VOICEMAIL NAVIGATION

Callegra.UC Menus
Callware TECHNOLOGIES

Main Menu
- [7] Voice messages
- [6] Make a new message
- [8] Change user options
- [0] Reach another mailbox
- [9] Exit system

Voice Messages
- [7] Play new voice messages
- [8] Play saved voice messages
- [0] Reach another mailbox
- [9] Return to previous menu

Make a New Message
- [1] Box Number
- [2] Outside Number
- [3] Global Directory Box Number
- [3] Return to previous menu

User Options
- [1] Change Mailbox setup
- [5] Access deleted messages
- [9] Return to the previous menu

Mailbox Setup
- [1] Record or change greeting
- [2] Change passcode
- [3] Change mailbox name
- [6] Edit extended mailbox absence
- [8] Change order of messages played
- [9] Return to previous menu

After Recording Message Options
- [9] Deliver your message
- [7] Play your message
- [3] Discard and record again
- [2] Add to your message
- [5] Deliver message to another box
- [6] Access addressing options
- [4] Cancel destination mailbox
- [1] Cancel making a message

Message Addressing Options
- [1] Request/remove return receipt
- [2] Mark/unmark as confidential
- [3] Mark/unmark for future delivery
- [9] Return to the previous menu

DIALING SCHEMES

TYPE OF CALL	ACCESS & NUMBER
DSN (AUTOVON)	**DSN (AUTOVON)**
CONUS Routine	94 + 7 Digits
Overseas	94 + 10 Digits
Assisted	451-1113 Option 0
Cherry Point DSN	94 + 582-xxxx
NADEP	94 + 451-xxxx
LOCAL	**LOCAL**
On-Base Dialing	7 Digits
Off-Base Local	99+7 Digits
LONG DISTANCE	**LONG DISTANCE**
CONUS	99 + 1 + 10 Digits
800 Toll Free	99 + 1 + 8xx + 7 Digits
International Direct Dial	99 + 011+ Country Code + City Code
International Operator Assist	99 + 010+ Country Code + City Code
Credit Card / Calling Card	9 + 0 + 10 Digits or 9+1(800)Carrier-Number

ADDITIONAL TELEPHONY FEATURES

TYPE	ACCESS NUMBER
Secure Conference Bridge	440-5100
Voicemail	440-5101
Camp Lejeune Information	451-1113
Base Telephone (Trouble Desk/TSR)	451-1114
Time & Temperature	451-3000
MCB Status Information	451-1717
Fire/Ambulance/Police/EOD	**911**

DSN PREFIXES

DIAL PLAN	DSN DIAL PLAN
(910)	**(312)**
440-xxxx	758-xxxx
449-xxxx	752-xxxx
450-xxxx	750-xxxx
451-xxxx	751-xxxx

LET'S TALK
A QUICK REFERENCE FOR THE TELEPHONE SYSTEM AT

MCB CAMP LEJEUNE

Contact Us: 451-1114

Outages/Password Resets:	Option **1**
Single Line Troubles:	Option **2**
Service Requests (TSR):	Option **3**

CALL TRANSFER
CALL TRANSFER - Allows incoming calls to be transferred to another Camp Lejeune number.

3-WAY CONFERENCE
3-WAY CONFERENCE - Allows you to establish a three-way conference with either an incoming call or two calls you originate.

Call Transfers or Three-Way Conference
• While on an active call, flash the hook switch (you get a unique tone)
• Dial the seven (7) digit number the call is to be transferred to
• Upon hearing the ring back the transferring station can either:
  - Hang up to complete the transfer, or...
  - Wait for an answer, and flash the hook switch once to establish a three-way conference

6-PORT CONFERENCE
• Dial Conference-6 Feature code *84, after first conferee answers, flash the hookswitch, you will get a unique tone, dial *84, dial the next conferee, repeat for all.
• If a conferee is busy or no answer, dial *85 to release that party.

