GENERAL INSTRUCTIONS

- The *internal voice mail ext.* is **4000**.
- The *internal express mail ext.* is **4111**.
- Dial a 4-digit extension for internal calls. Your extension number is found on the lower right-hand key of your phone.
- Dial 9 + 10 digit telephone number for calls within Dallas/Metro area.
- Dial 9 + 1 + area code + number + long distance code, for calls outside the Dallas/Metro area.

FEATURE KEYS

**TRANSFER**

*Directs callers to another campus extension.*

- Press **Transfer** key after you have received a call. Caller is placed on hold.
- Dial the number to which you want the caller transferred.
- When you hear ringing or after you announce the call, press **Transfer** key.
CONFERENCE KEY

**Allows a user on an existing call to add parties to the conversation.**

- On an existing call press **Conference** key. The party is placed on hold.
- Dial the number of the party you wish to add. When the caller answers, you may talk privately and announce the conference call.
- Press **Conference** key again to include all parties.
- Repeat to add more parties to the conference.
- If you already have two or more parties on the line and press **Conference** to add another caller, the parties already on the line can talk among themselves while you connect the new party.

FORWARD KEY

**Redirects calls to another number.**

- To forward your calls: (leave handset in cradle)
  - Press **Forward**
  - Dial the 4 digit extension number to which you want your calls forwarded.
  - Press **Forward** again.
- To Cancel Call Forward:
  - Press **Forward**
- To reinstate Call Forward to the same number as immediately before:
  - Press **Forward** twice.
- To forward your phone directly to your voice mail, forward to extension 4000.

SPEED CALL KEY

**Allows a user to place calls by dialing a two-digit code.**

- To store a Speed Call number:
  - Leave the receiver on-hook, press **Speed Call**.
  - Enter a two-digit code (00 through 19) to represent the number.
  - Enter the phone number exactly as you would dial it. Be sure to include “9” for an outside line if the call is off campus.
  - Press **Speed Call** again.
- To place a Speed Call
  - Select a free extension to get dial tone.
  - Press **Speed Call**.
  - Dial the two-digit **Speed Call** code.
  - Number is automatically dialed.

Follow the same sequence for programming Speed Call if you want to change any number. To erase a number, dial *. You will have **20** numbers to program: 00 through 19.

PROGRAM KEY (applies only to phones with display window)

**Allows users with a display feature to adjust various settings.**
**AUTO DIAL KEY** (not all phones have this feature)
*Dials frequently dialed numbers by pressing a single key.*
✓ To store an Auto Dial number:
  ▪ Leave handset on-hook and press Auto Dial (your phone may have buttons labeled “Adl”).
  ▪ Dial number. Include “9” for an outside line if the call is off campus.
  ▪ Press Auto Dial again.
✓ To use:
  ▪ Select a free extension
  ▪ Press Auto Dial. The number is automatically dialed.

**HANDSFREE / MUTE KEY** (not all phones have this feature)
To activate the speaker for handsfree two way conversations:
  ▪ Press a free extension
  ▪ Dial the number
  ▪ When the caller answers, direct your voice toward the microphone.
  ▪ Disconnect the call by pressing RLS.

To mute a handsfree call:
  ▪ Press Handsfree/Mute. You will be able to hear the calling/called party but they cannot hear you.
  ▪ Press Handsfree/Mute again to return to the two-way conversation.

Lifting the handset during your call will deactivate the speaker. To go back to speaker, press Handsfree/mute key and replace handset.

