

# Telephone Instructions

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All Washington University residence halls, fraternities and administrative offices for the Danforth Campus share the same telephone system. All lines begin with the prefix 935 or 933. Both local and long-distance service will be provided by University Telecommunications Services, located at 700 Rosedale (North Campus).

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## DIALING INSTRUCTIONS

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University Police	5-5555
Campus Extensions (dial 5 digit extensions)	5-xxxx or 3-xxxx
Campus Operators	5-5000 or 0
Service Request	5-5005
Medical Center	2-xxxx 7-xxxx
Voice Mail	5-9200 or 935-9200
Voice Mail Express Msg.	5-9250 or 935-9250
Local Calls	9 + area code + local number
Long Distance Calls	9 + 1 + area code + number + auth. code

### Directory Assistance

Campus Phone Numbers	5-5000
Local Information	9 + 1 + 411 + auth. code
Long-Distance Information	9 + 1 + area code + 555-1212 + auth. code
International Calls	9 + 011 + country code + route code + number + # + auth. code
800, 888, 866 or 877 calls	9 + 1 + 8xx + number
Collect, Calling Card or 3rd Party Billed:	9 + 0 + area code + number

If you are receiving harassing telephone calls, you may contact Telephone Services at 5-5005 for assistance.

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## RING CYCLES

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- One Medium Ring - call from another campus extension
- Two Short Rings - call from off-campus
- One Long, Two Short Rings - Automatic Call Back/Ring Again

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## ADMINISTRATIVE LINE FEATURES

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### AUTO DIAL

Electronic Sets:

1. To program, press AUTO DIAL key
2. Dial number to be stored
3. Press AUTO DIAL key

To Use:

1. Establish dial tone.
2. Press AUTO DIAL key

**CALL HOLD:** Places call on hold with music

Single Line Sets:

1. Press LINK or FLASH
2. Dial \*4
3. Lay receiver down on desk
4. To return to call, HANG UP.

Electronic Sets

1. Press HOLD button
2. To return to call, press line appearance

**TRANSFER:** Transfer a call to another number or add another party for a conference call

Single Line Sets:

1. Press LINK or FLASH
2. Dial third party, announce conference or transfer
3. Press LINK or FLASH, introduce parties
4. Converse or press ReLEASE to hang up

Electronic Sets:

1. Press CONFERENCE 3 key
2. Dial third party, announce conference or transfer
3. Press CONFERENCE 3 key again, introduce parties
4. Converse or press RELEASE to hang up

**NOTE:** *If you reach a busy signal or voice mail during the transfer process, press LINK, FLASH or CONFERENCE 3 twice to release the busy signal or voice mail and return to your original party.*

**CALL PICK UP:** Allows you to answer a ringing telephone within your pickup group

Single Line Sets:

Listen for dial tone, press \*7 and begin speaking

Electronic Sets

Listen for dial tone, press CALL PICK UP button, or press \*7

## **CALL FORWARDING**

Don't Answer -- to activate - pick up handset, press \*3 and 5-digit number

Busy -- to activate -- pick up handset, press \*8 and 5-digit number

All Calls -- to activate -- pick up handset, press \*2 and 5-digit number

To Deactivate Busy -- Pick up handset, press #88

Don't Answer -- Pick up handset, press #33

All Calls -- pick up handset, press #22

## **CALLER ID BLOCKING** (per session)

Pick up handset, press #67, hear dialtone and continue dialing

## **LAST NUMBER REDIAL**

Pick up handset, press ##

## **AUTOMATIC CALL BACK (RING AGAIN) -- Campus Numbers Only**

Single Line Sets:

1. After hearing busy signal, press LINK or FLASH, dial 5\* and hang up
2. When you are called back with 3 short rings, pick up handset and you will hear ringing

Electronic Sets:

1. After hearing busy signal, press CALL BACK button and hang up
2. When you are called back, you will hear a tone
3. Pick up handset and press CALL BACK button
4. Listen for other station being called

**CALL PARK:** Allows you to park a call on your extension for retrieval from another extension

To park a call: depress LINK or FLASH, hear recall dialtone, dial \*6, hear confirmation tone

To retrieve a parked call: pickup handset, dial #66 and the extension number on which the call is parked.

