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/TERRMINATING 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 9 + seven digit phone #
For long distance calls to 570 area: press 9 + seven digit phone #
For long distance calls to OTHER area codes: press 9 + 1 + 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 RINGGN key
2. Hang up phone
   (CancelR now appears on bottom)
   A tone sounds and msg appears on screen when called phone is ready.
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 RINGGN 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 or 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.)
4. Press right arrow key to see phone # or left arrow key to return to list of names

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

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

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 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 DELLIST key

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

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

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

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

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

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 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 DELLIST key

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

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

TO COPY A CALL TO 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 when done with changes
6. Change phone #, press DONE key when finished
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.

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:
<table>
<thead>
<tr>
<th>Action</th>
<th>Key(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>To skip back five seconds</td>
<td>Press 3</td>
</tr>
<tr>
<td>To skip forward five seconds</td>
<td>Press 2 1</td>
</tr>
<tr>
<td>To play message faster</td>
<td>Press 2 3</td>
</tr>
<tr>
<td>To play message slower</td>
<td>Press 2 4</td>
</tr>
<tr>
<td>To play message louder</td>
<td>Press 2 6</td>
</tr>
<tr>
<td>To pause</td>
<td>Press #</td>
</tr>
<tr>
<td>To continue</td>
<td>Press 2</td>
</tr>
<tr>
<td>To hear date, time, sender, length of message:</td>
<td>Press 7 2</td>
</tr>
</tbody>
</table>

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 9, speak to the person or leave message
- Reply Press 7 1, record a reply, then press 7 9 to send
- Reply to all Press 7 4, record a reply, then press 7 9 to send
- Forward Press 7 3, address the message, then press 7 9 to send

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 #