How to Check Voicemail

Voicemail can be checked through any of the following:

- Cloud-based RingCentral Account
- Desk/Physical RingCentral telephone
- External Telephone

Cloud-based RingCentral Account

Log into https://service.ringcentral.com using Single Sign-On (SSO). To me, this is the easiest. Navigate to the **"Overview"** page to see a list of voicemails. You can either press **"Play"** to listen to the voicemail or read the text transcript provided.

Desk/Physical RingCentral Telephone

1. Press the **"Voicemail"** button.
2. Enter your voicemail PIN.

External Telephone

From any touchtone phone, call your ETSU phone number and press * when it rings. You will then be prompted to enter your PIN.

Note: If you have forgotten your PIN or need to reset it, complete the following steps:

1. Log into http://service.ringcentral.com using Single Sign-On (SSO)
2. Click **"Settings"**
3. Click "Phone"
4. Scroll down until you see **"VOICEMAIL PIN"** and enter your new PIN. You will be prompted to enter it twice.
5. Click "**Save"**