

# MultiLine

## Phone/Voice Mail Reference Guide



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### QuickReference

CallPilot Release 4.0 **NORTEL**

#### Multimedia Messaging

Login

1 Skip Back	2 Play	3 Skip Forward
4 Previous Message	5 Record	6 Next Message
7 Message Commands	8 Mailbox Commands	9 Call Sender
* Help	0 Attendant/ Thru-Dial	# Stop

#### MESSAGE COMMANDS

7 1 Reply  
7 2 Play envelope  
7 3 Forward  
7 4 Reply to all  
7 5 Compose a new message  
7 6 Delete/Restore  
7 7 Print fax  
7 9 Send  
*(after Compose, Reply, or Forward)*

7 0 Message options  
*(1-Urgent, 4-Private, 5-Acknowledge, 6-Timed delivery, 7-Attach)*

#### MAILBOX COMMANDS

8 1 Login  
8 2 Greetings *(1-External, 2-Internal, 3-Temporary, 9-Personal verification)*  
8 3 Disconnect  
8 4 Password change  
8 5 CallPilot tools *(5-Distribution lists)*  
8 6 Go to a specific message  
8 0 Mailbox options  
*(1-Custom operator, 3-Fax options, 7-Block messages)*

#### PLAYBACK CONTROLS

2 1 / 2 3 Decrease/Increase speed  
2 4 / 2 6 Decrease/Increase volume

#### ALWAYS AVAILABLE

\* Help  
# Cancel/Exit/Stop

## TELEPHONE NUMBERS / SERVICES

- 0** Campus Assistance and Bucknell Conferencing
- 71810** Telecommunications Office, Calling Card, Pager, and Cellular Information
- 577-2000** Bucknell's Main Line, Dept. Account / International Calls, and Special DAC

## BASIC FUNCTIONS

### ANSWERING/TERMINATING A CALL

**To Answer Call:** Lift receiver or press line number or hands free key

**To Terminate Call:** Hang up receiver or press **GOODBYE** key

### PLACING A CALL

Lift receiver or press key beside line number or hands free key.

- |  |   |
|--|---|
| For campus calls:                            | press five digit campus extension                           |
| For local off-campus calls:                  | press <b>9</b> + seven digit phone #                        |
| For long distance calls to 570 area:         | press <b>9</b> + seven digit phone #                        |
| For long distance calls to OTHER area codes: | press <b>9</b> + <b>1</b> + area code + seven digit phone # |

### HOLD

1. Press **HOLD** key

**To return to held call**

1. Press key next to line number with flashing phone icon beside it

### TRANSFER

1. Press **TRANS** key + extension you are transferring to
2. Allow to ring once, then press **CONNECT** key

**To Regain a transferred call**

1. Press key next to line number with flashing phone icon

**To Transfer to Voice Mail**

1. Press **TRANS** key + **77600**
2. Enter 5-digit voice mailbox + #
3. Press **CONNECT** key

## TELEPHONE FEATURES

### CALL PARK (Call will NOT ring back for 2 min.)

**To Park Call** (on University-wide hold)

1. Press **PARK** key  
(**MORE** key first to display Park key)
2. Note code displayed on screen
3. Enter code on screen
4. Press **OK** key

**To Retrieve a Call**

1. Lift receiver
2. Enter information the person gave you that parked the call

### CONFERENCE CALL (Max. 6 callers, 1 off-campus)

1. Call off-campus number first
2. Press **CONF** key
3. Call campus number
4. Press **CONNECT** key
5. Repeat steps 3 and 4 until all callers are connected

### FORWARD-ALL CALLS (Forwards after ringing 0 times)

Phone will show where your phone is currently forwarded to and to what your changing it.

**To Set** (only on main line)

1. Press **FORWARD** key below screen
2. Enter an extension or if extension is already displayed, press **DONE**

**To Cancel**

1. Press **CHECK FW** key
2. Press **CANCLFW** key

### FORWARD-BUSY (Forwards when line is busy)

Phone will show where your phone is currently forwarded to and to what your changing it.

**To Set** (only on main line)

1. Press green key at top of screen
2. Press \* **8** + **12** + ext. forwarding to + #
3. Press **GOODBYE** key

**To Cancel**

1. Press prime line (green key)
2. Press \* **8** + **12** + YOUR phone #
3. Press **GOODBYE** key

### FORWARD-NO ANSWER (Forwards after ringing a few times)

Phone will show where your phone is currently forwarded to and to what your changing it.

