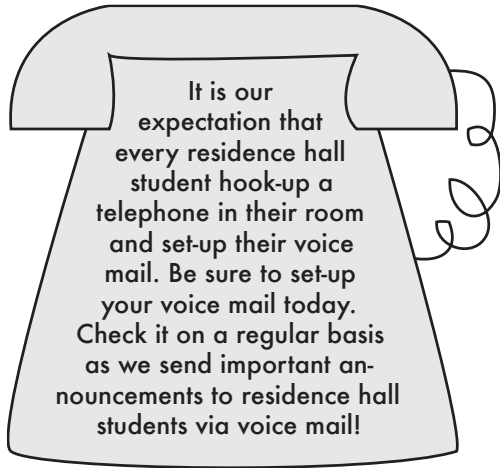


# Telephone and Voice Mail Services



Each room has a private telephone jack. You are asked to provide your own telephone. It is necessary to obtain a calling card for long distance service.

The cost of local monthly telephone service and voice mail are included in your room fees. Additional charges billed to your number are your responsibility and will be billed by either the telephone company or the university.

Repair problems must be reported to the Department of Residential Life at 8-2166. You will be directed to give your name, telephone number, room number, and an explanation of the problem. The telephone repair person may have to make adjustments on the telephone. You are asked to inform telephone repair staff as to when you will be present; it is the policy of the telephone company not to enter the room when the student is not present, unless a staff worker is available to stay with the repair person while repairs are being made in the student's room.

## Facts

- Since there is only one voice mail box per room, roommates need to collaborate to choose a password, personal greeting, and personal verification.
- Voice mail will pick-up after 5 rings.
- A stutter dial tone will alert you to messages in your voice mail box.
- Incoming calls received while someone is on the phone will be directed to voice mail. Please be conscious of your roommate(s) by being aware of your phone usage.
- Voice mail will override all answering machines unless a machine picks up before the 5th ring. If you use an answering machine it will not indicate if you have messages on your voice mail. Instead listen for the stuttered dial tone on your voice mail.
- Messages will be saved for 14 days, if not deleted from your voice mail

## Dialing

### On Campus Calls

Dial 8 and the 4 digit extension  
8 + # # # #

### Local Calls

Dial 9 and the 7 digit phone number  
9 + # # # - # # # #

### Long Distance Calls

Dial 9 and follow directions on your calling card

### Emergency Calls

Dial 911

\*Residence hall students may not receive collect calls

## Access Your Mailbox

### From Your Residence Hall phone:

Dial 8 + 7755

Enter 8 + your four digit extension + # key

Enter Password then # key

### From Off Campus:

Dial 320-308-7755

Enter Mailbox Number then # key

Enter Password then # key



## Password and Personal Greeting Changes

### Password Change (Password must be 6-18 digits)

Access your mailbox  
(follow steps from previous page)  
Press 84  
Enter old password  
Press # key  
Enter new password + # key  
Enter new password + # key  
(Confirms change)

**Personal Verification (spoken name)**- This tool lets the receiver of the call know who called when receiving a message. For example a personal verification may say, "This is a message from Mark or Harrison."

Access your mailbox  
Press 829  
Press 5 to record your name (wait for tone)  
Press # key to stop recording  
Press 76 to delete if unhappy with initial personal verification

### Change/Record Personal Greeting

Access your mailbox  
Press 821  
Press 5 to record  
(wait for tone, then record greeting)  
Press # key to stop recording  
Press 2 to review  
Press 76 to delete if unhappy with greeting

## Reply To A Message

(internal sender only)

To Sender Only:

press 71 (accesses sender's mailbox)  
press 5 to record reply  
press # key to end recording  
press 79 to send reply

## Main Menu

1 Skip Backward	24 Decrease Volume
2 Play	26 Increase Volume
21 Play Slower	* Help Service
23 Play Faster	# Key Enter/Stop
3 Skip Forward	71 Replay
4 Previous Message	<b>72 Play Envelope</b>
5 Record	73 Forward
6 Next Message	82 Greetings
9 Call Sender	83 Log Off
76 Delete Restore	84 Change Password
79 Send	<b>86 Go To . . .</b>
7* Message Help	829 Personal Verification
80 Mailbox Options	8* Mailbox Help
<b>81 Log In</b>	

**81 Log In**- Voice mail can also be accessed by dialing one's own phone number and waiting for the personal greeting then dialing 81.

**72 Play Envelope**- This can be used anytime while listening to a message to hear the senders information (caller, date, time, and recipients).

**86 Go to**- This can be used to bypass other messages in order to reach a specific message. For example one can dial 86 then 7 to listen the 7th message.

**If you are having password issues, contact the Department of Residential Life @ 8-4698.**

