

Accessing Your Voicemail for the First Time

- Using your own campus desk phone: Dial x86423.
or
- Using any other campus phone: Dial x86423
 - Press the * key, enter your 5-digit extension, followed by the # key.**or**
- Using a non-campus phone: Dial 312-808-6423.
 - When asked to enter your mailbox ID, enter your IIT 5-digit extension number followed by # key.
- Enter the temporary default passcode: **194075**, followed by the # key.
- When prompted, enter your new voicemail passcode followed by # key.
 - Reenter your new passcode to confirm it.
- When prompted, record your name. Press # when you are finished recording.
 - Press 2 to listen to your recorded name.
 - Press 1 to re-record your name.
 - Press * when you are satisfied with your recorded name.
- You are now finished with the initial setup of your new Mitel voicemail system.

Accessing Voicemail after the First Time

- Using your campus desk phone: Dial x86423 and enter your new passcode (after June 28, 2019, you can also simply press the voicemail button on your desk phone); **or**
- Using any other campus phone: Dial x86423, press the * key, enter your 5-digit extension, followed by the # key, and enter your new passcode; **or**
- Using a non-campus phone: Dial 312-808-6423, enter your mailbox ID, followed by the # key, and enter your new passcode.

Change Your Voicemail Password

- After logging into your voicemail, press 8.
- Enter your new passcode and then press #.
- Reenter the new passcode and press # to confirm.

Retrieving New and Saved Voicemails

- After logging into your voicemail, press 1.
- At the voice messages menu, press 1.
- Your voicemail will play any new messages first, and then play your saved messages.
 - To save a message, press #.
 - To erase a message, press 7.
 - To repeat a message, press 2.
 - To go back to the previous message, press 4.
 - To listen to the message envelope/header information, press 5.
 - To go to the next message, press 6.
 - To call back the person who left the message, press 8.
 - For additional message options, press 9.
 - To reply to the message, press 1.
 - To forward the message, press 2.
 - Press * to go back to the regular message options.
 - To go back to the main message menu, press *.

Recording and Changing "Busy" Greeting (i.e., Do Not Disturb)

- After logging in to your voicemail, press 1.
- At the voice messages menu, press 2.
- Press 1 to record a new busy greeting.
- Record your new busy greeting; then press #.

Recording and Changing "No Answer" Greeting (e.g., Away From Your Desk)

- After logging in to your voicemail, press 1.
- At the voice messages menu, press 3.
- Press 1 to record a new "no-answer" greeting.
- Record your new no-answer greeting and press #.