

# Telephone-Instructions

## Fort Leavenworth Telephone Operator/Information (ADAS)

Automated Directory Attendant System (ADAS) is a computer system that provides the caller with a pre-recorded set of options.

You can access these options (menu selections) from a touch-tone telephone by pressing the corresponding number. If you are using a rotary dial telephone, you must stay on the line for operator assistance. You can access this system by dialing 684-4021 or by dialing 0 from an official phone.

## Official Phone Use

1. If required by your organization a personal identification number (PIN) will be provided by your Information Management Officer (IMO). The PIN would then have to be entered to access off-post services (FTS, DSN, or commercial/local), whether for voice, data, or FAX. No dial tone will be heard after dialing the access code for off-post services. The switch may prompt you for the PIN after the area code and telephone number is entered. If prompted for a PIN it may be entered anytime during the announcement or after it is complete.
2. On post official calls are made by dialing the seven digit number (prefix and extension) desired. Example: (684-5555 or 758-5555).
3. Toll free 800/866/877/888 numbers (800-XXX-XXXX) can be accessed by direct dialing. Example: 1-800-XXX-XXXX (reminder you may be required to use a PIN based on your organization's policy).
4. FTS can be accessed by direct dialing the access code of "97" or "98" + area code + seven digit number, then if requested enter your assigned PIN. Example: "97" 412 555 5555.
5. International commercial numbers can be called by dialing "97", then dial "011" + Country Code + City Code + Number, then if requested enter your assigned PIN.
6. DSN CONUS calls can be called by dialing "94" + the seven digit number, then if requested enter your assigned PIN. Example: 94-552- 5555.
7. Global DSN access is available for Fort Leavenworth. The Global DSN directory is located on the CAC & Fort Leavenworth Home Page under Staff and Phone Directories. It is broken down into geographical locations, i.e., Pacific, Europe, Canada, etc. To dial overseas direct you must dial the DSN prefix "94", the DSN geographical code at the top of each directory page (314 = Europe, 315 = Pacific, etc.), the seven digit phone number and if prompted your Fort Leavenworth PIN; for example the operator in Germany is 94-314-430-1110 (and your assigned PIN if prompted).
8. Emergency services are accessed by direct dialing 911. If the 911 system should be busy, dial 684-2111/ 684-3456 for the Provost Marshal, or 684-2341 for the Fire Department

Note: Do not remove or relocate any telephone equipment (i.e. modem, FAX, telephones). For assistance in submitting work orders call 1-866-335-2769 or you can [click here](#) to submit one electronically.

## Feature Descriptions

**Call Forward:** Call Forward allows incoming calls to your telephone number to be automatically forwarded while you are away, to another telephone number of your choice.

**Call Pickup:** Allows you to answer incoming calls to another telephone in your office. (The ringing station must be a member of your call pick-up group before you can answer the incoming call.)

**Permanent Hold:** This feature allows you to place an active call received on a single line telephone on hold.

**Ring Again:** When you are making a call and encounter a busy signal, using this feature will cause the switch to notify you when the busy number is free by sending a special tone to your phone. When you pick up the receiver, the switch will redial the number called again.

**Last Number Redial:** The Last Number Redial features allows you to redial your last called number by pressing a single key twice rather than dialing the entire number again.

**Call Transfer:** Allows incoming calls to be transferred to another number. This feature is a combination of the Three-Way Conference feature and the Call Transfer feature.

**3-Way Conference Calls:** Allows you to establish a three-way conference with either an incoming call or two calls you originate.

## Feature Activation

### Multi-line Telephones

Instruction for using the multi-line instruments can be found in the manual provided with each phone. For Single Line Telephones you can use the directions below:

#### Call Forward

1. Pick up the handset
2. Dial \*71 (You will receive a unique dial tone)
3. Dial the seven (7) digit number you wish to forward your calls to.
4. Hang up when you hear a double tone.

#### Remove Call Forward

1. Pick up the handset
2. Dial #71
3. A confirmation tone will be heard
4. Hang up

#### Call Pickup

1. Pick up the handset
2. Press the line button
3. Answer the call

#### Permanent Call Hold

1. Flash the hook switch
2. You will receive a special dial tone
3. Dial \*74
4. Hang up

*Note: While permanent hold is active, no other calls can be originated or terminated on either the holding or held telephone. Hold can be activated only while you are talking on the phone.*

### **Ring Again**

1. Flash the hook switch
2. You will hear a distinctive dial tone
3. Dial \*75 to activate Ring Again
4. After hearing a confirmation tone place the receiver on hook.
5. When the busy station becomes idle, you will hear a special ringing from your phone. When you pick up the receiver the telephone switch will redial the number you dialed.

### **Last Number Redial**

1. Pick up the handset
2. Press the number sign (#) key twice
3. The last number you dialed will be automatically dialed by the system.

### **CALL TRANSFER (3-way Conference)**

1. Flash the hook switch (you get a unique tone)
2. Dial the seven (7) digit telephone number the call is to be transferred to. Upon hearing the audible ring back the transferring station can either:
  - Announce the call and hang up, or.....
  - Flash the hook switch once to establish a three-way conference

# CallPilot Voice Mail

## General Information.

CallPilot Voice Mail - an electronic voice messaging system - is a convenient way to communicate with people inside and outside your organization because it answers your calls when you are busy or away from your phone.

Check with your IMO to insure that your line has been set up for Voice Mail. The **Army Enterprise Service Desk (AESD) at 866-335-2769 is the point of contact for all voice mail requests and trouble calls**, or submit an Incident Request to request assistance.

