

USER'S GUIDE

ITS HelpDesk
(412) 237-3275

Using Call Pilot Voice Mail System

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Logging In to Call Pilot

In order to access your mailbox to listen to any of your Call Pilot messages, you must first log into the system.






1. Dial the Meridian Mail access number from any campus phone:
 - a) Allegheny Campus: extension **2000**
 - b) Boyce Campus: extension **4000**
 - c) College Office: extension **2000**
 - d) North Campus: extension **5000**
 - e) South Campus: extension **2000**

OR dial these numbers if you are calling from outside the CCAC telephone network:

- f) Allegheny Campus: **(412) 237-3144**, then extension 2000
- g) Boyce Campus: **(412) 371-8658**, then extension 4000
- h) College Office: **(412) 237-3144**, then extension 2000
- i) North Campus: **(412) 369-3604**, then extension 5000
- j) South Campus: **(412) 469-6350**, then extension 2000








2. Enter your mailbox number (the same as your extension), followed by .
3. Enter your password followed by . When you log in for the first time, your temporary password is 12 plus your mailbox number (e.g., password for mailbox 3123 would be **123123**).

Changing your Password

1. Log In to Call Pilot.
2. Press   to change password.
3. Enter your new password, followed by . Your password must be between 5 and 16 digits long; password cannot be a sequential number (123456) or a repeated number (1111).
4. Re-enter your new password again, followed by .
5. Enter your old password, followed by . The "old password" for a brand new line is the same as your extension number.




Default Greeting (Personal Verification)

The Default Greeting is a recording that allows you to make a recording of your name and extension. There are a number of reasons for recording a personal verification: Identification, Sending Messages to Numbers Outside your Call Pilot system, Name dialing and remote notification.

1. Press   .
“The personal verification is (name).”
Or
“There is no name for Personal Verification of mailbox (number).”
2. Press .
3. Wait for the tone, and then speak your Name.
4. To stop recording press #.
5. If you wish to re-record, press   to delete the recording and press  to record.
6. When you are satisfied with the recording hang up.

To Assign a Customer Operator (attendant)

In your greeting, you can offer your callers the option of leaving a message or speaking to one of your assistants or colleagues. Tell callers to press zero if they wish to speak to this person in your absence.

1. While logged in to your mailbox, press   for Mailbox Options.
2. Press  to review the current custom operator number.
3. Enter a new custom operator number (4-digit extension).

Recording your Personal Greeting:




Your Personal Greeting is very important; as it can be the first contact people have with you or your department. Your greeting should let the caller know who they have reached, what your status is (out of the office, in the office but in meetings, etc.), when the caller can expect to receive a call back, and instructions on what to do if the call is urgent. There are three levels of Personal Greetings available for you to use.

- Callers from outside CCAC hear your **External Greeting**
- Callers within CCAC hear your **Internal Greeting**.
- Callers will hear your **Temporary Greeting** whenever it is turned on.

Recording External or Internal or Temporary Greeting

1. Log In to Call Pilot.




2. Press   for greeting.

3. Press  for external greeting or  for internal greeting or  for temporary greeting.

4. Press  to record.

5. Press  to stop recording.


6. Press  to play the greeting.


7. Press   to log off or  to return to messages.


Setting an Expiration on your Temporary Greeting

It is a good idea to set an expiration date and time when you record your temporary greeting. Then when you return from out-of-the-office, you don't have to remember to turn your temporary greeting off.


1. Press   for greeting.



2. Press  for temporary greeting.

3. Press  to set an expiration date and time.

4. Enter expiry month (e.g. 01 for January), followed by 

5. Enter expiry date (e.g., 31 for January 31), followed by 

6. Enter expiry time (e.g., 8 for 8:00), followed by 

7. Enter  for am,  for pm.


8. A message will play to confirm the date and time that your greeting will expire.

Express Messaging

You can leave a message for a person without disturbing them by using Express Messaging. Call the following campus numbers to deposit a voice mail message.

1. Dial Express Messaging system using the following numbers:


- a) Allegheny Campus: extension **3270**
- b) Boyce Campus: extension **4270**
- c) College Office: extension **3270**
- d) North Campus: extension **5170**
- e) South Campus: extension **3270**





2. Enter the mailbox number of the person for whom you are leaving the message, then press .





3. At the tone, record your message, and then hang up.

Playing Your Messages

1. Log In to Call Pilot. You will hear a mailbox summary telling you how many messages you have, and if any of them are urgent. Each message includes a "message header" with the senders name and the date and time of the message.

