



Using the Student Voicemail System

AUDIX
AUDIXDO 01

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This document discusses how to use the student voicemail system.

This document should be used by on-campus students who want to be connected and use the Audix voicemail system.

This document contains

- an overview of the system,
- a glossary of terms,
- instructions for configuring voicemail accounts,
- a list of features offered on the system and their basic commands

The conventions used in this document are

- **BOLDCAPS** = specific buttons on phone key pad
- *Italics* = system classifications
- **Bold Title Case** = menu names
- **Ex.** = examples

Additional sources include

- " Using the Student Voicemail System " (online version)**
<http://www.bgsu.edu/downloads/cio/file9316.pdf>
- FAQs about BGSU's Telephone/Voicemail System for Students
<http://www.bgsu.edu/its/phones/page10797.html>

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<http://www.adobe.com/products/acrobat/readstep2.html>

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1.0 Overview

Bowling Green State University provides voicemail services to all students who have a 214 phone number (e.g. students in residence halls and Greek units). Residences contain one analog telephone line with Caller-ID capability and an inactive voice mailbox. A telephone is not provided. Voicemail can be activated only at the 214 number published under the student's name for the on campus residence that he/she was assigned. Until voicemail is activated, if the student resident is on the phone or doesn't answer the phone, after 4 rings callers will hear a voice message saying "You have reached a student room at BGSU that does not have the voice mail set up, please find another way to contact the student."

If you are a student resident with a 214 phone number and the students who share the phone with you want to use the voicemail system to get messages or just record a message to tell others how they can contact you, you need to activate your voicemail through the Technology Support Center using one of the TSC Request Forms: Voicemail Assistance (for Students), at:

<http://www.bgsu.edu/its/tsc/page9500.html>

That form is used both to request a voicemail configuration and report problems. You can also request assistance at the Technology Support Center in 110 Hayes Hall or by phone at 419-372-0999. The Technology Support Center web site also includes a Telephone/Voicemail Self Help page that provides links to all the configuration instructions and Telephone/Voicemail request forms at:

<http://www.bgsu.edu/its/tsc/self-help/page9650.html>

1.1 Phone Selected to Access Voicemail

You do not need to connect a telephone to the telephone line to use your voicemail. You can access your voicemail to get your messages from any touch-tone phone. If you place your call from any phone connected to the campus phone system, you can dial into the system by calling 2-0822. If you use a cell phone or local off-campus phone to dial in, you will need to call 419-372-0822. You can also place a long distance call to access the system when you are outside the local area. When you reach the voicemail system, you will use the personal phone number assigned to you with a numeric password to access your personal voicemail box.

Note: If you connect a telephone with an answering machine to your phone line, messages will still go to voicemail if your phone line is busy or if no one answers the phone within 4 rings. We suggest that you use voicemail instead of an answering machine. If you still prefer to use an answering machine instead of voicemail, you need to set your machine so it picks up before the 4th ring AND and you need to change the default message to a message directing callers not to leave a message for you on BGSU's Audix system.

1.2 Choosing a Voicemail Configuration

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A telephone can be configured for a single voicemail box, for multiple voicemail boxes, a bulletin board with a message you record or to play the default message, "You have reached a student room at BGSU that does not have the voice mail set up, please find another way to contact the student". The default configuration is to play the default message after 4 rings or when the phone line is busy. If you have your own room or the students you share the phone with also want to share a voicemail box, you should contact the Technology Support Center and request a configuration change to a Single Voicemail Box. If the students you share the phone with prefer to have a separate voicemail box for each roommate, a designated roommate can contact the Technology Support Center and request a configuration change to Multiple Voicemail Boxes. If you or the students you share the phone with prefer to record a message that tells callers how to reach you, a designated roommate can contact the Technology Support Center and request a configuration change to Bulletin Board.

Here is a list of features of the four configurations to help you choose the best one for you.

No Voicemail, Play the Default Message (default):

- Nothing needs to be done to get this configuration if you have not used another configuration at this number.
- Caller cannot leave voicemail messages.

