

MITEL CONNECT VOICEMAIL SETUP

This document provides instruction on the Mitel Connect Client voicemail setup. The next few pages will outline the steps necessary to record your name, become familiarized with States, and record greetings for each state.

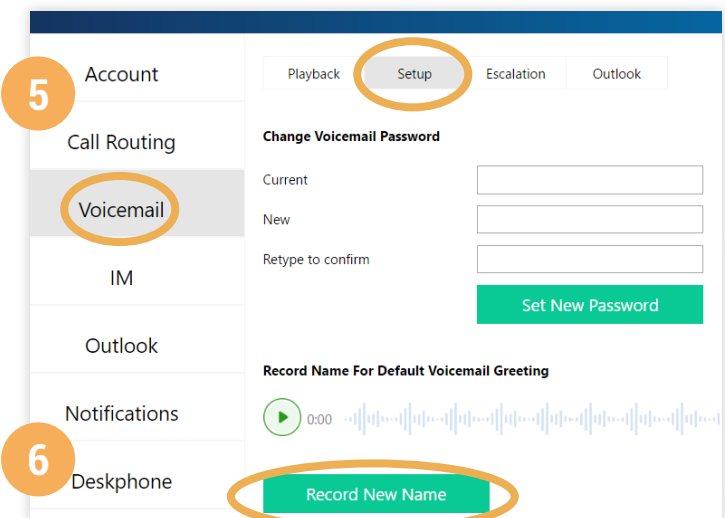
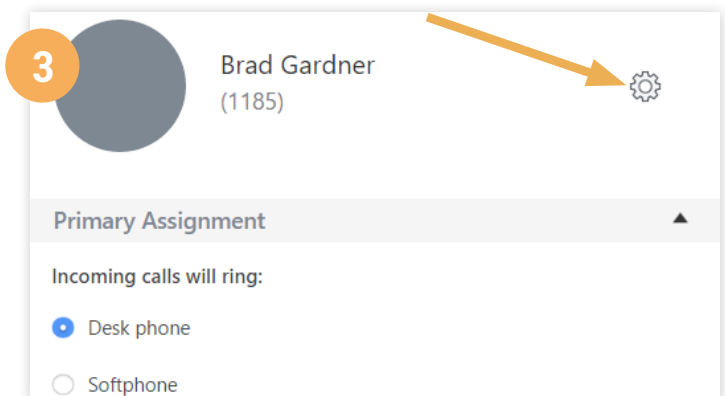
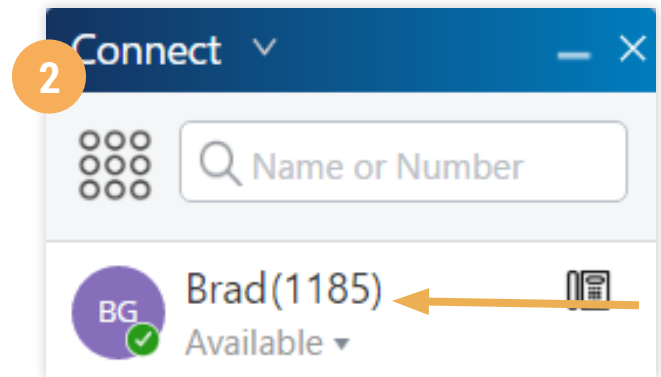
Page 1: *Recording your name*

Page 3: *Recording personalized voicemail greetings*

Page 6: *Sample Scripts for voicemail greetings*

RECORDING YOUR NAME

1. Log into your Mitel Connect desktop software
2. Click your username from the dashboard, to open your user profile
3. In the profile window, click the **Settings** icon to enter your user settings
4. In the **Settings** window, click **Voicemail** from the tab menu on the left to open the voicemail options
5. Click **Setup** from inside the voicemail menu
6. Click **Record New Name** button in the setup window and pick up the handset from your phone



