

Accessing your MSSU voicemail account from off-campus is accomplished two different ways, depending on which type of phone you have.

If you have a Nortel system, follow these steps:

1. If your number is local (Joplin, Webb City), dial 659-4390.
  2. You will hear "Nortel CallPilot. Mailbox?"
  3. Dial your voicemail account number (your four-digit extension) followed by the pound (#) sign.
  4. You will hear "Password?"
  5. Dial your four-digit password.
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1. If your number is long distance (Neosho, Carthage, etc.), dial 1 (417) 659-4390.
  2. Follow steps two through five above.

If you have a Mitel or Shoretel phone (VOIP), follow these steps:

1. If your number is local (Joplin, Webb City, etc.), dial your own number, example, 437-1234.
  2. Allow your phone to ring until voicemail picks up.
  3. You'll hear, "Your call is being forwarded to a Mitel voicemail messaging system."
  4. Dial star (\*) pound (#).
  5. You'll hear "Welcome to the Mitel voice messaging system. Please enter your extension number."
  6. Enter your extension number.
  7. You'll hear "Please enter your password, followed by the pound (#) sign."
  8. Enter your password, followed by the pound (#) sign.
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1. If your number is long distance (Neosho, Carthage, etc.), dial your own number using 1 plus the area code, prefix and four-digit number. Example: 1 (417) 389-1234.
  2. Follow steps two through eight above.