

Voice Mail Setup Instructions

(5 digit mailbox)

When you access your new voice mailbox for the first time, you will be prompted by the setup assistant to enter/record certain information, i.e., your initial pass-code, your name and a personalized “no answer” greeting.

Please listen carefully to the new menu prompts. They are easy to follow and you should be able to navigate through your voice mailbox with little trouble. There are a few key things to remember.

Direct access to Voice Mail:

Press the Voicemail button on your Mitel phone. (SF users same phone you have today)

To Access Voicemail From Your Office Telephone

Voicemail Access Number: (510) 885-7222 (Concord Campus dial 925-602-6790)

Mailbox Number: Your 5-Digit Telephone Number

Initial Security Code: 00000

*****IMPORTANT - Do Not exit set-up until completed******

New Passcodes can be from 5 to 15 digits, passcodes cannot have more than two sequential numbers.

After resetting your pass-code and recording a name. Press the 3 key to change your mailbox “no answer” greeting. If you choose to only record a name the system will play to callers your personalized name as the default, followed by, “is not available to take your call. Please leave a message after the tone.”

SECURITY CODE: (your initial security code is 00000)

The set-up assistant will prompt you to enter a new passcode

Enter your new security code followed by the # key (enter 5 -15 digits)

You will be prompted to confirm your new security code followed by the # key

NAME ANNOUNCEMENT: (callers will hear this name for your mailbox)

The set-up assistant will prompt you to record your name

Press # key to end your name recording

Press 1 to re-record your name

Press * (star) key to save your announcement

PERSONAL GREETING: (this will be the message callers will hear)

The set-up assistant will prompt you to record your mailbox, “no answer” greeting.

Press 3 to Change your mailbox “no answer” greeting

Press 1 to Record a new “no answer” greeting, this will be what calls hear when you are not available.

Press # to end your message.

To exit press * (star) key and hang up