Mitel Embedded Voicemail Quick Reference Guide

VOICEMAIL SYSTEM ACCESS AND MAILBOX NUMBER
The voicemail extension is pre-programmed on the voicemail key. Use this key to access the voicemail system.
Mailbox numbers are the same as the system assigned phone extension.

CALLING THE VOICEMAIL SYSTEM FOR THE FIRST TIME
1. Lift the handset (or use handsfree dialing).
2. Press the Voicemail key. The system prompts you for your passcode. The default passcode is 1111.
   A user tutorial will automatically activate. This tutorial will guide you through your first mailbox session – setting a passcode, recording a personal greeting, and recording your name for the company directory.

ACCESSING VOICEMAIL

To access your mailbox if you do not have a new message
   1. Press Voicemail key or dial the voicemail extension
   2. Enter passcode

To access voicemail from outside the office flelashing
   1. Dial your company's main number.
   2. When the Auto Attendant (Company Greeting) plays, press *
   3. Enter your mailbox number
   4. Enter your passcode

To access voicemail if your message light is flashing
   1. Lift the handset
   2. Press the flashing Message button
   3. Enter passcode

To access a General Mailbox when indication light is
   1. Lift the Handset
   2. Press the flashing Message key
   3. Enter the passcode

TRANSFER A CALL DIRECTLY TO A VOICEMAIL BOX
To transfer a call to a voicemail box:
   1. Press Trans/Conf
   2. Press *
   3. Enter the extension or mailbox number
   4. Hang up immediately

LISTENING TO VOICEMAIL MESSAGES

Press [7] to Play the messages

WHILE LISTENING TO A MESSAGE

[1] Press 1 to pause the message

[*] Press * to rewind the message 5 seconds

[8] Press 8 to skip to the next message

[#] Press # to fast forward the message 5 seconds

MESSAGE OPTIONS
After a message has finished playing, you have the following options:

[7] Press 7 to re-play the message

[2] Press 2 to send a reply message
When finished, press 9 to send the response

[4] Press 4 to forward the message to another mailbox. Messages can be forwarded with or without comments.

[5] Press 5 to keep or save the message

[3] Press 3 to discard or delete the message

[*] Pressing the * key immediately after discarding a message will recover the discarded message.

For more information, please call: 877-NORCOM1
or go to: www.norcomsolutions.com/tips-and-tricks