Single Voicemail Box Configuration:

- Fewer steps are required to complete the initial login process.
- Once the configuration is setup, caller can leave messages before the initial login process is completed.
- Completion of the initial login process is required to retrieve messages.
- Anyone with the same phone number will get messages in the same voicemail box.
- Person picking up the phone will hear a signal (3 beeps) indicating new voicemail messages have been received.

Multiple Voicemail Box Configuration:

- Private voicemail box for each roommate.
- More steps required to complete the initial login process.
- Caller cannot leave messages until the initial login process is completed.
- Each roommate must dial into the system to check for new voicemail messages. No other indication that messages have arrived is available.

Bulletin Board Message:

- Fewer steps are required to complete the initial setup process and you only need to login again if your information changes.
- Caller cannot leave voicemail messages.

1.3 System Security

Security for the system is very important. Keep all passwords private. This is for your own privacy and safety. If anyone accesses the system using your extension and password, that person will gain access to all your incoming messages, outgoing messages, and greetings. Any damage caused would be your responsibility.

1.4 System Support

For more information or to contact the Audix System Administrator, contact the Technology Support Center (TSC) in person at 110 Hayes Hall, by phone at 419-372-0999, or via e-mail by filling out their Voicemail Assistance (for Students) Form at URL:

<http://www.bgsu.edu/its/tsc/page9500.html>

2.0 Glossary

Activity Menu	The initial options available after logging in to the Audix system.
Address	Your extension number or name.
Room Extension	4 followed by the last four digits of your phone number. For students using the single voicemail box configuration, this is also your personal extension.
Attended Menu	On the multiple voicemail boxes configuration, the message callers hear when the Audix system answers.
Greeting	For single or personal voicemail boxes, the message callers hear when the Audix system answers.
Header	A spoken message summary, including the time, date, length, etc. of the message.
Incoming Message	A message received from someone. Incoming messages are categorized by <i>new</i> , <i>unopened</i> , and <i>old</i> .
Voicemail Box	A storage area for messages and headers.
Voicemail Name	The name(s) that will be spoken in the message header for all messages sent from your mailbox.
Outgoing Message	A message you've recorded to send to others. Outgoing messages are categorized by <i>undeliverable</i> , <i>non-deliverable</i> , <i>filed</i> , and <i>accessed</i> .
Personal Extension	3, 5, 6 etc. followed by the last four digits of your phone number for multiple voicemail boxes. Note that 4 is not used as the first digit of a personal extension with multiple voicemail boxes because it is the first digit of the room extension. For a single voicemail box see room extension.
Personal Password	Individual password for personal mailbox. This should be kept private.
Room Password	The joint password for the shared room extension's voicemail box using in the multiple voicemail box configuration. Both roommates will have access to this password.

3.0 Initial Login Process

If you decide to use the voicemail system, during the initial login process you will be asked to record your name(s), choose a new password and record the message callers will hear when they are connected to your voicemail.

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Because the system uses your name(s) in announcements you and others will hear (ex. Jennifer is not available), you will be prompted to “speak your name” during the initial login. This is not the time that you record a greeting. That occurs at a later time in the login sequence.

For a bulletin board or each voicemail box included in the configuration you selected, you will enter an initial password. The initial password is the # (pound) sign. After you have recorded your name(s), you will be asked to choose a new password. The password needs to be at least 6 digits long and cannot be an obvious one. For example, the passwords 123456 or 111111 will be rejected by the system as too obvious. You need to retain your password because you will need it the next time you access the bulletin board or the voicemail box.

For those who use the single voicemail box configuration, recording a greeting is optional but we encourage you to do it.

For multiple voicemail boxes, incoming calls are answered by an automated attendant. You **must** record the attendant menu before you can get any voicemail messages. In the recording, you need to tell the caller which number to press to get to the right voicemail box. To access the attendant menu, you use your shared room extension number. Each roommate will also have a personal voicemail box. Recording a greeting on a personal voicemail box is optional.

To ensure clarity in your recorded voice and greeting, do not record using the speaker function on a speakerphone.

