Reference Guide for Basic Features of the PLU Voicemail System

Gaining Access to Your Mailbox

Follow these simple steps to start using the PLU voicemail system.

1. Dial x5000 from on-campus or 536-5000 from off-campus to access the campus voicemail system.
2. If you are not calling from the phone number you are accessing the voicemail for, you will need to press # and then the mailbox number you would like to access.
3. 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.

Performing Common Tasks

Getting Started

If you want to …	Then enter …
Listen to new messages	1
Listen to saved messages	5
Listen to and recover messages you've marked for deletion (in this session only)	7
Review, forward, delete, or save messages you've selected	6
Record a message for another subscriber	2

After Recording a Message

If you want to …	Then enter …
Append a fax	0 4
Leave a number where you can be reached	0 8
Mark the message urgent	0 2
Request a return receipt	0 5
Request future delivery	0 1
Restrict forwarding of the message	0 3

While Listening to a Message

If you want to …	Then enter …
Increase playback speed	1 4
Decrease playback speed	1 7
Skip ahead five seconds	9
Skip back five seconds	3
Skip to the next message	7

Setting Up Your Mailbox

If you want to …	Then enter …
Change your busy greeting	3 1 3 1 or 3 5
Change your name recording	3 1 5
Change your out-of-office greeting	3 1 3 3 or 3 6
Change your password	3 1 4
Change your standard greeting	3 1 3 2 or 3 4
Set automatic message forwarding	3 2 4
Set Immediate Message Notification	3 1 1
Set message presentation ordering	3 2 5

PLU Voicemail Navigation Map

Main Subscriber Menu

Listen to new messages (unread, then read)	1
Listen to saved messages	5
Listen to deleted messages	7
Listen to selected messages	6
Record and send a message	2
Set user options	3

Message Ordering

Voice messages	1
Fax messages	2
Email messages	3
Messages from outside callers	4
Messages from a specific mailbox	5
All messages	9

Listening Options

Pause	1
Forward	2
Back up five seconds	3
Delete	4
Save	5
Review	6
Skip to next message	7
Reply	8
Advance five seconds	9
Info / group options	0

Continue listening	1
Change language†	3
Increase speed	4
Set bookmark	5
Decrease speed	7
Resume from bookmark	8

Manage Selected Messages

Listen	1
Forward group	2
Delete group	4
Save group	5

Select mailbox	1
Record	2
Transfer to extension	3
Transfer to number	4

Message info	0
Select message	1
Cancel selection	2
Select all messages	7
Cancel all selections	8

Speak your message	
Stop recording	2

Recording Options

Approve for sending	#
Pause or continue	2
Back up five seconds	3
Discard and start over	4
Review	6
Advance five seconds	9
Set routing options	0

Future delivery	1
Set urgent status	2
Restrict forwarding	3
Append a fax	4
Request a receipt	5
Leave callback number	8
Return to Recording Options	*

Enter a mailbox number, *optionally followed by* . . .	#

Remove last number entered	*
Cancel message	**
Send message	#

User Options (PhoneManager™)

Personal options	1
Messaging options	2
Automated attendant options	3
Record your standard greeting	4
Record your busy greeting	5
Record your out-of-office greeting	6

Personal Options

Change message notification	1
Change daily message reminder	2
Record personal greeting	3
Change security code	4
Record your name	5
Record an announcement for a mailbox you sponsor	6
Change language selection	7
Change SMS notification	8

Messaging Options

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

Automated Attendant Options

Change call screening	1
Change call blocking	2
Change extension-specific processing	3
Change diverted call processing	4

Busy greeting	1
Standard greeting	2
Out-of-office greeting	3

†Depending on how your CallXpress system is set up, these commands may not be available. Please consult your system administrator for additional information.