2. Press  to hear the first message.

3. Press  to advance to the next message and  to play it. To go to the previous message, press  and .

4. To delete a message, press   while listening to the message or its envelope. You can restore a deleted message (within the current session only) by pressing   again.

5. If you do not delete the message after playing it, it will be saved. Saved messages are automatically deleted after 14 days.





Responding to Messages

After listening to your messages, you have several options within the Call Pilot System for responding to each message. You may:



- **Reply to the Message**

You can record a reply and send your reply to just the sender **OR** to all the other recipients of the message, if they are known to Voice Messaging.








To reply to the sender

1. Log In to Call Pilot, and listen to your messages.
2. After listening to a message, press  to reply.
3. Press  to record your reply.
4. When you have finished recording press .
5. To send the message, press .

To reply to all recipients


1. To play the list of recipients to whom your reply will be sent, press .
2. Press  to reply to all recipients.
3. To record and send your reply, repeat steps 3 through 5 above to respond to the sender.

- **Forward the Message**

1. Log In to Call Pilot, and listen to your messages.
2. After listening to a message, press  to forward the message to another mailbox, distribution list, or to a person with no voice mail.
3. Enter the mailbox number, phone number, or distribution list to which you want to forward the message, then press . Press  after each mailbox, phone number, or distribution list. End by pressing .
4. To record an introduction to the message, press , wait for the tone, then record the message. End by pressing .
5. To send the message, press .











For further documentation and help, see the ITS web site at <http://www.ccac.edu/default.aspx?id=139192>.

- **Call the Sender**

1. Log In to Call Pilot, and listen to your messages.
2. After listening to a message, press  to call the sender's phone.
3. Speak to the sender or leave a message.
4. When you have finished your call, hang up.




Composing a Message



















If you wish to compose and send a message, you will need to follow a series of steps. First, you must address your message to one or more people or distribution lists. You address your message **before** recording it. Next you record the message. After recording the message, you may listen to and/or edit it. Finally, you send the message.



1. Log In to Call Pilot.
2. Press   to compose a message.
3. Enter the first address (mailbox number or distribution list number) then press . Continue to enter numbers followed by  until you have finished, then press  again. To cancel the last mailbox number or distribution list number you entered, press  . Repeat this step for each number you want to cancel, erasing entries one at a time. After you have pressed the final , you cannot cancel any numbers.
4. After you have addressed your message, following the steps above, press  to record. Wait for the tone, and then record your message.
5. End the recording by pressing .

Checking and Editing a Message

Before you send a message that you have recorded, you can check it and edit it if required.

- To **play** your message, press .
- To **skip back** 5 seconds, press .
- To **skip forward** 5 seconds, press .

- To **erase the message and rerecord**, press  while at the beginning of the message. Wait for the tone, then rerecord. Press  to end the recording.
- To **add to the end of the message**, press  while at the end of the message. Wait for the tone, then record. Press  to end the recording.
- To **pause**, press . To **continue** press .
- To **rerecord part** of the message, press  while at the place in the message where you want to start. Wait for the tone, then record. Press  to end the recording.
- To delete the message entirely, press  .
- To play the message envelope, press  .
- To add options, press  , then Urgent , Private , Acknowledgement , Timed Delivery .

6. After your have addressed your message and recorded it, press   to send it.

Create a Distribution List

You can create up to 99 personal distribution lists, and record a name to identify each list. Each personal list can contain up to 200 entries.

You can enter all of the same types of addresses to which you can send a composed message, except other distribution lists.

1. While logged into your mailbox, press **8**^{TUV} **5**^{JKL} for Call Pilot Tools, then **5**^{JKL} for Distribution Lists.
 - a. To play a summary of all the distribution lists you have created press *****.
2. Enter a number from 1 to 99, then press **#**.
3. Press **9**^{WXYZ} if you want to record a name to help you identify this list in the future. At the prompt, press **5**^{JKL}, then record the list name, then presses **#**.
4. Press **5**^{JKL} to start entering addresses into the list.
5. Enter the first address, then press **#**; continue to enter addresses and pressing **#** after each one.
 - a. To cancel the last number you entered, press **0** **#**.
6. When the list is complete, press **#**.
7. Press **4**^{GHI} to return to your messages.

Logging Off

1. Press **8**^{TUV} **3**^{DEF} to log off.

You can get help at any time while using Voice Messaging by pressing *****. Help is context-sensitive: when you press the help key, you are told which commands are available for the feature you are using.