

CALL PILOT USER GUIDE

TO LOG INTO YOUR MAILBOX

FROM INSIDE THE BUILDING:

- Press **Msg/Inbox** key or dial ext. **7000**
- Enter your mailbox number, then press **#**
- Enter your password, then press **#**

FROM OUTSIDE THE BUILDING:

- Dial **792-5690**
- Press **3**
- Enter mailbox number, then press **#**
- Enter your password, then press **#**

NOTE: Once you log on to your mailbox, Call Pilot will play the status of your mailbox.

FIRST TIME LOG IN

- Press **Msg/Inbox** key or dial ext. **7000**
- Enter your mailbox number, then press **#**
- Enter **temporary password 5950**, then press **#**
- *You will hear "Welcome to C Pilot.....Please enter your new password, then press # sign"*

CHANGE YOUR PASSWORD:

- Enter your new password, then press **#**
- Enter your new password again, then press **#**

RECORD YOUR PERSONAL VERIFICATION:

- Enter your new password, then press **#**
- Enter your new password again then press **#**

Next you will hear "Now you must record your name, at the tone please record your name, when you are finished recording, press # sign"

- Record your name, then press **#**
- Press **#** to accept recording

NOTE: Trivial passwords are not permitted: i.e. 1111, 1234, or your Extension Number.

PERSONAL VERIFICATION/RECORD NAME

LOG INTO YOUR MAILBOX

- Press **82**
- Press **9**
- Press **5** and wait for tone
- Record your name, then press **#**
- To hear your recording, press **2**
- To re-record, press **5**, re-record name, then press **#**

CHANGE YOUR PASSWORD

LOG INTO YOUR MAILBOX

- Press **84**
- Enter your old password, then press **#**
- Enter your new password, then press **#**
- Enter your new password again, then press **#**

TO RECORD YOUR PERSONAL GREETING

LOG INTO YOUR MAILBOX

- Press **82**
 - Press **1** to record your External greeting
 - Press **2** to record your Internal greeting
 - Press **3** to record your Temporary greeting

- Press **5** to begin recording
- Press **#** immediately after you have finished recording
- To hear your greeting, press **2**
- If you wish to delete your greeting and re-record, press **76**, then press **5**, re-record new greeting, then press **#**
- Press **4** to exit

EXTERNAL GREETING SAMPLE (Required)

Hello, this is [your name]. I am either on the phone or away from my desk at the moment. Please leave your name, number and a brief message,

and I will call you back as soon as I return.

If this call requires immediate attention, please press zero.

TEMPORARY GREETING DETAILS (Vacation)

A temporary Greeting (press "3") can be used for situations where normal work routine is interrupted for a period of time.

Once you have recorded your temporary greeting, you can set an expiry date. If you do not set one, the temporary greeting will remain in effect until you delete it.

- ◆ To set the expiry date, press **9**
- ◆ Enter the **month, day** and **time**, press **#** after each entry
- ◆ For the current month or day, simply press **#**
- ◆ Press **###** to set "no expiry"

PLAYING MESSAGES

LOG INTO YOUR MAILBOX

- Press **2** to play messages
- Press **76** to delete messages. Once you have documented the important information from that message you must delete it or the message will automatically save.

OTHER PLAY OPTIONS:

- Press **1**: Skip back (5 seconds)
- Press **2**: Play
- Press **21**: Slow down playback
- Press **23**: Speed up playback
- Press **3**: Skip forward (5seconds)
- Press **4**: Play previous
- Press **6**: Next message
- Press **71**: Reply to message
- Press **72**: Play Message Envelope
- Press **73**: Forward message
- Press **76**: Delete/Restore
- Press **9**: Call Sender (internal)
- Press *****: Help Menu
- Press **#**: Pause message

To play saved messages, press **6** until end of mailbox, and press **6** again to play message.

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COMPOSE AND SEND A MESSAGE TO ONE OR MORE MAIL BOXES

LOG INTO YOUR MAILBOX

- Press **75**
- Enter the mailbox number/distribution list of the person/list to whom you are sending the message, then press **#**
- Enter each mailbox number/list, then press **#**
- When the list is complete, press **#** again
- Press **5** to record your message, then press **#**
- Press **2** to review your message
- Press **70** to tag your message (optional)

TAG OPTIONS:

- Press **1** for urgent delivery
- Press **4** for private delivery
- Press **5** for acknowledgement
- Press **6** for timed delivery (up to 30 days)
- Press **79** to send your message

DISTRIBUTION LIST

LOG INTO YOUR MAILBOX

- Press **85**
(to play a summary of all your lists, press *****)
- Press **5**
- Enter a number from 1 to 9 to identify this list, then press **#**
- Press **9** to record a name to help identify this list in the future, at prompt press **5**, record list name, then press **#**
- Press **5** to create list
- Enter each mailbox number followed by **#**
- When list is complete press **#**

To delete a number or name after entered, Press **0#**

NOTE: You can create up to 9 lists with up to 99 entries in each list.

EXPRESS MESSAGING

To simply leave a message or transfer a caller to Voicemail.

- Dial **7002**
- Enter the mailbox number of the person to whom you want to leave the message, then press **#**

TRANSFER A CALLER DIRECTLY TO VOICEMAIL

- Press *Transfer* softkey
- Enter **7002**
- Enter mailbox number, then press **#**
- Press *Transfer* soft key

MAILBOX INFORMATION

- Your mailbox number is usually the same as your extension number.
- Password can be 4-16 digits
- Maximum message storage is 7 days
- Each message can be up to 3 minutes long

VOICE MAIL USER GUIDELINES

Voice mailbox management is the responsibility of the user. The listed items should be used and reviewed on a regular basis.

- Review current messages and discard in a timely manner
- Respond to voice mail messages promptly (within 2 hours is recommended)
- Encourage callers to leave detailed messages, not just their name and number
- Take the time to update and review your personal greeting, reflecting your current location, meetings, sick time, vacation, etc.
- When out of the office, check your voice mail on a regular basis
- Change your password periodically for security and privacy
- While listening to someone's personal mailbox greeting, you may press the **"5"** key to skip to the tone and leave your message.