

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>