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## **STUDENT LINE FEATURE INSTRUCTIONS**

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### **CALL WAITING**

Press the flash, tap or link key

### **CALLER ID BLOCK**

Pick up the handset, press #67, continue dialing

### **DEACTIVATE CALL WAITING**

1. Before placing call -- pick up handset, press #50, continue dialing
2. During a call -- press FLASH, dial #50; you will be returned to your party

### **LAST NUMBER REDIAL**

Pick up handset and press ##

### **AUTOMATIC CALL BACK (Campus Numbers Only)**

See Administrative Line Features

### **SPEED DIALING**

Each line is equipped with a speed dial list of 10 numbers

1. To program list, pick up handset, press #80, dial speed calling code (0-9), dial number including access code, dial #
2. To place a call, pick up handset, dial \*0 followed by speed calling code (0-9), dial #

### **CALL FORWARDING**

To forward ALL calls, pick up handset, press \*2 and 5-digit number

# Voice Mail Instructions

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Call Pilot is an electronic voice messaging system that gives you an easy, fast and dependable way to communicate with people both on and off campus.

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## FORWARDING YOUR PHONE TO VOICE MAIL

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When you want your callers to be able to leave voice mail messages you must forward your telephone to the voice mail system. Most users set call forward busy and call forward don't answer. Once the feature has been activated, you only have to deactivate the feature if you don't want your calls to be answered by voice mail. The commands for forwarding are as follows:

1. Cancel any previous forwarding that might have been active:
  - a. pick up handset and enter #22, hang up
  - b. pick up handset and enter #33, hang up
  - c. pick up handset and enter #88, hang up
  
2. Activate forwarding to voice mail:
  - a. call forwarding busy -- pick up handset and enter \*8 59200
  - b. call forward don't answer -- pick up handset and enter \*3 59200

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## LOGGING ON

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You must log on to access your mailbox in the Call Pilot system. You can access voice mail from any touchtone telephone anywhere. Your mailbox number is usually your 5-digit campus telephone number. Be careful logging on, If you log on incorrectly 3 times in succession, the system will lock up your box. If this occurs, you will have to contact Telephone Services to enable your box.

1. On-campus, dial 5-9200 or  
Off-campus, dial 935-9200
2. Enter mailbox number followed by # sign 5-xxxx#
3. Enter password followed by # sign
4. Mailbox summary will be played

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## LOGGING OFF

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To log off of Call Pilot: Press 83

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## CHANGE YOUR PASSWORD

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You can change your password as many times as you like, provided you do not repeat your most recent ones, since Call Pilot keeps track of up to five of your previous passwords. Your password may be as few as ANY 4 digits, or as many as 16 digits. Passwords cannot be "Trivial." Ex: 1111, 1234 or the 5 digit phone number. You should change your password after you log on for the first time.

1. Log on 5-9200 or 935-9200
2. Enter mailbox followed by # sign 5-xxxx#
3. Enter password followed by # sign (new box = 45-xxxx#)
4. Password options press 84
5. Enter old password followed by # sign xxxx#
6. Enter new password xxxx#
7. Enter new password
8. Log off press 83

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## RECORDING YOUR NAME (Personal Verification)

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Personal verification records your name or other details such as your title. Your personal verification is heard prior to your greeting and is left on outgoing messages.

1. While logged in to your voice mail box, press 82.
2. Press 9.
3. Press 5 to record. Wait for the tone, then speak your name or title.
4. Press # to stop recording.
5. To play your name, press 2.
6. To re-record, if necessary, repeat steps 2 through 4

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## RECORDING YOUR GREETING

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You can record a greeting in your voice so that callers hear a personalized greeting. If you do not record a greeting, a generic system greeting will be played.

