

MITEL NETWORKS

**3050** | Integrated  
Communications Platform

VOICEMAIL USER'S GUIDE

 **MITEL** | it's about **YOU**

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**Revision A**

## 3050 ICP voicemail set-up

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The instructions in this section will help you set up your SIP phone and take advantage of the voicemail features offered by the 3050 ICP.

Your system administrator or installer should fill out the following table with the information that you need to set up and use your and voice mail accounts (the system defaults for these values are provided below).

	Description	Value
①	<p><b>Voicemail configuration URL</b></p> <p>The URL you enter in your Web browser to access the voicemail configuration page. The configuration page lets you record your own greeting and manage your password and remote-access PIN.</p>	<p>The system default URL is <a href="http://192.168.215.1:8180">http://192.168.215.1:8180</a>.</p>
②	<p><b>Voicemail user name</b></p> <p>The user name that you must enter to access the user configuration page.</p>	
③	<p><b>Default voicemail password</b></p> <p>The password you enter to access the user configuration page for the first time. (You can set your own password for subsequent logins.)</p>	<p>The default is the same as your voicemail user name.</p>
④	<p><b>Default voicemail remote-access personal identification number</b></p> <p>The 4-digit number that you must enter to access your voice mail with a phone.</p>	<p>The default is "1234".</p>
⑤	<p><b>Public network voicemail access number</b></p> <p>The public phone number of the Mitel voicemail server that you must dial to access your voicemail account from a regular phone.</p>	
⑥	<p><b>Voicemail access SIP URL</b></p> <p>The SIP URL that you must enter into a SIP phone to give you access to your voicemail account from the Internet.</p>	

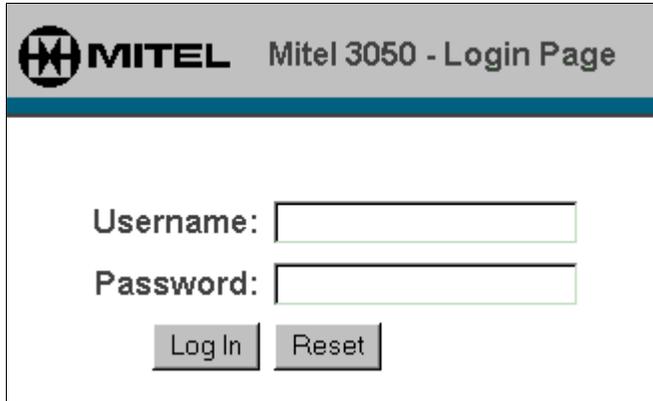
### About your voicemail account

The 3050 ICP voicemail account functions as a simple answering machine; if you do not answer a call, a voice prompt is played to the caller, who can then record a message of up to 2 minutes in length. You can use a SIP phone or a computer to review your messages from your desktop, or you can access them from a regular phone on the public telephone network, or from a SIP phone on the Internet. By default, your phone is set-up to forward unanswered calls to voicemail after four rings. You can set the number of rings in the **Configure** page.

## Log in

1. Launch a browser and point it to the voicemail configuration URL (item ❶ in the table).

This login screen is displayed:



The screenshot shows the Mitel 3050 Login Page. At the top, there is a grey header bar containing the Mitel logo on the left and the text "Mitel 3050 - Login Page" on the right. Below the header, the main content area is white. It features two input fields: "Username:" followed by a text box, and "Password:" followed by a text box. Below the password field, there are two buttons: "Log In" and "Reset".

2. Log in using your user name and password (items ❷ and ❸ in the table):

If this is the first time that you have logged in to this account, an initial login screen is displayed. This screen requires you to change your login password before you are given full access to the voicemail configuration tools. If you need more information on how to change your login password, refer to **Change Login Password** on page 4

Once the initial default password has been changed, a menu screen is displayed (approximate):

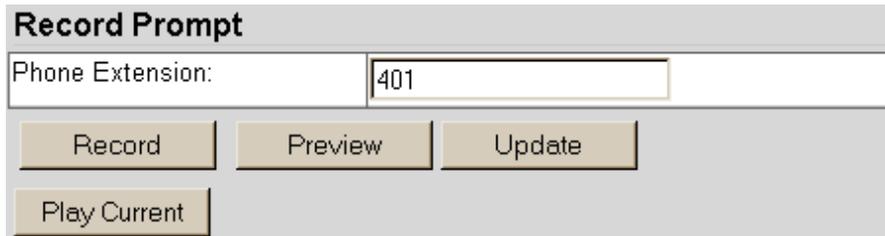
- [Logoff](#)
- [help](#)
- [Voicemail](#)
  - [Record Prompt](#)
  - [Change Login Password](#)
  - [Change Remote Access PIN](#)
  - [Configure Retrieval](#)
- [Phone Configuration](#)
  - [Configure](#)
  - [Call Logs](#)

## Record prompt

If your phone is busy or you don't answer a call, your prompt is played to the caller. The system is pre-configured with a generic prompt, but you can record your own.