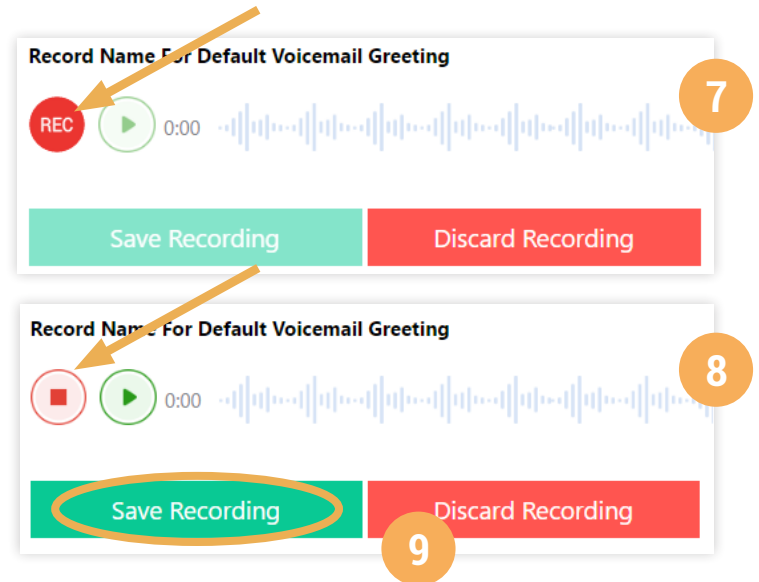


IT Help Guide



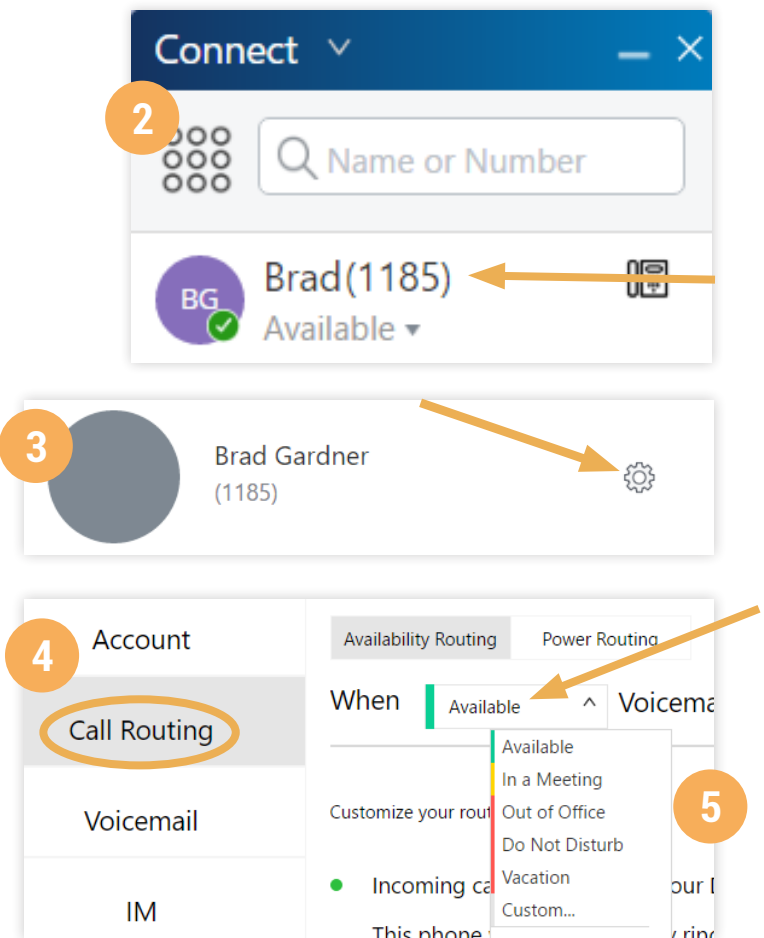
MORGAN WHITE
— GROUP —

- When you're ready to record your name, click the **REC** button.
- After the BEEP, please say your first and last name into the phone handset. Press the **red stop** button to stop recording
- Once you're satisfied with your recorded name, click **Save Recording**
- Your recorded name is now saved. You can return to this page and listen to it at any time by pressing the **Play** button and listening through your speaker-phone or handset.



