

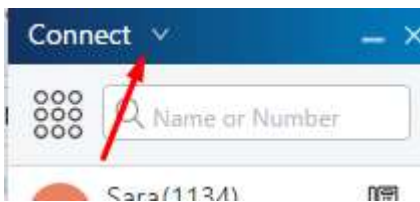


Title: Mitel Connect – Setting Voicemail Greeting for Availability States

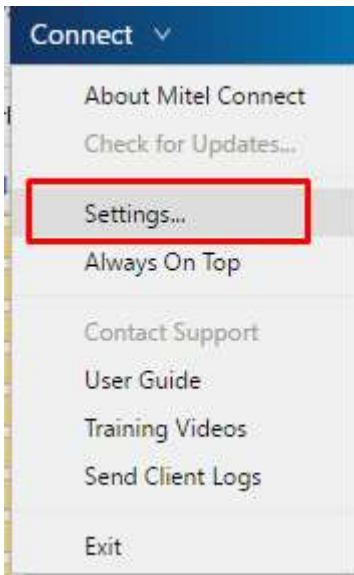
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Date:

From within the Mitel Connect software, click Connect at the top of the window



Then click Settings...



Select the Call Routing tab on the left side. You may run the wizard which will take you through all the steps, or you may just select Record to skip to the greeting part.

Account

Availability Routing Power Routing

When Available Voicemail Escalation Profile None

Start Wizard

Customize your routing

- Incoming calls are routed to your Deskphone
- This phone will simultaneously ring:
(519) 816-0700 (8+15198160700) [Change](#)
- 3 rings before incoming calls are routed to (519) 816-0700 [Change](#)
- If callers press 1 while listening to my voicemail greeting then try to find me at this number:
(519) 816-0700 (8+15198160700) [Change](#)
- Voicemail greeting recorded [Record](#)**
- Callers are allowed to leave a voicemail [Change](#)
- Callers who press 0 during the voicemail greeting will be forwarded to the Auto-Attendant [Change](#)

Voicemail

IM

Outlook

Notifications

Deskphone

Softphone

Telephony

Language

From the drop box where Available is listed, choose the appropriate availability state you wish to set a greeting for. Then click Record. (This will not start a recording yet)

Account

Availability Routing Power Routing

When Available Voicemail Escalation Profile None

Customize your routing

- Incoming calls are routed to your Deskphone
- This phone will simultaneously ring:
(519) 816-0700 (8+15198160700)
- 3 rings before incoming calls are routed to (519) 816-0700

Available

In a Meeting

Out of Office

Do Not Disturb

Vacation

Custom...

Voicemail

IM

Outlook

Please see the screenshot below for information on the recording page.

The screenshot shows a web interface for configuring voicemail greetings. On the left is a navigation menu with items: Account, Call Routing, Voicemail, IM, Outlook, Notifications, Deskphone, Softphone, Telephony, and Language. The main content area has two tabs: 'Availability Routing' (selected) and 'Power Routing'. Below the tabs is a dropdown menu labeled 'Voicemail Greeting: Recording & Playback When' with 'Vacation' selected. A text prompt reads: 'Your callers will hear a greeting when they reach your voicemail. Record and playback your greeting now.' Below this is an audio waveform with a play button on the left (0:00) and a phone handset icon on the right (-0:16). A green button labeled 'Record New Greeting' is positioned below the play button. At the bottom are buttons for 'Previous', 'Next', 'Cancel', and 'Save'. Red boxes and arrows highlight key elements: the 'Record New Greeting' button, the play button, the 'Save' button, and the phone handset icon. Red text annotations provide instructions: 'Click here to begin recording' points to the play button; 'Click here to playback an existing greeting' points to the play button; 'This is selected by default, it lets you record the greeting using your computer Microphone.' points to the phone handset icon; and 'Click the phone icon to record the greeting using the handset on the deskphone.' points to the phone handset icon.

If you have any questions or need assistance, please contact the IT Department.