



Cameron University Mitel Phone System

Logging in to the Voicemail System

You can log in to the voicemail system from another extension or from an external phone.

Logging in to Voicemail from an External Phone

Users can log in to the voicemail system from a phone outside of the Mitel phone system.

1. Dial (580)-581-2200
2. When you hear the voicemail greeting, press #.
3. When prompted, enter the extension you want to manage.
4. Enter the password for the extension you entered, and then press #.

Setting Your Availability State

Availability states let you specify your status and determine how inbound calls are handled. You can record distinct greetings and specify different call forwarding options for each state.

To change your availability state:

1. Log in to voicemail.
2. From the voicemail Main Menu, press 7 to access mailbox options.
3. Press 2 to set the availability state.
4. Choose one of the following availability states or other options:
 - For Available, press 1.
 - For In a Meeting, press 2.
 - For Out of Office, press 3.
 - For Vacation, press 4.
 - For Custom, press 5.
 - For Do Not Disturb, press 6.
 - To cancel, press *.

Note: This only changes the availability states of the phone. To configure the states other than the default, please email support@cameron.edu with the extension you need configured and number you want it forwarded to.

The availability state stays in effect until you change it. **However, if you have your phone synced to Outlook, then automated call handling is active and Outlook automatically modifies your availability state based on your status.**



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Recording Your Name

1. Log in to voicemail.
2. From the voicemail Main Menu, press **7** to access mailbox options.
3. Press **6**.
4. Record your name, and then press **#**.
5. Choose one of the following options:
 - To accept your name recording, press **#**.
 - To review your name recording, press **1**.
 - To rerecord your name, press **2**.
 - To delete this recording, press **3**.
 - To cancel, press *****

Recording a Personal Greeting

1. Log in to voicemail.
2. Press **7** to access mailbox options.
3. Press **1** to record a personal greeting.

NOTE: The personal greeting is linked to the active availability state.

4. Record your personal greeting for the currently active availability state at the tone and press **#**, then select from the following options:
 - To accept the personal greeting, press **#**.
 - To review the personal greeting, press **1**.
 - To rerecord the personal greeting, press **2**.
 - To cancel the recording, press *****.

Setting Your Password

1. Log in to voicemail.
2. From the voicemail Main Menu, press **7** to access mailbox options.
3. Press **4**.
4. Enter your new password, and press **#**.
5. Do one of the following:
 - To confirm your new password, enter your new password again, and then press **#**.
 - To cancel the new password, press *****.



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Listening to Your Deleted Messages

As a safeguard against accidental deletion of messages, the voicemail system retains deleted messages for a few hours.

1. Log in to voicemail.
2. From the voicemail Main Menu, press **7** to access mailbox options.
3. Press **7** to listen to deleted messages.

The voicemail system plays all deleted messages that are still available to the system. You can manage these messages as if they were new messages.

4. Press **2** to restore the deleted message and save it.

Removing Deleted Messages

1. Log in to voicemail.
2. From the voicemail Main Menu, press **7** to access mailbox options.
3. Press **8** to remove deleted messages.
4. Press one of the following options:
 - To confirm removal of deleted messages, press **1**.
 - To cancel removal of deleted messages, press *****.