

Duke Office of Information Technology

Faculty and Staff Voice Mail Services

Duke's voice mail systems allow you to record, send and receive messages. There are several voice mail systems in place on campus. Most users* are served by either the Octel or Intuity systems. If you have any questions about voice mail, contact OIT.

*Your department may have its own voice mail system.

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Voice mail features

The Octel voice mail system (access numbers 684-4000 and 684-4800) provides a variety of service options. Below are features for standard voice mail service provided by OIT. If you do not have an individual office phone number but would still like to receive messages, you can order a [message-only mailbox](#).

Features:

- ? 32 message storage – New and saved messages combined.
- ? Message management - Reply to, forward, save, and delete messages.
- ? Personal assistance – While listening to your greeting, callers may dial 0 to speak to another party; you designate the personal assistant telephone number (personal assistant must have voice mail).
- ? Call forwarding – Choose between several options of forwarding calls to voice mail.
- ? Message notification – Message light or stuttered dial tone.
- ? Optional offsite message notification - Receive notification of messages offsite via page or call at another local telephone number. To activate offsite message notification, [click here](#).

Mailbox for messages only

If you don't have an individual office phone number, but want to provide colleagues or customers with a number where they can leave messages, order a message-only mailbox. OIT will assign a seven-digit telephone number for your voice mailbox. Individuals who call the number will be forwarded directly to the voice mailbox. The number will not appear on a phone.

A message-only mailbox has storage for 32 messages, new and saved combined.

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Automated attendant

Automated attendant is a system whereby voice mail answers a main number and provides callers with a customized menu to route their calls. The menu options may direct callers to desired individuals or pre-recorded information.

To order automated attendant for your department, contact OIT at 684-2200.

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How-to guides

Due to the large number of voice mail users at Duke, we have several access numbers for our voice mail systems. When you subscribe to voice mail service, OIT will tell you which access number to use. For instructions on your voice mail system, select the appropriate link in the table below.

Voice mail system	Access Number	How-to guide
Octel	684-4000, 684-4800	Click here
Audix	684-7777 (main) and 684-7000 (quick message)	Click here

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