



## Telecommunications Services

Azusa Pacific University is pleased to provide telephone service to all students maintaining residency within the residence halls and designated modular units at no cost. Each living area is equipped with one active voice line jack that is shared by all roommates. This document is intended to provide information concerning the services offered. If after reading this document you still have questions or need further information, please contact the IMT Support Desk at (626) 815-5050 or, from an on-campus phone, extension 5050, or via e-mail at [support@apu.edu](mailto:support@apu.edu).

The university owns the phone lines in the residence halls and in designated modular units. APU has selected a local and long distance provider; another local or long distance provider may not be requested. The university is unable to offer any special packages such as call waiting, caller ID, or call blocking.

Residence Halls and Modular Units	APU Campus Apartments
Adams	Bowles
Engstrom	Shire (except H Court)
Shire H Court	University Park
Smith	University Village
Trinity	

NOTE: Description of services provided for campus apartments is located at the end of this document.

### **RESIDENCE HALL PHONE NUMBERS**

To ensure student confidentiality, university employees do not give out student phone numbers. Please provide your phone number to the callers of your choice. If you have not received your residence hall phone number via e-mail, you may obtain it by visiting the IMT Support Desk with picture ID.

### **PHONE DIRECTORY FOR ON-CAMPUS DEPARTMENTS**

A directory of APU department extensions can be found at: [http://reznet.apu.edu/telecom/includes/APU\\_Department\\_Phone\\_List\\_2009.pdf](http://reznet.apu.edu/telecom/includes/APU_Department_Phone_List_2009.pdf). Please do not call the university operator for on campus extensions or outside lines. The operator is unable to provide these requests.

### **PHONE LINE SETUP**

Each living area is equipped with one active voice line jack that is shared by all roommates. To start using the phone line for on-campus, local, or incoming calls, just plug the student-provided phone into the voice line jack. No additional setup is required,



however please continue reading through this entire packet for other important service information and guidelines.

**ON CAMPUS DIALING**

From the residence halls and designated modular units, students can dial on campus using the four-digit extension, which is the last four digits of the phone number. On campus extension dialing includes: all residence halls, designated modular units, and university offices.

**OFF CAMPUS DIALING – LOCAL CALLS**

The university provides local service at no charge. Students can make free calls to the following cities, all within approximately a 12 mile radius of Azusa Pacific University: Arcadia, Azusa, Baldwin Park, Claremont, Covina, Diamond Bar, Glendora, El Monte, La Puente, Monrovia, Pomona, San Dimas, San Gabriel Canyon, and Sierra Madre. For specific area codes and prefixes included in these cities, please contact the IMT Support Desk.

To dial a local or toll free number: dial 9 + local or toll free number  
(include 1 + area code if dialing outside of the 626 area code)

If a number cannot be dialed and it is believed to be a local number, please e-mail the IMT Support desk at [support@apu.edu](mailto:support@apu.edu). Be sure to include the complete phone number. The number will be programmed in our system allowing it to be dialed.

**OFF CAMPUS DIALING – LONG DISTANCE CALLS**

To place any calls outside of the free radius, students must purchase a calling card to be used from their on-campus phone. Please see the section on Calling Card Use for more information. The university blocks all 900 and 976 numbers.

**CALLING CARD USE**

Personal calling cards may be used from the student's phone. Since the telephone lines in the residence halls are university property, students are not permitted to order a calling card against the residence hall telephone number. Any cards ordered against a university telephone number will result in termination of phone service along with a \$75.00 fine for telephone abuse. Make sure the calling card utilizes dialing either a local or toll free number. There are no charges from APU for using personal calling cards. The calling card carrier will bill for all calling card charges.

**COLLECT CALLS**

Under no circumstances are students to accept collect or third-party calls. If a call is accepted, a processing fee of \$9.00 will be billed in addition to the cost of the call. Due



to the difficulty of identifying the responsible party in this situation, all tenants in the room may be required to evenly split the charges for calls accepted by their extension.