3.1 Single Voicemail Box or Bulletin Board Message Configuration

These are the initial login instructions for students who want voicemail for their own room, students who share one voicemail box or students who want to record a bulletin board message. You will use these instructions after you have been notified that your voicemail box configuration has been changed to the one you requested. You may also want to fill in the appropriate worksheet (Appendix A or Appendix C) as you read these directions.

1. Dial the system.
From any phone connected to the campus phone system, dial 2-0822.
From a local off campus or a cell phone, dial 419-372-0822.
2. At the extension number prompt, enter your 5-digit **room extension** number followed by the pound sign (#). Your room extension is 4 followed by the last four digits of your phone number.
Ex. 4-8408#
3. At the password prompt press #. You have no initial password.
4. At the prompt press **1** and at the tone, speak your name clearly. Then press #.
You have now recorded your **voicemail name**.
5. At the prompt type in your new **personal password** followed by #.

6. Repeat step 5 to confirm your password. You have now set your **personal password**.
7. Press **3** from the **Activity Menu** to administer your greeting.
8. Press **1** to record the greeting.
9. At the tone, speak your greeting.
10. Press **#** to save greeting and **Y** to use this greeting.
You have now recorded your **greeting**.
11. Press ****X** to exit the system. You have now completed the initialization of your voicemail box.

3.2 Multiple Voicemail Box Configuration

These are the initial login instructions for students sharing a phone who each want their own voicemail box. You will use these instructions after you have been notified that your voicemail box configuration has been changed to multiple voicemail boxes.

If you share your phone with one other roommate, you must set up 3 separate voicemail boxes. The first voicemail box, which is the shared room extension, starts with a 4-xxxx (ex. 4-3333). The second voicemail box, which the caller accesses by pressing 1 (ex. Press 1 for Jennifer), starts with a 3-xxxx (ex. 3-3333). The third voicemail box, which the caller accesses by pressing 2 (ex. Press 2 for Elizabeth), starts with a 5-xxxx (ex. 5-3333). You must enter the right extension number to access the appropriate mailbox.

First, set-up the room voicemail box. This is necessary to receive messages in personal mailboxes. To set-up multiple mailboxes, follow the steps below. You may also want to fill in the appropriate worksheet (in Appendix B) as you read these directions.

1. Dial the system.
From any phone connected to the campus phone system, dial 2-0822.
From a local off campus or a cell phone, dial 419-372-0822.
2. At the extension number prompt, enter your 5-digit **room extension** number followed by the pound sign (#). Your **room extension** is 4 followed by the last four digits of your phone number.
Ex. 4-8408#
3. At the password prompt press **#**. You have no initial password.
4. At the prompt press **1** and at the tone, speak your names clearly. Then press **#**.
You have now recorded your room **voicemail name**.
5. At the prompt type in your new **room password** followed by **#**.
6. Repeat step 5 to confirm your password. You have now set your **room password**.
7. Press **3** from the **Activity Menu** to administer your attended menu.

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8. Press **1** to record the attended menu.
9. At the tone, speak your attended menu.
Ex. "This is (roommate 1) and (roommate 2), we're not home right now. To leave a message for (roommate 1), press 1. To leave a message for (roommate 2) press 2."
10. Press **#** to save the attended menu. You have now recorded your **attended menu**.
11. Press ****X** to exit the voicemail system. You have now configured your room mailbox.

Next, set-up individual mailboxes. Both roommates must do the following steps to set-up their personal mailboxes.

Note: The extension for your personal mailbox is different from the **room extension**. When asked for your **personal extension**, enter 3 followed by the last four digits of your phone number, 3-xxxx, (**Ex.** 3-3333) for the first person mentioned when recording the attended menu, 5-xxxx for the second person, and so on. Note that 4 is not used as the first digit of a personal extension since it is the first digit of the room extension.

