

# Mitel Connect Voicemail Setup

This document provides instruction on the Mitel Connect Client voicemail setup. The next few pages will outline the steps necessary to record your name, become familiarized with States, and record greetings for each state.

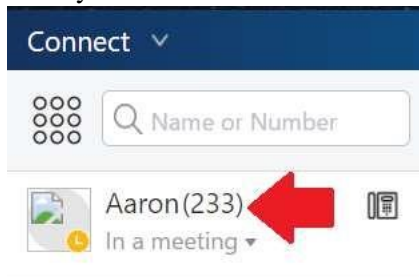
[Page 1: Recording your name](#)

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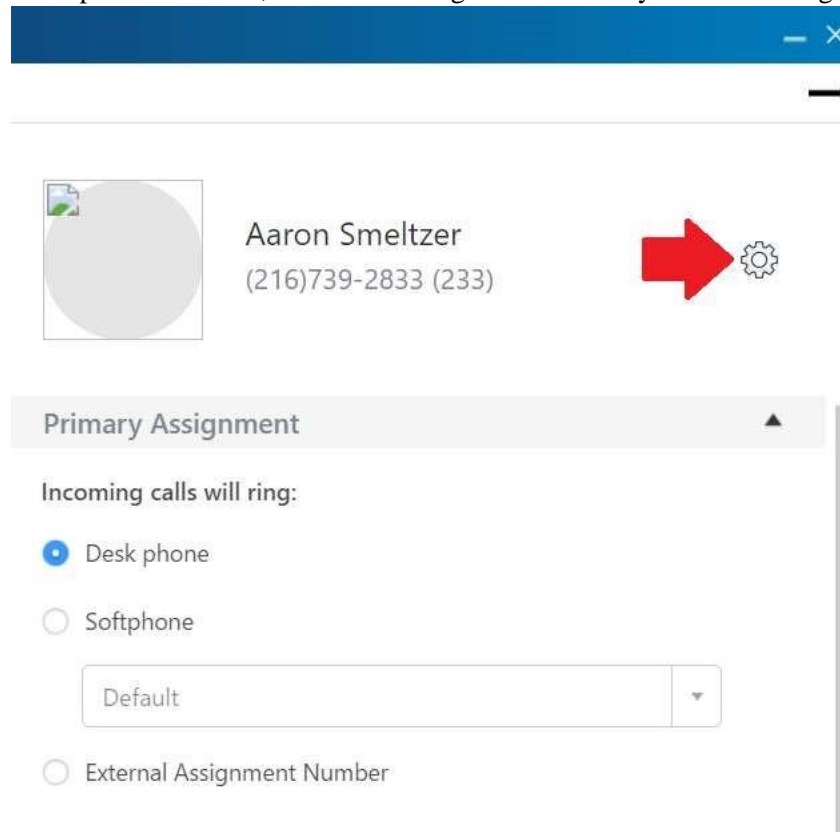
[Page 6: Sample Scripts for voicemail greetings](#)

