



## Voice Mail Quick Reference Guide

**CallPilot Message Center**  
From campus dial 4116  
Off campus dial 846-4116

### Message List Commands

1 Skip Back	2 Play	3 Skip Forward
4 Prev. Message	5 Record	6 Next Message
7 Message Commands	8 Mailbox Commands	9 Call Sender
* Help	0 Attendant/Thru-Dial	# Stop

### Greetings

1 External Greeting	2 Internal Greeting	3 Temporary Greeting
4	5	6
7	8	9 Personal Verification
* Greeting Help	0	# Cancel/Exit

### Message Commands

1 Reply	2 Play Envelope	3 Forward
4 Reply All	5 Compose	6 Delete/Restore
7	8	9 Send
* Message Help	0 Message Options	# Cancel/Exit

### Mailbox Commands

1 Login	2 Greetings	3 Disconnect
4 Password Change	5 Call Pilot Tools	6 Go to a Message
7	8	9 Change List
* Mailbox Help	0 Mailbox Options	# Cancel/Exit

### Call Pilot Tools

1	2 Remote Notification	3
4	5 Distribution Lists	6
7	8	9
* Tools Help	0	#

### Message Options

1 Urgent On/ Off	2	3 Economy On/ Off
4 Private On/ Off	5 Acknowledge On/ Off	6 Timed Delivery
7 Add Attachment	8	9
* Options Help	0	# Cancel/Exit

### Mailbox Options

1 Custom Operator	2	3
4 Auto login On/ Off	5	6
7 Block Messages	8	9
* Options Help	0	# Cancel/Exit

**Two main families of commands:**  
Message commands begin with 7 \*.  
Mailbox commands begin with 8 \*.  
**Need help?**  
Press \* at any time for help.



## Voice Mail Set up & Operation Guide

### Dial the CallPilot message center

- From campus dial 4116
- Off campus dial 846-4116

### Logging into your mailbox

1. Enter your mailbox number, which is your 4 digit campus extension.
2. Press the # key.

### Changing your password

When setting up your new voice mailbox, you will be required to change the temporary password. The temporary password is 12 + your 4 digit extension.

1. While logged in to your mailbox, press 84.
  2. When prompted, enter your current password, press #.
  3. Enter your new password, then press #.
  4. Enter your new password again, then press #.
- If your password expires, follow the steps above.

Your password must be at least 4 digits, and no more than 16 digits. All passwords expire and must be reset after 365 days.

### Using standard commands

CallPilot has standard commands that are common to all features, so you don't have to wait for menu prompts. If you learn these standard commands, you can use all the CallPilot features without memorizing every step.

- Two main families of commands:  
Message commands begin with 7 \*.  
Mailbox commands begin with 8 \*.
- Playing and recording commands:  
Skip back 1; Play 2; Skip forward 3; Previous message 4;  
Record 5; Next message 6.

### Recording greetings and name

You can record external, internal, and temporary greetings. Off campus callers hear the external greeting, and on campus callers hear your internal greeting. If you do not record an internal greeting, all callers will hear the external greeting. A temporary greeting will take the place of all other greetings for the specified time frame.

1. While logged in to your mailbox, press 82.
2. Press 1 for external greeting, press 2 for internal greeting, press 3 for temporary greeting, or press 9 for personal verification.
3. Press 5 to record. Wait for the tone, then record your greeting or name.
4. Press # to end your recording.
  - To review your recording, press 2.
  - To delete a greeting, press 76.
5. Press 4 to return to your messages.

### Playing your messages

When you log in to your mailbox, you are at your first new message.

1. Press 2 to play the current message.
2. Press 6 to go to the next message; or press 4 to go to the previous message.
3. To exit your mailbox, hang up.
  - To pause, press #; to continue press 2.

### Deleting and restoring messages

Before, during or after playing a message, press 76 to delete it. To restore a deleted message, return to that message and press 76 before exiting the message center.

### Responding to a message

Before, during, or after playing a message:

- Call Sender – To call the sender, press 9. Speak to the person or leave a message, then hang up.
- Reply – To reply to a message, press 71, record a reply, then press 79 to send it.
- Reply All – To reply to the sender and all other recipients of a message, press 74, record a reply, then press 79 to send it.
- Forward – To forward a message, press 73. Address the message, then press 79 to send it. You can record an introduction before sending it.
- To play the message envelope, press 72. To record a reply or introduction, see *Composing Messages*.

### Composing messages

To compose a message, you address it, record a message, then send it. You can address a message to mailbox numbers, distribution list numbers, and external telephone numbers.

