

Setting up Voicemail

1. On your computer, go to **voicemail.appstate.edu** and log in with your ASU username and password.
2. **Create a 4 digit PIN** number by clicking on the blue Settings tab, then the Passwords tab, then Change PIN.
3. **On your new phone**, dial 2142 or press the Voicemail key
 - Enter the PIN number you created earlier
 - Follow the prompts to record your name and greeting
 - Listen for your setup confirmation.

Accessing Voicemail

Every voicemail you receive will automatically be sent to your ASU email. The VM light on your hand set will show red when there is a message. Voicemail will only remain on your phone for 10 days to ensure VM boxes don't fill up.

To access voicemail from your campus phone:

1. Dial **2142** or press the **Voicemail** key
2. Enter your PIN number and press the # key

To access voicemail from another campus phone:

1. Dial **2142** and press *
2. Enter your ID (last four digits of your phone number) and press #
3. Enter your PIN and press #

To access voicemail from off campus:

1. Dial **(828)262-2142** and press *
2. Enter your ID (last four digits of your phone number) and press #
3. Enter your PIN and press #

Desk Reference for CISCO CP-7841



Support and Resources

- Please watch the [Video Tutorial](#) and find additional resources at phone.appstate.edu
- Help Desk (828) 262-6266
- For configuration issues please enter a ticket at techexcel.appstate.edu