

Call Pilot Voicemail Quick Reference Guide

ENTERING THE SYSTEM

From your phone or another phone on the system:

- ☎ Lift handset and listen for dial tone
- ☎ If message light is lit or you have a broken dial tone, call the internal messaging system extension at **3999** or **330-263-3999** from an outside line.

-OR-

- ☎ Press the **MESSAGE** key
- ☎ Upon hearing "Nortel Call Pilot, Mailbox?"
- ☎ Enter your mailbox number _____ [#]
- ☎ Enter your mailbox password _____ [#]

Note: Mailbox Number = Extension Number
Temporary Initial Password = 1#### (extension number)

From an outside location:

- ☎ Dial the Remote Login Phone # for your location (See page 2)
- ☎ Upon hearing "Nortel Call Pilot, Mailbox?"
- ☎ Enter your mailbox number _____ [#]
- ☎ Enter your mailbox password _____ [#]

SETTING UP YOUR MAILBOX

After you have logged in to the voicemail system the first time, you will need to set up a new password and record a personal mailbox greeting. The following steps are also used anytime you wish to change either the password or the greeting in the future.

To Change Password

- ☎ Dial **84**
- ☎ Enter **old password** followed by the # sign
- ☎ Enter **new password** (min. 4 digits) followed by the # sign
- ☎ Reenter **new password**

To Record Personal Greeting

- ☎ Dial **82**
- ☎ Choose Greeting type: Press **1** for External Greeting OR press **2** for Internal Greeting OR press **3** for Temporary Greeting OR press **9** for Personal Verification
- ☎ Press **5** and begin talking at the beep
- ☎ Press # sign to stop recording
- ☎ You may press **2** to replay your greeting and/or press **76** to delete and **5** to re-record. Press **88** when you are satisfied

Note: If you record **only** your External Greeting it plays for all three call types. Include information in your greeting about dialing **0** to reach the operator, or your custom operator.

To Assign your Custom Operator

You can designate the extension to which callers will be forwarded when they press **0** after listening to your greeting.

- ☎ Dial **80** for mailbox options
- ☎ Press **1** to review the current custom operator
- ☎ Enter the new custom operator number (4-digit extension)

REVIEWING MESSAGES:

- ☎ **Log in** to your mailbox
- ☎ After the message summary is played, the first message is played
- ☎ To **Delete** the message, press **76**
- ☎ To **Skip** the message, press **6**
- ☎ To **Call** the sender, press **9**

Playback Controls

- 1 Rewind
- 2 Reply
- 3 Fast Forward
- 4 Previous Message
- 5 Record
- 6 Next Message
- 7 Message Commands
- 8 Mailbox Commands
- 9 Call Sender
- * Cancel Message Playback & Return to the Main Menu
- # Pause (press **2** to continue playback)



COMPOSING A MESSAGE

- ☎ **Log in** to your mailbox
- ☎ Press **75**
- ☎ Enter **mailbox number** or **distribution list** to receive message followed by # sign
- ☎ Repeat step 3 until all mailbox numbers have been entered
- ☎ Press # sign to end list (2 consecutive # signs)
- ☎ Press **5** and begin speaking at the beep
- ☎ Press # sign to stop recording
- ☎ Press **79** to send the message

EXPRESS MESSAGING

Express Messaging is a fast method of leaving a message in another mailbox without ringing the set.

- ☎ Dial Express Messaging **3998** or **330-263-3998** from an outside line
- ☎ At the prompt, dial the **extension number** then the # sign

TRANSFERRING CALLERS INTO A PERSON'S MAILBOX

You can utilize this option if you have received a call meant for another person and they are not available to take the call.

- ☎ With a caller on the line, press the **TRANSFER** key (**TAP** on the analog phones)
- ☎ Dial Express Messaging **3998**
- ☎ At the prompt, dial the **extension number** then the # sign
- ☎ Press the **TRANSFER** key (**TAP** on the analog phones) again and hang up

FORWARDING ALL CALLS TO VOICE MAIL

You may forward all your calls immediately to voicemail (digital phone required).

- ☎ Press the **FORWARD** key on your telephone
- ☎ Dial **3999**
- ☎ Press the **FORWARD** key on your telephone

