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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. Dial 8 and follow dialing instructions for your particular card.
4. 800/888/877 NUMBERS: Dial 8+1+800,888, OR 877 +plus the seven-digit number. NOT ALL 1-800/888/877 NUMBERS ARE TOLL FREE
5. INTERNATIONAL CALLS: A calling card is required. 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 DISTANCE DIRECTORY ASSISTANCE: A calling card is required. Dial 8 + 0 + area code + 555-1212.
9. INTRA-CAMPUS TO STUDENTS: 4 + 4 digit 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 1-8111 for OIT Help Desk or 0 for Campus Operator.
13. TROUBLE: LONG DISTANCE CALLS: 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 the handset and listen for the 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 too alert you to the new call. To retrieve the incoming call:

1. Depress Switch hook.
2. Hear new caller (Original party will be on hold).
3. Depress Switch hook 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 Switch hook 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 re-dial 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 Switch hook.
2. Dial *66.
3. Hang up.

When you are calling 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).
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, depresses Switchhook TWICE to return to original call.

VOICE MAIL
Students with Notre Dame phone service (634) have 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. 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. 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 you 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 on 3 and record 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

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 4-7474
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 you wish to leave a message for.
   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. 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

**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” of 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**

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

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 messages 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 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 631-8111, 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 will be purged.

If you get a message that sounds like a long distance 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.

HELP DESK

TO REACH THE HELP DESK DIAL 1-8111 or e-mail helpdesk.1@nd.edu
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