

VoIP Voice Mailbox – Setting Up a Personal Mailbox

In order to receive voice mail messages, you must complete the mailbox set up process to initialize a mailbox. The voice mail system automatically guides you via system prompts; however, you can also follow the steps outlined below. Note that a mailbox must be established with ITS Communication Technologies before it is available for setup..

VoIP Voice Mail access number: 919-428-2828

From a Campus Voip Phone:

- Select the “Voicemail” speed dial button at the top of your VoIP phone, or, call the voice mail access number, **919-428-2828, or 8-2828**. (If dialing from a campus number that is not the personal mailbox number, you will be prompted to press the # key and enter your 7-digit mailbox number.)
- Enter the temporary security code – **996200**.
- Change the temporary security code to a permanent security code, followed by a # sign.
- The permanent security code can be between 6 and 15 digits.
- Re-enter the permanent security code for confirmation.
- Record a name announcement.
- Record a new personal greeting.

From a non-VoIP phone:

- Call the voice mail access number, **919-428-2828**.
- Press the # key and enter your 7-digit mailbox number.
- Enter the temporary security code – **996200**.
- Change the temporary security code to a permanent security code followed by a # sign.
- The permanent security code can be between 6 and 15 digits.
- Re-enter the permanent security code for confirmation.
- Record a name announcement.
- Record a new personal greeting.

You have successfully completed the initial setup for your mailbox.