## Recording your name

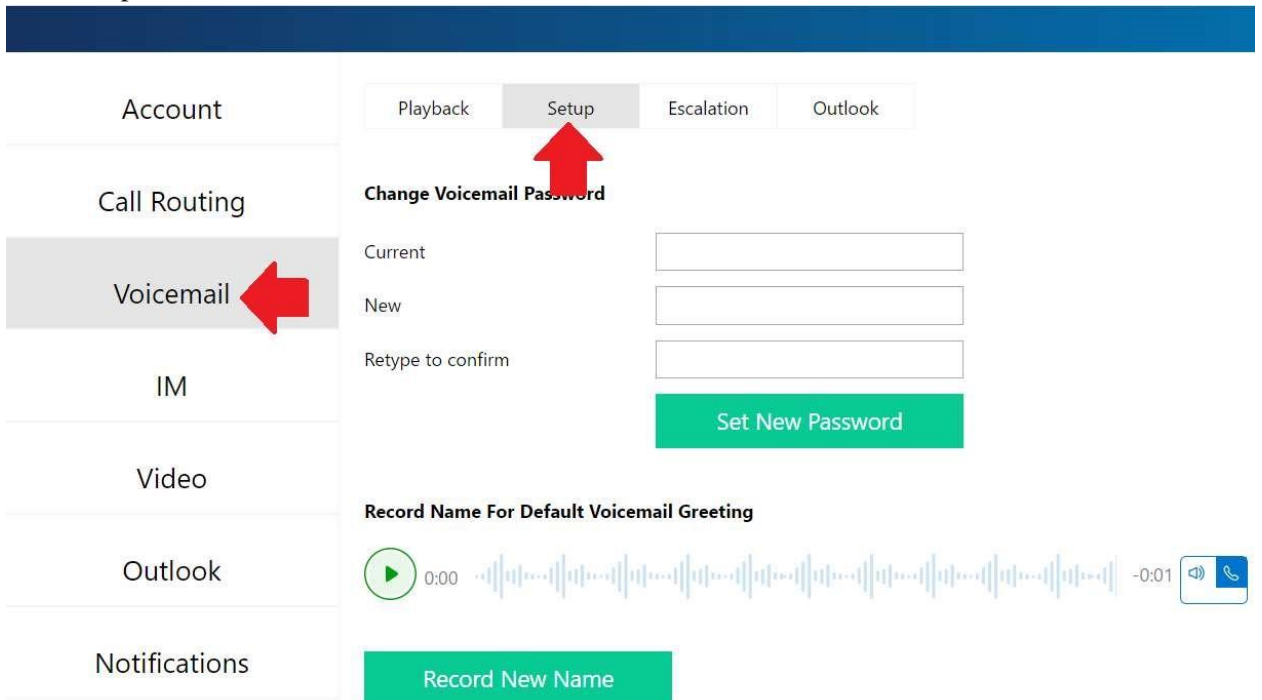
1. Log into your Mitel Connect desktop software
2. Click your username from the dashboard, to open your user profile



3. In the profile window, click the Settings icon to enter your user settings



- In the Settings window, click Voicemail from the tab menu on the left to open the voicemail options
- Click Setup from inside the voicemail menu



- Click Record New Name button in the setup window and pick up the handset from your phone 7. When you're ready to record your name, click the **REC** button.



- After the BEEP, please say your first and last name into the phone handset. Press the **red stop** button to stop recording



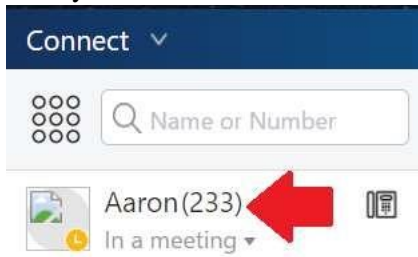
- Once you're satisfied with your recorded name, click Save Recording



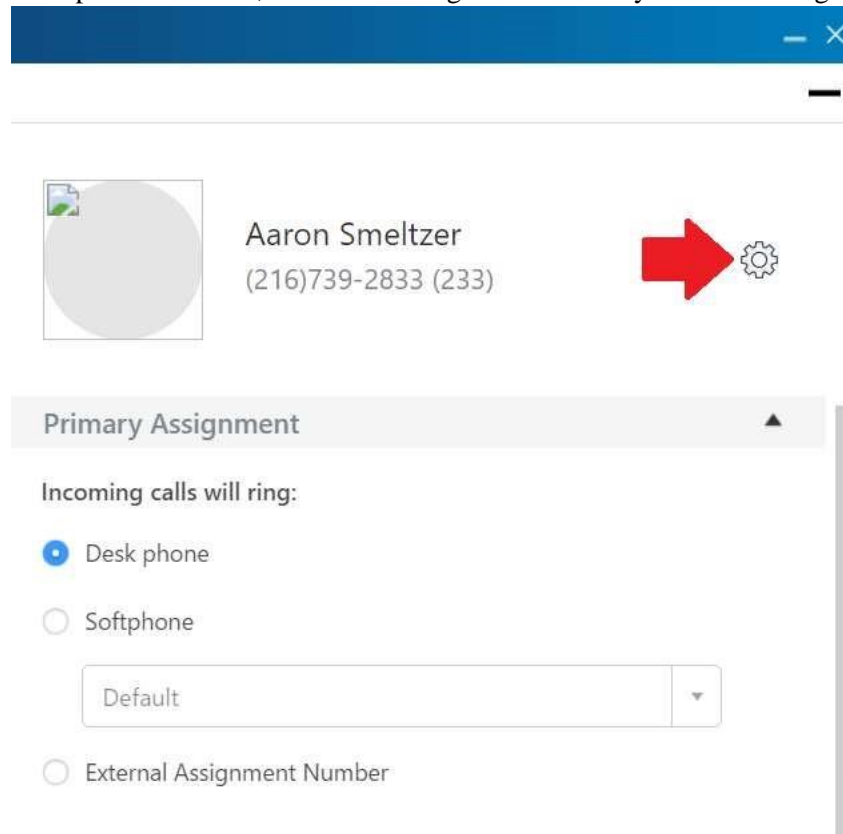
- Your recorded name is now saved. You can return to this page and listen to it at any time by pressing the Play button and listening through your speakerphone or handset.

