AVST – New Voicemail System Instructions:
Steps to Set Up Your Voice Mailbox

Medical Campus (2-, 4-, 6- and 7- UM phone extensions)

Please follow these steps to set up your voice mailbox on the new AVST system:

- From your UM desk phone, **dial 6-5700**.
  - **Note**: If you are away from your UM desk phone, dial (305) 284-5700, then **dial # followed by your 5-digit extension**.
- **Dial 1234** when prompted for your security code.
  - **Important**: Do not dial pound (#) after the security code.
- **Follow the prompts** to set a new security code, record your name, and record your greeting.
- Your mailbox is initialized once you hear “Congratulations!”

For reference, please see sample personal greeting below:

- **Hello, this is [First and Last Name]. I’m sorry I cannot take your call right now. Please leave a detailed message with your name and telephone number, and I will get back to you as soon as possible.**

If you do not set your voice mailbox on the new AVST system, your account will be set up with a generic greeting and your voicemails will be stored within your UM desk phone.

You can access your voicemail settings and features at: voicemails.miami.edu. (Note: If you are unable to log in at voicemails.miami.edu, please contact the UMIT Service Desk for assistance: (305) 284-6565.)

For more information, including voicemail menu items and FAQs, please review the following documentation:

- [Quick Reference Brochure for AVST Voicemail](#)
- [Voicemail Menu Items Reference Card](#)
- [Frequently Asked Questions](#)

If you experience any issues setting up your voice mailbox, contact the UMIT Service Desk at: (305) 284-6565 or help@miami.edu.