

LC TELEPHONE SERVICE



Question? Problem? Email Information Technology and Resources at help@lynchburg.edu. Or call us at Extension 8350. Leave your name, your extension number, and a detailed message describing the problem.

GENERAL INFO:

- Each dorm room has one dial tone line.
- You are assigned a personal phone number, that will ring to your room
- You have a personal voice mailbox associated with your phone number.
- To call off-campus, press **3** to get access to an outside line, and then dial the number.
- Call Waiting and Caller ID are active features.
- **Your phone number, long distance authorization code, post office box and combination, are available by logging in to your StudentsOnline account and clicking on Assigned Numbers.**



LONG DISTANCE CALLS:



- The College has assigned you a 9-digit **Long Distance Authorization Code**. This code is linked to your phone account. You must use this code whenever you dial a long distance number. You are not charged for toll-free calls. *All charges for toll calls made using your long distance authorization code are your responsibility!*
- Press **3** for outside line. Dial the number you're calling, **wait** for the stutter tone, and then enter your authorization code.

LONG DISTANCE BILLING:

- Your monthly statement for long distance charges is accessible at <http://callinfo.lynchburg.edu>. No paper bills are produced. You are responsible for paying your long distance bill. Once a semester, you will receive an email reminding you to check your online statement and with instructions on how to do so. If you fail to pay your bill for 90 days, the College will deactivate your Long Distance Authorization Code until you pay the entire bill. You should make payments at the Cashier's Office on the 4th Floor of Hall Campus Center.

VOICE MAIL QUICK START:

- Dial 26 (or 544-8026 from any off-campus telephone).
- When the voice mail system answers, press #.
- Enter your phone number – only the last 4 digits (544-5001 would enter 5001).
- Enter your password. New user? Initial password is your extension number.
- New users: Follow the prompts to change your password, record your name, and create your greeting.
- Do not forget your password! No one, not even the voice mail system administrator, knows what it is. Make sure it is easy for you to remember.



VOICE MAIL DIRECTORY:

A voice mail directory of student phone numbers is available for you through the College's telephone system.

- Dial 8050 (544-8050 from outside of our network) to access the Voice Mail Directory. You may enter the person's phone number to leave a message directly, or press 1 to spell the name of the person for whom you want to leave a message.