**To Set** (only on main line)

1. Press green key at top of screen
2. Press \* **8** + **11** + ext. forwarding to + #
3. Press **GOODBYE** key

**To Cancel**

1. Press prime line (green key)
2. Press \* **8** + **11** + YOUR phone #
3. Press **GOODBYE** key

### INTERCOM (Allows you to make a voice call to specified multi-line phones)

Note: Not all phones have this key

1. Press **INTERCOM** key (you may have to press **SHIFT** to see this key)
2. Enter two digit code for person you are calling

### OPTIONS

To change, press **OPTIONS** key at bottom of phone and follow instructions. (Press **QUIT** key to exit without saving changes.)

- **Change Feature Key Label:** reset your phone / label Auto Dial keys
- **Screen Contrast**
- **Volume Adjustment:** adjust volume on ringer, volume you hear, etc.
- **Ring Type:** changes sound of ring on your phone
- **Call Log Options:** log unanswered or all calls incoming to your phone
- **Date/Time Format**

### PICKUP (Picks up calls in your call group)

1. Lift receiver
2. Press **PICKUP** key (incoming call is now connected)

### PICKUP-DIRECTED (Picks up any ringing phone)

1. Lift receiver
2. Press # **6** + ringing campus extension (incoming call is now connected)

### REDIAL LAST #

Press green key twice **or** lift receiver and press line number once.

### RING CYCLE (Will ring approx. 6 times)

**To Set**

1. Press green key at top of screen
2. Press \* **8** + **15** + **1**
3. Press **GOODBYE** key

**To Change Back** (to approx. 4 rings)

1. Press green key at top of screen
2. Press \* **8** + **15** + **0**
3. Press **GOODBYE** key

## **RING AGAIN** (For campus calls only – if called phone is busy, calls back when line is free)

### **On Busy Signal**

1. Press **RINGAGN** key
2. Hang up phone  
(CancelR now appears on bottom)  
A tone sounds and msg appears on screen when called phone is ready.

### **To Cancel**

1. Press **RINGAGN** key before called phone is available

### **To Call Back** (after notification is received phone will display Party free, select line)

1. Lift receiver or press line or hands free key
2. Press **RINGAGN** key (called phone now rings)

## **STORED NUMBER** (Store a number to call later)

### **While call is on screen:**

1. Press **SHIFT** key (at bottom right corner of phone)
2. Press **STORED#** key (at top of screen)
3. Hang up or press **GOODBYE** to terminate call

### **To Call Stored Number**

1. Lift receiver or press line number or press hands free key
2. Press **SHIFT** key (at bottom right corner of phone)
3. Press **STORED#** key and it calls stored number. (Remains stored until changed.)

Not all phones have a Stored# key. You can copy calls from incoming call log (page 5) or outgoing calls in redial log (page 5) into your directory.

## **PERSONAL FEATURES**

## **AUTO DIAL KEYS** (Speed dials)

### **To Set**

1. Press **Auto Dial** key
2. Enter phone number
3. Press **AUTO DIAL** key again.

### **To Display Auto Dial key**

1. Press **SHIFT** key (bottom)
2. Press **DISPLAY** key\*\*
3. Press **AUTO DIAL** key

### **To Put Name on Auto Dial key\***

1. Press **OPTions** key.
2. Using the down arrow, choose “Change Feature Key Label”
3. Press **SELECT** key
4. Press Auto Dial key you want to change
5. Press number key with 1st letter of name on it (press repeatedly until correct letter appears)
6. Press **DONE** key when finished

\* Put names on Auto Dial keys ONLY, NOT line appearances

\*\* All phones do NOT have a display key

## **CALLERS LIST** (List of calls made to your phone, 100 max.)

### **To View**

1. Press **DIRECTORY/LOG** key
2. Press the down arrow and select “Call Log” (Callers List)
3. Press **DELETE** key (if previously viewed, you may have to press key for New or Old below screen)
4. Press down arrow key to scroll to desired call
5. Press right arrow key to see phone # or left arrow key to return to list of names

### **To Remove a Call from list**

1. Select desired call, using “To View” instructions
2. Press **SELECT** key

### **To Call a Number on list**

1. Select desired call, using “To View” instructions
2. Press **DIAL** key

## **CALLERS LIST (cont.)**

### **To Edit**

1. Select call using “To View” instructions
2. Press **EDIT** key
3. Make necessary changes
4. Press **DONE** key when finished
5. Press **DIAL** to call or **QUIT** to exit

### **To Copy a Call to Your Directory**

1. Select call by using “To View” instructions
2. Press **COPY** key
3. Press **DIRCTRY** key
4. Press **EDIT** key to change name
5. Press **NEXT** key when done with changes
6. Change phone #, press **DONE** key when finished

### **To Delete ALL Calls from log**

1. Press **DIRECTORY/LOG** key
2. Press down arrow and highlight “Call Log” (Callers List)
3. Press **SELECT** key
4. Press **DELIST** key

