Quick Reference Guide
Mitel Clearspan Communicator Voicemail

Accessing Voicemail for the First Time
- Press the Voicemail button.
- Enter your default passcode: **194075** followed by # key (i.e., 194075#).
- When prompted, enter your new 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 setup and can continue using the voicemail system.

Accessing Voicemail Generally
- Press the Voicemail button.
- Enter your voicemail passcode.
  - Press * if you want to access a voicemail box for a different extension than the one you are calling from.
— OR —
- Dial 8-6423 (“VOICE”) or 312-808-6423.
- Enter your campus extension.
- Enter your voicemail passcode.

Retrieving New and Saved Voicemails
- After logging into your voicemail box, 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 box, 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 box, press 1.
- At the Voice Messages menu, press 3.
- Press 1 to record a new no answer greeting.
- Record your new no answer greeting; then press #.

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

Need Help? If you need assistance, please contact the OTS Support Desk at 312-567-3375 (x7DESK) or supportdesk@iit.edu.