INTERNAL ACCESS

Dial the Voicemail Access Code **7**
Enter your mailbox number
(default, your extension number)
Enter your passcode ____ (default 1111)

EXTERNAL ACCESS

Dial your DDI number
Press * *
Enter your Mailbox number
Enter your passcode

CUSTOMISING YOUR MAILBOX

Before you can use your voicemail box you must complete 3 things.

CHANGE YOUR PASSCODE

The system will prompt you for a new Passcode.
Press **1** .
Enter new passcode, (your new passcode must be 4 digits long and you cannot enter the default password.)
The system will ask you to re-enter you passcode again.

(NB: it is your responsibility to keep your passcode safe and secure in order to protect your voice mailbox and system)

RECORDING YOUR NAME

The system will now ask you to record your name. Say only your name. Speak immediately after the tone and press any key when you are finished.
Press **1** to accept
Press **2** to review
Press **3** to discard and re-record

RECORDING YOUR GREETING

The system now will prompt you to record a greeting. Keep it short and professional eg:
"You have reached the mailbox of Joanne Adams. I am sorry I cannot take your call at the moment, but if you would like to leave your name, telephone number and a short message I will return your call as soon as possible. Please leave your message after the tone or dial 0 to be transferred to reception."
Speak immediately after the tone and press any key when you are finished.
Press **1** to accept
Press **2** to review
Press **3** to discard and re-record

Your mailbox is now set-up



MAIN MENU

7 Play
(Play your messages)

6 Make
(Record and send a message)

8 User Options
(manage your mailbox)

9 Exit
(exit your mailbox)

0 Transfer to Operator

Auto Attendant

***DISTRIBUTION LISTS**

Set-up and send messages to more than one mailbox at a time (speak to system administrator for more information),

***MESSAGE NOTIFICATION**

You can instruct the system to notify you of new messages at another internal or external destination.

LISTEN/PLAY MESSAGES

- 7 Play again** (repeat the message just played)
- 2 Answer** (send a internal response)
- 4 Give** (forward to another user)
- 5 Keep** (save)
- 3 Discard** (delete)
- 1 Pause** (stop message and resume playing)
- 6 Play message envelope**
- 8 Next Message**(skip ahead to next message)
- # Fast Forward** (skip 5 seconds)
- * Rewind** (rewind 5 seconds)
- 9 Exit & Return to Main Menu**

USER OPTIONS

- 4 Change Greeting** (record your permanent greeting)
- 6 Change Name** (record your name)
- 7 Change Passcode**
- 5 *Distribution Lists** (if available)
- 8 Temporary Greeting** (lasts for specified no of days)
- 3 Memo (self message)**
- 2 *Change Notification** (see sub-menu) (if programmed)
- 9 Exit & Return to main menu**

TO SEND A MESSAGE

- 7 Review** (listen to the message you have just recorded)
- 3 Discard & Record again** (replace the recorded message with a new one)
- 2 Append & continue recording** (add to your recording)
- 6 Tag Message (Mess Add Op)**
 - 2 confidential** (prevent the receivers of your message from forwarding it)
 - 7 receipt** (request notification that your message has been heard)
 - 8 urgent** (place this message first in the destination mailbox)
 - 9 exit message addressing options**
- 8 Make Urgent**
- 9 Send & Return to main menu** (send you message and return to main menu)

QUICK MESSAGING (internal)

To leave a quick message to yourself or a colleague without ringing their telephone

Dial **7**, when the system answers press **#**. Enter the mailbox number, record your message and hang-up.

TRANSFERRING AN OUTSIDE CALLER TO COLLEGUES MAILBOX

While on a call press [**TRANS/CONF**] OR [**RECALL**]. Dial **7**, when the system answers, press **** #**, enter the mailbox number & hang-up immediately.