1. Dial the system.
From any phone connected to the campus phone system, dial 2-0822.
From a local off campus or a cell phone, dial 419-372-0822.
2. At the extension number prompt, enter your 5-digit **personal extension number** followed by **#**. Your extension will be either 3 or 5, depending on whether you are roommate 1 or 2, followed by the last four digits of your phone number.
Ex. 3-8408#
3. At the password prompt press **#**. You have no initial password.
4. At the prompt press **1** and at the tone, speak your name clearly. Then press **#**.
You have now recorded your personal **voicemail name**.
5. At the prompt type in your new **personal password** followed by **#**. This password is different from your room password and should be kept private for security reasons. Each roommate must have his/her own personal password. Do not share this password with anyone.
6. Repeat step 5 to confirm your password. You have now set your **personal password**.
7. Press **3** from the **Activity Menu** to administer your greeting.
8. Press **1** to record the greeting.
9. At the tone, speak your greeting.
Ex. "This is (roommate 1), I'm not home right now. Please leave a message and I'll get back to you as soon as possible."
10. Press **#** to save greeting. You have now recorded your **greeting**.

11. Press **Y** to use this greeting.
12. Press ****X** to exit the voicemail system. You have now configured your personal mailbox.

4.0 Retrieving messages

Voicemail messages are retained on the system for 10 days. Each voicemail box has a capacity of 10 minutes. Follow the steps below to retrieve your incoming messages.

1. Dial the system.
From any phone connected to the campus phone system, dial 2-0822.
From a local off campus or a cell phone, dial 419-372-0822.
2. At the extension prompt type your 5-digit **personal extension**.
3. At the prompt type your **personal password**.
4. Press **2** to listen to your messages.
5. A message **header** will play. Press **0** to skip over the header and listen to the message.
6. Press **#** to save a message, ***3 (*D)** to delete a message, or ****4 (**H)** to hold a message.
7. Repeat steps 5 and 6 for multiple messages.
8. After you have processed your messages, press ****X** to exit the system.

5.0 Features & Basic Commands

The following sections explain some of the many features of the Audix voicemail system and give the basic commands to use these features.

5.1 Features

The Audix voicemail system has many features you may not be aware of. Some of these features include:

- answering while you are on the phone,
- responding to or forwarding a message,
- creating and sending a prerecorded message to other Audix users, which allows you to respond at any time during the day or night,
- creating mailing lists,
- looking up a name and extension in the system directory and
- slowing down or speeding up messages for easier listening

5.2 Basic Commands

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Some general commands include

- Press *7 (***R**) to return to the activity menu
- Press * 4 (***H**) for help
- Press **X to exit the system
- Press *3 (***D**) to delete a message, name from a list, etc.
- Press **8 (****U**) to undelete a message, name from a list, etc.
- Press *9 (***W**) to have the system wait or be put on hold for 180 seconds and 3 to end the holding
- Press **4(****H**) to hold a message for your roommate or to listen to at a later time

By following the commands in this section, you can take advantage of the many voicemail features. The features are in bold.

To **respond** to a message:

1. listen to the message,
2. press **1** to respond/forward,
3. press **1** to reply,
4. press **9 (Y)** to attach a copy of the message or **6 (N)** not to attach a copy,
5. speak the message,
6. press **1** when finished recording,
7. press **#** to approve the message, **1** to edit the message or **2** and **3** to play the message back, and
8. press **#** to send the message.

To **forward** a message with a comment:

1. listen to the message,
2. press **1** to respond/forward,
3. press **2** to forward with a comment,
4. speak the message,
5. press **1** when finished recording,
6. press **#** to approve the message, **1** to edit the message or **2** and **3** to play the message back,
7. address the message by entering the 5-digit extension number(s) followed by **#**
8. press **#** when finished addressing,

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9. press **1** to send the message private (it can not be forwarded), **3** for scheduled (you can enter the time and date for the message to be delivered), or **4** for file copy (for your records), and

10. press **#** to send the message.