## Recording personalized voicemail greetings

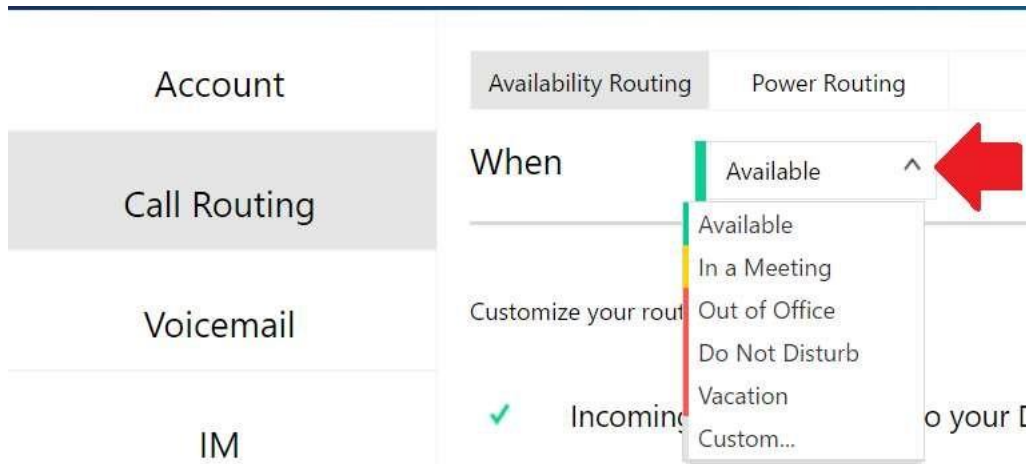
1. Log into your Mitel Connect desktop software
2. Click your username from the dashboard, to open your user profile



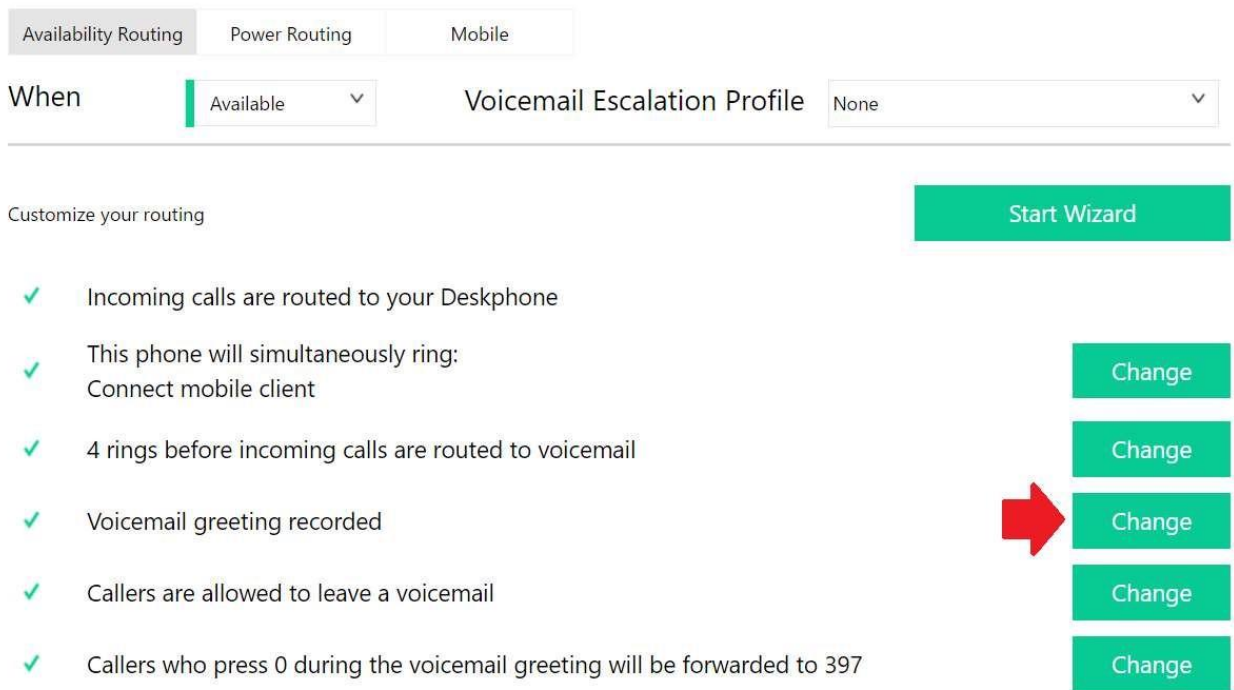
3. In the profile window, click the Settings icon to enter your user settings



