

# Getting Started with Phones and Voicemail

## Voicemail Account Setup

- Record your name(s)
- Record a greeting
- Set a permanent password

*NOTE:* Always remember to press the # key to end recording.

## Shared Voicemail Boxes

Every room has one mailbox in the voicemail system. Roommates share this one mailbox (as they would an answering machine.) It is recommended that you record the names of all of the residents when you record your name for the system. Your greeting (outgoing) message should also reflect the fact that all residents of the room can be reached at this voicemail box. You should coordinate with your roommate(s) when you change the voicemail password so that you don't lock them out of the system. If you find yourself unable to access voicemail, please check with your roommates before contacting IT.

## Message Notification

If there are new messages for you in the voicemail system, you will hear a "stutter dial tone" when you pick up the phone. Instead of a long steady dial tone, you will hear about six or seven short tones before the dial tone goes solid. You can begin dialing even during those initial short tones (if you're quick.)

Problems or concerns can be reported to the Technical Support Center or by emailing [techsupport@northcentral.edu](mailto:techsupport@northcentral.edu) or by calling extension 4170.

## Accessing Voicemail

From any touch-tone telephone you can dial the on-campus or off-campus number to reach voicemail.

### From own extension: 4420

- Enter your password
- Press # after entering your password

### From another extension: 4420 / From off-campus: (612) 343-4420

- When the voicemail system answers:
- Press \*
- Enter your extension
- Press #
- Enter your password and #

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## Checking Messages

- Press 1 to hear new messages
- Press 3 to review old messages

Press these keys **during** a message for various options:

- 1: Repeat
- 2: Save
- 3: Delete
- 5: Change volume
- 7: Reverse (3 sec.)
- 8: Pause/Continue
- 9: Fast Forward (3 sec.)

Press these keys **after** a message for various options:

- 1: Repeat
- 2: Save
- 3: Delete
- 4: Reply
- 5: Forward
- 6: Mark as new
- #: Skip to end of message

## Sending Messages

- Press 2 to send a message
- Enter an extension
- Press #
- Enter another extension **OR** press # to record the message
- Press # to end your recording
- Press 1 for more message options **OR** press # to send the message

## Changing Greetings

- Press 1 to access greeting selection or change greeting
- Press 4 to change setup options

## Personal Options

- Press 1 to change password
- Press 2 to change recorded name
- Press 3 to change personal settings
- Press 4 to change setup options