Availability States on Mitel Phones

Drew Virtual Time Scenario

Instructions on setting your voicemail greeting and phone's availability state from off-campus
While employees work remotely, we can forward our phones to voice mail and record a greeting letting people know they should email us. Here are the steps to take.

Note that we are assuming you have not changed the default behavior for your Out of Office state and that it is set to Always forward to voicemail (7101).

To change your phone's state and set the recommended greeting provided at Drew's Coronavirus page, please follow these steps:

1. Call 973-408-4933.
2. Enter your extension.
3. Enter your password followed by **#**.
4. Press **7** to change mailbox options.
5. Press **2** to set your availability state.
6. Press **3** to choose Out of Office.
7. Press **1** to record a personal greeting.
8. Press **2** to record this greeting:
    a. You've reached the voicemail of [NAME, TITLE/DEPT]. Through early August, Drew has moved to virtual business operations as a precaution against the spread of COVID-19. I'll be checking my voicemail, but would appreciate you also reaching out to me by email at [YOUR EMAIL]@drew.edu. Thank you.
9. Press **#** to finish, and **#** again to accept.
10. Hang up to disconnect from voicemail.

One of the features of the Mitel phone is availability states, which allow you to do things like send a call straight to voicemail when you are on vacation. This feature gives you even more functionality than the extended absence greeting that was available on the Intecomm phones.

From the Mitel Connect IP485g User Guide (which most people on campus are using):

You can set six distinct availability states for your extension. These availability states can be configured with various options to forward incoming calls to another number or send them to voicemail. Using the voicemail system, you can also record a different personal greeting for each availability state.

By using your phone's interface, you can configure options for each availability state, such as call forwarding destinations, number of rings, and simultaneous ring.

The availability states are as follows:

* Available (the default) allows you to answer all incoming calls.
* In a Meeting
* Out of Office
* Vacation
* Custom
* Do not disturb

Definition
Soft key: Our directions refer routinely to soft keys. These are the 5 thin black buttons under your phone's screen. Their function changes depending on the state of your phone (if you're making a call, checking your voicemail, etc).

To Configure Availability States on Your Phone

Click here to expand...

The default for all of the Availability States is to forward to voicemail (7101 for forwarding; note that you would call 4933 if trying to retrieve voicemail from off-campus). If you wish to change that default behavior for a particular state, follow these steps.

1. Press the **Options** soft key.
2. Enter your voicemail password, and press the **OK** soft key. The Options menu opens, and the **Availability** option is highlighted.
3. With the **Availability** option highlighted, press the **Edit** soft key.

4. Use the

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navigation key to scroll to the availability state for which you want to specify options, and then press the **Edit** soft key.
5. Specify when to forward calls by using the **Next value** or **Prev value** soft keys or the

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keys on the navigation key pad to highlight one of the following values:
   a. **Always** means that calls received when this availability state is active are always forwarded to the specified destination number. When you select **Always**, you can also specify the **Alwaysdestination**, which is the number that you want calls forwarded to, or you can accept the default.
   b. **No answer** means that calls received when this availability state is active will be forwarded to the specified destination number only when you do not answer your phone or when your phone is unable to accept additional calls. You can also configure the following options or accept the defaults:
      i. **No answer destination** Specify the number you want calls forwarded to when you do not answer them.
      ii. **Number of rings** Specify the number of times the phone rings before the call is forwarded.
      iii. **Busy destination** Specify the number to forward the call to if your extension is busy.
   c. **Never** means that calls received when this availability state is active will never be forwarded.
6. After setting options, press the **Back** soft key. The changes are saved.
7. Do one of the following:
   * To set the selected availability state as the active availability state, press the **OK** soft key.
   * To continue without changing the availability state, press the **Cancel** soft key.
8. Press the **Exit** soft key.

Example: Going on Vacation for a Week

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Let's say you're going on vacation for a week. Here are the steps you can take. Note that we are assuming you have not changed the default behavior for your Vacation state and that it is set to Always forward to voicemail (7101).

If you wish to set a different voicemail greeting for the vacation state, please follow these steps:

1. Call 973-408-4933.
2. Enter your extension.
3. Enter your password followed by **#**.
4. Press **7** to change mailbox options.
5. Press **2** to set your availability state.
6. Press **4** to choose Vacation.
7. Press **1** to record a personal greeting.
8. Record your greeting. Press **#** to finish, and **#** again to accept.
9. Hang up to disconnect from voicemail.

If you do not need to change your voicemail greeting, you can follow steps 1-5 above from any phone or these steps below from your desk phone.

1. Press the **State** soft key. The availability states are displayed, and the active state is indicated with a check mark.
   To select the Vacation availability state, do one of the following:
   * On the key pad, press the number **4**.
   * Use the

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   navigation key to scroll to the Vacation availability state, and press the **OK** soft key.
3. The availability state for your phone changes to Vacation.

To Change Current Availability State

From your desk phone

1. Press the **State** soft key. The availability states are displayed, and the active state is indicated with a check mark.
2. To select a different availability state, do one of the following:
   * On the key pad, press the number of the desired availability state.
   * Use the

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navigation keys to scroll to the desired availability state, and press the **OK** soft key.
3. The availability state for your phone changes to the selected state.

From another phone

1. Call 973-408-4933.
2. Enter your extension.
3. Enter your password followed by **#**.
4. Press **7** to change mailbox options.
5. Press **2** to set your availability state.
6. Press the number that corresponds to the state you wish to enable (these will be read to you).
   - 1 Available
   - 2 In a meeting
   - 3 Out of office
   - 4 Vacation
   - 5 Custom
   - 6 Do Not Disturb
   - * Cancel
7. The availability state for your phone changes to the selected state.
8. Hang up to disconnect from voicemail.