1. While logged in to your mailbox, press 75.
2. Enter the first address, then press #. You can enter more addresses followed by #. To cancel an address, press 0 #.
3. When you have finished, press # again.
4. Press 5 to record. At the tone, record your message, then press #. To play back the message, press 2.
  - To add options and attachments, press 70, then select from the available options; Urgent 1, Private 4, Acknowledgment 5, Timed Delivery 6, and Add Attachment 7.
5. Press 79 to send the message.

### Need help?

Press \* at any time for help prompts.

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### Name Dialing

When addressing a message, you can enter the mailbox address by spelling the person's name with the key pad.

1. At the address prompt, press the \* key.
2. Dial 11 to begin Name Dialing.
3. Spell the last name, then the first name.
4. Stop when the system finds the name.

### Express messaging

You can send a message directly to a mailbox without having to call their extension.

1. Dial the Express Messaging number, 4117, (846-4117 from off campus).
2. Enter the mailbox number of the person for whom you are leaving the message, then press #.
3. At the tone, record your message, then hang up.

### Assigning a custom operator

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

1. While logged into your mailbox, press 80 for Mailbox Options, then press 1 to review the current custom operator number.
2. Enter a new custom operator number.

### Blocking messages

You can temporarily prevent your callers from leaving messages in your mailbox. As a courtesy to your callers, you should record a temporary greeting that provides the details of your absence and tells caller what to do.

1. While logged in to your mailbox, press 80 for Mailbox Options, then 7 for Block Messages.
2. Turn message blocking on or off:
  - To turn it on all the time, press 1.
  - To turn it off, press 2.
  - To block your messages only when a temporary greeting is in effect, press 3.
3. Decide how to handle callers:
  - To allow callers to speak to the custom operator you assigned, press 1.
  - To have callers disconnected after your greeting, press 2.

### Distribution lists

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

1. While logged in to your mailbox, press 85 for CallPilot Tools, then 5 for Distribution Lists.
2. Enter a number from 1 to 99, then press #.
3. Press 9 if you want to record a name to help you identify this list in the future. At the prompt, press 5, record the list name, then press #.
4. Press 5 to start entering addresses into the list.
5. Enter the first address, then press # in the same way you address a message. Continue to enter addresses, pressing # after each one. To cancel the last number you entered, press 0 #.
6. When the list is complete, press #.
7. Press 4 to return to your messages.

### Turning Autologin On/Off

With Autologin, you can log in to CallPilot from numbers allowed by your administrator without entering your mailbox number and password.

1. While logged into your mailbox, press 80 for Mailbox Options, then 4 for Autologin.
2. Press 1 to turn Autologin on, or press 2 to turn it off.
3. Hang up to connect the caller.

### Remote Notification

CallPilot can notify you of new messages at a remote telephone or pager.

To turn Remote Notification on/off:

1. While logged in to your Mailbox, press 85 for CallPilot Tools, then 2 for Remote Notification.
2. Press 1 to turn it on; press 2 to turn it off.
3. Press 4 to return to your messages.

To change your telephone or pager number, message notification type, notification days, and notification times:

1. In Remote Notification, press 5 to review your settings.
2. Press 5 again to change the first setting.
3. At each setting, change it if required, or press # to leave the setting without change. Press 3 to go to the next setting, or press 1 to go to the previous setting.
4. Press 6 to exit set up change.
5. Press 4 to return to your messages.

### Transferring a call to a voice mailbox

You can transfer a call directly to a voice mailbox without having to wait for the roll sequence. This can be done utilizing the Express Messaging function.

#### From a Digital 2616 Telephone:

1. While connected to an incoming call, press the Transfer button.
2. Dial 4117 to access CallPilot Express Messaging.
3. At the prompt, enter the person's mailbox number and press the # key.
4. Press Transfer again to connect the caller to the voice mailbox.
5. Hang up to disconnect.

#### From an Analog 500 Telephone:

1. Press Flash
2. When you hear the distinct dial tone, dial 4117.
3. At the prompt, enter the person's mailbox number and press the # key.

### Forwarding a telephone to voice mail

To forward all calls to your voice mailbox, use the Forward function on your telephone. Once Forward is activated, CallPilot will automatically direct all calls to the voice mailbox assigned to that phone.

#### Digital 2616 Telephone:

1. Press the Forward key.
2. Enter 4116 to redirect callers to the CallPilot message center.
3. Press Forward again to activate.

#### Analog 500 Telephone:

1. Lift the handset and press the # key and then 1.
2. When you hear the tone, dial 4116 to redirect callers to the CallPilot message center.