NCCU Student Phone Service

Obtaining your Phone Number

Your assigned telephone number has been provided to your RA. Generally, each student has an individual telephone line and phone number.

Dialing:

On Campus Calls are made by dialing the last four digits of the telephone number. Local calls (off campus) are made by dialing 9, the area code and the seven-digit number. Long distance calls should be placed against a calling card. You are not permitted to charge calls to your dorm room phone number.

Logging Into Your Voicemail the First Time:

Dial the voicemail system (7777 or 919-530-7777).

Enter your mailbox number plus # (last 4 digits of the phone number).

Enter password - the 7 digit phone number plus # (530xxxx).

You must change your password - Enter 84 - to change password.

*Note: Your new password will need to be 4-8 digits and cannot be your mailbox number or something repetitive or sequential (Example: 1111 or 1234).

Enter old password - (same 7 digit phone # from Step 3)

Enter new password.

Confirm new password.

Features:

Each line has speed call, conference, call hold call waiting, call transfer, and call forward.

Step for Accessing Your Voicemail Services

Accessing Your Voicemail :

You will now access your voicemail by dialing ext. 7777 while on campus *OR* 919-530-7777 from off campus.

Setup Greeting:

Press 82 to setup greeting.
Option 1 – external greeting (plays for on & off campus callers if internal greeting not recorded)
Option 2 – internal greeting
Option 3 – temporary greeting (for vacation or special message)

Setup Name Verification:

Setup name verification - Press 829.
Enter your mailbox number then press #.
Your mailbox number is the last four digits of your phone number.

Playing Your Messages:

When you have new messages, you will hear a stutter dial tone when you pick up your handset.
Dial the voicemail system (7777 or 919-530-7777).
Enter your mailbox number then press #.
Enter your password then press #.
Press 2 to play your message(s).
Press 76 to delete the message after listening to it.
Note: It is very important to frequently delete messages because you only have a certain amount of voicemail storage space.

Other Options:

Rewind (5 seconds back): Press 1
Fast Forward: Press 3
Pause the Message: Press #, Press 2 to resume the message
Replay a Message: Press 4
Skip to the Next Message: Press 6
Return the Call to On Campus Callers: Press 9