MITEL VOICEMAIL SYSTEM
LISTENING TO, REPLAYING, SAVING, AND DELETING MESSAGES

The voicemail system provides a method to listen to and manage your voicemail messages by 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.

Logging into Voicemail - Model IP420G

1. Press the **Voicemail** button
2. At the audio prompt, enter your password, and then press #.

Logging into Voicemail - Model IP480G

1. Press the **Voicemail** button, and then press the **Call VM** soft key.
2. At the audio prompt, enter your password, and then press #.

Listening to, Replaying, Saving, and Deleting Messages

3. To listen to new messages, press **1**.
    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**.

PCC uses two different Mitel Voice over IP phone models, they are the IP480G and the IP420G. Although much of the functionality is similar between the two models IT has user guides for each model. Please review the reference guide to learn about how each phone functions.

IP420G

Please review the reference guide to learn about how this phone functions at https://tinyurl.com/ajj8vs

IP480G

Please review the reference guide to learn about how this phone functions at https://tinyurl.com/p3tp9prh

TIP:
Remember to dial outside of PCC you must first dial a 9

DID YOU KNOW?

STORAGE TIP

If you have your voicemail sent to you email you will still need to manually delete your voicemails from your phone so your voicemail inbox does not fill up.

WE CAN HELP!

HELP DESK PORTAL
Submit a ticket at: https://ncccs.servicenowservices.com/piedmontcc

PHONE
(336) 322-2300 - Give our Helpdesk a call.

EMAIL
support@piedmontcc.edu - Email the Helpdesk.

IN PERSON
Building G Room 204 - Visit the help desk.