

# Mitel IP480g/485g Voicemail

## Quick Video

## Overview

The SIP-based 400 series IP phones are available in two models, IP480g, and IP485g, ranging from a basic phone to a more advanced backlit color display phone. The 400 series phones have superior sound quality on the handset and speakerphone, multiple line appearances, an ergonomic design, easy to read display, and convenient access to features including voice mail, directories and conferencing.

## Voicemail Overview

A blinking red light in the upper right corner of your phone and the voicemail icon at the top of you phone's display screen indicate that you have unheard voicemail messages. With the Mitel IP Phone 485g. You can access your voicemail messages using either of the following methods:

- Visual voicemail, available using your phone's interface, lets you see details about your messages and listen to messages in any order you choose. To interact with your voice messages, you use soft keys on the phone, rather than relying on audio prompts as you would in traditional voicemail.
- The Mitel voicemail system, which you access by dialing into the system, provides traditional voicemail that you navigate through a series of audio prompts.

We will cover both methods below.

## Using Visual Voicemail

With visual voicemail, you can access and interact with messages through the display on your phone. At a glance, you can see the following information about the messages in your voice mailbox.

- The name and phone number of the person who left the message.
- The date or time of the message.

The number at the top of you phone's main display indicates the number of unheard messages. In your visual voicemail inbox, the number at the top indicates the number of messages in you

inbox. Unheard messages are displayed in black text. Messages that you have already listened to are displayed in gray text. Through the Sky portal, you can customize whether most recent or oldest messages are displayed first.

As you listen to a message, a progress indicator shows your current point in the message. At any point, you can pause, skip back, or skip forward.

## Interacting with Messages in Visual Voicemail

1. Press the **Voicemail** button
2. At the prompt, enter your voicemail password.  
Your voicemail inbox is displayed.
3. Press the ▲ and ▼ navigation keys to scroll through your messages until you locate the message you want to interact with.
4. Do one of the following to listen to your messages. (You will not hear dial tone.)
  - If you want to listen to your messages with the handset, pick up the handset.
  - If you want to listen to your messages through your headset, press the ? button. (For wireless headset, take your headset off the hook.)
  - If you want to listen to your messages through the speaker phone, you do not have to do anything. By default, messages are played over the speaker phone.
4. Choose one of the following actions:
  - To play the message, press the **Play** soft key. While the message is playing, you can do any of the following:
    - To pause while listening to the message, press the **Pause** soft key
    - To rewind the message a few seconds, press the **Skip back** soft key.
    - To move a few seconds ahead in the message, press the **Skip Fwd** soft key.
    - To stop playing the message, press the **Stop** soft key.
  - To delete the message, press the **Delete** soft key
  - To call the person who left the message, press the **Call back** soft key.
  - To save the message, press the **More** soft key and then press the **Save** soft key.
  - To see more details about the message, such as the subject line or the sender's email address, press the **More** soft key and then press the **Open** soft key.
  - When you're finished, press the **Exit** soft key.

## Replying to Messages in Visual Voicemail

1. Press the **Voicemail** button.
2. At the prompt, enter your voicemail password.  
Your voicemail inbox is displayed.
3. Press the **More** soft key.
4. Press the **More** soft key again.
5. Do one of the following:
  - To reply to only the person who sent the message, press the **Reply** soft key.

- To reply to the sender and all who received the message, press the **More** soft key and then the **Reply All** soft key. The Compose Voicemail page is displayed.
6. If you want to add additional recipients to the voicemail message reply, add more recipients as follows:
    - a. Press the **To...** soft key.
    - b. Press the ▼ and ▲ navigation keys to scroll through the displayed Directory to select the recipients, and press the **Select** soft key when each intended recipient is highlighted.
    - c. Press the **List** soft key to verify that you have included the proper recipients, and then do one of the following:
      - If you have included names you don't want to include, highlight the name and press the **Deselect** soft key.
      - If you want to return to the Directory to select more names, press the **Directory** soft key and repeat Step 6b.
      - If you are satisfied with the list of recipients you've selected, press the **Back** soft key to return to the Compose Voicemail page.
  7. If you want to change the Subject label for the voicemail message, do the following:
    - Press the ▼ navigation key to scroll to the Subject menu item, and press the **Edit** soft key.
    - Press the **Clear** soft key to delete all the text.
    - The **Backspace** soft key to delete some characters.
    - Press the **1 -> aA** soft key to toggle through and select the desired text-entry mode, and then use the key pad to enter the text you want to use for the Subject line.
    - When you're satisfied with the text, press the **Back** soft key.
  8. If you want to mark the voicemail message as Urgent, press the ▼ navigation key to scroll to the Urgent menu item, and press the **Toggle** soft key.
  9. If you want to mark the voicemail message as Private, press the ▼ navigation key to scroll to the Private menu item, and press the **Toggle** soft key.
  10. If you want to receive a Return Receipt when the recipient listens to the message, press the ▼ navigation key to scroll to the Return Receipt menu item, and press the **Toggle** soft key.
  11. If you want to include the original message with your reply, press the navigation key to scroll to the Include Original menu item, and press the **Toggle** soft key.
  12. To record your reply to the voicemail message, press the **Start** soft key, record the message, and press the **Stop** soft key.
  13. Press the **Send** soft key. The voicemail message is sent to the targeted recipients.
  14. Press the **Exit** soft key