In order to ensure system efficiency, please note:

1. Do not call forward your phone to another number or allow another number to be call forwarded to your phone.
2. Do not use your mailbox to store messages.
3. Played messages will automatically be deleted after 7 days.
4. Deleted messages are not recoverable.
5. Any changes to mailbox information, i.e. changing phone numbers, changing names, or moving to another building please call the AESD at 1-866-335-2769.
6. Abandoned mailboxes, not accessed for 45 or more days, will be deleted.
7. Mailboxes not logged into in 30 days are automatically disabled by the system.

## Logging in to your Mailbox

To log in to your mail box, you need:

1. CallPilot access number (684-6901)
2. A mailbox number
3. A password (minimum of 6 digits and limited to a maximum of 14 digits).  
Your **temporary password** is the **number '12' plus your seven digit telephone number**.

The first time you log in, use your temporary password, you will then be prompted to create your own password.

- Decide on a new password, example, 412345. For security, CallPilot will not let you use your mailbox number as your password.
- Follow the login steps below using your temporary password.

**To log in:** (from any touchtone telephone)

1. Dial the CallPilot access number at 684-6901
2. Enter your 7 digit telephone number, then press #.
3. Enter your temporary password (the number '12' plus your seven digit telephone number), then press #.
4. During the password change, use your temporary password when prompted to enter your old password.
5. You are now in your mailbox and can use all the message list commands.
6. When you have finished your CallPilot session, press 83 to disconnect, or hang up the telephone.

## Playing your messages

CallPilot lets you know when you have new messages. Your phone may have a message wait LCD, or you may hear a special dial tone when you pick up the handset.

**To play your message:**

After logging into your mailbox, you hear the mailbox summary, then the header for your first message.

1. While you are in your message list, you can go to any message and play it.
  - o To play the current message, press 2.
  - o To go to the next message, press 6.
  - o To go back to the previous message, press 4.
  - o To go to a specific message, press 86, enter the message number, press #.
  - o To start over at the first message from the end of your message list, press 6.
2. When you have played your messages, press 83 to disconnect from or hang up

### **To revive and respond to your messages:**

Before during or after playing a message, you can use these message commands.

- To play the message envelope, press 72.
- To delete the message and move to the next message, press 76.
- To restore the deleted message (before disconnecting), return to the message and press 76.
- Press 7\* for help with message commands.

### **While playing a message you can use these commands:**

- To skip back 5 seconds in the message, press 1.
- To skip forward 5 seconds in the message, press 3.
- To speed up the message playback, press 23.
- To slow it down press 21.
- To pause the message, press #; to continue press 2.

## **Recording Greetings**

You can record external, internal, and temporary greetings. Calls from off Ft. Leavenworth hear you external greeting callers on Ft. Leavenworth hear your internal greeting. If you don't record an internal greeting, all callers hear you external greeting.

You can record a temporary greeting to tell callers you are away from your office. All callers hear your temporary greeting if you record one.

Keep your greetings brief and speak clearly.

### **To record your greeting:**

1. While logged in to your mailbox, press 82.
2. Press 1 for external greeting, 2 for internal greeting, or 3 for temporary greeting.
3. Press 5 to record. Wait for the tone, then record your greeting.
4. Press # to end recording.

### **To play, delete, or rerecord your greeting:**

- Use same instructions as used for rerecording personal verification.

### **To set the expiry date for your temporary greeting:**

1. While at your temporary greeting, press 9 to set expiry date.
2. Enter month, day, and time, pressing # after each entry.
  - For the current month or day, press # only.
  - For a time setting of 9:00, press 900#. For a.m., press 1; for p.m., press 2.
  - For the standard expiry time of one minute after midnight on the date you specified, press # for time.
  - For no expiry time, press ###  
If you do not set a expiry date, or if you press # for month, day, and time, your temporary greeting will remain in effect until you delete it.

### **To return to you messages:**

- When you have finished recording your greeting, press 4.

## **Changing your password**

When you log in for the first time, you must change your password from the one you were first assigned. After that, you can change your password as often as required.

### **To change your password:**

1. While logged in to your mailbox, press 84.
2. Enter your current password, then press #.
3. Enter your new password, then press #.
4. Enter your new password again, then press #.

If your password expires, follow the steps for changing a password.

If you forget your password, call the **Army Enterprise Service Desk (AESD) at 866-335-2769** or submit an Incident Request. You will be assigned a temporary password. Log in with the temporary password, then change it immediately.

For security CallPilot will not let you use your mailbox number as your password.

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### **Calling the sender**

You can place a call to the sender of a message if the number is known to CallPilot.

#### **To call the sender:**

1. After listening to a message or while it is playing, press 9 to call the sender.
2. Speak to the sender or leave a message.
3. When you have finished your call, hang up.

### **Replying to the sender**

You can record a reply to the sender of a message if the number is known to CallPilot.

#### **To record a reply to the sender:**

1. After listening to a message or while it is playing, press 71 to reply to the sender. Your reply is addressed automatically. You do not have to enter a name or number.
2. Press 5 to record your reply. Wait for the tone, then begin recording.
3. Press # to end recording your reply.
4. Press 79 to send the message.

### **Forwarding a message**

You can forward a message to another mailbox, or to a telephone number.

#### **To forward a message:**

1. After listening to a message or while it is playing, press 73 to forward the message.
2. Enter the number to which you want to forward the message, then press #. Repeat this step to each additional number to which you want to forward the message.
3. When you have finished entering the addresses, press # again to end the list.
4. Press 5 if you want to record an introduction. Wait for the tone, then begin recording.
5. Press # to end recording your introduction.
6. Press 79 to send message.