### **TELEPHONE ABUSE**

The university reserves the right to discontinue, deny, or restrict telephone service without notice to any student it determines is abusing the telephone system. Abuse includes, but is not limited to: physical damage to equipment, harassment of any type via telephone, use of an unauthorized PAC number, ordering a calling card against the residence hall/modular's phone number, or nonpayment of a bill. Unauthorized use of a PAC number will be investigated. Those found guilty will be referred to the dean of students for judicial action, and a \$75 fine will be imposed.

### **TELEPHONE INSTRUMENT**

Students are responsible for providing their own phone instrument. The 2.4 GHz and 5.8 GHz cordless phones are *not* permitted on campus. These phones interfere with on campus wireless internet connectivity. Any 2.4 GHz and 5.8 GHz phones will be removed after a warning is given.

### **VOICEMAIL USER GUIDE**

Students in the residence halls and designated modular units are provided with free voicemail service. The voicemail system functions similarly to many residential or cellular voicemail services, with features such as recording messages while the phone is engaged, saving or deleting individual messages, and providing remote message retrieval. Residents can each setup their own individual mailbox separate from their roommate.

**Please read through all voicemail instructions before you begin setup of your mailbox.** While setting up your mailbox, the tutorial will talk you through the process. Please contact the IMT Support Desk at ext. 5050 with any voicemail questions.

### **Phone Instrument Requirements**

In order to use the university's voicemail service, a touchtone phone is necessary. If the telephone has a switch for tone (T) or pulse (P), set it to (T).

### **SETTING UP VOICEMAIL**

With the voicemail system, each resident can setup an individual mailbox allowing privacy for each. Callers will not be able to leave a voice message until your mailbox is setup.

### **Mailbox Numbers**

A mailbox number is a four-digit number used to setup and access voicemail. Each residence hall room has two unique mailbox numbers, one for each student, and each Shire H Court modular has five unique mailbox numbers, one for each student.



### Mailboxes in the Residence Halls

Students in the residence halls can determine their mailbox number as follows.

- The first mailbox number is the same as the extension (the last four digits of the phone number). For example, if the residence hall phone number is ext. 1234, or 626-555-1234, the first mailbox number would be 1234.
- The second mailbox number is similar to the extension for the residence hall room with the number 7 in place of the first digit of the extension. For example, if the residence hall phone number is ext. 1234, or 626-555-1234, the second mailbox number would be 7234.
- For residence hall rooms with more than two students, please contact the IMT Support Desk, ext. 5050 or [support@apu.edu](mailto:support@apu.edu), to request a third mailbox. Please provide your residence hall room number and extension when placing the request.

### Mailboxes in Shire H Court

Students in Shire H Court can determine their mailbox number as follows.

- The first mailbox number is the same as the extension (the last four digits of the phone number). For example, if the modular phone number is ext. 1234, or 626-555-1234, the first mailbox number would be 1234.
- The second, third, fourth and fifth mailbox numbers are the pattern 72XY, where X is the number of the modular and Y is the number of the mailbox (2, 3, 4 or 5). For example, if the Shire H Court Modular number is 9 (modular H9), the second mailbox number would be 7292, the third mailbox number would be 7293, the fourth mailbox would be 7294, and the fifth mailbox would be 7295.

Shire H Court Mailbox Numbers	
Mailbox 1	Same as extension
Mailbox 2	72 + Mod # (1-8) + 2
Mailbox 3	72 + Mod # (1-8) + 3
Mailbox 4	72 + Mod # (1-8) + 4
Mailbox 5	72 + Mod # (1-8) + 5

Roommates must determine between themselves which mailbox they will each use.

