

Information Technology Services

Infrastructure Management

Networking



User Guide

Accessing voicemail from an external phone

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1 Purpose

The purpose of this documentation is to instruct Fayetteville Technical Community College (FTCC) faculty and staff on how to use and access their Voice Mails from an external phone number.

2 Scope

This document applies to all College faculty and staff, whether full- or part-time members of the College community who work with telecommunications. This document applies to all information collected, stored, or used by or on behalf of any operational unit, department, or person within the community in connection with college operations. If any information at FTCC is governed by more specific requirements under other College Standards and Guidelines, the more specific requirements shall take precedence over this document.

3 Acronyms/definitions

- **VM:** Voicemail

4 Procedures

4.1 Check the VM from the external number

1. Dial 910-678-8374 from another phone, such as a cell phone or home phone.
 - a. For help at any time, press “*8”
2. At the prompt, **enter your extension number** and **then press the # key**.
 - a. This will be either a 6xxxx or an 8xxxx number.
3. Then enter your password and press the # key.
4. At the prompt, press the number **2** key to access your messages.
5. Now follow the prompts that are given to you.
6. When finished reviewing your messages, hang up to end the call/connection.

Still having trouble? Contact service desk help@faytechcc.edu

5 Exclusions/exceptions

No approved exceptions exist at this time. Related college documents, forms, and tools

6 Document administration

6.1 Document owner

This document is owned by the Information Technology Services Office, which is responsible for its content and maintenance. For questions or comments, please email help@faytechcc.edu.

6.2 Document review

This document is subject to periodic review to validate that the content remains relevant and up-to-date. Significant or material changes to this document must be submitted to the AVP for ITS

6.3 Version History

Version	Version Date	Author	Reason / Comments
1.0	2/18/2020	D. Rogers	Document origination
2.0	7/1/2023	MW	Screenshot updates
3.0	10/30/2025	L. Clark	Formatting, naming convention, and steps updates
4.0	Click or tap to enter a date.		
5.0	Click or tap to enter a date.		

6.4 Approval History

Version	Version Date	Name	Title
1.0	3/9/2020	D. Rogers	AVP for MIS
2.0	7/1/2023	T. Prevatte	AVP for MIS
3.0	10/28/2025	T. Prevatte	AVP for ITS
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5.0	Click or tap to enter a date.		