CAMPUS TELEPHONE AND VOICE MAIL INSTRUCTIONS
FACULTY, STAFF, AND ADMINISTRATION

Local Service Areas
Our local calling area is within 2 area codes; 740 and 220. Because local exchanges change so often, they are not listed here, but may be found on the Muskingum web site at https://www.muskingum.edu/sites/default/files/media/administration/CNS/local.pdf. All local calls are in the 740 or 220 area code, but not all 740/220 area code calls are local. When in doubt, always try a call first as a local call. All other area codes are long distance and should be dialed as such.

To Place a Call
Dialing Intra-campus Extensions: Dial the four digit station extension

Dialing Off-campus Local Number: Dial 9, followed by the area code (740 or 220) and 7-digit phone number

Direct Dialing Off-campus Long Distance: Dial 9, then 1, followed by the 3-digit area code and 7-digit phone number. Note that dialing 9 for an outside line, then 1 for long distance and then dialing another 1 in error (i.e., 9-1-1-740-555-1234) will create an automatic emergency 911 call. NOTE that all calls (excluding toll free calls) dialed with a 9-1 will be billed as long distance.

Direct Dialing International Calls: Dial 9, then 011 followed by the country code, city code, and number.

Direct dialing long distance using an Authorization (PIN) code: Some campus lines are restricted for long distance dialing and require an authorization code to complete the call. Upon completing the long distance dialing sequence you will then hear rapid interrupted beeping tone. Enter the 9-digit code you were provided. Your call is placed following successful entry of the authorization code. If the authorization code is not accepted, a different fast beeping tone will be heard. Hang up and retry the call using the proper authorization code. Please note a slow beeping tone is a busy tone.

Toll Free Dialing: Dial 9, then 1, then toll-free area code followed by the 7-digit phone number

Calling a Campus Extension from Off-campus
Campus extensions from 6000-6399 or any that begin with an 8 can be dialed directly from an off-campus telephone by dialing 740-826 followed by the extension number. Extensions other than those mentioned above (those beginning with 2, 4 or 6400-6999) can be reached by dialing 740-826-8188 with a touchtone telephone and providing the 4-digit campus extension number to the automated attendant.

Voice Mail (Faculty and Staff Extensions)

Voice Mailbox Initialization
From your telephone do the following:
- Dial 4444 (the voice mail extension)
- When prompted for the passcode, dial 1234
- The pre-recorded tutorial will begin

When prompted, enter a passcode (4 to 10 digits in length), record a greeting no longer than 2 minutes, and state your name or the name of the department. For any settings to become permanent, the entire tutorial must be completed. If at any point you do not understand the tutorial's instructions, do nothing and they will repeat.

Voice Mailbox Modifications
To make changes to your voice mail settings, access your mailbox and listen to any new and/or saved messages. Press 8 for User Options and follow the instructions to change your greeting (4), your name (6), or your passcode (7).

Playing Your Messages
Messages may be retrieved by any touchtone telephone from on or off-campus. Messages not retrieved within 14 days will be automatically deleted and saved messages will be retained for 28 days after the initial recording.

From your telephone
- Dial 4444
- Dial your passcode when prompted

From another on-campus phone
- Dial 4444
- If prompted for a passcode, dial *, your 4 digit extension, and * again or
- If prompted for a mailbox number dial your 4 digit extension followed by a *
- Dial your passcode when prompted

From an off-campus phone
- Dial 740-826-8188
- When the attendant answers dial *
- When the message center answers enter your 4 digit extension followed by the *
- Dial your passcode when prompted