### Initial Mailbox Setup from Your Residence Hall

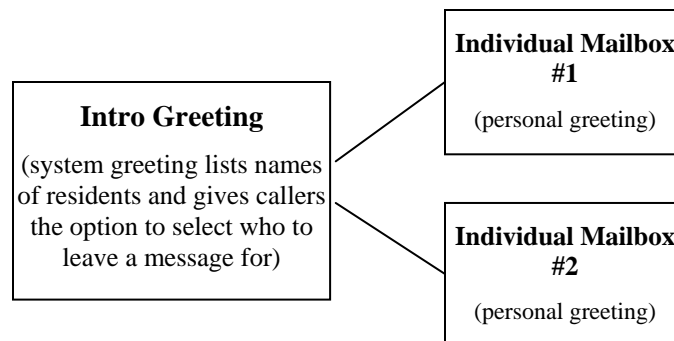
- Pick up the phone and dial ext. 3750 from your residence hall room.
- Enter your mailbox number (see section on mailbox numbers above).
- Enter your security code. The default security code is four zeros, "0000".
- The automated tutorial will provide easy-to-follow instructions on how to setup your mailbox. You will be prompted to do the following:
  1. **Change your security code:** your new security code must be 4 to 15 digits in length. As a safeguard, please do not use your room extension or simple combinations as the security code. Enter your new security code plus # when



you are instructed, and then re-enter for confirmation. This new security code will be used to access your voicemail in the future.

2. **Record your name:** this will be used in the introduction greeting to identify the residents of the room when callers receive the voicemail. To start recording, press 2. To stop recording, press 2 again.
3. **Record your personal greeting:** this greeting will be played when callers are given the opportunity to leave you a message after making a selection from the introduction greeting. To start recording, press 2. To stop recording, press 2 again.

The introduction greeting callers will hear when they reach voicemail will list the names of any roommates who have setup their mailboxes. The caller will be given the option to press 1 for the first mailbox and 2 for the second mailbox. See the example below for two students living in a room.



**Sample Introduction Greeting:** This is a system greeting callers hear when they receive voicemail. The system will play the user-recorded names for any mailbox that has been setup, for example: “For ‘Dave’ press 1. For ‘Eric’ press 2.”

**Sample Personal Greeting for Each Individual Mailbox:** This is an example of what can be recorded for an individual mailbox: “Hello, you have reached Dave. I’m either on the phone or away from my room. Please leave a message after the tone and I will get back to you as soon as possible. Thank You.”

#### ACTIVATING THE VOICEMAIL SERVICE

After setting up your voicemail, your phone must be programmed to forward to voicemail in order for a caller to leave a message. The forwarding must be done from your phone.

There are three voicemail forwarding options you may select:

- Forward No Answer – after approximately 5 rings, caller is directed to voicemail
- Forward Busy – when the line is busy, caller is directed to voicemail
- Forward All – phone never rings and all callers are directed to voicemail



It is recommended that you program both the “Forward No Answer” and “Forward Busy” features. The “Forward All” feature will override all other programming. If the forwarding is not working after you have programmed it, cancel all types of forwarding and reprogram the desired forwarding functions using the below instructions.

**To Set Up Forwarding**

To program a phone to forward to voicemail:

Function	Start	Cancel
Forward Busy (recommended)	<ul style="list-style-type: none"> <li>• Lift handset</li> <li>• Press *2 3750</li> <li>• Hang up</li> </ul>	<ul style="list-style-type: none"> <li>• Lift handset</li> <li>• Press #2</li> <li>• Hang up</li> </ul>
Forward No Answer (recommended)	<ul style="list-style-type: none"> <li>• Lift handset</li> <li>• Press *5 3750</li> <li>• Hang up</li> </ul>	<ul style="list-style-type: none"> <li>• Lift handset</li> <li>• Press #5</li> <li>• Hang up</li> </ul>
Forward All Calls	<ul style="list-style-type: none"> <li>• Lift handset</li> <li>• Press *3 3750</li> <li>• Hang up</li> </ul>	<ul style="list-style-type: none"> <li>• Lift handset</li> <li>• Press #3</li> <li>• Hang up</li> </ul>

**ACCESSING THE VOICEMAIL SYSTEM**

**Notification of New Voicemail Messages**

To verify whether there are voicemail messages, pick up the telephone and listen for either a regular dial tone or an interrupted dial tone (stutter dial tone). If an interrupted dial tone is heard, new voice messages are waiting for at least one of the mailboxes. An interrupted dial tone will continue each time you pick up the phone until the messages have been played and either saved, erased or skipped (marked as read).