**LAST NUMBER REDIAL**
*Automatically redials the last number dialed from your phone.*
  ▪ Lift handset
  ▪ Press your extension key
  ▪ The last number you dialed is redialed
  OR
  ▪ Press your extension key twice before picking up your handset. Pick up your handset when the call connects.
Call Pilot Voice Mail

LOGGING ON (how to access your Voice Mail)

How to access your voice mail from your Telephone.
- Pick up the handset and press the Message key or Dial 4000
- Press #
- Enter your PASSWORD (4 to 10 digits)
- Press #

How to access your voice mail from another Telephone.
- From any campus phone Dial 4000
- From a non campus phone Dial 972-721-4000
  - Enter your 4-digit MAILBOX NUMBER (your primary extension number)
  - Press #
  - Enter your PASSWORD
  - Press #

CHANGE YOUR PASSWORD
- Log on
- Press 84
- Enter OLD PASSWORD
- Press #
- Enter NEW PASSWORD (4 to 10 digits)
- Press #
- Enter NEW PASSWORD (Again)
- Press #
- You will hear: Your Password is changed.

RECORD YOUR GREETING (This is what others hear when they access your mailbox.)
- Log on
- Press 82
- Press 1 for EXTERNAL GREETING or 2 for INTERNAL GREETING
- Press 5 to RECORD YOUR GREETING
- Press # to END RECORDING
- Press 2 to REVIEW Recording
- Press 4 to EXIT or press Rls key
- External Greeting will be heard by callers from off campus; Internal Greeting will be heard by on campus callers. If you want all callers to hear the same greeting, use the External Greeting only.

RECORD A TEMPORARY GREETING (For when you are out of the office for an extended period of time.)
- Log on
- Press 82
Press 3 for TEMPORARY GREETING.
Press 5 to RECORD YOUR GREETING
Press # to END RECORDING
Press 2 to REVIEW Recording
Press 9 to set the EXPIRY TIME for the Temporary Greeting. Upon expiration of the Temporary Greeting, your standard greeting will be used.

RECORD YOUR PERSONAL VERIFICATION (your name and extension)
- Log on
- Press 829
- Press 5 and RECORD YOUR NAME AND EXT #
- Press # to END RECORDING
- Press 4 to EXIT

PLAYING YOUR MESSAGES
- Log on
- Press 2 to PLAY a message
- Press 1 to SKIP BACK 5 SECONDS
- Press 3 to SKIP FORWARD 5 SECONDS
- Press 4 to GO TO PREVIOUS MESSAGE
- Press 6 to GO TO NEXT MESSAGE
- Press # to PAUSE (press 2 to CONTINUE)
- Press 21 to PLAY MESSAGE SLOWER
- Press 22 to PLAY MESSAGE FASTER
- Press 76 to DELETE A MESSAGE
- Press 79 to SEND YOUR MESSAGE to another mailbox

- Press 86 and the specific message number to go to a SPECIFIC MESSAGE in your mailbox

OPTIONS WHEN LISTENING TO YOUR MESSAGES
- Press 9 to call back to the Campus Phone from which the message was left.
- Press 71 to REPLY to a message (used for messages left in your mailbox from a caller using another campus phone – the reply will go to that caller’s mailbox)
- Press 73 to FORWARD a message to another campus mailbox
- Press 76 to DELETE a message
- Press 79 to SEND YOUR MESSAGE (the last step in 71 or 73 above)

RESTORE DELETED MESSAGES
- Go to message that has been deleted
- Press 76 to RESTORE THE MESSAGE (system will indicate message has been restored)
- IMPORTANT: Messages can be restored only while in the current session. Once session has been left all messages marked for deletion will be permanently erased.

DISTRIBUTION LISTS
- Press 85 to BUILD OR REVISE DISTRIBUTION LIST
- Enter DISTRIBUTION LIST number (1-9)
- (lists can have 1-99 addresses)
- Press 5 to Compose a DISTRIBUTION LIST
- Enter MAILBOX NUMBERS that you want to include on your list followed by the # sign.
- Enter extra # sign to end list.

CUSTOM OPERATOR
You can set up your mailbox to connect caller to another number. This allows you to offer your callers the option of leaving a message or speaking to one of your assistants or colleagues.
- Log on
- Press 80
- Press 1 to change the number.
- Enter the new Custom Operator number, then press #.

