Instructions for Student Voice Mail

Please read carefully before activating your voice mail.

Otterbein’s voice mail system makes it easy to play, send, answer and forward voice messages. All of your voice messages will reside in your personal "mailbox" which is protected by a passcode. The instructions below will guide you in setting up and using voice mail.

Please note voice mail will be reset on September 1 and September 3 to accommodate the transition between people living with their teams and their permanent rooms. All messages will be deleted when the voicemail system is reset.

When you access your mailbox for the first time, a user tutorial is automatically activated. This tutorial will guide you through your first mailbox session, explain how to record a greeting and your name, and prompt you to change your temporary passcode, which is 1234. Remember, once your voice mail is set up, please check for and clear messages daily. (Keep in mind that your mailbox number is the same as your room extension phone number.)

**Getting Started**

You will use a temporary passcode 1234 for now. Have ready a new personal 4 to 10 digit passcode. You also need to know your room phone number.

Dial ##5 from the phone in your room; enter your mailbox number which is your room extension phone number; press 1 for bed 1(81 + ext. #) or 2 for bed 2(82 + ext. #); when asked for passcode, use 1234. Now you will be in the tutorial mode to set up your voice mail.

Greeting - You will be asked to record a greeting that callers will hear when they call your voice mail.

Name - You will be prompted to record your name so that the system can:
- Address you when you call in to the system
- Inform other users when a message comes from you
- State your name to other users when they address messages to your voice mail

Passcode - You will always be prompted for your passcode before accessing your mailbox (your dorm room phone ext. #). The first time you access your voice mail you will use the temporary passcode 1234. During the tutorial, you will be prompted to change your passcode to a number with 4 to 10 digits. Please define a passcode that you can remember, do not select something trivial such as "1234 or ABCD". Once your voice mail is setup, you are ready to start using it.

Turn On Voice Mail – Voice mail is always on and will answer your phone when it is busy or after 4 rings.

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**Retrieving Messages**

**Inside the College:**

*From Your Room*
- Dial the voice mail access numbers-(##5)
  - Press 1 for Bed 1 or
  - Press 2 for Bed 2
- Press the (*) key
- Enter your passcode when prompted

*From Another Extension on Campus*
- Dial the remote voice mail access number (1996)
- Enter your mailbox number (same as dorm room phone ext. #)
  - Press 1 for Bed 1 or
  - Press 2 for Bed 2
- Press the (*) key
- Enter your passcode when prompted

**Outside the University:**
- Dial the external voice mail access number: 823-1996
- Enter your mailbox number (same as room number extension)
  - Press 1 for Bed 1 or
  - Press 2 for Bed 2
- Follow by pressing the (*) key
- Enter your passcode when prompted

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NOTE: If further assistance is still needed, please contact your Hall Director or RA or another student who has successfully installed their voice mail.