

Call Pilot Voicemail Quick Reference Guide

ENTERING THE SYSTEM

From your phone or another phone on the system:

- ☎ Lift handset and listen for dial tone
- ☎ If message light is lit or you have a broken dial tone, call the internal messaging system extension at **2000 for Allegheny/South/ College Office; 4000 for Boyce; and 5000 for North**
--OR--
- ☎ Press the **MESSAGE** key
- ☎ Upon hearing "Nortel Call Pilot, Mailbox?"
- ☎ Enter your mailbox number _____ [#]
- ☎ Enter your mailbox password _____ [#]

Note: Mailbox Number = Extension Number
Temporary Initial Password = 12#### (extension number)

From an outside location:

- ☎ Dial the Remote Login Phone # for your location (See page 2)
- ☎ Upon hearing "Nortel Call Pilot, Mailbox?"
- ☎ Enter your mailbox number _____ [#]
- ☎ Enter your mailbox password _____ [#]

SETTING UP YOUR MAILBOX

After you have logged in to the voicemail system the first time, you will need to set up a new password and record a personal mailbox greeting. The following steps are also used anytime you wish to change either the password or the greeting in the future.

To Change Password

- ☎ Dial **84**
- ☎ Enter **old password** (6 digits) followed by the # sign
- ☎ Enter **new password** followed by the # sign
- ☎ Reenter **new password**

To Record Personal Greeting

- ☎ Dial **82**
- ☎ Choose Greeting type: Press **1** for External Greeting OR press **2** for Internal Greeting OR press **3** for Temporary Greeting
- ☎ Press **5** and begin talking at the beep
- ☎ Press # sign to stop recording
- ☎ You may press **2** to replay your greeting and/or press **76** to delete and **5** to re-record. Press **83** when you are satisfied with your recorded greeting

Note: If you record **only** your External Greeting it plays for all three call types. Include information in your greeting about dialing **0** to reach the operator, or your custom operator.

To Assign your Custom Operator

- You can designate the extension to which callers will be forwarded when they press **0** after listening to your greeting.
- ☎ Dial **80** for mailbox options
 - ☎ Press **1** to review the current custom operator
 - ☎ Enter the new custom operator number (4-digit extension)

To Record Personal Verification

- This is when you want your name to be announced **BEFORE** your greeting.
- ☎ Dial **829**
 - ☎ Press **5** and speak your **first and last name** at the beep
 - ☎ Press # sign to stop recording

REVIEWING MESSAGES:

- ☎ **Log in** to your mailbox
- ☎ After the message summary is played, the first message is played
- ☎ To **Delete** the message, press **76**
- ☎ To **Skip** the message, press **6**
- ☎ To **Call** the sender, press **9**

Playback Controls

- 1 Rewind
- [2][3] Play Faster
- [2][1] Play Slower
- 3 Fast Forward
- 4 Previous Message
- 5 Record
- 6 Next Message
- 7 Message Commands
- 8 Mailbox Commands
- 9 Call Sender
- * Cancel Message Playback & Return to the Main Menu
- # Pause (press **2** to continue playback)



COMPOSING A MESSAGE

- ☎ **Log in** to your mailbox
- ☎ Press **75**
- ☎ Enter **mailbox number** or **distribution list** to receive message followed by # sign
- ☎ Repeat step 3 until all mailbox numbers have been entered
- ☎ Press # sign to end list (2 consecutive # signs)
- ☎ Press **5** and begin speaking at the beep
- ☎ Press # sign to stop recording
- ☎ Press **79** to send the message

EXPRESS MESSAGING

Express Messaging is a fast method of leaving a message in another mailbox without ringing the set.

- ☎ Dial Express Messaging **3270 for AL/ SO/ CO; 4270 for BO; and 5170 for NO**
- ☎ At the prompt, dial the **extension number** then the # sign
- ☎ Press **5** to record the message
- ☎ Press the # sign to end the recording

TRANSFERRING CALLERS INTO A PERSON'S MAILBOX

You can utilize this option if you have received a call meant for another person and they are not available to take the call.

- ☎ With a caller on the line, press the **TRANSFER** key (**TAP** on the analog phones)
- ☎ Dial Express Messaging **3270**
- ☎ At the prompt, dial the **extension number** then the # sign
- ☎ Press the **TRANSFER** key (**TAP** on the analog phones) again and hang up

FORWARDING ALL CALLS TO VOICE MAIL

You may forward all your calls immediately to voicemail (digital phone required).

- ☎ Press the **FORWARD** key on your telephone
- ☎ Dial **2000**
- ☎ Press the **FORWARD** key on your telephone

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VOICEMAIL PARAMETERS

Minimum Length of Password:	5 digits
Retention of Read Messages:	14
Maximum invalid logon attempts:	9 total- 3 per session
If after the 2 nd attempt you are not able to get the password correct, hang up and try again.	
Password expiration:	none

FORWARDING MESSAGES

- ☎ After listening to the message or after playing the message, press **73**
- ☎ Enter the number or numbers of the persons you are forwarding the message to separating each number with #
- ☎ When you have finished entering addresses, press # to end the list
- ☎ Press **5** to record an introduction
- ☎ Press # to end recording
- ☎ Press **79** to send the message

REPLYING TO MESSAGES

- ☎ After listening to the message or after playing the message, press **71**
- ☎ Press **5** to record your reply
- ☎ Press # to end recording
- ☎ Press **79** to send the message

CREATING A PERSONAL DISTRIBUTION LIST

You can create up to 99 personal distribution lists that can contain up to 200 entries. The personal distribution list saves time when sending messages to the same group of people

To create a personal distribution list:

- ☎ Dial **85**
- ☎ Enter a number from **1** to **99** followed by the # sign
- ☎ Press **9** to record a name to help you identify the list. Press **5** to begin recording and the press #
- ☎ Press **5** to start entering addresses in the list, separating each extension by pressing #
- ☎ When the list is complete, press #

To play, edit or delete a personal distribution list:

- ☎ Dial **85**
- ☎ Enter the distribution list number followed by #
- ☎ Press **2** to play the contents of the list
- ☎ Press **5** to add to the list
- ☎ Press **76** to delete an entire list
- ☎ To send a message to the distribution list, see *COMPOSING A MESSAGE*



The point of contact

HELPFUL HINTS

- ☎ While listening to a person's greeting, you can stop the greeting by pressing # and recording your message
- ☎ While listening to a person's greeting, you can press **0** to be transferred to the attendant
- ☎ While listening to someone's greeting, you can be transferred to another extension by pressing **0 + extension number + #**
- ☎ When you record a message in another person's mailbox, you can play it, delete it or rerecord it just as you do when you compose a message
- ☎ When you compose a message, you can indicate that you want it handled in a special way. After you record the message, press **701** to mark it **Urgent**; **704** to mark it **Private**; **705** to request an **Acknowledgment**; or **706** to set a **Timed Delivery**; or **707** to add an Attachment (voicemail message in your mailbox).
- ☎ When you use a Temporary Greeting, you can set an expiry date for the greeting. Press **823** for temporary greeting, then press **9** to set the expiry date; the system will prompt you to enter the expiration month, date, and time. Your temporary greeting will automatically expire at the prescribed time.

Special Characters:	*	Help
	#	Stop

NOTES

REMOTE LOGIN PHONE NUMBERS

Allegheny Campus	412.237.3144, ext 2000
Boyce Campus	412.371.8658, ext 4000
College Office	412.237.3144, ext 2000
North Campus	412.369.3604, ext 5000
South Campus	412.469.6350, ext 2000