To **create** and **send** a message:

1. press **1** to create the message,

2. speak the message,

3. press **1** when finished recording

4. press **#** to approve the message, **1** to edit the message or **2** and **3** to play the message back,

5. address the message by entering the extension number(s) followed by **#**

6. press **#** when finished addressing,

7. press **1** to send the message private, **2** for priority (this message will be the first message heard in the mailbox), **3** for scheduled delivery (you can enter the time and date for the message to be delivered), or **4** for file copy (for your records), and

8. press **#** to send the message.

To **create a mailing list** from the **activities menu**:

1. press **5** for the personal options,

2. press **1** for mailing list,

3. press **1** to create a list, **2** to listen to a summary of all your lists or **3** to review and modify a single list,

***Please note:** Students can create 1 mailing list with up to 10 phone numbers on the list.

4. enter a list Id number (this may be either a number or a name) followed by **#**,

*** Important:** Students must remember the Id number they enter for the list. If a student forgets the assigned Id number, there is no form of retrieval for this Id number.

5. press **1** for private list (only you may access it) or **2** for public list (anyone on the system may access it),

6. for each person enter the extension number(s) followed by **#** or press ***2 (*A)** to enter the last names followed by **#**,

7. press **#** to approve the list,

8. press ***7 (*R)** to return to the activity menu.

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To **send a message to a list**

1. record the message,
2. press # to approve the message,
3. press *5 (*L),
4. press # if you want to send the message to a list you have already created or enter the extension of the person that created the list (if you are using someone else's list),
5. enter the list ID followed by #,
6. press # when finished addressing, and
7. press # to send the message.

The Command Summary in figure 5.1 can be used as a reminder of the functions and features of the voicemail system.

Figure 5.1
Command Summary

ACTIVITY MENU		
Record Messages 1	Get Messages ABC 2	Administer Greetings DEF 3
Review Messages GHI 4	Password/Lists JKL 5	MNO 6
Scan Messages PRS 7	TUV 8	WXY 9
*	0	#
**R Re-log in Q=7 Z=9		

BASIC COMMANDS	
Help	*H
Restart at Activity Menu	*R
Wait	*W
Look up name/ext. in Directory	**N
Exit system	**X
Transfer call to operator	*0
Delete	*D
Undelete	**U
Hold message in category	**H
Use while addressing:	
Use group list	*L
Options Menu	*M

PLAY-BACK CONTROLS		
1	Rewind ABC 2	Play/Pause DEF 3
Louder GHI 4	Back Up JKL 5	Advance MNO 6
Softer PRS 7	Slower TUV 8	Faster WXY 9
*	Listen/Replay 0	Skip #
Press 3 to pause and 3 again to continue. Q=7 Z=9		

6.0 Making Changes After the Initial Login

After you have configured your Audix voicemail system initially, you may need to change one or more of the configurations because of specific circumstances. This section provides instruction on how to make configuration changes.

6.1 Changing the Attended Menu (Multiple Voicemail boxes)

1. Dial the system.

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From any phone connected to the campus phone system, dial 2-0822.

From a local off campus or a cell phone, dial 419-372-0822.

2. At the prompt, enter the **room extension** and the #. The room extension is the last 5 digits of the room telephone number.
3. At the prompt, enter the **room password** and the #.
4. The Audix voicemail system will give choices to record messages by pressing 1, to get messages by pressing 2, or to administer the **attended menu** by pressing 3. Press 3 to administer the **attended menu**.
5. The Audix voicemail system will give choices to record attended menu by pressing 1, to listen to attended menu by pressing 0, or to select which greeting to use by pressing *0. Press 1 to record a new **attended menu**.
6. The Audix system will give choices to approve new message by pressing # or to edit the new message by pressing 1 after message is recorded. Then, it prompts you to record your new message at the tone.
7. Leave the message clearly and press # or 1 after you are finished. Remember to record the appropriate numbers for the caller to press to leave you or your roommate a message.
8. The Audix system will announce that the menu is approved and activated.