## **DIRECTORY** (100 max.)

### **To View**

1. Press **DIRECTORY/LOG** key
2. Press **SELECT** key
3. Press down arrow key to scroll thru list
4. Press right arrow key to see phone # or left arrow key to return to list of names

### **To Delete an Entry**

1. Select call by using “To View” instructions
2. Press **DELETE** key

### **To Call a Directory Entry**

1. Select call by using “To View” instructions
2. Press **DIAL** key

### **Adding an Entry to Your Directory**

1. Press **DIRECTORY/LOG** key
2. Press **SELECT** key at bottom of screen
3. Press **ADDNEW** key
4. Press number key with 1st letter of name on it (press repeatedly until correct letter appears)
5. Press number key for next letter or right arrow
6. Press **NEXT** key when name is finished
7. Enter phone number
8. Press **DONE** key when finished

### **Editing a Directory Entry**

1. Select desired call by using “To View” instructions
2. Press **EDIT** key
3. Make changes to name using numbers or keys
4. Press **NEXT** when finished
5. Make changes to phone #
6. Press **DONE** when finished

## **REDIAL LIST** (Outgoing calls, 20 max.)

### **To View**

1. Press **DIRECTORY/LOG** key
2. Press down arrow and select “Call Log” (Redial List)
3. Press **SELECT** key at bottom of screen
4. Press down arrow key to scroll to desired call
5. Press right arrow to see name or press left arrow to return to list

### **To Remove a Call from list**

1. Select desired call using “To View” instructions
2. Press **DELETE** key

### **To Call a Number on list**

1. Select desired call by using “To View” instructions
2. Press **DIAL** key

### **To Copy a Call to Your Directory**

1. Select desired call by using “To View” instructions
2. Press **COPY** key
3. Press **DIRCTRY** key
4. Press **EDIT** key to change name
5. Press **NEXT** when changes are done
6. Change phone number
7. Press **DONE** key when finished

### **To Delete ALL Calls from log**

1. Press **DIRECTORY/LOG** key
2. Press down arrow and highlight “Call Log” (Redial List)
3. Press **SELECT** key
4. Press **DELIST** key

## VOICE MAIL (EXT. 73600)

Access to voice mail (VM) is available through phone, web (My CallPilot at <http://voicemail.bucknell.edu>), and email. For web and email instructions, please visit [www.bucknell.edu/Voicemail.xml](http://www.bucknell.edu/Voicemail.xml).

*Note: You can interrupt voice prompts by pressing keys at any time. Press the # key to confirm an input or to cancel/exit/stop, or press the \* key for help.*

### CALLING VOICE MAIL FROM CAMPUS

1. Dial **73600** or press **MESSAGE** key (if using Teledex phone, press first Memory key)
2. Enter your mailbox number followed by # (or # if using your desk phone)
3. Enter your password followed by #

### CALLING VOICE MAIL FROM HOME

1. Dial **570-577-3600**
2. Enter your voice mailbox followed by #
3. Enter your password followed by #

### GREETINGS

1. Log into VM then press **8 2**
2. Choose your greeting type: **1**-External, **2**-Internal, or **3**-Temporary
3. Press **5** to record (wait for the tone, then record your greeting)
4. Press **#** to end your recording
5. Press **2** to review your recording and/or press **7 6** to delete a greeting
6. Press **4** to return to your messages

### RECORDING YOUR NAME *(Personal verification)*

1. Log into VM with password
2. Press **8** (Mailbox Commands)
3. Press **2** (Greetings)
4. Press **9** (Personal Verification); follow prompts to record your name

### TEMPORARY GREETING *(Extended absence greeting used instead of regular greeting)*

1. Log into VM with password
2. Press **8** (Mailbox Commands)
3. Press **2** (Greetings)
4. Press **3** (Temporary Greeting)
5. Follow prompts to record greeting. (Asks you to delete/keep this greeting, each time you access VM. You can set an expiration date on this greeting.)

### PLAYING MESSAGES

When you log in to your mailbox, you are at your first new message. Messages can be voice, fax, or voice and fax.

- Press **2** to play the current message
- Press **6** to go to the next message; or press **4** to go to the previous message

#### To Disconnect

1. Press **8 3** or hang up

#### While playing a message:

To skip back five seconds	Press <b>1</b>	To play message louder	Press <b>2 6</b>
To skip forward five seconds	Press <b>3</b>	To pause	Press <b>#</b>
To play message slower	Press <b>2 1</b>	To continue	Press <b>2</b>
To play message faster	Press <b>2 3</b>	To hear date, time, sender, length of message:	Press <b>7 2</b>
To play message softer	Press <b>2 4</b>		

### DELETING AND RESTORING MESSAGES

Before, during, or after playing a message, press **7 6** to delete it. To restore a deleted message, including a message that has been auto-deleted by the system, return to the message and press **7 6**.

