



Individual Voicemail Setup Instructions

- **Logging into Voice Mail**
 - Press the **Voicemail** button (*Ignore password prompt on interface*)
 - Press **Call VM soft key** from 480 or 485 phone
 - Dial your password (*your default password is 1234*)
 - Press # to accept (*The system will prompt you to change your password and record your name when logging in for the first time.*)
- **Changing your Password**
 - **7 → 4**
 - Enter new password, Press # to accept. Repeat to confirm.
- **Record your Name**
 - **7 → 6**
 - Record your First and Last Name
 - Press # when finished recording
 - Press # to Accept
- **Record your Personal Greeting**
 - **7 → 1**
 - Press **7** for Mailbox Options
 - Press **1** to Record Standard Greeting
- Record your greeting for the current active call handling mode (*Default is Standard*) Press # when finished recording, you will be prompted to select from the following options:
 - **# → Accept**
 - **1 → Review**
 - **2 → Re-record**
 - **3 → Delete**
 - *** → Cancel**
- **After you have recorded your standard greeting see below to record other call handling modes (Option 2 to set the Call Handling Mode and then Go back to and press 1 to record greeting) in Mailbox Options:**

1 – Available	4 - Vacation
2 – In a Meeting	5 - Custom
3 – Out of the Office	6 – Do not Disturb



Checking Messages using Visual Voicemail on 480 and 485 MiTel Phones

- Press the **Voicemail** button
- Dial **Voicemail Password** followed by #
- Use the **Navigation key** to highlight the voicemail you want to listen to
- Press the **Call VM soft key** to listen

Note: You cannot forward a voicemail from the visual voicemail you will need to call into the voicemail system to forward a voicemail

Checking Messages from 480 or 485 MiTel Phones through Voicemail System

- Press the **Voicemail** button
- Press the **Call VM soft key**
- Dial Voicemail **Password** followed by #
- Press **1** to listen to New Messages

Checking Messages from 420 ShoreTel Phone

- Press the **Voicemail** button
- Dial #
- Dial **Extension Number**
- Dial Voicemail **Password** followed by #
- Press **1** to listen to New Messages

Checking Messages from another Telephone

- Press the **Voicemail** button
- Press the **Call VM soft key** (*Only from 480 and 485 ShoreTel Phones*)
- Dial #
- Dial **Extension Number**
- Dial Voicemail **Password** followed by #
- Press **1** to listen to New Messages

Checking Messages from Outside the Office

- Call **502-540-7277**
- Press # **when main greeting plays**
- Dial **Extension Number**
- Dial **Voicemail Password** followed by #
- Press **1** to listen to New Messages