

• STANDARD RESIDENCE LINES

Unlimited calling of non-toll numbers. Non-toll numbers include “800” numbers and numbers within the local service area. When in doubt, try first as a local call. Some local exchanges include 826 (New Concord), 432, 435, and 439 (Cambridge) and 872 (Norwich).

Long distance calls may be placed from any campus telephone with local dialing capability by entering two identification numbers - the five digit authorization code and the last four digits of the owner’s student identification number. Each authorization code is a unique number and authorized for use with one person only. Requiring entry of the last four digits of the student identification number helps eliminate unauthorized use of an authorization code.

Calling of numbers which bill at inflated rates, such as adult conversation lines, is prohibited.

Incoming collect calls are prohibited.

• REPORTING TELEPHONE PROBLEMS

Any problems or questions associated with telephone service should be directed to the campus switchboard by dialing “0” during normal college business hours. The list of common problems and possible solutions that may save time.

- No dial tone
 - ensure the telephone is plugged into the “voice” jack, not the “data” jack.
- Telephone not ringing
 - ringer switch on telephone - turn to the on position
 - ringer defective - try a known working telephone
- Voice mail does not respond to telephone keys
 - verify the “tone/pulse” switch is set to “tone”
 - retry with verified correct passcode

• WHEN MAKING A CALL

Dialing campus numbers from off-campus

All campus extensions beginning with the digit 8 (8XXX) can be dialed directly from an off-campus phone by dialing 826 followed by the extension number. Additionally, campus phone extensions 6000-6399 may also be dialed direct in this manner.

Extensions other than those mentioned above can be reached by dialing 826-8188. The automated attendant will prompt the caller for an extension number. A touch-tone telephone is required to use the automated attendant service.

Dialing campus numbers on campus

Dial the four digit station extension.

Dialing off-campus local

Dial 9, followed by the phone number.

Direct dialing off-campus long distance

Dial 9-1-area code-number. (Requires the use of your authorization code - See below.)

Dialing off-campus long distance with a calling card

1. Dial 9-1 then the toll free number on your card.

• USING YOUR AUTHORIZATION CODE

Long distance calls may be placed from any campus telephone with local dialing capability. A rapid interrupted beeping tone prompts for the authorization code. Enter the five digit authorization code followed by the last four digits of your student identification number. The call is placed following successful entry of the authorization code. If the authorization code is not accepted, a fast beeping tone (reorder) will be heard. Hang up and retry the call using the proper authorization code. Please note a slow beeping tone is a busy tone.

• INSTRUCTIONS FOR STUDENT SHARED-EXTENSION MAILBOX INITIALIZATION

Using a concept known as “shared-extension voice mail”, each roommate has their own voice mailbox (VM box). As such, every student will be responsible for setting up his or her own VM. To set up your VM:

- 1.) Each room has enough mailboxes associated with it to cover the maximum number of roommates. Roommates must decide who will have which mailbox in the system (1, 2, 3, or 4).
- 2.) Once this has been decided, each roommate will, in turn, dial into the PARENT VM box (dial 4444). The greeting will say HELLO, mailbox XXXX, (where XXXX is the phone extension for the room). To retrieve messages for..... The system will prompt to enter 1 for the first mailbox, 2 for the second, etc. Enter the number for the mailbox you have chosen.
- 3.) When prompted for your passcode, enter “1234”. At this point, the tutorial will begin, assisting you in setting your passcode, greeting, and name. PLEASE NOTE that, when prompted to enter your name, you must say both your first and last names. This is what will be used to identify you to outside callers who get your voicemail. Parents, friends, etc. will not know whom the “Green Hornet” is, but they will know “Jodi Smith”. You must complete the entire process for any changes to take effect.

• TO RETRIEVE YOUR MESSAGES:

- 1.) Dial 4444, enter the number for your mailbox (1, 2, 3, or 4) and, when prompted, enter your passcode.

EMERGENCY NUMBERS

Muskingum College Campus Police
Dial 8155 (from on campus)
Dial 826-8155 (from off campus)

Muskingum County 911 Service
Dial 911

New Concord Fire Department
Dial 911

Be prepared to provide detailed information describing the location and nature of your emergency.