



## CALLPILOT VOICEMAIL USER INSTRUCTIONS

You may reach CallPilot voicemail by calling:

895-4900	Internal
895-4770	External
5-4901	Express Messaging (internal)

You have been assigned a "Voice Mailbox" on the Nortel Callpilot system. Your mailbox number is your 5-digit phone number. Your **temporary** password is 1- plus your five-digit extension (mailbox number)

### To log in for the first time

When you log in for the first time, you must change your password from the one you were first assigned. After that, you may change your password as often as required. Passwords can be 5 to 16 digits in length.

1. Decide on a new password.
2. Follow the login steps below using your temporary password.

### To log in

You can log into your mailbox (which is the same as your five-digit extension #) from any touch-tone phone.

1. Dial the access number, or press the **message** key on your phone (listen to the prompts).
2. Enter your mailbox number, and then press #. If you are at your own phone, just press #.
3. Enter your password, and then press #

*When you log in for the first time enter your temporary password (which is 1-plus your five digit mailbox number)*

### To CHANGE your password:

Passwords can be 5 to 16 digits long

1. While logged into your mailbox, press **84**
2. When prompted, enter your current password, and then press #
3. Enter your **new** password followed by the # sign.

### To RECORD your greetings:

You can record external, internal, and temporary greetings. Callers from outside your organization hear your external greeting; callers within your organization hear your internal greeting. If you don't record an internal greeting, all callers hear your external greeting. You can record a temporary greeting to tell your callers that you are away from your office. All callers hear your temporary greeting if you record one.

1. While logged into your mailbox, press **82**.
2. For your external greeting, press **1**.  
For your internal greeting, press **2**.  
For your temporary greeting, press **3**.  
*You can set an expiry date for your temporary greeting*
3. Press **5** to record. Wait for the tone, and then record your greeting.
4. Press **#** to end recording.

### To play, delete, or re-record your greeting

**While** at your greeting, you can play, delete, or re-record it.

- » To play your greeting, press **2**
- » To delete your greeting, press **76**

## Greetings Cont'd

- » To re-record your greeting, add to the end of it, or re-record part of it, press **5** at the point in the greeting where you want to start.  
Record the new greeting, and then press **#**  
*The new recording erases the old one from the place where you started to record.*

### ***To set the expiry date of your temporary greeting***

You can set an expiry month, day, and time for temporary greetings. When your temporary greeting expires, your callers will hear your external your internal greeting.

1. While at your temporary greeting. Press **9**
2. Enter the month, day, and time, pressing **#** after each entry.
  - > For the current month or day, press **#** only.
  - > For the time setting of 8:00, press **800#**, 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, press **###**.

*If you do not set an expiry, date, or if you press # for month, day and time, your temporary greeting will remain in effect until your delete it.*

### ***To return to your messages***

When you have finished recording your greeting, press **4**

### ***To record personal verification***

Your personal verification is used in your greetings and addresses messages. Keep your personal verification as brief as possible and speak clearly.

## Personal Verification Cont'd

1. While logged into your mailbox, press **829**  
You hear your current personal verification if there is one.
2. Press **5** to record. Wait for the tone, and then speak your first name and last name if that is your policy.
3. Press **#** to end recording.

### *To play, delete, or re-record your personal verification*

You can play, delete, or re-record your personal verification the same way as your greetings. If you delete your personal verification, your callers will hear your mailbox number

### *To RETURN to your messages*

When you have finished recording your greetings, press **4**

### *To REPLY to a message*

Press **71** to **REPLY** to a message sent to you by another Callpilot user  
Press **5** to begin recording your message  
Press **#** to end the recording  
Press **79** to send the message to that user

### *To COMPOSE a message*

Press **75** to create a message. Enter the first address where you wish to send the message to, and then press **#**. Continue to enter addresses followed by the **#** .  
When you have finished entering address, press **#** again to end the list  
Press **5** to begin recording  
Press **#** to end recording  
Press **79** to send the message

### **To FORWARD a message**

After listening to a message:

Press **73** to forward a copy of a message. Enter the first address where you wish to forward the message, then press **#**. Continue to enter addresses followed by **#**; when you have finished entering addresses, press **#** again to end the list.

Press **5** to begin recording an introduction

Press **#** to end recording of introduction

Press **79** to send the instruction and a copy of the message.

### **To COMPOSE a DISTRIBUTION LIST**

Log into your mailbox:

Press **85** - then Press **5**

Enter a **# 1 THROUGH 9** to identify the distribution list – FOLLOWED BY **#**

Then Press **5** to create the list

Enter the mailbox **#** of each recipient

(you will be given an opportunity to add a "spoken" name for each number on the list - good idea for reference – to record this spoke name-

PRESS **9** to edit the spoken name – Press **5** to RECORD the SPOKEN NAME)

Then **#**

(to delete list entry in the list, Press "0")

When the list is complete, press **#**

(up to 9 lists with 99 entries/names) (If you pause for 3 seconds, the system will give you other options for the point you are at in the composition of the distribution list.

### **To USE a DISTRIBUTION List**

Log into your mailbox

Press **85** – then press **5**

Press the number of the distribution list you want to use, followed by **#** and a second **#** if only one list

## Distribution List cont'd

Press **5** to record message to list and recipients, Press **#** to end  
Press **79** to deliver to mailboxes.

### ***TAGGING messages***

When you create a messages it can be handled in special ways. There are **six** message tagging options:

**Urgent** – Announced when the recipient logs in

**Standard**- time is determined by the administrator

**Economy** –sent in economical rate time for long distance

**Private** – Message is tagged Private- cannot be forwarded

**Acknowledge** – You will receive a confirmation message when the recipient plays your message

**Timed delivery** – You can tag a message to be sent at a specific time on a specific date

### ***To TAG a message***

You tag a message BEFORE sending it. You can use one or more tags per message, and you can remove and change tags.

After recording a message,  
Press 70

The system will give respond with the option available with a corresponding #.  
Choose a # for delivery. The system will respond with *“the message has now been tagged (ex. Urgent, Private, etc.). Hang up.*

There is a different tagging # for each option, follow the instructions on the system to perform the one you would like.

**OTHER OPTIONS:**

- Press 1 TO PLAY beginning of current message
- Press 2 TO REPEAT play of current message
- Press 3 TO SKIP FORWARD
- Press 4 TO play previous message
- Press 5 TO RECORD A MESSAGE
- Press 6 TO play next message
- Press 7 LIST OF MSG. commands
- Press 8 LIST OF MAILBOX commands
- Press 9 TO Call sender
- Press \* FOR HELP
- Press # TO STOP PLAY OF mailbox
- Press 71 TO REPLY to message
- Press 73 TO FORWARD message
- Press 75 TO compose a message
- Press 76 TO DELETE each message
- Press 79 TO SEND/delivers message in the mailbox
- Press 5 to record - this must be done or they will not receive your message.
- Press 83 TO DISCONNECT FROM THE VOICEMAIL SYSTEM



## T I P S . . .

- If at any point you are unsure how to perform a command, please wait on the line (about three seconds) and the system message will come on and give you additional options.
- You cannot delete all messages in your mailbox at one time.
- Once you delete a message- AND hang up (leave the session) that message(s) **cannot** be retrieved.
- You can bypass a users greeting by pressing # at the beginning of the greeting, and then leave your message.
- Dialing from remote site (home) once you enter your password is the same as being on campus. You can change your greetings, forward messages, answer messages,  
Etc.

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