There are three types of greetings that you may record -- external, internal and temporary. An "external greeting" is played to off-campus callers. An internal greeting is played to on-campus callers. However, the "external greeting" is the default and will be played to all callers if that is the only greeting recorded.

A suggested greeting is "This is \_\_\_\_\_. I am unable to take your call. Please leave a message after the tone and I will return your call as soon as possible. If you need to speak with someone in the office immediately, press zero. Thank you."

The steps to record your greeting are:

- |     |  |   |
|-----|--|---|
| 1.  | Log on   | 5-9200 or 935-9200  |
| 2.  | Enter mailbox number followed by # sign                    | 5-xxxx#   |
| 3.  | Enter password followed by # sign                          |   |
| 4.  | Greeting commands  | press 82  |
| 5.  | Type of greeting   | press 1 (for external)<br>press 2 (for internal)<br>press 3 (for temporary -- to set expiration date, press 9<br>after recording) |
| 6.  | To delete previous greeting if existing                    | press 76  |
| 7.  | To record  | press 5 & begin speaking  |
| 8.  | To Stop Recording  | press #   |
| 9.  | For review<br>(if you are not satisfied, return to step 6) | press 2   |
| 10. | Log off  | press 83  |

## RETRIEVING MESSAGES

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|----|------------------|--------------------|
| 1. | Log on           | 5-9200 or 935-9200 |
| 2. | Enter mailbox    | 5-xxxx#            |
| 3. | Enter password   |                    |
| 4. | To play messages | press 2            |
| 5. | Log off          | press 83           |

Messages that you have listened to but not deleted will stay in your box for 21 days. After 21 days, the message will automatically be deleted without warning. Messages that you have not listened to by pressing 2 will stay in your box until you listen to them and delete them or listen to them and keep them for more than 21 days.

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## CALL PILOT COMMANDS

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These commands will help you move around within the mail system. There are single digit commands and two digit commands.

<u>Digit</u>	<u>Command</u>
1	skip back - skips back in text of a message in 5-second increments
2	play - plays the message just described, plays your greeting, resumes play after pausing
3	skip ahead - skips forward in text of a message in 5-second increments
4	previous - skips back to the "header" of the previous message
5	is not a single digit command -- must be used with another digit
6	next - skips forward to the "header" of the next message
7	is not a single digit command
8	is not a single digit command
9	call - if you press 9 after listening to a message from a campus caller, the mail system will dial the number that left you the message
*	help - provides online help
#	stop/pause - will stop or pause the system for up to 2 minutes. To resume play of your message, press 2. If you pause longer than 2 minutes, the system will automatically log off.
21	increase voice message speed
23	decrease voice message speed
24	decrease volume
26	increase volume
76	message delete - deletes the message or restores the message that you deleted
83	mailbox goodbye - log off
82	mailbox greeting - takes you to the section to record a greeting or personal verification
75	message compose - allows you to compose a message and send to another campus voice mail user or members of distribution lists.
79	message send - sends the message that you composed

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## EXPRESS MESSAGING

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Express messaging allows you to send a message directly to a Call Pilot mailbox. You will completely bypass the recipient's telephone. The telephone will not ring, the message will be delivered to the box, and the message indicator will be turned on.

To Express Message:

1. dial 5-9250 or 935-9250
2. enter mailbox followed by # sign
3. leave message after the tone
4. hang up

To transfer a call to someone else's mailbox from a single line set:

1. press LINK or FLASH
2. dial 5-9250
3. enter 5-digit mailbox number followed by # sign
4. press LINK or FLASH
5. hang up (caller will be able to leave a message in person's box)

To transfer caller to someone else's mailbox from an electronic set (phone with display)

1. press CONFERENCE 3 key
2. dial 5-9250
3. enter mailbox number followed by # sign
4. press CONFERENCE 3 key

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## FORWARDING MESSAGES

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You can forward messages from one box to another. you may include a message of your own to precede the message you are going to forward.