Reviewing Your Messages From Your Extension	Reviewing Your Messages From Any Other Extension
<ul style="list-style-type: none"> <li>• Call ext. 3750</li> <li>• System will indicate which mailboxes, if any, have messages</li> <li>• Enter your mailbox number</li> <li>• Enter your security code</li> <li>• Enter 1 1 to listen to new messages</li> </ul>	<ul style="list-style-type: none"> <li>• Call ext. 3750</li> <li>• Enter *</li> <li>• Enter #</li> <li>• Enter your mailbox number</li> <li>• Enter your security code</li> <li>• Enter 1 1 to listen to new messages</li> </ul>

After listening to each message, you may **repeat, save, erase, or skip** the message. New and saved messages are held for a maximum of **thirty** days; after thirty days messages



will be deleted from the system. Once a message has been saved, you may listen to it as many times and as often as you like, but you will not have the option to re-save it.

To repeat any instructions given by the voicemail system while reviewing or sending messages press 0 or while in Phone Manager Options or elsewhere press #.

<b>Controls While Listening to a Message</b>			
Back up five seconds	1	Play message info	5
Return to start	1 1	Increase speed	6
Pause or continue	2	Fastest speed	6 6
Advance five seconds	3	Decrease volume	8
Advance to end	3 3	Increase volume	9
Decrease speed	4	Go to saved messages	# #
Slowest speed	4 4		

<b>Controls After Listening to a Message</b>			
Review	4	Reply to an extension	8
Play message info	5	Save	9
Forward	6	Skip (mark as read)	#
Delete	7	Go to saved messages	# #

To exit the voicemail system at anytime, press \* repeatedly until you hear "Thank you for calling", then hang up.

**Retrieving Messages from Off-Campus**

- Dial the message retrieval number **(626) 815-3888**.
- Enter your mailbox number.
- Enter your security code.

<b>Shortcuts for Common Tasks (From the Main Menu)</b>	
Change your security code	4 1 4
Change your standard greeting	4 1 3 or 4 4
Change your name recording	4 1 5

For questions about voicemail service, please contact the IMT Support Desk at ext. 5050 or [support@apu.edu](mailto:support@apu.edu).



**STUDENTS LIVING IN CAMPUS APARTMENTS**

Local telephone service for all campus apartments is to be obtained through Verizon Telephone Company. To establish phone service with Verizon, call customer care at (800) 483-4000. Verizon pricing is below. Please contact Verizon to verify current pricing.

New Service (basic first line only)	\$26.50 per month
One time connection fee	\$46.00

The university's sole responsibility to these living areas is to provide one working jack per living area. To report problems with a phone line, please contact the IMT Support Desk at (626) 815-5050 or [support@apu.edu](mailto:support@apu.edu). An Azusa Pacific University technician will determine if the problem is with the university's wiring. If this is the case, the technician will repair it. If the technician determines the problem is with Verizon or their equipment, the technician will advise the student to report the issue to the Verizon repair line at (800) 483-1000.

Lifeline makes local telephone service available to people who might not be able to afford phone service. If you qualify for a Lifeline service, you are eligible to receive a reduced rate on your Verizon monthly bill. To see if you qualify for a Lifeline service, visit the Lifeline Support web site at [www.lifelinesupport.org](http://www.lifelinesupport.org).

For any issues or problems with Verizon, students should contact the IMT Support Desk at (626) 815-5050.