

# Student Voicemail Instructions

## Setting up Your Voicemail

1. Step 1-dial the voicemail access number 6955 (on campus) or 978-542-6955 (off campus)
2. Step 2-listen to the prompts and enter the appropriate information when requested. When prompted to dial the default password enter the # (number or pound sign) which is the button to the right of the 0 button on your phone. If you are having a problem with the password call the Help Desk at x2036 (on campus) or 978-542-2036 (off campus).

Following the prompts you will be able to set up your recorded name and your greeting. You will be prompted to add your own personal password that should contain 6 digits (not consecutive or sequential). Using your birth date or some other memorable date works well and you may be less likely to forget it.

## Retrieving Your Messages

1. Step 1- dial the voicemail access number 6955 (on campus) or 978-542-6955 (off campus)
2. Step 2- listen to the prompts and enter the appropriate responses

Note: if you are having a voicemail problem or if you have forgotten your password call the Help Desk at x2036 (on campus) or 978-542-2036 (off campus). Leave your name, dorm room number, your voicemail extension number, and the nature of your problem and a contact telephone number (other than your own). If you are having your password reset please allow 24 hours for the new password to be activated.

## Sending a message Through the Voicemail System

Dial 7900 (on campus) or 978-542-7900 (off campus) listen and then respond to the prompts to leave a message for someone on campus, providing you know their extension number. This is a good way to send a message if your time doesn't allow for a conversation.