



North Carolina State University Communications Technologies - Student Voice Mail Service Instructions

****NOTE**** Make sure you are at your 512-xxxx number to set up your voice mailbox.
YOUR INITIAL PASSWORD IS 276950

GETTING STARTED (INITIALIZING THE MAILBOX)

1. Choose if you want to be extension one (1) or two (2) Be sure to check with your roommate to ensure you do not pick the same extension.
2. Call the voice mail system at 2-6245.
3. Listen and respond appropriately to the tutorial. **YOU CAN NOT SKIP THE TUTORIAL!**
You will only do this once.
4. During the tutorial you will be asked to:
 - a. Enter you initial password. (276950)
 - b. Change the initial password to your **PERSONAL** password. This password must be between 6 to 15 digits.
REMEMBER THIS PASSWORD!!!!!!!
 - c. Record (by speaking) your name.
 - d. Record a personal message to be played to callers.

RETRIEVING MESSAGES (from your room)

1. Call the voice mail system at 2-6245.
2. Enter your personal password.
3. Enter your extension number (1 or 2).
4. Press 1 to retrieve your messages.

RETRIEVING MESSAGES (from someone else's room that has voice mail)

1. Call the voice mail system at 2-6245.
2. When the system answers, press *.
3. Enter your mailbox number (your seven digit telephone number 512-xxxx).
4. Enter your personal password.
5. Enter your extension number (1 or 2).
6. Press 1 to retrieve your messages.

RETRIEVING MESSAGES (from off campus or campus phones without voice mail)

1. Call the Voice Mail system at 2-6245 or 512-6245 if you are off campus.
2. When the system answers, press #.
3. Enter your mailbox number (your seven digit telephone number 512-xxxx).
4. Enter your personal password.
5. Enter your extension number (1 or 2).
6. Press 1 to retrieve your messages.

IMPORTANT MAILBOX INFORMATION

Length of personal greeting is 30 seconds.
Maximum length of incoming message is 2 minutes.
Maximum Number of message capacity is 20.
Heard messages are **DELETED AUTOMATICALLY** after 7 days.
Unheard messages are **DELETED AUTOMATICALLY** after 15 days.

Call ComTech at 5-7099, option 1, between 8am and 5pm, Mon-Fri for assistance.