

UNIVERSITY OF BALTIMORE VOICE MAIL QUICK GUIDE

- > CALLPILOT: UB'S VOICE MAIL SYSTEM.
- > MY CALLPILOT: WEB VERSION OF VOICE MAIL. ACCESSED THROUGH MYUB PORTAL.
- > EXPRESS MESSAGING: SERVICE TO LEAVE MESSAGES FOR OTHERS AT UB WITHOUT LOGGING INTO VOICE MAIL.

- > VOICE MAIL NUMBER: 410.837.6900
- > EXPRESS MESSAGING NUMBER: 410.837.6905

Note: You cannot directly access your mailbox from UB's main number.

ACCESSING VOICE MAIL

Initial Setup

1. Press the Message key or dial x6900.
2. Press #.
3. Enter 00 then your extension.
4. Press #.
5. Follow prompts to complete the setup.

Accessing Voice Mail From Another Phone

1. Dial the voice mail number or, if using a campus phone, press the **Msg/Inbox** key.
2. Enter your extension, then press #.
3. Enter your password, then press #.

Express Messaging

Use this as a quick way to send a voice mail message without logging in to your own mailbox.

1. Dial 410.837.6905 or, if on campus, x6905.
2. Enter the person's extension, then press #.
3. Record your message then hang up or press # for more options.

VOICE MAIL BASICS

Record Greetings

1. When in voice mail, press 82.
2. Select the greeting you wish to record: 1 for external, 2 for internal, and 3 for Temporary (Extended/Out of Office). If you record only an external greeting, it will play for internal callers as well.
3. Press 5 to record.
4. Press # to end the recording.
5. Press 2 to review or 76 to delete.

Accessing Voice Mail From Another Phone

1. Dial the voice mail number or, if you're using a campus phone, press the **Msg/Inbox** key.
2. Enter your extension, then press #.
3. Enter your password, then press #.

Change CallPilot Password

1. When in voice mail, press 84.
2. Enter your current password, then press #.
3. Enter a new password, then press #. The new password must be at least 6 digits.
4. Re-enter your new password, then press #.

MESSAGE PLAYBACK CONTROLS

1	Rewind message	2	Resume paused message
3	Skip ahead in message	6	Skip to next message
23	Play message faster	4	Go to previous message
21	Play message slower	72	Play message envelope
24	Decrease message volume	71	Reply to message sender
26	Increase message volume	73	Redirect/forward message
#	Pause	76	Delete message

Note: Unless deleted, a message is saved for 14 days after you listen to it.

SENDING MESSAGES

Compose a Message

1. When in voice mail, press 75.
2. Enter an extension, followed by #. You can enter multiple extensions, separated by # or distribution lists (see below). When finished with the list, press #.
3. Press 5 to record your message.
4. Press # when finished recording.
5. Press 79 to send the message.

Voice Mail Distribution Lists - 200 entries max per list

You can create and save a distribution list for voice mail messages.

1. When in voice mail, press 85 to access tools.
2. Press 5 for distribution lists.
3. Enter a number for your distribution list (1-99), then press #. This is the number you'll use when addressing a message to a list.
4. Press 9 to record a name for the list.
5. Press 5, record the list name, then press #.
6. Add extensions to the distribution list, pressing # after each extension. (If you need to cancel the last extension you entered, press 0 #.)
7. When complete, press # again.
8. Press 4 to return to the main menu.

Message Options

You can add special message options before sending.

1. Press 70 before or after recording the message. Then:
 - 1: urgent option
 - 4: private message—cannot be forwarded
 - 5: acknowledgement—voice mail sends you a message after your message is opened by recipient
 - 6: timed delivery—enter the month, day, and time, pressing # after each entry
2. To confirm your message options, press 72.
3. To cancel an option, press 70 followed by the option number.

OPTIONS WHEN YOU ARE THE CALLER

#	Skip greeting
0	For certain campus offices, 0 will pass you through to a general office extension. One example is Human Resources.
0 + extension	While listening to a person's recording, this option allows you to dial through to another extension.
5	Re-record the message. Press 5 at the point in your message where you want to start. After changes are complete, press # to end the message.

MY CALLPILOT & OTHER FEATURES

My CallPilot is a web-based voice mail access tool. Using My CallPilot, you can listen to, forward, respond to, and delete your messages. My CallPilot is accessible on the MyUB Portal.

By request, My CallPilot can send a copies of your voice mail as .wav files to your UB e-mail account. Contact the OTS Call Center for this option.

There are other features available in CallPilot which are not covered by this guide. Additional features include:

- temporary greetings
- message blocking
- thru-dialing

For information, visit the help section of www.ubalt.edu/phone.

