Voicemail Documentation

To Access Voicemail

From a Mitel Model 6867i Phone
• Press the top softkey for “Voicemail” or dial *62
• Enter your passcode when prompted

From a Mitel Model 6863i Phone:
• Press the top button or dial *62
• Enter your passcode when prompted

From off campus:
• Dial your number directly
• Press * to access your voicemail
• Enter your passcode when prompted

or
• Call the Voice Portal at 313-993-1001
• Enter your mailbox ID and passcode when prompted

Customizing Your Mailbox

When accessing voicemail for the first time, a user tutorial will be set up to “talk you through” customizing your mailbox with a personalized greeting, name and passcode. If no tutorial is available, use the following instructions:

Change your Passcode:
• Access your voice mail
• Press * to access the ComPilot Voice Portal
• Press 8 to change your passcode
• Enter your new passcode and press the # key

Change your Recorded Name:
• Access your voicemail
• Press * to access the ComPilot Voice Portal
• Press 3 to go to the greetings menu
• Press 1 to record your name

Change your Mailbox Busy Greeting:
• Access your voicemail
• Press 2 to change your mailbox busy greeting
• Press 1 to record a new busy greeting and press the # key when finished

Change your No Answer Greeting:
• Access your voicemail
• Press 3 to change your mailbox no answer greeting
• Press 1 to record a new no answer greeting and press the # key when finished
Change your Extended Away Greeting (prevents callers from leaving a voicemail message):

- Access your voicemail
- Press 4 to change your mailbox extended away greeting
- Press 1 to record a new extended away greeting and press the # key when finished

Messages
You will know that you have a message when your LED Message Waiting Indicator is flashing

To Play a Message:

- Access your voicemail
- Press 1 to listen to your messages
- Press the # key to save the message
- Press 7 to erase the message
- Press 2 to repeat the message
- Press 5 to play the message envelope
- Press 9 for additional options
  - Press 1 to reply to the current message
  - Press 2 to forward the current message

Call Forwarding (CFWD)

On a Mitel Model 6863i Phone:

- Press the Options key, push down ▼ to select 1 Call Forward. Push right ► to change the Call Forward state. Arrow down ▼ to change Off to On. Press left when done, and # to confirm your changes.
- Choose the Call Forward Mode (see the picture to the right).
- Arrow down ▼ to select 2 Cfwd Number. Arrow right ► to set the Call Forward Number. Enter the number using the keypad. Arrow right ► to set the new number. Arrow left ◀ when done, and press # to confirm your changes.

On a Mitel Model 6867i Phone:

- Press “Call Fwd” softkey
- Enter the Number to forward calls in fields for: All Calls, Busy, and/or No Answer
- Check the “On” box to enable Call Forwarding.
- The LED Message Waiting Indicator will illuminate to indicate that call forwarding is active

If you have forgotten your passcode, create a Help Desk ticket at http://hd.udmercy.edu