

SingleLine

Phone/Voice Mail Reference Guide



Maestro



Teledex

Telephone Numbers/Services . . . 2

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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

0

Campus Assistance

Bucknell Conferencing

Conference calls may be scheduled for any time of day but requests must be made during regular business hours. For more information, visit www.bucknell.edu/x8762.xml

71810

Telecommunications Office (work orders)

Calling Cards—Dept. use only

Allows you to conduct Bucknell department business by billing the telephone calls you make from home or some other location back to your department. Call for more info and requirements.

Pagers—Dept. use only

Cellular Information

Bucknell’s preferred vendor is Verizon Wireless. Receive an 18% discount on nationwide plans as well as a discount on equipment when you activate a plan through Bucknell’s representatives. Log into *myBucknell* and select “Cellular Services” from the “Working at Bucknell” quick link.

577-2000

Bucknell’s Main Line

Dept. Account / International Calls

You should have your eight digit department account code ready which can be obtained by calling 71810. For frequent international calling needs, with the Dept. chair’s approval, any phone can be changed to allow international dialing. Have your department chair contact 71810. Another option is a special DAC (see below).

Special DAC (Dept. Account Code)

A special DAC allows phones to remain restricted to the current calling capabilities, while users of the code can override this restriction. With the department chair’s approval, a code can be setup so that you may directly call internationally *without the use of a Bucknell switchboard operator*, using this code. Call 71810 to obtain a special DAC.

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

1. Call off-campus number first
2. Press **3 WAY CALL** key or **FLASH** key
3. Call first on-campus extension
4. Press **3 WAY CALL** key or **FLASH** key
5. Repeat steps 3 and 4 until all callers are connected

CALL PARK (Call will NOT ring back for 5 min.)

To Park Call (put on University-wide hold)

1. Press **FLASH # + 800** then **GOODBYE**
2. Communicate with the person you parked the call for, press **# + 801** + extension you parked the call on

To Retrieve a Call

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

CALL RETURN (Call back no answer. For campus calls only.)

If called person doesn’t answer, calls their phone after their next outgoing call is made.

1. Press **CALL RETURN** key or **FLASH * 9**

To Cancel

1. Press **SPEAKER** key
2. Press **# 9**
3. Press **GOODBYE** key

CALLERS LIST (Last 10 calls made to phone—NOT related to Voice Mail msgs.)

To Call a number on the list

1. Press **REVIEW**
2. Press **↓** to scroll down list
3. Press **DIAL** key or lift handset while call is on screen (calls number on the screen)

FORWARD—ALL CALLS (Calls forward after zero rings)

Note: If you set Forward-All Calls, and you have a voice mail message, you will hear a rapid broken dial tone when you pick up the receiver.

To Set

1. Lift receiver
2. Press **CALL FWD** key + extension or press *** 7** + extension
3. Replace receiver

To Cancel

1. Lift receiver
2. Press **CANCEL** key or **# 7**
3. Replace receiver

FORWARD—BUSY (Calls forward on busy signal)

To Set

1. Lift receiver
2. Press *** 8 + 12** + extension forwarding to + #
3. Replace receiver

To Cancel

1. Lift receiver
2. Press *** 8 + 12** + YOUR extension + #
3. Replace receiver

FORWARD-NO ANSWER *(Calls forward after a few rings)*

To Set

1. Lift receiver
2. Press * 8 + 11 + extension forwarding to + #
3. Replace receiver

To Cancel

1. Lift receiver
2. Press * 8 + 11 + YOUR extension + #
3. Replace receiver

GOODBYE

When using **SPEAKER** key, press to hang up.

HOLD

1. Press **HOLD** key

To return to held call

1. Re-press **HOLD** key

MESSAGES

Speed dial for voice mail (dials 73600)

PICKUP *(Pick up calls on any phone in your pickup group)*

1. Lift receiver
2. Press * 6 (incoming call is now connected)

PICKUP-DIRECTED

1. Lift receiver
2. Press # 6 + extension of ringing phone (incoming call is connected)

REDIAL *(Dials the last number you called)*

1. Lift receiver
2. Press **REDIAL** key or * 1

REPEAT DIAL *(Call back on busy for campus calls only)*

If called party is busy, calls back when called party hangs up.

On Busy Tone

1. Press **REPEAT DIAL** key or **FLASH** key + * 9
2. Wait to see '9' appear on the screen then hang up
(Your phone rings when called phone is available.)

To Cancel

1. Press **SPEAKER** key
2. Press # 9
3. Press **GOODBYE** key

RING CYCLE

1. Lift receiver
2. Press * 8 + 15 + 1
3. Replace receiver

To change back to approximately 4 rings

1. Lift receiver
2. Press * 8 + 15 + 0
3. Replace receiver

RINGER TONE-TO CHANGE

1. Slide gray tab to the right over msg. light and press button underneath
2. Press 3

RINGER TONE *(cont.)*

2. Press 3
3. Press 3 (to set)
4. Phone rings. Follow instructions on screen.
5. Press **GOODBYE** key to exit

SPEAKER

Press to dial hands free, press again to mute mic.

To Hang Up

1. Press **GOODBYE** key

SPEED DIAL *(Memory keys)*

To Set Maestro phone

1. Press **SAVE** key
2. Press a memory key (1-7) below Shift key. Press **DELETE** key.
3. Enter phone number
4. Press **SAVE** key (press again for no name)
5. To Put a name on key:
 - Press number key with first letter of name
 - Press until correct letter appears on screen
 - Press → key to enter next letter (press again for blank space)
 - Press ← key to remove a letter
 - When name is complete, press **SAVE** key.

To Display Speed Dial (memory key) (Maestro only)

1. Press **MEMORY** key

To Set extra 7 speed dials (8-14) (Maestro only)

1. Press **SAVE** key
2. Press **SHIFT** key & follow steps 2 thru 5 above

To Delete/Display keys 8-14 (Maestro only)

1. Press **SHIFT** key
2. Follow procedure for keys 1 thru 7 above

To Set Teledex phone

1. Press **PRGM**. The program mode prompt will appear.
2. Select memory location where you want to store the number (Note: first memory location is assigned to voice mail 73600)
3. "Enter Number" will appear in the display
4. Enter phone number or number string you wish to store. If you enter a digit by mistake, press **DELETE** to delete the last number entered. Pressing Delete once will delete the last digit, pressing twice will delete the prior digit, etc.
5. When done entering the desired number, press the **PRGM** key
6. Display will now read "Enter Name". Press the letters on the keypad corresponding to A through Z. To enter a space between letters, press 1. If you enter a letter by mistake, press the **DELETE** key. Pressing once will delete the last letter, pressing twice, will delete the prior letter, etc.
7. Once the correct letters are entered, press the **PRGM** key. You will hear a long beep, and the display will show "Number Stored" to confirm your entry. The current time display will return.

To Delete (For Maestro and Teledex phones)

1. Press **MEMORY** key
2. Press **DELETE** key until number is removed from display

TRANSFER

1. Press **FLASH** key + 5-digit extension (Allow to ring once before hanging up.) Before call is answered, you can get it back by pressing **FLASH** again.



Maestro phone



Teledex phone

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:

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

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 (You can record an introduction before sending the message. To play the message envelope, press 7 2 .) |

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 **#**