RECORDING PERSONALIZED VOICEMAIL GREETINGS

- Log into your Mitel Connect desktop software
- Click your username from the dashboard, to open your user profile
- In the profile window, click the **Settings** icon to enter your user settings
- Select **Call Routing** from the tab menu on the left
- Using the drop down menu at the top of the page, select the **State** you'd like to record your voicemail greeting for by left clicking on the item.



IT Help Guide



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— GROUP —

6. Under the heading **No voicemail greeting recorded**, click the **Change** button on the right hand side.
7. Click **Record new greeting** and pick up the handset of your phone. Make sure that the “handset” icon is highlighted in the recording option to allow recording through your phone instead of your computer microphone.
8. When you’re ready to record your greeting, click the **REC** button.
9. After the BEEP, record your greeting into the phone handset. Press the **red stop** button to stop recording
10. You can click the **green play** button to play back your greeting before saving.
11. Once you’re satisfied with your recorded greeting, click **Save Recording**
12. Click Save at the bottom of the page to apply the changes and be returned to the main **Settings** menu

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Availability Routing Power Routing

When Available Voicemail Escalation Profile None

Customize your routing Start Wizard

- Incoming calls are routed to your Deskphone
- This phone will simultaneously ring: (662) 312-3327 (Cell) Change
- 3 rings before incoming calls are routed to voicemail Change
- If callers press 1 while listening to my voicemail greeting, no phones are selected to sequentially ring Change
- Voicemail greeting recorded Change
- Callers are allowed to leave a voicemail Change
- Callers who press 0 during the voicemail greeting will be forwarded to the Auto-Attendant Change

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Voicemail Greeting: Recording & Playback When Available

Your callers will hear a greeting when they reach your voicemail. Record and playback your greeting now.

0:00 -0:08

Record New Greeting

8

Record Name For Default Voicemail Greeting

REC 0:00

Save Recording Discard Recording

9 10

Record Name For Default Voicemail Greeting

0:00 -0:08

Save Recording Discard Recording

11

REC 0:00 -0:08

Save Recording Discard Recording

Hint: You have FindMe turned ON. Users can press 1 during your voicemail greeting to engage FindMe. If you want users to know about this capability you should mention it in your voicemail greeting.

Previous Next

Cancel Save

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SAMPLE SCRIPTS FOR VOICEMAIL GREETINGS

Available

1. Hello, you've reached the desk of [insert name]. I'm either away from my desk or assisting another client right now. If you would please leave your name, number and detailed message I will return your call as soon as possible. Thank you.
2. Hello, you've reached {insert name} at [organization]. I am currently unavailable. If you would please leave your name, number and detailed message I will return your call as soon as possible. Thank you.

In a Meeting

1. Hello, you've reached the desk of [insert name]. I'm currently in a meeting. If you would please leave your name, number and detailed message I will return your call as soon as possible. Thank you.
2. Hello, you've reached {insert name} at [organization]. I am currently unavailable due to a prior appointment. If you would please leave your name, number and detailed message I will return your call as soon as possible. Thank you.

Out of Office

1. Hello, you've reached the desk of [insert name]. I am out of the office today and will not be responding to calls. If you would please leave your name, number and detailed message I will respond to your call upon my return. Thank you.
2. Hello, you've reached {insert name} at [organization]. I am currently out of the office without access to phone calls. If you would please leave your name, number and detailed message I will return your call as soon as I am able. Thank you.

On Vacation

3. Hello, you've reached the desk of [insert name]. I will be out of the office from [insert date range]. If you would please leave your name, number and detailed message I will return your call when I return. For immediate assistance, please contact {insert alternate contact with phone number} Thank you.