To record your own prompt

1. In the menu, click **Record Prompt**. The Record Prompt screen is displayed:



**Record Prompt**

Phone Extension:

2. In the **Phone Extension** field, specify the extension of the phone you are using to record and preview your voice prompt.
3. To listen to the prompt, click **Play Current**. The SIP phone will ring. Pick it up and listen to the prompt. If you are satisfied with the prompt, you do not need to complete steps 4 and 5. If you would like to change the prompt, complete steps 4 and 5.
4. Click the **Back** button on your browser. To record your prompt, click **Record**. Your SIP phone rings. Pick up the handset, and speak your new prompt. Hang up when you are finished. The browser will indicate that the prompt was successfully recorded.
5. To review your prompt, click the **Back** button on your browser, and then click **Preview**. The SIP phone rings. Pick it up and listen to the prompt. If you are not satisfied with your new recording, repeat step 4 to re-record it. If the prompt is OK, Click the **Update** button to overwrite the old prompt.

### Example prompts

You can use the same message all the time, or you can record a new message daily. Here are a few example prompts:

#### Permanent

"You have reached Christine Conner. I can't answer your call right now, so please leave me your name, number and a short message - I will get back to you as soon as possible. "

#### Daily

"You have reached Christine Conner. On Tuesday May 11th I will be out of the office all day but I will be back in the office tomorrow. Please leave me a short message and I will get back to you as soon as possible."

#### Bilingual

"You have reached Christine Conner, vous avez rejoint la boîte vocale de Christine Conner. I can't answer the phone right now, so please leave me your name, number and a short message. Je ne peux pas votre appel pour le moment. Veuillez laisser votre nom, numéro de téléphone ainsi qu'un court message."

#### Temporary

"Hi! You have reached Julie Jones. I will be on vacation from Friday, June 18th, through Friday June 25th. I will be back on Monday June 28 so please leave a message and I will get back to you as soon as possible."



Once you have recorded your prompt, your voicemail account is ready to use.

## Optional procedures

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The following optional configuration procedures will help you to maintain the privacy of your voicemail and take full advantage of your phone's advanced features.

### Phone configuration

The Phone configuration page enables you to control

- Speed-call key assignment
- Call forwarding setup
- Do not disturb
- Advisory Messages
- Phone display name
- Settings needed to configure the phone for teleworker operation

For more information on specific options on this page, refer to the online help.



“Teleworkers” take their SIP phone offsite while retaining access to the company network.

### Change login password

Though the system requires you to change your default password the first time you log in, you should change it again periodically to help maintain your account privacy.

#### Change Login Password [help](#)

Change Login Password:	<input type="text"/>
Verify Login Password:	<input type="text"/>

**NOTE:** If you change your password and you are using the SMTP server on this 3050, then you must reset your email password on the [configure retrieval page](#).

1. Type a new password (up to 30 alphanumeric characters) in the **Change Login Password** field. The password is case-sensitive.
2. Retype the new password in the **Verify Login Password** field.
3. Click **Update** to save your new password.
4. Every time you change the login password in the **Change Login Password** screen, you also need to make the same change in the **Configure Retrieval** screen. Click on **Configure Retrieval now**.

Configure Retrieval	
Email Dest. of Voicemail:	<input type="text" value="user1111@example.com"/>
Email SMTP Server:	<input type="text" value="jcp3050.example.com"/>
<input type="button" value="Update"/>	
Change Email Password:	<input type="text"/>
Verify Email Password:	<input type="text"/>
Enter Remote Access PIN:	<input type="text"/>
<input type="button" value="Update"/>	

The **Email Dest. of Voicemail** and **Email SMTP Server** fields let you configure your voicemail to work with other voicemail servers. Since the use of other email servers is not supported by Mitel for this release, we recommend that you retain the default 3050 ICP-configured values in these fields.