4. Select Call Routing from the tab menu on the left
5. Using the drop down menu at the top of the page, select the State you'd like to record your voicemail greeting for by left clicking on the item.



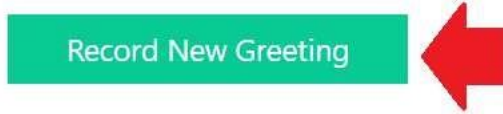
- Under the heading No voicemail greeting recorded, click the Change button on the right hand side



- Click Record new greeting and pick up the handset of your phone. Make sure that the “handset” icon is highlighted in the recording option to allow recording through your phone instead of your computer microphone.

Voicemail Greeting: Recording & Playback When Available

Your callers will hear a greeting when they reach your voicemail.  
Record and playback your greeting now.



8. When you're ready to record your greeting, click the **REC** button.



9. After the BEEP, record your greeting into the phone handset. Press the **red stop** button to stop recording

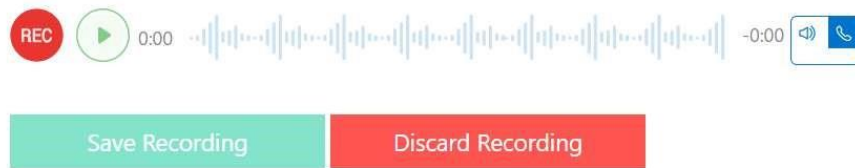


10. You can click the **green play** button to play back your greeting before saving.

11. Once you're satisfied with your recorded greeting, click Save Recording



12. Click Save at the bottom of the page to apply the changes and be returned to the main Settings menu



## Sample Scripts for voicemail greetings

### Available

1. Hello, you've reached the desk of [insert name]. I'm either away from my desk or assisting another client right now. If you would please leave your name, number and detailed message I will return your call as soon as possible. Thank you.
2. Hello, you've reached {insert name} at [organization]. I am currently unavailable. If you would please leave your name, number and detailed message I will return your call as soon as possible. Thank you.

### In a Meeting

1. Hello, you've reached the desk of [insert name]. I'm currently in a meeting. If you would please leave your name, number and detailed message I will return your call as soon as possible. Thank you.
2. Hello, you've reached {insert name} at [organization]. I am currently unavailable due to a prior appointment. If you would please leave your name, number and detailed message I will return your call as soon as possible. Thank you.

### Out of Office

1. Hello, you've reached the desk of [insert name]. I am out of the office today and will not be responding to calls. If you would please leave your name, number and detailed message I will respond to your call upon my return. Thank you.
2. Hello, you've reached {insert name} at [organization]. I am currently out of the office without access to phone calls. If you would please leave your name, number and detailed message I will return your call as soon as I am able. Thank you.

## On Vacation

1. Hello, you've reached the desk of [insert name]. I will be out of the office from [insert date range]. If you would please leave your name, number and detailed message I will return your call when I return. For immediate assistance, please contact {insert alternate contact with phone number} Thank you.