Voicemail Quick Reference Sheet

📘 Initial Voicemail Setup

Please set up your voicemail right away. You will receive a **Welcome Email** containing your temporary PIN.

Steps:

1. Press the **Message** button or **dial 9999**
2. Enter the **PIN from your Welcome Email**
3. Dial **7** – Change your PIN
4. Dial **8** – Record your greeting

📞 Accessing Voicemail from Your Desk Phone

A blinking LED light or flashing Message button indicates new voicemail.

Steps:

1. Press **Message** or **dial 9999**
2. Enter your **PIN + #**
3. System announces your message count
4. Press ***** to play messages
5. Follow prompts to save/delete/repeat
6. Hang up when finished

🔢 Retrieving Voicemail from Another SCC Phone

1. Dial **9999** or press **Message**
2. Press #
3. Enter your **extension**
4. Enter your **PIN + #**
5. Follow prompts

☎️ Accessing Voicemail Off-Campus

1. Call **910-246-4133**
2. Enter your **extension**
3. Enter your **PIN + #**
4. Follow the prompts

⚒ Voicemail Options Menu (Dial 9 After Login)

Option	Function
1	Change profile status
3	Make a call
4	Delete all read messages
5	<mark>Record your name</mark>
6	Play mailbox information
7	<mark>Change voicemail PIN</mark>
8	Change greeting message
9	Restart voice prompts

💬 Need Assistance?

If you need assistance or encounter an issue, please submit an **IT Helpdesk** **ticket**.

When submitting a ticket, include:

- Your name and extension number
- Your location
- A detailed description of the issue

Submitting a ticket ensures your request is tracked and routed appropriately.