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

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

On Tuesday, December 11, 2018, UMIT will transition voicemail services at the Medical campus and all off-site locations to AVST. At any time, 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 before the transition date, your account will be set up with a generic greeting and your voicemails will be stored within your UM desk phone. In addition, once your voicemail has been transitioned to AVST, your messages will be accessible on the legacy voicemail systems for 30-days.

After the transition, you can access your voicemail settings and features at: [voicemails.miami.edu](mailto: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](mailto:Quick%20Reference%20Brochure%20for%20AVST%20Voicemail)
- [Voicemail Menu Items Reference Card](mailto:Voicemail%20Menu%20Items%20Reference%20Card)
- [Frequently Asked Questions](mailto:Frequently%20Asked%20Questions)

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