CALL PILOT VOICE MAIL
QUICK REFERENCE GUIDE

To Log-In to your Mailbox from your Desk:

Lift your handset for dial tone and press the Message/Inbox key or dial 7600
When prompted for your mailbox number press the # key.
When prompted, enter your password followed by the # sign.

First Time Log-In Required Password Change:

When prompted enter your temporary password (1+your extension) followed by the # sign.
Dial 84 for password change
When prompted to enter old password dial 1+your extension followed by the # sign
Enter your new 4 digit password followed by # sign. Cannot use your ext, 1234, or 1111, etc.
Enter your new 4 digit password followed by # sign again to confirm
Your password is now changed. You will not be forced to change your password, but may
change your password at any time using the directions below.

To Record your Name:

Log in to your mailbox. (unless already logged in)
Press 82 then 9 (Personal Verification)
Press 5 and wait for the tone.
Say your first and last name (Extension # if you wish)
Press # sign to stop recording
*You may end your session by pressing 83 and hanging up or press 4 to leave personal verification area.

To Record your Greeting:

Log in to your mailbox. (unless already logged in)
Press 82 (Greetings)
Press 1 to select External Greeting (2 for Internal Greeting) (3 for Temporary)
Press 5 and listen for the tone
Record your greeting. (see sample below)
Press # sign to end recording
Press 2 to listen to your recorded greeting
To re-record press 76 to delete current recording and then press 5 to record again.
Once satisfied with recording your may press 83 to end session or 4 to go back to the main menu

Sample Greeting

"Hello, this is _____ and you have reached my voice mailbox. I'm not able to take
your call right now, but if you leave your name, telephone number, and message after the tone, I will
return your call as soon as I am available. If you need immediate assistance, press "0". Thank you for calling.

You can record a Temporary Greeting to be played when you are out of the office or on vacation. The
Temporary Greeting can be set to expire on a specific date (Month, Day, Time) or can be played until
deleted manually. Once deleted (or expires) the previously recorded greeting is again played.

To Change your Password:

Press 84 (Password Change)
Enter your old password followed by # sign.
Enter your new password followed by # sign.(must be 4-16 digits in length)
Reenter your new password followed by # sign.
*You may end your session by pressing 83 and hanging up or press 4 to leave password change area

To Log-In to your Mailbox from the Outside:

Dial _____
When prompted enter your mailbox number followed by #
When prompted enter your password followed by #

General Information:

Once Logged into Voice Mail, you can get help at any time by pressing the "*" key

At any time you are connected to Call Pilot, you may "Thru-Dial" to another extension by dialing "0" and the extension number followed by the # sign.

To delete a message after you have listened to it, Press 7 6 within 3 seconds after listening to message. If you accidentally delete a message Do not hang up, During the same session you may restore any deleted message by pressing 7 6 again.

Always press 83 prior to hanging up from Call Pilot. This will assist your voicemail system in running more efficiently.

Commands While Listening to Messages:

To Skip Back (3 second intervals)	Press 1
To Skip Forward (3 second intervals)	Press 3
To Pause during a message	Press # sign
To Continue after Pausing	Press 2
Skip to next message	Press 6
Skip to previous message	Press 4
Speed up message playback	Press 23
Slow down message playback	Press 21
Delete message/Restore message	Press 76

Commands After a Message:

To Reply to the mailbox	Press 71
To Reply to the caller	Press 9
To Forward the message	Press 73

Creating Messages:

Dial 75 (to compose a message)
Enter the Mailbox or Distribution List numbers separated by #
(end the list with an extra # sign)
Follow RECORD prompts

Creating a Personal Distribution List:

Dial 85
Enter a number between 1 and 9 and then #
Dial 5 to enter the mailbox numbers in the distribution list
(separated the mailbox number with a #, ending the list with a extra #)
Dial 2 to REVIEW the entries in your distribution list

Tagging a Message:

After recording the message press # to stop
Press 701 for Urgent
Press 704 for Private
Press 705 for Acknowledge
Press 706 for Timed Delivery
Press 79 to send message

Creating Messages Through Express Message:

Press your extension key (get dial tone)
Dial 7601
Enter the mailbox number then #
Leave your message after the Beep