UNIVERSITY OF BALTIMORE TELEPHONE QUICK GUIDE

- > UB MAIN NUMBER: 410.837.4200
- > Most features of the Nortel phones are accessed through the keys on the phone, including the 4 soft keys at the bottom of the display screen. Look to the soft keys to provide context-sensitive commands.
- > Visit www.ubalt.edu/phone for online documentation.

PHONE DIRECTORIES

UB Phone Directory

1. Press the **Expand** key.
2. Select **Express Directory**.
3. Use the **Navigation** keys to scroll through or use the key pad to search based on last name.
4. Press the **Dial** soft key to dial the number.

Personal Directory - Adding Entries

1. Press **Directory** key and select **Personal Directory**.
2. Press the **Add** soft key.
3. Use the dial pad to enter the name.
4. Press the **Next** soft key.
5. Enter the phone number.
6. Press the **Done** soft key.

Access Your Personal Directory

1. Press the **Directory** key and select **Personal Directory**.
2. Use the **Navigation** keys to locate the number.
3. Press the **Dial** soft key.

CALL HANDLING

Placing a Call on Hold

1. With caller on the line, press the **Hold** key or the line key. The line will flash, indicating the call is on hold.
2. Press the line key to retrieve the call.

Transfer

1. With caller on the line, press **Trans** soft key.
 2. Dial extension you wish to transfer to.
 3. Press **Trans** again to release the call to the other extension.
- TIP: If you need to cancel the transfer, press the line key for the original call.

Forward All Calls to a Different Extension

Activate

1. Press the **Fwd** soft key.
2. Dial the extension.
3. Press **Fwd** again.

Deactivate: From your phone, press the **Fwd** soft key.

Call Park

- Use call park to place caller on hold and pick up the call from another phone.
1. With caller on the line, press the **Park** soft key. Check your display for the Park Number. You need the 4-digit number to retrieve the call.
 2. Press **Park** again.
 3. To retrieve the call, lift the handset, dial the 4-digit park number. If a call is not retrieved within 4 minutes, it will ring back to the original line.

CONFERENCE CALLS

3 Party Conference

1. With first party on the line, press the **Conf** soft key.
2. Dial the number of the person you want to add to the call. When answered, you can speak privately with this person before beginning the conference call.
3. Press **Conf** to join all callers.

TIP: If you cannot reach the person press **Goodbye** key, then press the line key of the original call.

Conference Calls of 4 or More Callers

To setup for a call with four or more participants, please contact the OTS Call Center several days in advance. You will need to provide the day and time of the call. If you need a PolyCom speakerphone, specify that in your request and include the room where the phone will be used.

AUTODIAL AND VIRTUAL OFFICE

Program AutoDial Keys

1. Press an **AutoDial** key.
 2. Enter the phone number you want to store.
 3. Press the same **AutoDial** key.
- TIP: Press a programmed autodial key to quickly dial the stored number.

VIRTUAL OFFICE

Available upon request, the Virtual Office feature allows you to access many of your phone's features—directories, voice mail, autodial—from another UB phone and have your extension follow you to a temporary office. Contact the OTS Call Center if you want Virtual Office enabled.

The following instructions work only after Virtual Office access is requested:

Log In to Virtual Office

1. From the remote phone, press the **Services** key.
2. Use the **Navigation** keys to scroll to **Virtual Office**.
3. Press the **enter** key, the button in the middle of the navigation keys.
4. Enter your extension.
5. Press **enter**.
6. Enter your Virtual Office password.

Log Out of Virtual Office

1. From the remote phone, press the **Services** key.
2. Use the **Navigation** keys to scroll to **Virtual Office Logout**.
3. Press the **enter** key.

POWER FAILURE PHONE LOCATIONS

In the event of a power failure in the building, your phone will likely lose power. The following locations are equipped with special Power Failure Transfer (PFT) phone sets which can be used in the case of an emergency:

Academic Center	<ul style="list-style-type: none">• security desk in lobby• room 045 (Public Safety)• room 332 (Office of the President)• 15 and 15J (Plant Operations)
Business Center	security desk in lobby
Charles Foundation	1 st floor hallway, near stairs
Charles Royal	security desk in lobby
Chase Morton	1 st floor, reception desk
Langsdale Library	security desk in lobby
Law Center	security desk in lobby
Liberal Arts Building (future)	lobby
Student Center	reception desk in lobby
40 West Chase	1 st floor, reception desk
1030 North Charles	3 rd floor, reception desk
1107 Cathedral	2 nd floor
1120 North Charles	currently undetermined
1304 Saint Paul	security desk in lobby