



Setting Up Your Voicemail Account (Multiple Voicemail boxes)

Note: Before you use these instructions, you need to contact the Technology Support Center in person at Hayes Hall 110, by phone at 419-372-0999, or by e-mail using their Voicemail Assistance for Students online form at <http://www.bgsu.edu/its/tsc/page9500.html> to request a voicemail setup and receive a confirmation that the setup you requested is completed.

These are the initial login instructions for students sharing a phone who each want their own voicemail box. 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). Note that 4 is not used as the first digit of a personal extension. You must enter the right extension number to access the appropriate mailbox. Each mailbox has its own password. The initial password is just the # (pound) sign. After you have set your password on a mailbox, you will have to enter that password whenever you access that mailbox again.

Setting Up Your Shared Room Extension

1. To enter the Student Voicemail System from on-campus, dial **2-0822**.
2. Set up the shared room extension number first (ex. 4-3333). She will say "Welcome to Audix. Please **enter extension** and # (pound) sign." Enter your 5-digit room extension followed by the # (pound) sign (ex. 4-3333#).
3. Then she will prompt you to "please **enter password** and # (pound) sign." You don't have an initial password, so just enter the # (pound) sign.
4. Because the system includes your name in announcements you and others will hear, she will ask you to **speak your name**. Press 1 and speak the names of the students sharing this room extension (Ex. Jennifer & Elizabeth). When finished, press 1 again. Then press # (pound) to approve or 1 to re-record. Record just your names. You will record your message later.
5. She will then say "please **choose a new password** of 6 or more digits. Please enter password and # (pound) sign." She will ask you to re-enter your new password again for verification. When verified, she will say "changed". This is the room's voicemail box password you will use from now on when you need to access your room's voicemail box.
6. From the Activity Menu, select 3 to "administer attended menu" and then 1 to "**record attended menu**". This is where you say "Hi, you have reached Jennifer & Elizabeth's room."

Press 1 to leave a message for Jennifer or 2 to leave a message for Elizabeth.” After recording, press the # (pound) sign to approve and activate the attended menu. **IF YOU DON'T DO THIS, YOU WON'T GET ANY MESSAGES!** When using an automated attendant, you must tell the caller which number to press for which student. When the caller presses 1, a message is left in the first mailbox (e.g. 3-3333 for Jennifer); when the caller presses 2, a message is left in the second mailbox (e.g. 5-3333 for Elizabeth.)

7. **IMPORTANT!** Press the * (star) sign twice followed by the X key (* * X) to **logout**. Now you must each set up your individual mailboxes using the steps below.

Setting Up Your Personal Voicemail Box

1. **Dial the voicemail system number** for your residence hall again to log back in to set up your personal voicemail box.
2. She will say "Please **enter extension** and # (pound) sign". If you have the first mailbox, you will enter 3-xxxx and the # (pound) sign. If you have the second mailbox, you will enter 5-xxxx and the # (pound) sign.
3. Then she will prompt you to "**enter password** and # (pound) sign". Your initial password is just the # (pound) sign. You will select your own password after your name is recorded.
4. You must now record your name because it is used in system announcements. "Press 1 and, at the tone please **speak your name**. After speaking your name, press 1 again." Press # (pound) to approve or 1 to re-record.
5. Then she will ask you to "**enter new password** of 6 or more digits", then re-enter it again for verification. When verified, she will say "changed". This is your personal password and you will use it from now on to access your personal mailbox and get your messages.
6. You should now be back at the Activity Menu – the same menu you will hear each time you login in to the system. Press 3 to "administer your greeting" and, from the options presented, press 1 to "**record personal greeting**". This greeting is the message the caller will hear when you are not available. After recording press the # (pound) sign to save the greeting and Y to use this greeting.
7. **IMPORTANT!** Press the * (star) sign twice followed by the X key (* * X) to **logout**. You have now completed the initialization of your voice mail.

Instructions for using your voicemail account are available on the web at URL:

<http://www.bgsu.edu/downloads/cio/file9316.pdf>

If you need help or experience problems with your voicemail account, you can contact the Technology Support Center in person at 110 Hayes Hall, by phone at 419-372-0999 or by using our Voicemail Assistance form at URL:

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