

UNIVERSITY OF DALLAS



Meridian Telephone User Guide 2008



University of Dallas
Telephone User Guide – M2616, M2008,
M2006

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 **EXTERNALGREETING** 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**

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 #

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

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

Personal Greeting:
Press 82

1 = External If you need only one
 2 = Internal greeting, use External
 3 = Temporary or
 Vacation

* Press 5 to start recording
 * Press # to end recording

Press 2 to review your greeting

Options:
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:
 701 = Urgent
 704 = Private
 705 = Acknowledge
 706 = Timed delivery
 707 = Add attachment

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

Password Change:
Press 84

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

Enter new password again, then press #

Enter your old password, then press #

Custom Operator:
Press 80

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

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.

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

Press 5 to start recording a list. Enter mailbox number followed by #. Enter a second # after the last mailbox number.

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