CALL FORWARD - Call forward allows incoming calls to your telephone number to be automatically forwarded to another telephone number of your choice. This feature can be applied to all calls or selectively to don't answer or busy calls

• Pick up the handset
• Dial feature code desired:
  *71 - Call Forward All Calls
  *94 - Call Forward Busy
  *96 - Call Forward Don't Answer
• Dial the seven (7) digit number you wish to forward your call to.
• Hang up when you hear a confirmation tone

To Remove Call Forward
• Pick up the handset
• Dial feature code desired:
  *72 - Call Forward All Calls - Cancel
  *95 - Call Forward Busy - Cancel
  *97 - Call Forward Don't Answer - Cancel
• Hang up when you hear a confirmation tone

LAST NUMBER REDIAL - The Last Number Redial feature allows you to redial your last called number.
• Pick up the handset
• Press the number sign (#) key twice or *73
• The system will automatically call the last dialed number.

CALL PARK - Places a call in a parked state so that it can be retrieved from another telephone

• To park a call, dial the Call Park feature code - *74
• To retrieve the parked call from a different telephone:
  - Pick up the handset
  - Dial the Call Park Retrieve feature code - *75
  - Dial the number against which the call is parked

CALL PICK-UP - 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 in order to answer the incoming call with this feature

• Pick up the handset
• Dial the Call Pick-Up feature code - *76, you are connected to the call

RING AGAIN - When you are making a call and encounter a busy signal, this feature will cause the switch to notify you when the number is free by sending a distinctive ring to your phone. When you pick up the receiver the switch will redial the number called.

After encountering a busy signal:
• Flash the hook switch (you get a unique tone)
• Dial the Ring Again feature code - *79
• Hang up after hearing a confirmation tone
• When busy station becomes idle, you will receive special ringing. When you lift the handset, the system will automatically dial the station
• To cancel Ring Again feature, lift the handset and dial the feature code - *79

SPEED CALL - Allows you to place internal or external calls by dialing a programmed one digit code.

To Program a Speed Call number:
• Pick up handset
• Dial the Speed Call Program feature code - *81
• Dial the speed call number (0 through 9) to be assigned
• Dial the number to be stored (up to 24 digits)
• Dial number sign (#), receive confirmation tone

To Use Speed Call:
• Pick up the handset
• Dial * and the one-digit code assigned to the number to be dialed

For BlackBerry or Official Government Cellular Service Voicemail Resets or questions: DIAL 451-5431

CALL HOLD - This feature allows the user to hold on call until either party goes on-hook. With on call on hold the user can place another call.

While on an active call:
Flash the hook switch (you get a unique tone)
Dial the Call Hold Feature code *99 and hang up

To retrieve a held call
Pick up the handset
Dial the call feature code *99, you will be reconnected to the call

MALICIOUS CALL TRAP/TRACE - Allows a subscriber to hold a connection on the switch on a malicious call, enabling the call to be traced back to the originating party.

• Keep caller on line if possible
• Call PMO desk Sgt at 451-2556/2555 from another line
• If call has been terminated, dial *57 from same line immediately
• Call PMO at 451-2555/2556

Note: Results will be provided to only authorized offcials. *57 may not work from multiline phones and unique phone Systems

EMERGENCY NUMBERS

For EMERGENCIES that require the Fire Department, Ambulance, or Military Police, Dial 911 and give the following information:

- **Name of requester**
- **Address of requester**
- **Address or location of emergency**
- **Nature of emergency**

CONFERENCE BRIDGE
Touch Tone Control Guide (Attendees)

Join an Active Conference:	**Press**
Dial 440-5100 – At the prompt	<conference ID> #

During Conference:	**Press**
Self-mute/unmute	*6
Operator Assistance	*0

To use an unsecured conference bridge, enter 4519100, 4519101, 4519102, 4519103, 4519104, 4519105, or 4519106 at the prompt.

To request a secure conference bridge, please submit a Telecommunications Service Request (TSR). Please be sure to include the following:

- Unit name
- Number of attendees required
- Name on entrance/exit or tone on entrance/exit.