You must re-enter the new password and PIN into the **Change Email Password**, **Verify Email Password**, and **Enter Remote Access PIN** fields.

5. Click **Update** to complete the process of changing your login password.



If you lose or forget your password, your system administrator or installer can reset your password to any known value.

### Change remote access PIN

Your remote access PIN lets you access your voicemail from a local or remote telephone.

Though the system forces you to change your default remote access PIN the first time you log in, you should change it again periodically to help maintain your account privacy.

Change Remote Access PIN	
Enter Old PIN:	<input type="text"/>
Change Remote Access PIN:	<input type="text"/>
Verify Remote Access PIN:	<input type="text"/>
<input type="button" value="Update"/>	

1. In the **Enter Old PIN** field, type your old PIN.
2. In the **Change Remote Access PIN** field, type a new PIN (any 4-digit number).
3. In the **Verify Remote Access PIN** field, retype the new PIN.
4. Click **Update** to save your new PIN.



If you lose or forget your old PIN, your system administrator or installer can reset your PIN to any known value.

## Using voicemail

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These procedures will enable you to retrieve and manage your voicemail at your desk or from a remote location.

### Reviewing and managing your voice messages

Your messages are delivered to your email inbox as attachments to emails with subject lines such as **\*\*Voicemail \*\* From 1111** (where "1111" is the caller-ID number). Each email is dated and time-stamped. You can listen to a message from your phone or through your computer speakers.

If your SIP phone has a message-waiting indicator, it flashes whenever you have any unread messages.



### Use the phone to review voicemail

**To access your voicemail from a phone that is directly connected to the Mitel 3050 server**

1. If you are using a Mitel SIP phone, lift the handset, and press the **Message** key. If you are using another manufacturers' SIP phone, dial **7000**.
2. The general voicemail greeting will play over the phone.
3. Press the \* key.
4. When prompted, enter your phone **extension number**.
5. When prompted, enter your voicemail **PIN**.

A brief message indicates whether you have new messages and lists your options for reviewing and managing them.

**To access your voicemail from a SIP phone on the Internet**

1. Dial the **Voicemail access SIP URL** (item ⑥ in the table). The general voicemail greeting plays over the phone.
2. Press the \* key.
3. When prompted, enter your phone **extension number**.
4. When prompted, enter your voicemail **PIN**.

A brief message indicates whether you have new messages and lists your options for reviewing and managing them.

**To access your voicemail from an analog phone on the public network**

1. Dial the **public network voicemail access number** (item ⑤ in the table). When the Mitel 3050 ICP receives the call, it will do one of two things:
  - Connect you to the autoattendant, where you can access the voicemail greeting by pressing the # key, or
  - Connect you to a live attendant, who can forward your call to the voicemail system.
2. Once you have reached the standard voicemail greeting, press the \* key.
3. When prompted, enter your phone **extension number**.
4. When prompted, enter your voicemail **PIN**.

A brief message indicates whether you have new messages and lists your options for reviewing and managing them.

Key	Function
	<b>P</b> - Play message
	<b>K</b> - Keep message
	<b>D</b> - Delete message
	<b>X</b> - Exit voicemail



### Use a PC to manage messages

It is also possible to play voice mail messages as e-mail attachments on your computer by setting up a separate inbox for your email client. Consult your system administrator for assistance in setting up your voicemail inbox.

To play a message, open the email, then double click the multimedia attachment. Your media-playing software will be launched so that you can hear your message through your multimedia system.

You can save or delete emails containing voicemail messages just like any other email.

Webmail is a secure, remote-email access feature that works with any SSL-compatible Web browser such as Netscape Navigator or Microsoft Internet Explorer. To use this feature, you need to have Webmail enabled for your account, and you need to obtain the Webmail URL of your 3050 ICP from your installer or system administrator.

To use Webmail to access email (including voicemail)

1. Enter the Webmail URL in the address field of your browser (for example: <https://webmail.icp3050.com>). A login screen is displayed.
2. Type your regular email username and password, and then click the Login button
3. When you have successfully logged in, the email inbox will be displayed. To play a message, double-click the "subject" description of a voicemail; this opens a dialog that enables you to play or detach the multimedia email attachment.



The "https" in the URL indicates that the connection uses SSL encryption and provides a secure communication session.