How this works: the default extension for Custom Operator is 0, which rings to the campus switchboard. If a caller presses 0 while your greeting is playing, the caller will be transferred to the campus switchboard. Custom Operator lets you designate another campus extension – for instance, your administrative assistant or co-worker – as the transfer target number when a caller presses 0.

EXPRESS MESSAGING
When you want to leave a message directly in a person’s mailbox without first calling the person’s telephone extension:
- Dial EXPRESS MESSAGING ACCESS NUMBER (From a campus phone dial 4111, from off campus dial 972-721-4111.)
- Enter 4-digit MAILBOX NUMBER (the ext. number) followed by #
- Leave the message at the tone.
- Press # to stop recording
- Press 79 (or just hang up) to send your message, 2 to review message, or 76 to delete message.
University of Dallas
Call Pilot Voice Mail Instructions

General Information

Call Pilot
System Access Number
ext. 4000, or
972-721-4000

System Commands - Use after you log in

Listen to your mail: Press 2

Playback Controls:
1 = Skip back 5 seconds
2 = Replay message
3 = Skip ahead 5 seconds
4 = Play previous message
6 = Play next message
9 = Call Sender: automatically dials campus phone from which message was left (does not work with off campus calls)
# = Pause message; press 2 to resume
21 = play message slower
22 = play message faster

Options
71 = Reply to sender (if message was sent from another mailbox using 75 below)
73 = Forward to another mailbox
74 = Reply to all (if message sent by distribution list)
76 = Delete Message
83 = Log Out

From your own phone:
* Press Message Key
* Press #, or dial your mailbox number followed by #
* Enter your password, followed by #

From another phone:
* Dial ext. 4000 if you are on a campus phone, or 972-721-4000 if you are off campus
* Dial your mailbox number followed by #
* Enter your password, followed by #

To log into Call Pilot:

From your own phone:
* Press Message Key
* Press #, or dial your mailbox number followed by #
* Enter your password, followed by #

From another phone:
* Dial ext. 4000 if you are on a campus phone, or 972-721-4000 if you are off campus
* Dial your mailbox number followed by #
* Enter your password, followed by #

Password Change:

Enter new password (4 to 10 characters long), then press #

Express Messaging

Use Express Messaging to leave a message in another person's mailbox without calling his/her phone.

Dial ext. 4111 from a campus phone, or 972-721-4111 from off campus.

Enter the mailbox number for which you want to leave a message, followed by #

At the tone, record your message then hang up

Custom Operator:

Press 80

1 = Review current Custom Operator number; enter new number followed by # to change

Distribution List:

Press 85

5 = Create or Review Distribution List
* Enter the number of the list you want to create or maintain (1 through 9)
* Press 5 to start recording a list

To play a summary of all your lists, press * Press 9 to record a name for a list.

Personal Greeting:

Press 82

1 = External
2 = Internal
3 = Temporary or Vacation

Press 5 to start recording
* Press # to end recording

Options:
Press 2 to review your greeting
Press 76 to delete

Personal Verification:

Press 82

9 = Personal Verification
Your Personal Verification is used by the system for internal identification, such as when a user forwards a message from his/her mailbox to another mailbox.

State your name and extension number.
Press # to stop recording, 2 to review

Options:
Press 76 to delete

Compose a message to one or more mailboxes or Distribution Lists:

Press 75

Enter one or more mailbox or distribution list numbers, separated by the # key. End list with a second # after the last number

Press 5 to start recording
* Press # to end recording

Message Tags:

Press 71 = Urgent
704 = Private
705 = Acknowledge
706 = Timed delivery
707 = Add attachment

Options:
2 = Review
5 = Add to message
76 = Delete
79 = Send

Your Personal Verification is used by the system for internal identification, such as when a user forwards a message from his/her mailbox to another mailbox.

Custom Operator lets you determine to what campus phone number your callers are transferred if they reach the point in the system where they hear the announcement "Your call is being transferred to an attendant." Default value is 0.