

## Mitel Voicemail

### To initialize your Voicemail:

- Dial your voice mail by pressing the Voicemail key.
- Press the star \* key to identify yourself as a mailbox owner.
- Enter your mailbox number. (Your mailbox number is the same as your extension.)
- Enter your password. The default password is either: your extension (OR) *the pound # sign*.
- A user tutorial will automatically activate and will guide you through your first mailbox session
  - Follow the prompts to change your password
  - Follow the prompts to record your first and last name for the company directory
- Press the "#" sign to accept your recorded name.
- Choose option 4 for "Personal Options"
- Choose option 1 for "Greetings"
- Choose a greeting option
  - Option 1 for "Primary" is your regular greeting
  - Option 2 for "Alternate" is your extended absence greeting.

NOTE: The greeting you record last will be the greeting that is turned on and plays for callers when calls are unanswered.

### To Access Your Voicemail Remotely:

- Dial in to your main number
- When your auto attendant picks up press the \* key.
- You will be prompted to enter your mailbox number and password and press the "#" sign.

*OR*

- Dial your own direct number.
- When your voicemail greeting picks up press the \* key.
- You will be prompted to enter your mailbox number and password and press the "#" sign.