

Voicemail On Your VoIP Telephone

Setting up your voicemail

1. Press the “messages” button on your telephone.
2. When prompted, enter your PIN (the default PIN is “678465”) followed by #.
3. Follow prompt commands for changing outgoing message, PIN, etc.



Checking your voicemail from your telephone

1. Press the “messages” button on your VoIP telephone.
2. When prompted, enter your PIN (the default PIN is “678465”) followed by #.
3. Follow commands for checking, erasing or saving messages.
4. Hang up phone when finished.

From any other telephone

1. Call your ODU phone number.
2. Wait until the voice messaging begins.
3. When you hear the voice messaging system begin, press the * button on your phone.
4. You will then be prompted to enter your ID (your 10-digit phone number) followed by #.
5. You will then be prompted to enter your PIN (default 678465) followed by #.

Notes

- The first time you log into your voice mail, you’ll be prompted to change your PIN, greetings, etc.
- PINs must be 6 digits in length with no repeating or consecutive strings of numbers.
- If you are redirected to an operator the first time you attempt to access your voicemail, your voicemail has not yet been created. Contact the ITS Help Desk at 757-683-3192 or itshelp@odu.edu to have your voicemail created.