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discover  
**connections**

university of notre dame

**student telephone features 2005**



UNIVERSITY OF NOTRE DAME  
OFFICE OF INFORMATION  
TECHNOLOGIES

**UNDER NO CIRCUMSTANCES ARE STUDENTS  
ALLOWED TO USE RESIDENCE HALL TELEPHONE  
NUMBERS FOR BILLING PURPOSES.**

This includes, but is NOT limited to, subscriptions to personal 800/888/877 services, subscriptions to personal voice mail services (non-University provided), psychic lines, personal long distance services, direct dial long distance programs, and acceptance of collect calls.

**ANY CHARGES TO STUDENT RESIDENCE HALL  
TELEPHONES WILL BE BILLED TO THE OCCUPANTS  
OF THE ROOM WITH A \$10.00 FEE PER CHARGE.**

Also, please be aware that **NOT ALL 800/888/877** numbers are toll free.

**Should you have any questions or concerns regarding  
this policy, please call the Telecommunications  
Help Desk at 631-9000.**

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# GENERAL DIALING INSTRUCTIONS

1. EMERGENCY NUMBERS: Fire and Security—dial 911
2. LOCAL CALLS: Dial 8 + the seven-digit number.
3. LONG DISTANCE: A calling card is required. With Broadwing, dial 7 (listen for tone) + authorization code +1+ area code, (including long distance within the 574 area code) + the telephone number. If using any other calling card, dial 8 and follow dialing instructions for your particular card.
4. 800/888/877 NUMBERS: Dial 8 + 1 + 800, 888, or 877 + the seven-digit number. NOT ALL 1-800/888/877 NUMBERS ARE TOLL FREE.
5. INTERNATIONAL CALLS: A calling card is required. With Broadwing, dial 7 (listen for tone) + authorization code + 011+ country code + city code + telephone number. If using any other calling card, dial 8 and follow dialing instructions for your particular card.
6. PLACING COLLECT CALLS AND OTHER LONG DISTANCE OPERATOR ASSISTED CALLS: Dial 8 + 0 + area code + seven digit number.
7. LOCAL DIRECTORY ASSISTANCE: Dial 8 + 1411. Call completion is not allowed. A FINE, PER CALL, WILL BE ASSESSED.
8. LONG DISTANCE DIRECTORY ASSISTANCE: A calling card is required. With Broadwing, dial 7+ authorization code + 1 + area code + 555-1212. If using any other calling card dial 8 + 0 + area code + 555-1212.  
\*Includes Canada, Hawaii, Alaska, Puerto Rico, & U.S. Virgin Islands.
9. INTRA-CAMPUS TO STUDENTS: 4 + last 4 digits of the number.
10. INTRA-CAMPUS TO ADMINISTRATION: 1 + 4 digit number.
11. SAINT MARY'S - FROM NOTRE DAME: Dial 8 + 284 + 4 digit number.
12. TROUBLE: TELEPHONE INSTRUMENT, VOICE MAIL OR LOCAL CALLS: Dial 1-9000 for Help Desk or 0 for Campus Operator. TDD/TTY Help Desk - 4-3921
13. TROUBLE: LONG DISTANCE CALLS: With Broadwing, dial 4-4150. With any other calling card, dial the service number for your particular carrier.
14. CAMPUS DIRECTORY ASSISTANCE: If the number is not listed in the Campus Directory, Dial 0.

# **SPECIAL TELEPHONE FEATURES**

## **AUTO CALL BACK**

*To redial the last person who called you:*

1. Pick up handset and listen for dial tone
2. Dial \*69
3. Telephone will redial last number that called you  
(Campus and Local numbers only)

## **CALLER ID**

If you wish to utilize the Caller ID feature, you must purchase your own Caller ID display unit. Follow the installation instructions that come with your unit. The University does not provide, repair, or replace these units.

## **CALL WAITING**

*If you are on a call and another party is trying to phone you, you will hear a tone to alert you to the new call. To retrieve the incoming call:*

1. Depress Switchhook
2. Hear new caller (Original party will be on hold)
3. Depress Switchhook again to return to original party

### **OR**

1. Hang up from original party
2. Telephone rings
3. Lift handset to answer new caller (See Note)

**Note:** To block the Call Waiting tone for the duration of a call you are about to make, Dial #77 and the telephone number you wish to call. If a call has already been established, you may still block the Call Waiting tone by depressing the Switchhook and dialing #77. After a 3-second delay the call you are on will be re-established.

## **LAST NUMBER REDIAL**

*To redial the last number called:*

1. Pick up handset and listen for dial tone
2. Dial ##
3. Telephone will redial last number called

## **RING AGAIN PLUS**

*To be called back when a busy campus or local number becomes free:*

1. While hearing the busy tone depress the Switchhook
2. Dial \*66
3. Hang up

*When you are called back:*

1. Telephone rings
2. Lift handset and listen for ring tone
3. Wait for party to answer

*To cancel the Ring Again Plus request:*

1. Lift handset and listen for dial tone
2. Dial \*66
3. Hang up

## **SPEED CALLING**

To place calls quickly without dialing the complete telephone number (10 Number List).

