

TELEPHONE AND VOICE MAIL INSTRUCTIONS

STUDENT RESIDENCE

• STANDARD RESIDENCE LINES

Unlimited on-campus, local, and toll-free calling is provided to students at no additional cost. Long distance service is not provided to students. Details on placing a call can be found below.

• REPORTING TELEPHONE PROBLEMS

Any problems or questions associated with telephone service should be directed to Computer and Network Services by dialing "8050" during normal college business hours. Common problems and possible solutions are:

- 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

• TO PLACE A CALL FROM A CAMPUS PHONE

Dialing campus numbers

Dial the four digit campus extension.

Dialing off-campus local

Dial 9, followed by the 10-digit phone number. A list of the local area code-exchange combinations can be found at

<https://www.muskingum.edu/sites/default/files/media/administration/CNS/local.pdf>

Direct toll-free numbers

Dial 9-1, the toll free area code followed by the 7-digit phone number.

• TO CALL A CAMPUS EXTENSION FROM OFF CAMPUS

All campus extensions beginning with the digit 8 (8XXX), as well as extensions 6000-6399, can be dialed directly from an off-campus phone by dialing 740-826 followed by the extension number.

Extensions other than those mentioned above can be reached by dialing 740-826-8188. The automated attendant will prompt the caller for an extension number. A touch-tone telephone is required to use the automated attendant service.

• INSTRUCTIONS FOR STUDENT SHARED-EXTENSION MAILBOX INITIALIZATION

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

1.) 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 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.

• TO CHANGE YOUR VOICE MAIL SETTINGS:

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

2.) Listen to any new and/or saved messages.

3.) Press the 8 key (User Options) and follow the instructions to change your greeting (4), your name (6), or your passcode (7).

EMERGENCY NUMBERS

Muskingum University Campus Police

Dial 8155 (from on campus)

Dial 740-826-8155 (from off campus or your cell)

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.