

## Residence Hall Voicemail Setup: *Multiple Person Room*

### Part A: Activate the Room Mailbox

In order for callers to leave messages you must activate the room mailbox. This must be done **from your own phone line in your room!** Follow the steps below to do this.

1. Pick up the phone in your own residence hall room and dial **\*62**.
2. You will hear a tone at which time you will dial **3600**.
3. Hang up the phone; your voicemail is now activated. This allows callers to connect to your voicemail when you are away from the phone or do not answer.

### Part B: Setup the Room Mailbox

**Before you begin:** You must set up your room mailbox from your own phone line in your room! Please follow the steps below to set up your room mailbox. It is recommended that you do the procedure in step 1 when all room members are present.

1. Pick up the phone in your own residence hall room and dial **3600**.
2. You will hear, *hello and thank you for calling, ... at the tone state your first and last name, and state only your name. When you are finished enter star (\*)*. Please note that this is the name that a caller will hear for the entire room so it is recommended you record your Residence Hall and Room Number. **Example: St. Hilary 101.**
1. After you press **star (\*)**, it will repeat what you recorded in the previous step.
2. It then asks if you would like to change this. Press **1 for YES** and **2 for NO**.
3. It then states, *for someone who does not know your extension number may still reach you or leave you a message just by knowing your last name. For this the system must know how to spell your last name. Because there is not one name for a multiple person room it is recommended you select one person's last name to enter. Ex. For Jeff Koenig enter the numbers corresponding to KOENIG as if you were text messaging, which are 5 6 3 6 4 4.*
4. It then asks you if you would like to change this. Press **1 for YES** and **2 for NO**.
5. It then asks if you would like to be listed in the directory so outside callers can find you by knowing your residence hall and room number. Press **1 for YES** and **2 for NO**.
6. It then states, *when callers can't reach you directly they will go to your voice mailbox. At the tone you will record your personal greeting and at the end of your greeting press star (\*)*. **Because this is the greeting callers will hear for the entire room it is important to include the greeting order of each room member. Example: You have reached Saint Hilary 101 if you would like to leave a message for Bob press 1, if you would like to leave a message for Tony press 2, if you would like to leave a message for Sean press 3 and so on depending on how many people are in living in the room.** Please refer to the **Greeting Order** of all room members listed on the first page of this letter.
7. After you press **star (\*)**, it will repeat what you recorded in the previous step.
8. It then asks if you would like to change this. Press **1 for YES** and **2 for NO**.
9. Next it asks you if you would like to set a personal security code to safeguard your mailbox. **Press 1 for YES** and **2 for NO**. This is recommended so others

- cannot access your room mailbox. Ensure that all room members are aware of this security code.
10. After you decide if you want a personal security code, it will ask you to enter a code 3 to 10 digits long and then press **star (\*)**. You will then need to **re-enter your security code and press star (\*)**.
  11. It then states that you have finished setting up your voice mail box and if you would like to keep the settings **press 1 for YES** and if you would to **RESET** the voice mail back to its original state **press 2**.
  12. Now that your room mailbox is set up each room member needs to setup his or her own Individual mailbox described in **Part C** below.

### **Part C: Setup Your Individual Mailbox**

**Before you begin:** You must set up your voicemail from your own phone line in your room! Please follow the steps below to set up your individual voicemail.

1. Pick up the phone in your own residence hall room and dial **(215) 991-3600**.
2. You will be prompted to enter your 5 digit PIN.
3. You will hear, *hello and thank you for calling, ... at the tone state your first and last name, and state only your name. When you are finished enter star (\*)*.  
**Example: Jason Roeckle.**
4. After you press **star (\*)**, it will repeat what you recorded in the previous step.
4. It then asks if you would like to change this. Press **1 for YES** and **2 for NO**.
5. It then states, *for someone who does not know your extension number may still reach you or leave you a message just by knowing your last name. For this the system must know how to spell your last name.* For this enter the numbers that correspond with your last name. **Example: for Decky you are going to press 3 3 2 5 9.**
6. It then asks you if you would like to change them. Press **1 for YES** and **2 for NO**.
7. It is then going to ask if you would like to be listed in the directory so outside callers can find you by knowing your residence hall and room number. Press **1 for YES** and **2 for NO**.
8. It then states, *when callers can't reach you directly they will go to your voice mailbox.* At the tone you will record your personal greeting and at the end of your greeting press star (\*). **This is the greeting that callers will hear only for your mailbox so record your personal greeting. Example: This is Jeff leave me a message.** After you record your personal greeting press **star (\*)**.
9. After you press **star (\*)**, it will repeat what you recorded in the previous step.
10. It then asks if you would like to change this. Press **1 for YES** and **2 for NO**.
11. Next it asks you if you would like to set a personal security code to safeguard your mailbox **press 1 for YES** and **2 for NO**.
12. After you decide if you want a personal security code, it will ask you to enter a code 3 to 10 digits long and then press **star (\*)**. You will need to **re-enter your security code and press star (\*) again**.
13. It then states that you have finished setting up your voice mail box and if you would like to keep the settings **press 1 for YES** and if you would to **RESET** the voice mail back to its original state **press 2**.