Quick Guide to Voice Mail

EMERGENCY? DIAL 911

INITIAL SETUP

- Log in at voicemail.ncsu.edu
- Create a PIN; you'll need it for Step 6
- Call the campus voice mail system:
 - On campus: 2-6245
 - Off campus: 919-512-6245
- 4 Press 🛠
- Enter your ID (last 5 digits of your campus phone or mailbox number)
- Enter your PIN
- Follow prompts to:
 - Record your name
 - Record a greeting
- NOTE: Be sure to listen for your setup confirmation. If you don't get a confirmation, start again at Step 3.

ACCESS

* Your "ID" is the last 5 digits of your campus phone or mailbox number.

FROM YOUR OWN CAMPUS PHONE:

- Dial 2•6245 [2-MAIL] or press MESSAGES key if applicable
- Enter your PIN and press #

FROM ANOTHER CAMPUS PHONE:

- Dial **2•6245 [2-MAIL]**
- 2 When the system answers, press 🛠
- Enter your ID*
- 4 Press **(#)**, enter your **PIN**, and press **(#)** again

FROM OFF-CAMPUS:

- Dial 919 512 6245 [919 512 MAIL]
- When the system answers, press
- 3 Enter your ID*
- 4 Press (#), enter your PIN, and press (#) again

SHORTCUTS

In any menu, use these three keys as needed:

- ① Help
- Cancel or skip back to the beginning of that menu
- **★** Exit system

ADDITIONAL HELP

Report problems to: *voicemail@ncsu.edu*Detailed instructions at *oit.ncsu.edu/telephony/voicemail*

MAIN PIN+#

PLAY NEW MESSAGES

WHILE MESSAGE IS PLAYING

SELECTION

- 1 Replay message from beginning
- ①② Play message by number
- 1 4 Play previous message
- 16 Play next message
- ⑤ Play message properties
- # Mark message as new

SPEED

2 Pause / Resume

- ③ Fast-forward a few seconds
- 33 Fast-forward to end
 - 4 Slow playback
- 4 4 Slower playback
- 6 Fast playback
- 66 Faster playback

VOLUME

- ⑦ Decrease volume
- ® Normal volume
- (9) Increase volume

SEND A MESSAGE

RECORD MESSAGE & PRESS

EDITING

- ⑤ Review recording
- 6 Re-record message
- $\ensuremath{\mathfrak{D}}$ Add to the message
- Hear all names and delete names

DELIVERY

- ① Urgent
- ② Return receipt
- 3 Private
- Mark message as secure
 - 4 Future delivery



- 1 Saved
- ② Deleted



- 1 Change greetings
- 12 Turn alternative greeting on or off
- ②① Change message notification
- $\ensuremath{\mathfrak{D}}\xspace$ Choose full or brief menu
- $\ensuremath{\mathfrak{3}} \ensuremath{\mathfrak{1}} \ensuremath{\mathfrak{Change}} \ensuremath{\mathbf{PIN}}$
- 32 Change recorded name



- ① From another user
- ② From all outside callers
- ③ From a specific caller

AFTER MESSAGE ENDS

SELECTION

- ① Skip back a few seconds
- 4 Replay message from beginning
- # Play next message
- (5) Get message properties **RESPONSE**
- ® Reply
- ®② Reply to all
- 88 Call sender

DISPOSITION

- 6 Forward message
- ① Delete message
- (9) Save as heard
- ## Save / restore message as new

Produced by the Office of Information Technology http://oit.ncsu.edu

