



CallPilot Voicemail Quick Reference Guide

FOR FIRST TIME LOG IN OF YOUR NEW MAILBOX, FOLLOW THESE STEPS:

1. From your phone, pick a line and press **MESSAGE, MSG/Inbox** button or dial **4200**.
You are prompted: “**Nortel Callpilot, mailbox?**”
2. Enter your extension (mailbox) number and press **#**.
You are prompted: “**Password?**”
3. **For first time log in and setup**, enter “**12**” followed by your **extension number** and press **#**.
4. The system will notify you that your temporary password must be changed. Follow the on-line instructions after the notification to change your password.

Setting up your greetings for the first time:

- Once logged into your mailbox, press **821 (external greeting)**
- Press 5 to record your outgoing greeting when ready.
- Press # to stop recording.
- Press 2 to listen to your greeting.
- If you need to re-record the greeting, press 76 to delete and press 5 when ready to re-record the greeting.
- You may hang up upon completion or continue to record your personal verification.

Recording your personal verification:

Personal verifications are used to personalize your mailbox with your first and last name announcement instead of your mailbox number.

- While logged into your mailbox, press **829**.
- To record, press 5 and after the tone, announce your first and last name. (no greeting here)
- Press # to stop recording.
- Your recording will be played for you.
- To re-record it, press 5 and # to stop
- When finished, you may hang up.

STANDARD LOG IN (after your mailbox has been set up)

- Dial **4200**.
- Enter your extension number.
- Press **#**.
- Enter the password you assigned.
- Press **#**.

CHANGE PASSWORD

- Dial **84** while logged in to your mailbox.
- Enter your current password (enter the password used to get into your current mailbox session).
- Press **#**
- Enter new password of 4 to 16 digits.
Passwords cannot be simple as 1234, 5555, etc)
- Press **#**
- Enter new password again, press **#**

RECORD A GREETING

- Dial **82**
 - Press **1** for external
 - Press **2** for internal
 - Press **3** for temporary
- Press **5** to record
- Press **#** to stop
- Press **2** to listen
- Press **76** to delete
- Press **5** to re-record

External greetings are heard by outside callers.

Internal greetings are heard by internal callers and don't have to be as formal as external greetings. If no internal greeting is recorded, the external greeting will be played.

Temporary greetings expire after an expiration date is created. This is good for vacations or out of office and the external and internal greetings are preserved.

EXPRESS MESSAGING

Used to leave a message without calling a user.

- Dial **4215** (from outside 818-655-4215)
- Enter the mailbox number of recipient
- Press **#**
- Record at the tone
- You may tag the message and/or just hang up

TRANSFERRING A CALL DIRECTLY TO VOICEMAIL

- Press **TRANSFER** key
- Dial **4215**
- Enter mailbox number
- Press **#**
- Press **TRANSFER** button to transfer call to voicemail
- Hang up

LOG OFF

- Press **83** to disconnect

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PLAYING AND HANDLING YOUR MESSAGES DURING PLAYBACK

- **2** play message
- **#** pause play- 2 to resume
- **3** skip forward 3 seconds
- **1** go back 3 seconds
- **23** speed up message
- **21** slow down message
- **6** play next message
- **4** play previous message
- **76** delete current message
- **71** reply to a senders message
- **73** copy/forward a message

MAILBOX COMMANDS:

- 80 mailbox options- operator assistance, edit fax options, message blocking
- 81 Log in
- 82 Greetings
- 83 Goodbye
- 84 Password change
- 85 Tools-remote notification, distribution lists
- 86 Go to

MESSAGE COMMANDS:

- 70 option-urgent, private, acknowledgment, time delivery
- 71 Reply
- 72 Play envelope (message information)
- 73 Forward
- 74 Reply all
- 75 Compose
- 76 Delete
- 77 Print
- 79 Send

CREATING AND SENDING A MESSAGE

WHILE IN YOUR MAILBOX

- While logged in, press **75**
- Enter mailbox number (if more than one mailbox, separate each number with **#**)
- Press **#** again
- Press **5** to record at the tone
- Press **#** to stop (you may tag the message here)
- Press **79** to send

FORWARDING A MESSAGE IN YOUR MAILBOX

- While at the message you wish to forward,
- **PRESS 73**
- Enter the extension (mailbox) number (if more than one, separate each number with **#**)
- Press **#** again
- Press **5** to record at the tone
- Press **#** to stop (you may tag the message here)
- Press **79** to send

TAGGING A MESSAGE

- After recording your message and you've pressed **#**
- Press **701** for urgent
704 for private
705 for acknowledgment (not available in express messaging)
706 for timed delivery (only when composed in your own mailbox)
- Press **79** to send the message

Urgent messages are announced at the beginning of a log in session.

Private messages are unable to be forwarded to someone else.

Acknowledgement is for confirmation that a message was opened or listened to.

Timed delivery is to deliver a message at a pre-set time.

OPERATOR ASSISTANCE NUMBER SETUP

Used to get assistance if leaving a message is not desired. In your greeting, you may announce to callers that if they wish to get assistance or speak with someone, they may press 0 instead of leaving a message.

- While logged into your mailbox, press 801.
- Enter a new operator assistance number followed by **#**

ACCESSING VOICEMAIL OFF THE STUDIO LOT

- **818-655-4200**

General Information:

Shortcut: If you are using your own phone and dial voice mail, you may press the **#** button when prompted for mailbox number. Then just enter the password.

Once Logged into CallPilot Voice Mail, you can get help at any time by pressing the ***** (star) button.

At any time you are connected to CallPilot, you may **Thru-Dial** to another extension by dialing **0** and the **extension** number followed by the **#** sign. For example: if you called someone and received their voicemail and don't wish to leave a message but wish to call someone else instead, press 0 then the extension number and **#**.

To delete a message after you have listened to it, press **76** within 3 seconds after listening to message. If you accidentally delete a message **DO NOT HANG UP**. Simply find the deleted message and press **76** again. CallPilot will announce "**Message Restored**".

To FORWARD your calls directly to your mailbox, press **Forward on your phone**, enter **4200** and press **Forward** again.

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