## Viewing Saved Messages in Visual Voicemail

1. Press the **Voicemail** button
2. At the prompt, enter your voicemail password.  
Your voicemail inbox is displayed.
3. Press the **More** soft key.
4. Press the **Saved** soft key.  
Your saved messages are displayed

5. Press the ▲ and ▼ navigation keys to scroll through your saved messages until you locate the message you want to interact with.
6. With a saved message in focus, you can take one of the following actions:
  - To see details about the person who sent the message, press the **Open** soft key.
  - To delete the message, press the **Delete** soft key.
  - To play the message, press the **More** soft key, press the **More** soft key again, and then press the **Play** soft key.
  - To call the person who left the message, press the **More** soft key. press the **More** soft key again, and then press the **Call Back** soft key.
  - To move the message to your voicemail inbox, press the **More** soft key, press the **More** soft key again, and then press the **To inbox** soft key.
  - When you're finished, press the **Exit** soft key.

## Deleting Messages in Visual Voicemail

1. Press the **Voicemail** button
2. At the prompt, enter your voicemail password.  
Your voicemail inbox is displayed.
3. Do one of the following:
  - To delete messages from your inbox, press the ▲ and ▼ navigation keys to scroll through your messages until you locate the message you want to delete.
  - To delete saved messages, do the following:
    1. Press the **More** soft key.
    2. Press the **Saved** soft key.  
Your saved messages are displayed.
    3. Press the ▲ and ▼ navigation keys to scroll through your saved messages until you locate the message you want to delete.
3. With the message highlighted, press the **Delete** soft key.  
The message is deleted.
4. For each message that you want to delete, repeat steps 3-4.
5. When you're finished deleting messages, press the **Exit** soft key.

## Logging in to the Voicemail System

The Mitel voicemail system provides a method to listen to and manage your voicemail messages b following audio prompts.

A steadily flashing red light in the upper right corner of your phone indicates that you have unheard messages. To hear your messages using the voicemail system, you must first log in to the voicemail system.

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

## Login in to Voicemail from Another Extension

You can log in to the voicemail system from another extension in your system, whether it is an IP phone or an analog phone.

1. Do one of the following:
  - Press **#** while the phone is on hook.
  - Press **#** while the phone is off hook with dial tone.
  - Press the **Voicemail** button. (On an IP Phone 480, 480g, or 485g, you must also press the **Call VM** soft key.)
2. At the password prompt, press **#** and then enter your extension.
3. Enter your password, and then press **#**.

## Logging in to Voicemail from an External Phone

1. Dial the voicemail access number provided by your Mitel administrator.
2. At the prompt, press **#** and then dial your extension.
3. Enter your password, and then press **#**.

## Changing Your Voicemail Greeting

To personalize the greeting that others hear when they call you, you can record your name and your greeting.

## 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.
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 **\***.

## Using Message Playback Options

This section provides the list of message options as well as some common tasks.

### Menu of Message Options

After listening to a voicemail message, you can do any of the following:

- To go to the previous message, press **1**.
- To reply to a ShoreTel voicemail message, press **2**.
- To call the sender, press **3**.
- To replay the message, press **4**.
- To hear envelope information (day, date, and time of message), press **5**.
- To forward the message to a Mitel voicemail box, press **6**.
- To delete the message, press **7**.
- To go to the next message, press **8**.
- To save the message, press **9**.
- To return to the previous message, press **\***.
- To skip to the end of a message, press **0**.
- To skip envelope information for the next message, press **#**.

### Using Shortcut Keys

You can press the following keys to while listening to messages:

- To hear envelope information (time and date sent, user's name) for a message, press **6**.
- To rewind to several seconds earlier in a message, press **7**.
- To pause a message, press **8**.
- To fast forward to several seconds later in a message, press **9**.
- To continue to the next message, press **#**.
- To hear additional options, press **0**.

## Listening to, Replaying, Saving, and Deleting Messages


1. Log in to voicemail.
2. To listen to new messages, press **1**.
3. As you listen to each message, you can do one of the following:
  - To replay a message, press **1**.
  - To save a message, press **2**.
  - To delete a message, press **3**.

## Forwarding a Message

1. Log in to voicemail.
2. To listen to new messages, press **1**.
3. After listening to the message you want to forward, press **4**.
4. Record a prefacing remark, and then do one of the following:
  - If you are satisfied with the prefacing remark, press **#**.
  - To review the prefacing remark, press **1**.
  - To rerecord the prefacing remark, press **2**.
  - To cancel the recording, press **\***.

## Replying to a Message

1. Log in to voicemail.
2. To listen to new messages, press **1**.
3. After listening to the message you want to reply to, press **5**.
4. Choose one of the following options:
  - To reply with a voice message, press **1**.
  - To reply with a call back, press **2**.
  - To reply to all with a voice message, press **3**.
  - To return to the previous menu, press **\***.

 Please click [here](#) to review complete user guide on how to use IP480/IP480G Phone.