SD 92 Voicemail User Guide

Prerequisites:

1 – Have a phone connected to our phone system (Can be a Mitel phone, or a regular phone)
2 – Know your extension, and passcode (If you don't know your passcode, the default is '1111')

Access Your Voicemail From Your Extension:

1 – To access your voicemail dial '3333'
2 – When prompted for your passcode, enter your passcode. If you haven't set your passcode, it should be '1111' or it can also be the extension you are at.
   Ex. If your extension is 1400, your passcode could be '1111' or '1400'

Access Your Voicemail From Another Extension:

1 – To access your voicemail dial '3333'
2 – When you her the welcome message, press '*' and then your extension when prompted
3 – When prompted for your passcode, enter your passcode. If you haven't set your passcode, it should be '1111' or it can also be the extension you are at.
   Ex. If your extension is 1400, your passcode could be '1111' or '1400'

Access Your Voicemail From An External Phone:

1 – Call 250-633-2228
2 – If someone picks up, ask to be transferred to '3333', if no one picks up, when you hear the welcome message, press '*' and then your extension when prompted
3 – When prompted for your passcode, enter your passcode. If you haven't set your passcode, it should be '1111' or it can also be the extension you are at.
   Ex. If your extension is 1400, your passcode could be '1111' or '1400'

Listen To Voicemail:

1 – Access your voicemail as described above
2 – Press '7' to listen to your messages
3 – Press '7' to replay it, '5' to save the message, '3' to delete it, and '4' to forward the message to another extension
4 – The messages will continue playing until you have reached the last message

5 – Press '9' to finish your call

Change Your Greeting:

1 – Access your voicemail as described above
2 – Press '8' to access User Options
3 – Press '4' to change your greeting
4 – Record your new greeting
5 – Press '5' to listen to your greeting, '7' to re-record your greeting, and '9' to save
    and exit ('9' must be pushed in order for your new greeting to take affect)
6 – Press '9' to finish your call

Setup Temporary Greeting:

1 – Access your voicemail as described above
2 – Press '8' to access User Options
3 – Press '8' to access Temporary Greeting setup
4 – Enter the number of days to use the greeting (Press '0' to disable greeting)
5 – Record your temporary greeting
6 – Press '2' to listen to your temporary greeting, '3' to re-record your greeting, and
    '1' to accept the greeting
7 – Press '9' to finish your call

Change Your Passcode:

1 – Access your voicemail as described above
2 – Press '8' to access User Options
3 – Press '7' to change your passcode
4 – Enter your new passcode, and then re-enter that passcode to confirm
5 – Press '9' to finish your call