6.2 Changing Your Room Name or Personal Name

To change either your shared room name or personal voicemail box name, in the event a roommate moves or graduates, do the following steps:

1. Dial the system.
From any phone connected to the campus phone system, dial 2-0822.
From a local off campus or a cell phone, dial 419-372-0822.
2. If you want to change your room name, at the prompt, enter the **room extension** and the # (pound) sign. The room extension is the last 5 digits of the room telephone number. If you want to change your personal voicemail box name, enter your **personal extension** instead.
3. If you want to change your room name, at the prompt, enter the **room password** and the #. If you want to change your personal voicemail box name, enter your **personal password** instead.
4. You will now hear the normal options available when you dial into the system.
5. Press 5, then press 5 again.
6. After the tone, speak either your room name or personal voicemail box name, depending on which you want to change.

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7. After you are finished, press # to approve or 1 to record again.

7.0 FAQs

You can find a set of frequently asked questions about BGSU's Telephone/Voicemail System for Students at:

<http://www.bgsu.edu/its/phones/page10797.html>

8.0 Additional Help

For questions associated with BGSU hardware, software, network connections, BGNet accounts, class accounts or other computer accounts, clients can consult the TSC Self-Help web pages at URL:

<http://www.bgsu.edu/its/tsc/self-help/>

Clients can also contact the Technology Support Center (TSC) in person at Hayes Hall, room 110, or by phone at 419-372-0999. Problems can be also reported to the TSC by using the TSC Online Submission form at URL:

<http://www.bgsu.edu/its/tsc/page9500.html>

Comments, corrections, or suggestions concerning this document can also be reported to the TSC. Photocopying of this document is encouraged. Reprints of the document's content are permitted if credit is given and a copy is sent to ITS Documentation, 265 Hayes Hall, Bowling Green State University, Bowling Green, OH 43403.

Appendix A

Voicemail Instructions – Single Voicemail Box Configuration

To set-up your voicemail system you must do the following:

1. Set aside 15 minutes to set-up your voicemail
2. Complete the following worksheet, by filling in the lines and reading ALL the instructions before you start setting up your voicemail.
3. Set-up your mailbox using the worksheet below.

To set-up your mailbox

1. From your room or another phone connected to the campus phone system dial **2-0822**. From a local off-campus or a cell phone, dial **419-372-0822**.
2. When Audix prompts you for your extension, dial your five-digit room extension followed by #.
4- _____ #
3. When prompted for a password, **press #**. DO NOT enter your new password at this time.
4. Audix will then prompt you to **press 1** and say your name. Record the name(s) of the student(s) using this voicemail box. Say only your name(s). When done **press #**.
This is _____ and _____ #
5. Audix will prompt you for a password. This must be at least six digits. It should be your extension number or an easy word. However, it cannot be consecutive numbers such as 1,1,1,1,1 or 1,2,3,4,5,6. If you enter such a password Audix will reject the password and ask you to select another password. Enter it and **press #**. You will be asked to reenter your password a second time to verify it and then **press #**.
_____ #
6. You should now be back at the main menu. You need to **press 3** and then **press 1** and say when Audix prompts you:
"This is _____ and _____. I am/we are not currently available to take your call. Please leave a message at the tone and I/we will call you back as soon as possible." Then **press #**.
7. Then **press **X**.
8. Hang up.

Your voicemail box is set-up.

Appendix B

Voicemail Instructions – Multiple Voicemail Boxes Configuration

To set-up your voicemail system you must do the following:

1. Agree to a time with your roommate to set aside 15 minutes to set-up your voicemail.
2. Complete the following worksheet, with your roommate, by filling in the lines and reading ALL the instructions before you start setting up your voicemail.
3. Set-up your room mailbox using the worksheet below with your roommate.
4. Each resident in a room must set-up their personal voicemail box using the worksheet on the back of this page.

