

Voice Mail Guide



Ohio University Residence Halls and Bobcat Extended Campus

To begin using your new VoiceMail service, please follow these steps:

1. Access your Mailbox for the First Time.

- From your room dial **3-4869**. From anywhere else, dial **(740) 593-4869**.
- When the system answers, press **#**.
- Enter your mailbox number (the last 5 digits of your phone number).
- Enter the default security code **457011**.

2. Choose a New Security Code.

- When prompted, enter a new security code and press **#**.
Your security code should be at least 4 digits long and known only to you.

3. Record your Name.

- To start recording, press **1** and wait for the beep.
- To finish recording, press **#**.
Your recorded name should be just that—your first and last name, possibly your roommates' names as well. The system uses this to identify your mailbox to other VoiceMail users.

4. Record a Personal Greeting.

- To start recording, press **1** and wait for the beep.
- To finish recording, press **#**.
Your personal greeting functions like an answering machine message—make sure you include your name!

5. Save your Changes

- Press **99** to save your changes and exit the VoiceMail system.
- There is no need to contact CNS (as stated in the welcome message) unless you are having a problem.

**When you have new messages,
your dial tone will “stutter.”**

Using Your Mailbox

If you are accessing your mailbox for the first time, please refer to the front page of this guide before continuing.

Entering and Exiting your Mailbox

To ENTER your Mailbox

- From your room dial **3-4869**. Anywhere else, **(740) 593-4869**.
- When the system answers, press **#**.
- Enter your mailbox number (last 5 digits of your phone number) or **#** if calling from your room.
- Enter your security code.

To EXIT Your Mailbox

- From the “Ready” prompt, press **99**.

If you hang up on your mailbox without first pressing 99, any changes you made during that session will be lost, and messages that you listened to will not be erased.

Listening to Messages

To LISTEN to a Message

- From the “Ready” prompt, press **5**.

Every time you press 5, the system goes to the next message in your queue.

To SAVE a Message

- During or immediately after playing a message, press **7**.

If you press 7 in the middle of a message, the system will acknowledge your choice and then resume the message.

To ERASE a Message

- During or immediately after playing a message, press **3**.

To Access SAVED MESSAGES

- From the “Ready” prompt, press **192**.
- To start listening, press **5**.

Sending Messages to Other VoiceMail Users

Quick Send (from any touch-tone phone)

- From on-campus dial **3-4869**. Off-campus, **(740) 593-4869**.
- When the system answers, press ***** and the recipient’s mailbox number or **1** for the Names Directory.
- After the beep, record your message.

Direct Send (from within your mailbox)

- From the “Ready” prompt, press **6** and wait for the beep.
- To finish recording, press **#**.
- Enter your recipient’s mailbox number followed by **#**, or enter **00** to access the Names Directory.
- To send the message, press **#**.



For help, press 0.

Listening Controls

Pause/resume	*
Reverse	2
Jump to beginning	22
Fast-forward	4
Previous message	15
Date and time sent	8

Recording Controls

Pause/resume	*
Reverse	2
Jump to beginning	22
Erase message	3
Finish recording	#

Responding to Messages

Reply via VoiceMail	17
Forward message	13
Save message	7
Erase message	3

Addressing Options

Additional addresses	3
Mark private	4
Mark for future delivery	5
Mark urgent	6

Personal Greeting and Recorded Name

Turning Greeting ON or OFF

- From the “Ready” prompt, press **4**.
- To turn greeting ON, press **1**.
- To turn greeting OFF, press **2**.

When greeting is OFF, the system uses your recorded name and an automated greeting to answer your phone. When greeting is ON, the system uses your Personal Greeting.

Playing Back your Personal Greeting

- From the “Ready” prompt, press **4**.
- To listen to your greeting, press **5**.

Changing your Personal Greeting

- From the “Ready” prompt, press **4**.
- To begin recording, press **6** and wait for the beep.
- To finish recording, press **#**.

Changing your Recorded Name

- From the “Ready” prompt, press **16**.
- To begin recording, press **8** and wait for the beep.
- To finish recording, press **#**.

*If you want to listen to your recorded name, exit your mailbox by pressing **99**. Then dial **3-4869** or **(740) 593-4869**. When the system answers, press*

** followed by your mailbox number to send yourself a message.*

Changing your Security Code

- From the “Ready” prompt, press **16**.
- Press **2** and follow the prompts.



Don't hang up on the system!
Always use 99 to exit your mailbox.

Additional Features

Future Delivery

You can schedule messages to be delivered up to eleven months after their creation. These messages are stored in your mailbox and can be reviewed, changed, or deleted any time before their scheduled delivery date. To mark a message for future delivery, press **5** from the Addressing Options menu. To review existing Future Delivery messages, press **167** at the “Ready” prompt.

Check Messages Sent

To check on the status of messages sent to another user, at the Ready prompt press **12** followed by the recipient’s mailbox number.

System Volume

You can adjust the volume of system prompts and message playback by pressing **18** from the “Ready” prompt.



Bobcat Account Code Long Distance Facts

Make calls from any residence hall room and most campus offices.

Use it on the road by dialing 800-777-OHIO.

Rates available at www.cns.ohiou.edu.



Ohio University
Communication Network Services
www.cns.ohiou.edu — 740-593-1610

