

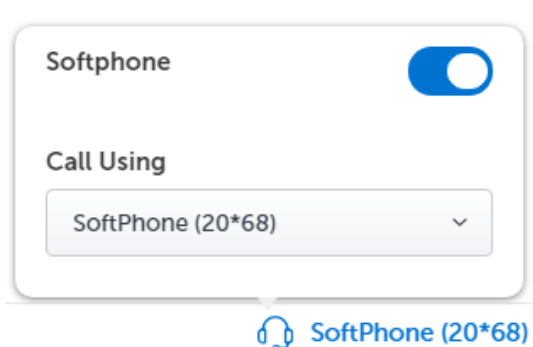
Voicemail (Handset & Soft Client)

On this guide, you will learn how to access, setup and use your mailbox using both the Mitel IP Phone and MiCollab Soft Client.

If you are using the Soft Client. First, ensure the Softphone is enabled by clicking on the Softphone icon at the bottom right of the screen.



You will need to slide the Softphone selection to the right.



To access the voicemail system using the Soft Client, dial 7777 and follow the voice prompts:



To access the voicemail system using the Mitel Handset, dial 7777 or press the voicemail key and follow the voice prompts:



- 1/ The pin/password will be your extension number for first time you will be asked to change this to a 4-10 digits
- 2/ Record your greeting
- 3/ Record the name you want the mailbox to be known as (just your name normally)

Note, if this is not recognised you will need to contact the ITDS Unified Communications Team for a pin reset.

From an external phone or mobile if you are working off site dial 01642 931900 and when prompted for the mailbox enter your mailbox number and then **press *** which will take you to the setup menu where you can follow the above steps.

Once your mailbox is set up, the voice prompts will guide you through message playback/deleting etc, but **don't forget to press *** after your mailbox number if you are using the external access number.