### RESPONDING TO A MESSAGE

#### Before, during, or after playing a message

Contact sender	Press <b>9</b> , speak to the person or leave message
Reply	Press <b>7 1</b> , record a reply, then press <b>7 9</b> to send
Reply to all	Press <b>7 4</b> , record a reply, then press <b>7 9</b> to send
Forward	Press <b>7 3</b> , address the message, then press <b>7 9</b> to send (You can record an introduction before sending the message. To play the message envelope, press <b>7 2</b> .)

To record a reply or introduction, see Sending Messages (below).

### FORWARDING A MESSAGE *(Forwarding mailbox must have voice mail)*

1. Press **7 3**
2. Address the message by following the prompts
3. Press **7 9** to send. You will be prompted to record an introduction before sending the message.

### SENDING MESSAGES *(Sends message without calling phone)*

1. While logged in to your mailbox, press **7 5**
2. Enter the first address, then press **#**.  
You can enter more addresses followed by **#**. (To cancel an address, press **0 #**)
3. When you have finished, press **#**
4. Press **5**. At the tone, record your message, then press **#**.
5. To play the message, press **2**
6. To add options and attachments, press **7 0**, then  
**1**-Urgent, **4**-Private, **5**-Acknowledge, **6**-Timed Delivery, and/or **7**-Add Attachment
7. Press **7 9** to send message

### LEAVING MESSAGES

To skip a voice mail greeting, press **#** when greeting is playing.

### NAME DIALING

When addressing message, you can enter the address by spelling the person's name.

1. At the address prompt, enter the Name Dialing prefix, or press **\***
2. Spell the last name, then the first name
3. Stop when the system finds the name

### THRU-DIALING

While logged in to your mailbox, you can place a call without hanging up.

1. Press **0**, followed immediately by the telephone number you want to call  
(Do not pause between numbers.)
2. Press **#**

### CUSTOM OPERATOR *(Zero-out option)*

Callers pressing **0** at your greeting, are forwarded to a different phone (default has been set up to go to your main department number). In your greeting you may include instructions about pressing **0** to get the main number.

#### To edit your custom operator number

1. While logged in to your mailbox, press **8 0** (Mailbox Options)
2. Press **1** to review the current custom operator number
3. Enter a new custom operator number

## **DISTRIBUTION LISTS** (Set up groups to send messages to)

### **After logging into VM:**

1. Press **8** (Personal Options)
2. Press **5** (CallPilot Tools)
3. Press **5** (Distribution Lists)
4. Follow prompts to create your distribution list.  
Distribution lists can easily be created by logging into My CallPilot on the web and selecting the CallPilot Features tab.

## **BLOCKING MESSAGES**

You can temporarily prevent your callers from leaving messages in your mailbox. As a courtesy to your callers, you should record a temporary greeting that provides details of your absence and tells callers what to do.

### **While logged in to your mailbox**

1. Press **8 0** (Mailbox Options)
2. Press **7** (Block Messages)

### **Turn message blocking on or off**

- To turn on all the time: Press **1**
- To turn it off: Press **2**
- To block your messages only when a temporary greeting is in effect: Press **3**

### **Decide how to handle callers**

- To allow callers to speak to the custom operator you assigned: Press **1**
- To have callers disconnected after your greeting: Press **2**

## **PASSWORD – CHANGING**

Your password must be 6 digits. Passwords can be changed in My CallPilot for the web.

1. Log into VM with password
2. Press **8** (Mailbox Commands)
3. Press **4** (Password Change)
4. Follow prompts

## **SETTING FAX OPTIONS**

To receive/send fax messages, sender and recipient mailboxes must have fax capability.

1. After logging into VM, press **8 0 3**
2. To print all faxes at the same number, press **1** for Autoprint, then press **1** to turn it on or press **2** to turn it off
3. To set a default number for printing, press **2**, enter fax number, then press **#**
4. To print a separator page between faxes, press **7**, then press **1** to turn this option on or press **2** to turn it off
5. Press **#** to return to your messages

## **PRINTING FAX MESSAGES**

1. While at a message that is a fax or has a fax attachment, press **7 7**
2. Press **1** to print this fax, press **2** to print all unprinted faxes, or press **3** to print all faxes
3. Enter a fax number for printing, then press **# or**  
to print at the default fax number that you set in Fax Options, press **#**
4. When CallPilot confirms your selection, press **#**