

SETTING UP YOUR VOICE GREETING AND PIN ON YOUR VOIP PHONE

- Press the Messages button.
- Enter your PIN number as instructed.
 - Your initial PIN number is 8367123. You will need to change the initial PIN number. Your new number needs to be a minimum of 6 digits long and for security purposes the phone will not accept the following as PINs.
 - The digits to your phone number.
 - Repetitive numbers....for example 99.
 - Sequenced numbers...for example 123.
 - Three (3) unsuccessful attempts at entering a PIN to check voicemail will result in being locked out of the phone system. You will need to contact the helpdesk@cravenc.edu to have your password reset.
 - Passwords can be reused after the 6th voice mail pin change.
 - Passwords must be changed every 90 days. You will get a notice via voicemail 14 days prior to expiration.

Note: If you need to change your password only and NOT your voice greeting select the messages button on your phone.

- Enter your current password
- Select option 4 (Setup) then option 3 (Preferences) and Change PIN
- Password must follow criteria listed above.

CHECKING YOUR VOICEMAIL FROM ANOTHER PHONE

- Call your office phone
- Let it ring and wait for the voice mail message to kick in
- Press the star button on the dial pad
 - It will ask you for your ID. Enter the last 4 digits of your office phone
 - It will ask you for your PIN. This is your voice mail password you set up earlier
- Once you're connected you will be able to do anything in your voice mail box that you can do from your office phone.