These directions are based off of the premise that you have a pass code for your voice mailbox.

Please note: Students must use a calling card or a cell phone to place directory assistance, domestic & international long distance calls.

**DIALING:**
- Campus Operator: Lift handset and dial “0”.
- Extension: Lift handset and dial 4 digit ext. numbers.
- External Local: Lift handset and dial 9 plus 330 and the 10 digit number.
- Emergency 911: Lift handset and dial 911.

**VOICEMAIL ACCESS:**

**First Time Use:**

Dial 3200 from your phone, as soon as you hear “Hello” enter * and your extension and * sample *2378*, when prompted enter temp. passcode which is the same # as your PPX.

From your phone:
Lift handset, dial 3200 then enter your Passcode when prompted.

From another phone on campus: (that has its own VM box)
Lift handset and dial 3200. Wait to hear “Hello & User’s Name”. Press *
your ext. number * sample *2378*, when prompted enter your Passcode.

From outside the Campus:
Dial the Voicemail phone number (330-287-3200) Press * and immediately enter your mailbox number and * again. Enter your Passcode when prompted.

**Voicemail:**
The Pass code for your voicemail box is initially the same # as your PPX and must be changed when you enter your mailbox for the first time. There is a short tutorial that will play when you access your voicemail the first time. It is very important that you listen to, and complete the 3 minute tutorial before you hang-up. The three items that the tutorial covers which you will need to complete are:

1. Setting your Passcode
2. Recording your Name and extension number for the Directory (So callers will know who they are calling when they dial your extension and your voicemail answers when you are not there to answer) for example John Doe ext. 1111.
3. Recording your voicemail greeting (Callers will hear this and then a beep prompting them to leave a message).

You will know that you have completed the tutorial when the tutorial instructors indicates “You have completed your voicemail box setup and are now ready to use your new voicemail box”.

**TRANSFER:**

Transferring a call
1) Ask the caller to wait.
2) Press the Hook Flash.
3) Dial the extension number where you want the call transferred.
4) Hang up.

**HOLD:**

To place on hold
1) Ask the party to wait.
2) Dial *104.
3) Hang up.

To retrieve a call on hold
1) Lift the handset.
2) Dial #104.
3) You are connected to the holding caller.

You're Extension & Voicemail:
Your Extension number will have been issued to you with your Student Information Packet. This indicates the 4-Digit Extension number you can be reached at in your resident room. This is also the number of your voicemail box.

The Extension number indicated in your packet is the number you should use and give out as you wish. For those calling you from outside the College they will need to dial (330) 287-3000, they will then have the option to dial your extension number or to access the directory to search for a specific Extension number.

For assistance with using your phone or voicemail, please call the Telephone Services Ext. 2393 Updated 8/14/08