

The first time you access your mailbox, a tutorial will take you through the setup of your mailbox. You must accomplish these steps in order to allow the system to properly set up the menu for the room telephone number.

## Set Up Your Personal Greeting

Each student has a six-digit assigned mailbox. To determine your mailbox number, refer to the document containing your long distance authorization (Personal Identification Number).

1. From your room, pick up the telephone and dial your voicemail access number, **1010**. You will hear, "To retrieve messages for 911234 press 1, to retrieve messages for 921234 press 2."
2. During this greeting, press the digit corresponding to your mailbox.
3. You will hear, "Hello mailbox (number), please enter your passcode."
4. **Enter your passcode** (8 digit long distance access or your PIN). You will hear a short introduction about recording your greeting and your name.
5. When prompted, press 8 to get user options.
6. Press 4 when prompted to record your greeting.
7. Press 6 when prompted to record your name.
8. Press # when you are finished recording.

### Example of a greeting:

HI, THIS IS \_\_\_\_\_. I'M NOT AVAILABLE TO ANSWER THE PHONE AT THIS TIME. PLEASE LEAVE YOUR NAME, NUMBER, AND A SHORT MESSAGE AND I WILL RETURN YOUR CALL AS SOON AS POSSIBLE. THANK YOU.

9. Press 7 to listen to your greeting.
10. When you are finished listening to your message, press 9 to save it or press 3 to discard it and record a new greeting.

## Accessing Your Voicemail

**From your single room:** Dial the main voicemail number (1010) and enter your PIN when prompted.

**From your multiple room:** Dial the main voicemail number (1010), enter your position number for your mailbox (1, 2, 3, or 4), wait for the prompt, and enter your PIN.

**From off campus:** Dial (937)775-1010. When your voicemail answers, it will say, "Welcome to the message center, please enter a mailbox number." Upon this response, enter your mailbox number (i.e. 3333), press \* as your voicemail prompt, and enter your PIN to receive messages.

**From another campus phone:** Dial the main voicemail number (1010), press \*, enter your mailbox number (i.e. 3333), press \* at your voicemail prompt, and enter your PIN.

## Changing Rooms

If you change rooms, your mailbox number changes but your PIN number stays the same. Therefore, although the PIN number says the same, your voicemail needs to be set up again. Once Residence Services and Telecomm Services has made the necessary changes to your account, you can set up your new voicemail by doing the following:

Dial 1010 and enter you new mailbox number. When the old greeting begins, wait for the prompt and enter your PIN code. Press U [8] for User Options, press G [4] to change the greeting, and N [6] to change the name.

## FAQ

### ***What happens if you lose your PIN number?***

If your PIN is lost, you can get another PIN from the Telecommunications office, located in the basement of the library (015 Library). Remember to bring your picture ID.

### ***What happens if you suspect someone has stolen your PIN?***

If you suspect someone has stolen your PIN, immediately report it to the Telecommunications office in order to get it changed. If you receive your phone bill and there are charges that you think you did not make, you can file an appeal in the Telecommunications Office (015 Library).

### ***What should you do if you receive harassing phone calls?***

Contact Public Safety at x.2111 if calls continue. You can file a report and they will determine a course of action.

## Other Telecommunications Services

Residents are not to enlist any outside services to be billed back to their campus telephone number. Examples other than long distance would be voicemail, third-party calls, etc. The University provides the telecommunications services for resident students and this is billed to the students on a quarterly basis within the Communications Fee that is on your Bursar bill. **ANY service charged to your campus phone will be billed back with a surcharge to the student.** When outside agencies are enlisted, the charges show upon the University's phone bill.

## Telephone Tips

- Cordless telephones may be an interference and other people may be able to hear your conversations.
- Make sure your telephone is plugged into the ivory jack, not the gray or black one.
- If your phone is not working properly and is hooked up to a modem, unplug the modem to make sure that isn't the problem.
- If you have a problem with your phone, try plugging a friend's phone into the jack to determine if the problem is with the phone or the jack.
- Make sure cords are not broken or have exposed wires.
- Use a good quality touch-tone phone.
- Make sure that batteries are charged sufficiently on cordless phones. If you hear static or buzzing, try changing the channel.