

Using the Call Pilot Voicemail System

Logging in

If your phone has a button labeled **Message**, you can press this to call into voicemail. Otherwise, dial 6100. To check from outside of the District you will dial 412-571-6100.

1. You will hear the prompt "*Call Pilot from Nortel Networks. Mailbox?*"
If you are at your own phone, you can simply press # and Call Pilot will detect the line you are calling from.
If you are not at your own phone, enter your extension and then #.
2. You will hear the prompt "*Password?*" Enter your password. You are logged in. You will hear a prompt telling you the number of new voicemail messages you have.

Message Commands

While logged into your mailbox, you may use the following commands:

- 2** Plays the current message.
- 1** While playing back a message, this rewinds five seconds.
- 3** While playing back a message, this fast forwards five seconds.
- 6** Goes to the next message.
- 4** Goes to the previous message.
- 9** Calls the sender (Internal Only)
- 71** Replies to the sender. (Details in Replying to Messages)
- 72** Plays the message envelope. (Time, date, sender, etc)
- 73** Forwards the message to another user (Details in Forwarding Messages)
- 74** Reply all. Replies to sender and anyone else who received the message.
- 75** Composes a new message (Details in Composing Messages)
- 76** Deletes the current message.

Note: When you hang up, your deleted messages will be purged from the system. But, you can restore a deleted message BEFORE hanging up by moving to it and pressing **76** again.

Composing messages

1. While logged into your mailbox, press **75** on your keypad.
2. You will hear "Compose. Enter a list of mailboxes." Enter the mailbox of the recipient followed by #. If you do not know their extension, you can press **77** then start spelling their last name.
3. The prompt will then speak the name of the person. If you want to enter other users, do so as described in step 2.
4. If you have accidentally chosen the wrong name, press **0** then # to cancel that entry.
5. Otherwise, to end the list type an extra # to let Call Pilot know you are done building the list.
6. Press **5** to begin recording the message.
7. After you have finished speaking, press # to stop recording.
8. If you are satisfied with the message, press **79** to send it.
9. If not, press **76** to delete it and start over from step 1.

Replying to messages

While you are listening to a message, you can send a reply message to the sender.

1. Press **71** to begin composing a reply message.
2. To complete the message see steps 4 thru 7 for **Composing a Message** above.

Forwarding messages

While you are listening to a message, you can forward it to another user.

1. Press **73** to begin composing a reply message. The forwarded message will be attached to your message.
2. To complete the message see steps 4 thru 7 for **Composing a Message** above.

Express Messaging

You can put a message directly into another mailbox.

1. Without logging in to your mailbox, dial **1399**
2. Enter the person's mailbox followed by # when prompted to do so. You also have the option of dialing them by name as described previously.
3. Begin the recording when you hear the tone.
4. To stop recording, you may hit #, then **76** to delete what you have recorded.
5. You may press **5** to start recording again.

Changing your password

Since the default system passwords are easy to guess, the first time you log in you should change your password. Don't forget that you can spell out words using the letters assigned to each number if that is easier to remember. Your password can be from four to sixteen numbers in length.

1. While logged into your mailbox, press **84**. You will hear the prompt *"Password change. To authorize the change, please enter your old password followed by number sign."* Enter your old password, then #.
2. You will hear *"Please enter your new password followed by number sign"* Enter your new password, then #.
3. You will hear *"Please enter your new password again, followed by number sign"* Enter your new password again, then #.
4. You will hear *"Your password has been changed"* and you will be returned to your mailbox.

Recording Greetings

Our Call Pilot gives three different greetings— External, Internal, and Temporary Greetings.

External—the message outside callers should hear.

Internal—the message callers should hear.

Temporary—This is a temporary message you can record to let people know you are out of the office and how to contact someone else if necessary.

While logged into your mailbox, press one of the following codes to access the greeting:

External—**821**, Internal—**822**, Temporary—**823**. Then:

1. Press **2** to play the current message.
 2. If one exists, press **76** to delete it and start over.
 3. Press **5** to start recording. Record your message.
 4. Press **#** to stop.
 5. To hear your message, Press **2**.
 6. If you are unsatisfied with it, press **76** to delete it and start over
 7. If you are satisfied, Press **4** to exit greeting and return to your messages.
- ❖ With the Temporary Greeting, you may also set an expiry time. After recording the greeting, press **9** and listen for instructions.

Recording your personal verification

In addition to our greetings, we need to record a personal verification. When someone receives a message, Call Pilot uses the personal verification to tell the user who the message is from. For example, if you received a message from me, Call Pilot would tell you something like “*You have two new voice messages. Message One, new, from Lisa Martin*” It gets the name from my personal verification. Note: This is NOT the place to record “Hi, I can't get to the phone right now...” This is ONLY for your name and your extension. Some also record their title here as well.

1. While logged into your mailbox, press **829**. You will hear “*The personal verification is (name)*” or “*There is no name for personal verification of mailbox (your mailbox number)*”
2. In either case, press **5** to record a new personal verification. Speak your name and extension. When you are done recording, press **#**.
3. You will hear “*The personal verification is*” and Call Pilot will repeat it back to you.
4. If you are not satisfied, you can simply press **5** to record it again.