

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

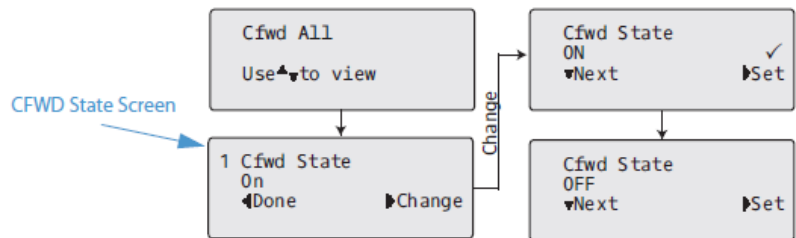
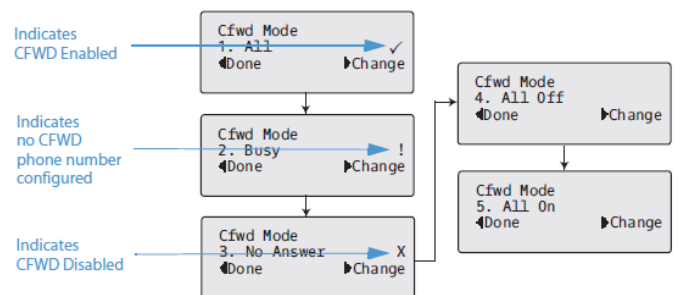
To Play a Message:

- 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>