To set-up your room mailbox

1. From your room or another phone connected to the campus phone system dial **2-0822**. From a local off-campus or a cell phone, dial **419-372-0822**.
2. When Audix prompts you for your extension, dial your five-digit room extension followed by #.
4- _ _ _ _ #
3. When prompted for a password, **press #**. DO NOT enter your new password at this time.
4. Audix will then prompt you to **press 1** and say your name. Record only the names of the students sharing this room's extension. When done **press #**.
This is _____ and _____ #
5. Audix will prompt you for a room password. It must be at least six digits. It can not be your extension number or an easy word. If you enter such a password Audix will reject the password and ask you to select another password. Enter it and **press #**. You will be asked to reenter your password a second time to verify it and then **press #**. **_ _ _ _ _ #**
6. You should now be back at the main menu. You need to **press 3** and then **press 1**. When Audix prompts you, say
 "This is _____ and _____, we're not available right now.
 To leave a message for _____, press 1. To leave a message for _____,
 press 2." Then **press #**.
7. Then **press **X**.
8. Hang up.

Your room voicemail box is set-up and will direct voicemail to your personal voicemail boxes. Now each roommate should follow the directions on the next page to set up a personal voicemail box.

To set-up your personal voicemail box

1. From your room or another phone connected to the campus phone system dial **2-0822**. From a local off-campus or a cell phone, dial **419-372-0822**.
2. When Audix prompts you for your extension, dial your five-digit personal extension, which is 3, 5, 6, 7 or 8 followed by the last four digits of your phone, followed by #. (i.e. Your room number is 4-3333 and you are roommate 1 in the room greeting, then you are box #1. Press 3-3333 #. If you are box 2, press 5-3333 #.)

Roommate one: **3** - _ _ _ _ _ #

Roommate two: **5** - _ _ _ _ _ #

Roommate three: **6** - _ _ _ _ _ #

Roommate four: **7** - _ _ _ _ _ #

Roommate five: **8** - _ _ _ _ _ #

3. When prompted for a password, **press #**. Do not enter your new password at this time.
4. Audix will then prompt you to **press 1** and say your name. Say only your name. When done **press #**.

_____ #

5. Audix will prompt you for a password for your mailbox. This password should be different from your room password. This must be at least six digits. It should be your extension number or an easy word. However, it cannot be consecutive numbers such as 1,1,1,1,1,1 or 1,2,3,4,5,6. If you enter such a password Audix will reject the password and ask you to select another password. Enter it and **press #**. You will be asked to reenter your password a second time to verify it and then **press #**.

_____ #

6. You should now be back at the main menu. You need to **press 3** and then **press 1**. When Audix prompts you, say
"This is _____ I am not currently available to take your call. Please leave a message at the tone and I will call you as soon as possible." Then **press #**.

7. **Press Y** to use this greeting.

8. Then **press **X**.

9. Hang up.

Your personal voicemail box is set-up.

Using the Student Voicemail System

Appendix C

Voicemail Instructions – Bulletin Board Message Configuration

To set-up your voicemail system you must do the following:

1. Set aside 15 minutes to set-up your voicemail
2. Complete the following worksheet, by filling in the lines and reading ALL the instructions before you start setting up your voicemail.
3. Set-up your voicemail using the worksheet below.

To set-up your voicemail message

4. From your room or another phone connected to the campus phone system dial **2-0822**. From a local off-campus or a cell phone, dial **419-372-0822**.
5. When Audix prompts you for your extension, dial your five-digit room extension followed by #.
4- _ _ _ _ #
6. When prompted for a password, **press #**. DO NOT enter your new password at this time.
7. Audix will then prompt you to **press 1** and say your name. Record the name(s) of the student(s) using this voicemail box. Say only your name(s). When done **press #**.
This is _____ and _____ #
8. Audix will prompt you for a password. This must be at least six digits. It should be your extension number or an easy word. However, it cannot be consecutive numbers such as 1,1,1,1,1,1 or 1,2,3,4,5,6. If you enter such a password Audix will reject the password and ask you to select another password. Enter it and **press #**. You will be asked to reenter your password a second time to verify it and then **press #**.
_ _ _ _ _ #
9. You should now be back at the main menu. You need to **press 3** and then **press 1** and say when Audix prompts you:
"This is _____ and _____. To contact _____, call _____;
to contact _____, call _____." Then **press #**.
10. Then **press **X**.
11. Hang up.

Your bulletin board message has been recorded. You won't need to login again unless you want to change your information.