*To program Speed Calling-List:*

Listen for Dial Tone

Dial \*75

Dial Speed Calling Index Code (0-9)

Dial Number to be Stored

Dial #

Hang Up

Repeat procedure to establish or change additional numbers

*To call a programmed number:*

Listen for Dial Tone

Dial \* + Index Code of the Stored Number

Dial #

## **THREE-WAY CALLING**

*To add a third party to an existing call:*

1. Depress Switchhook
2. Dial third party (See Note)
3. Party answers
4. Depress Switchhook
5. All three parties are connected

*To disconnect third party:*

1. Depress Switchhook
2. Remaining two parties are connected

**Note:** If busy, no answer, or wrong number, depress Switchhook TWICE to return to original call.

## **VOICE MAIL**

Every student living on campus now has a private voice mailbox. Instructions follow on how to set up and access your voice mailbox if you SHARE a room, or if you have a SINGLE room.

### **SETTING UP VOICE MAIL IF YOU SHARE A ROOM**

These mailboxes are configured on a "tree" application so that one telephone number may house more than one mailbox.

EXAMPLE: "Pat and Terry" share 634-1234. Pat uses mailbox 1 which would be mailbox 4-12341. Terry uses mailbox 2 which would be mailbox number 4-12342, etc.

***To set up from your dorm room phone:***

1. Dial 4-7474.
2. When voice mail answers you will hear this greeting:  
To retrieve messages for mailbox 4xxxx1, press 1  
To retrieve messages for mailbox 4xxxx2, press 2, etc.
3. Press 1 to become the owner of mailbox 4xxxx1 or press 2 to become the owner of mailbox 4xxxx2, etc.
4. Enter the temporary passcode of 91374
5. Follow ALL instructions and COMPLETE the ENTIRE tutorial

***To set up from an off-campus phone:***

1. Dial 634-7474
2. When asked for a mailbox number, enter 4 + the last four digits of your dorm phone number
3. When voice mail answers you will hear this greeting:  
To leave a message for mailbox 4xxxx1, press 1. To leave a message for mailbox 4xxxx2, press 2, etc.
4. Press 1 plus the "\*" key to become the owner of mailbox 4xxxx1, or press 2 plus the "\*" key to become the owner of mailbox 4xxxx2 etc.
5. Enter the temporary passcode of 91374
6. Follow ALL instructions and COMPLETE the ENTIRE tutorial

**VOICE MAIL TUTORIAL (SHARED ROOM)**

***Establish a new passcode***

Dial 8 for User Options

Dial P or 7 for Passcode

Dial a 4- to 10-digit Passcode; make it easy to remember

***Record a greeting for your callers:***

Dial 8 for User Options

Dial G or 4 for Greeting

Record a greeting:

If satisfied: Dial X or 9

If not satisfied: Dial D or 3 and record a new message

***Record your name***

Dial 8 for User Options

Dial N or 6 for Name

Record first and last name

If satisfied: Dial X or 9

When you exit the system, always press the X or 9 key

## **ACCESSING YOUR MESSAGES (SHARED ROOM)**

### *From your dorm phone:*

1. Dial 4-7474. The voice mail system will greet you
2. Press the appropriate digit (1, 2, or 3) for your mailbox
3. Enter your passcode when prompted

### *From another dorm phone:*

1. Dial 4-7474. Press the \* key twice. If you are calling from a single room press the \* key only once
2. Enter your 6-digit tree mailbox number
3. When you begin to hear your greeting, press the \* key
4. Enter your passcode

### *From an off-campus phone:*

1. Dial 634-7474
2. Enter your 6-digit tree mailbox number
3. When you begin to hear your greeting, press the \* key
4. Enter your passcode

## **Message waiting lights**

Your telephone is equipped with a message waiting light to indicate when you or your roommate(s) have messages. This light is activated on receipt of a message into ANY ONE of the mailboxes associated with your room telephone number. It is deactivated when ALL mailboxes associated with your room have accessed ALL unplayed messages. Remember the flashing light indicates only new messages.

### *To Process your messages*

1. Access your mailbox in the usual manner
2. Press P or 7 to play your messages
3. After you hear each message, press D or 3 to discard, or K or 5 to keep your message for later review
4. Always press X or 9 when you exit the system

## **PROCESSING YOUR MESSAGES (SHARED ROOM)**

### *When playing a message you may:*

1. Press \* to move backward 5 seconds
2. Press # to move forward 5 seconds
3. Press 1 to pause for 30 seconds
4. Press T or 8 to move to the top of your next message (without changing current message status)

### *When leaving a message you may:*

1. Press 2 to move to the end of a greeting
2. Press 1 to pause for 30 seconds while recording your message

*To leave a message in another campus mailbox without ringing that telephone (Silent Message):*

1. Dial 47474
2. Press the \* key twice. If you are calling from a single room, press the \* key only once
3. When prompted, enter the 5- or 6-digit mailbox number for whom you wish to leave a message; Do NOT press the # key

## **SETTING UP VOICE MAIL IF YOU HAVE A SINGLE ROOM**

When you begin to set up your voice mailbox, the voice mail system prompts you for each step and tutors you in using the system.

