

Pacific Lutheran University
Reference Guide for Basic Features of Your Digital Telephone

General notes about PLU's phone system:

- All PLU lines are restricted from collect, 3rd party billing and local directory assistance calls.
- Directory assistance (finding phone numbers) is available on the Web: <http://www.DexOnline.com>

To call	Dial	Comment
Information (Local Directory Assistance)		This service is available only with a calling card. Directory Assistance (555-1212) is a toll call (see general notes above). 411 is not available.
	9 + 591-5666	Free information service through the Tacoma Public Library
All outside calls including Long distance	9 + area code + xxx-xxxx	

Telephone Functions	Description	Lift handset for both actions	
		To activate	To cancel
Automatic call-back	If the number called is busy, the phone will ring short rings when the line is available.	when you hear the busy signal, dial 6 and hang up	#6#
Diversion - all calls (do not disturb)	All calls go directly into voicemail (you will hear a pulsating tone)	dial *2#, hang up	dial #2#, hang up
Diversion - busy	Calls go to voicemail if the phone is busy	dial *22#	dial #22#
Diversion - no answer	Calls go to voicemail after 4 rings	dial *21#	dial #21#
Follow-me	Diverts calls to a designated number other than your own	dial *2* (+ new number)#	#2# (must be removed from the extension from which it was activated)
Last number redial	Dials the last-called off-campus number	press ***	
Transfer	Transfer an incoming call to another number	Press a vacant line key (Access 1, 2, etc.) This puts the caller on hold. Dial a second party and press the transfer key Hang up	

Voice mail at PLU:

To access voice mail from...

your phone on campus	another phone on campus	off-campus
lift the handset, press the message light when it blinks and enter your password OR dial 5000 and enter your security code	dial 5000 enter * then # enter your mailbox number enter your security code	dial 536-5000 enter # enter your mailbox number enter your security code

NOTE: Once a message is erased and you have disconnected from that voice mail session, the messages cannot be retrieved by the system administrator. If you accidentally erase one you want to save and are still in the session, the system will give you the opportunity to review the erased messages at the end of the session and to re-save it.

Voice mail Controls	Description	Press while listening to messages
Save	Save the message	5
Delete	Deletes the message	4
Reply	Reply to the sender	While reviewing the message, press 8, then press 2 to record your message
Sending a message	Send to one or more numbers	Press 2 to record, dial extension, press 2 to record press 2 when finished. Press 5 to send

Copy and cut



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Voice Mail Quick Guide

Shortcuts:

You can save time by entering keypresses without waiting for prompts. Here are keypresses used for some common tasks

Listening:

To:	Press:
Listen to a new message	1
Listen to a saved message	5
While listening:	
Delete	4
Save	5
Skip to next	7
Forward	2
Reply (to another mailbox)	8 3
Increase volume	1 6 1
Set bookmark	1 5 1
Resume from bookmark	1 8

Sending

Set urgent message delivery (after recording) 0 2
Set message for future delivery (after recording) 0 1

Changing Settings

Standard greeting 3 1 3 2
Out-of-office greeting 3 1 3 3
Security code 3 1 4
Message forwarding 3 2 4

Traveling Tips

You might want to make use of some different voice mail features while you're traveling. You can set up your mailbox ahead of time or call in from any phone to change your options.

✓ **Calling in from off-campus**
When you're away from

your office, the number to call to reach your voice mail is:

536-5000
Press #
Enter your mailbox number
Enter your security code

✓ **Record an out-of-office message**, used when you're on vacation or traveling. On the Personal Options menu, select Record Out-of-office Greeting (see "Changing Settings").

Need assistance? Call the Help Desk at 535-7525 or email us at comptelc@plu.edu.

Voice Mail Navigation Map

Telephone Number _____
 Mailbox Number _____
 Security Code _____

Main Menu

Listen
 New 1
 Saved 5
 Record and Send 2
 Phone Manager 3

Send Messages

Mailbox: _____

Record

Press 2
 Record the message
 Press 2

Recording Options

Pause/continue 2
 Back up 5 seconds 3
 Delete 4
 Send 5
 Review 6
 Advance 5 seconds 9
 Message routing options 0
 Future delivery 1
 Set urgent status 2
 Restrict msg forwarding 3
 Request receipt 5
 Leave callback number 8

Personal Options 1

Change message notification 1
 Change daily message reminder 2
 Record personal greeting 3
 Busy greeting 1
 All other conditions 2
 Out-of-office greeting 3
 Change security code 4
 Record your name 5
 Record an announcement for a mailbox you sponsor 6

Messaging Options 2

Record a name for sponsored mailbox 2
 Change a personal distribution list 3
 Change message forwarding 4
 Change message presentation ordering 5
 Change message envelope settings 6

Send 5

Press 1 to pause. Then:
 Continue listening 1
 Increase speed 4
 Set bookmark 5
 Increase volume 6
 Decrease speed 7
 Resume from bookmark 8
 Decrease volume 9
 Press 1 to resume listening

Forward 2
 Back up 5 seconds 3
 Delete 4
 Save 5
 Review 6
 Skip next 7
 Reply 8
 Select mailbox 1
 Record 2
 Transfer to extension 3
 Transfer to number 4
 Advance 5 seconds 9
 Info/group options 0
 Message info 0
 Select message 1
 Cancel selection 2
 Select all messages 7
 Cancel all selections 8