

## Accessing voicemail after your mailbox has been set up:

### From your own phone (eg. Your mailbox number is the same as your local)

Press \*8

Enter your passcode when prompted

### From another Mitel phone on campus

Dial **6699 (Nanaimo)** or simply **3599 (Cowichan)**

Enter your mailbox number. When your greeting starts playing hit the \* key

Enter passcode when prompted

### From outside the Mitel system

Dial **250.740.6699(Nanaimo)** or **250-746-3599(Duncan)**

Enter your mailbox number. When your greeting starts playing hit the \* key

Enter passcode when prompted

### **Note: When accessing voicemail that has EXTENDED ABSENCE GREETING**

*To access voicemail, you will need to dial the external number for the campus and instead of pressing \* during the greeting you need to dial \*extension, otherwise you will not be prompted for passcode.*

See next page for Menu options

**Follow the access directions on the first page. Below are the menu options.**

## Main Menu Options

Press 7 to play messages

Press 0 to Return to the attendant

Press 8 for User options

Press 9 to exit the system

Press 6 to Make a Message

Press # to Dial an Extension

### **7 To Play Messages**

Press 7 to Restart Message  
Press 2 to Answer Message  
Press 4 to Give Message to user  
Press 5 to Keep Current Message  
Press 3 to Discard Current Message  
Press \* to Retrieve the last message you discarded

### **When Playing A Message**

Press \* to Move Back 5 Sec.  
Press # to Move Forward 5 Sec.  
Press 1 to Pause 30 Seconds  
Press Any Key To Resume  
Press 8 to Skip to next message  
Press 8\* to return to the beginning of your previous message

*Helpful Tips*

### **4 To transfer a message to another user**

After listening to the message (or during message playback) press 4 to give to another user. You can enter a max. of 10 mailbox numbers. The system will announce the mailbox number after each entry. Press \* to delete the mailbox if incorrect. Press # when done entering mailboxes. You must now record a message that will play to the user you are transferring to.

Press # to End Recording  
Press 7 to Review Recording  
Press 3 to Discard Message and Re-Record  
Press 2 to Append Message and Continue Recording  
Press 6 to Access Message Addressing Options  
Press 9 to Send Message and Exit To Main Menu

### **8 For User Options**

Press 4 to change Greeting  
Press 6 to Re-record Name  
Press 7 to change Passcode  
Press 5 for Distribution Lists  
Press 2 for Call Schedule Options  
Press 8 to activate Tutorial  
Press 9 to Exit User Options

### **4 To Change Greeting**

Press 7 to change Primary Greeting  
Press 2 to change Conditional Greeting  
Press 3 to enable Conditional Greeting  
Press 4 to change Extended Greeting  
Press 9 to exit.

**For detailed instructions please go to:**

<http://www.viu.ca/technology>