1. after listening to the message you want to forward, press 73
2. enter the mailbox or distribution list you want to forward the message to, followed by a # sign. After entering all boxes or lists, press the # sign again
3. press 5 to record a message of your own (optional -- skip to step 5 if you do not want to attach a message of your own)
4. press # to stop recording
5. press 79 to send the message(s)
6. go to another voice mail activity or log off by pressing 83

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## COMPOSING MESSAGES

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The compose command is useful when you want to send a message to more than one person or a distribution list. You can also use compose when you want to “tag” a message.

To Compose a Message:

1. log on
2. press 75
3. enter the mailboxes or distribution list numbers. Each number should be followed by a # sign. When you are finished entering numbers, press the # sign a final time.
4. press 5 to record
5. press # to stop recording
6. to send the message, press 79. If you want to tag the message, see instructions below.

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## TAGGING MESSAGES

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When you compose a message you can “tag” it to indicate special treatment. Types of tagging are:

Urgent -- urgent messages are announced when the recipient logs on

Private -- private messages cannot be forwarded to other mailboxes

Acknowledgment -- you receive confirmation when the recipient hears your message

Timed Delivery -- allows you to specify the time & date that you want the message delivered (see below)

To tag an unsent, composed message:

1. press 70 after hearing message
2. press appropriate tag number:

Urgent Delivery	press 1
Private	press 4
Acknowledgment	press 5
Timed Delivery	press 6

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## TIMED DELIVERY

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1. Enter the month or day, whichever was requested, followed by a # sign. The month is entered by its number - 1 for January to 12 for December. To specify current month or day, press #.
2. Enter the day or month, whichever was requested, followed by #. To specify the current day/month, press #.

3. Enter the hour and minutes followed by #. The time is specified by entering the hour, followed immediately by the minutes. The hour is entered as a number from 1 to 12; the minutes are entered as 1-59.

Example One:

Msg. delivered today at 3pm

Month: #

Day: #

Hour & Minutes: 3#

PM: 2

Example Two:

Msg. delivered 8:05am, Nov. 15

Month: 11#

Day: 15#

Hour & Minutes: 805#

AM: 1

4. To send the message, press 79.

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## **DISTRIBUTION LISTS**

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A distribution list is a list of often-used mailbox numbers. You can create up to nine personal distribution lists, each containing up to 99 entries. Numbers that are not part of the Meridian Mail system cannot be stored in distribution lists. Distribution lists must be used in conjunction with compose & send.

### Create Distribution List

1. press 85
2. enter a number from 1 to 9 followed by # on the telephone on which your list is to be stored
3. press 5
4. enter mailbox numbers followed by #
5. to delete the previously entered number (if needed), press 0#
6. press # when the list is complete

To check the contents of the list:

1. press 85
2. enter the number the list is stored on
3. press 2 - the contents of the list will be played

To use distribution list:

When you would normally enter a sequence of mailbox numbers when using compose, enter the distribution list number followed by #. Distribution lists and mailboxes can be entered in any order.

To cancel a list, enter 0# immediately after entering its number and #. If changes need to be made to a list, you must delete the list by pressing 76 and then create a new list.

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## **REMOTE NOTIFICATION**

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The remote notification option informs you when a new message is deposited in your mailbox by calling you at a phone number or pager number that you specify. Contact Telephone Services at 5-5005 to activate the remote notification feature.

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## **TIPS/SHORTCUTS**

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1. If you are logging on from your own University telephone and your mailbox is the same as your 5-digit telephone number, when the system prompts you for your mailbox number, just press # and immediately enter your password.
2. To bypass someone's greeting that you have heard before, press #. You will hear the tone and be able to leave a message.
3. Questions or problems? Call Telephone Services at 5-5005.