

Technical Support and Documentation Voice Mail Users Guide Edit Content

ACCESS NUMBERS

On Site CallPilot Messaging 480
Off Site CallPilot Messaging 972-438-6932 then press #

Express Messaging 3601

LOGGING IN TO YOUR MAILBOX

Upon initial login
Your mailbox is your extension + #

Your password is 12 + your extension + #

You will be prompted to change you password before proceeding to set up your mailbox.

- 1 Dial the CallPilot Messaging access number, or press the message center key.
- 2 Enter your mailbox number, then press #; or at your own telephone, just press #
- 3 Enter you password, then press #

PLAYING YOUR MESSAGES

When you log into 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 disconnect, press 83, or hang up.

FORWARDING A MESSAGE

- 1 After listening to a message or while it is playing, press 73 to forward the message
- 2 Enter the extension to which you want to forward the message, and then press # twice
- 3 Press 5 to record your introduction, wait for the tone to record, and then press # to end your introduction.
- 4 Press 79 to send the message

DELETING AND RESTORING MESSAGES

Before, during, or after playing a message, press 76 to delete it. To restore a deleted message, while still logged in to your mailbox, return to the message and press 76
Deleted message can not be restored and will be lost after you end your session.

EXPRESS MESSAGING

- You can send a message to another mailbox without logging in to your mailbox.
- 1 Dial the express messaging number

- 2 Enter the mailbox number for whom you are leaving the message, and then press #
- 3 At the tone, record your message, and then hang up

CHANGING YOUR PASSWORD

While logged into your mailbox, press 84

Enter your current password, and then press #

Enter your new password, and then press #

Enter your new password again, and then press #

If your password expires, follow the steps above.

If your password is reset by the administrator, your old password is reset to 12, your extension, # EXAMPLE 127xxx#

NOTE: CallPilot prevents you from using some passwords if they are too short or too simple; or if you have used the same one recently. Also, CallPilot requires that you change your password on a regular schedule set by your administrator.

Keep your mailbox secure by choosing passwords that are not easily discovered. Decide on a system for choosing passwords that is easy for you to remember but hard for anyone else to guess. For example, you can create a unique and easy-to-remember password by combining letters and numbers on your telephone keypad.

RECORDING GREETINGS AND NAME

You can record external, internal, and temporary greetings. Callers from outside your organization hear your external greeting; callers within your organization hear your internal greeting. If you do not record an internal greeting, all callers hear your external greeting. All callers hear your temporary greeting, if you record one. Your recorded name is used in your greetings and in Express Messaging.

1 While logged into your mailbox press 82

2 Press 1 for external greeting, 2 for internal greeting, 3 for temporary greeting, or 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 you're greeting press 2.

5 Press 9 to set the expiry day and time.

6 Press 4 to return to your messages.

NOTE: When you record a temporary greeting, tell your callers the times and dates of your absence, and when you will retrieve your messages. You can set the month, day, and time for the greeting to expire. If you do not set an expiry date, the temporary greeting will stay in effect until you delete it.

TURNING AUTOLOGIN ON OR OFF

1 You must first notify your voicemail administrator that you want autologin activated.

2 After activation log into your mailbox, press 80

3 Then press 4 for autologin and follow the prompts.