PLEASE LISTEN TO ALL INSTRUCTIONS.

*To set up from your dorm room phone:*

1. Dial 4-7474
2. The mailbox system will greet you and ask you to enter a temporary passcode. Dial passcode; dial the temporary pass code of 91374; you will hear the voice mail tutorial which will assist you in setting up your mailbox by:
  - Establishing a new PASSCODE
  - Recording a GREETING
  - Recording your NAME

*To set up from an off-campus phone:*

1. Dial 634-7474
2. Enter your mailbox number (4 plus the last four digits of your dorm phone number)
3. Press the \* key
4. Dial the temporary passcode of 91374

## **VOICE MAIL TUTORIAL (SINGLE ROOM)**

*Establish a new passcode*

Dial "8" for User Options

Dial "P" or "7" for Passcode

Dial a 4 to 10 digit Passcode; make it easy to remember

*Record a greeting for your callers*

Dial "8" for User Options

Dial "G" or "4" for Greeting

Record a greeting:

If satisfied: Dial "X" or "9"

If not satisfied: Dial "D" or "3" and record a new message

### ***Record your name***

Dial "8" for User Options

Dial "N" or "6" for Name

Record first and last name

If satisfied: Dial "X" or "9"

When you exit the system, always press the "X" or "9" key.

When the light on your phone is flashing, this indicates that you have new messages in your mailbox. The light will not be on if you have saved previous messages in your mailbox. The flashing light indicates only new messages.

### **ACCESSING YOUR MESSAGES (SINGLE ROOM)**

From your dorm phone:

1. Dial 4-7474
2. Enter your passcode

From another dorm phone:

1. Dial 4-7474. Press the "\*" key. If you are calling from a shared room, press the "\*" key twice
2. Enter your mailbox number (4 plus the last four digits of your phone number)
3. When you begin to hear your greeting, press the "\*" key
4. Enter your passcode

From an off-campus phone:

1. Dial 634-7474
2. Enter your mailbox number (4 plus the last four digits of your phone number)
3. When you begin to hear your greeting, press the "\*" key
4. Enter your passcode

### **PROCESSING YOUR MESSAGES (SINGLE ROOM)**

1. Access your mailbox in the usual manner
2. Press "P" or "7" to Play your messages
3. After you hear each message, press "D" or "3" to Discard, or "K" or "5" to Keep your message for later review
4. Always press "X" or "9" when you exit the system

Message processing options:

When Playing a message you may:

1. Press "\*" to move backward 5 seconds
2. Press "#" to move forward 5 seconds
3. Press "1" to pause for 30 seconds
4. Press "T" or "8" to move to the top of your next message (without changing current message status)

When Leaving a message you may:

1. Press "2" to move to the end of a greeting
2. Press "1" to pause for 30 seconds while recording your message

To leave a message in another campus mailbox without ringing that telephone (Silent Message):

1. Dial 47474
2. Press the "\*" key. If you are calling from a shared room, press the "\*" key twice
3. When prompted, enter the 5 or 6 digit mailbox number for whom you wish to leave a message for. Do NOT press the "#" key

## **HELPFUL HINTS**

**IT IS IMPORTANT TO REMEMBER YOUR PASSCODE !**

If 10 attempts are made to access your voice mailbox using an incorrect passcode, the system will "lock" you out of your mailbox and you will not be able to retrieve messages. If this occurs, call the HELP DESK at 631-9000, and ask to have your passcode reset.

**CHECK YOUR MESSAGES FREQUENTLY!**

The maximum message capacity per mailbox is 15. Be sure to discard messages you have already listened to or your mailbox will become full. If your mailbox is full, new callers will hear an announcement that your mailbox is full and will not be able to leave a message. After 10 days, all voice mail messages are purged.

If you get a message that sounds like a long dial tone, someone has hung up instead of leaving a message. The system did not recognize the disconnect and recorded the dial tone. This message can be deleted in the usual manner by pressing the D or 3 key to discard.

## **The Help Desk**

TO REACH THE HELP DESK DIAL 1- 9000 or e-mail [helpdesk.1@nd.edu](mailto:helpdesk.1@nd.edu).

TO REACH THE TDD/TTY HELP DESK DIAL 4-3921.

Please call the HELP DESK when:

- \*You need assistance or have a question about Voice Mail
- \*You need a passcode reset
- \*You do not wish to have a voice mailbox
- \*You need information on telephone features
- \*You need telephone instrument repair

## **World Wide Web Home Page**

All of the dialing instructions and other pertinent information regarding the Integrated Communication Services Department can be found on the Web at:  
**<http://oit.nd.edu/telecommunications>**



