

EXTERNAL VOICEMAIL PROCEDURES

Date of Current Revision: February 2020

Primary Responsible Officer: AVP for MIS



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 documentation applies to all College faculty and staff, whether full or part-time members of the College community that work with telecommunications. This procedure applies to all information collected, stored or used by or on behalf of any operational unit, department and person within the community in connection with College operations. In the event that any particular information at FTCC is governed by more specific requirements under other College policies or procedures the more specific requirements shall take precedence over this procedure to the extent there is any conflict.

3. ACRONYMS / DEFINITIONS

VM: Voice Mail

4. PROCEDURES

How to Check VM from External Number

- 4.1 From another phone such as a cell phone or home phone.
- 4.2 Dial 910-678-8374.
- 4.3 At the prompt, enter your extension number and then press the # key. It will be either a 6xxxx or an 8xxxx number.
- 4.4 Then enter your password and press the # key.
- 4.5 At the prompt, press the number 2 key to access your messages.
- 4.6 Now follow the prompts that are given to you.
- 4.7 When finished reviewing your messages, hang up to end the call/connection.

5. EXCLUSIONS / EXCEPTIONS

No approved exceptions exist at this time.

6. RELATED COLLEGE DOCUMENTS, FORMS, AND TOOLS

<https://support.avaya.com/>

7. DOCUMENT ADMINISTRATION

7.1. DOCUMENT OWNER

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

7.2. DOCUMENT REVIEW

This document is subject to periodic review to validate the content remains relevant and up-to-date. Significant or material changes to this document must be submitted to the AVP for MIS and ISE for review and comment prior to adoption.

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7.3. CHANGE HISTORY

Version	Description	Author	Date
1.0	Initial publication	DR	2/18/2020

7.4. APPROVAL HISTORY

Version	Name	Title	Date
1.0	Dan Rogers	Dan Rogers	2/18/2020

8. APPENDIX

N/A