

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, record a personal mailbox greeting, and record the personal verification. The following steps are also used anytime you wish to change either the password, the greeting, or the personal verification. Personal verification is your name.

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 **83** 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

