

Call Pilot (Voicemail) Features Explained

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Commands

The CallPilot Voicemail System is “command driven” rather than “menu driven” making it very easy to do any number of things as long as you know the command. For help with commands, long into your mailbox and press 8* for a list of the various **mailbox** commands. While listening to messages you can press 7* to hear the various **message** commands.

Passwords

The default temporary password for an uninitialized mailbox is 260 plus the mailbox number. As soon as you enter the default password, you’ll be prompted to press **8 4** to change your password.

Things you should know about passwords:

- The system will NOT allow any trivial or repeating digits.
 - If you forget your password, you get 9 attempts (3 tries, 3 times).
 - Passwords expire every 90 days with a warning 5 days before expiration.
- You must use 3 different passwords before you can go back to an old one

Greetings

Even though there are three types of greetings (external, internal & temporary), we suggest that you only record an EXTERNAL greeting which will play to ALL callers.

- Log in to your mailbox
- Press **8 2 1** for your external greeting.
- To record it, press **5** .
- If you want to hear it, press **2** .
- If you don’t like it, press **7 6** to delete it and **5** to record it again.

Did you know..... If you record an “internal greeting” external callers will hear an impersonal canned greeting?

Did you also know..... If you record a “temporary greeting” callers who try to bypass your greeting by pressing # will be informed you have a special greeting and will be unable to leave you messages.

Express Messaging

The Express Message feature is a quick and easy way to leave a message **without** actually *calling* someone or having to log into your mailbox to compose and send a message. By far, the ***FASTEST*** way to send a message!

- Dial the **express message number** for your site 7002
- Enter the mailbox number of the person you wish to reach followed by #
- If they have recorded their personal verification, you'll hear it. If not, you'll just hear their mailbox number.
- Record your message
- Hang up

Did you know..... You can also dial someone by name by pressing 11 after calling into the express message number and spelling their name on the touchtone pad?

Did you also know.... You can transfer a caller directly into someone's mailbox by transferring the caller to the Express Message Number? When you're prompted for a mailbox number, enter the mailbox number that you want to transfer the caller to and press Connect to complete the transfer.

Composing Messages

This requires logging into your mailbox and recording a message within your own mailbox, choosing the person(s) that you would like to send your message to, and then sending it to them. This method of messaging allows you to send a message to one or more mailboxes or distribution lists and use all available messaging options.

- Log in
- Press **7 5** to compose
- Enter mailbox number(s) or distribution list number.
- Press **#** (after each mailbox)
- Press **#** (end your list with an extra **#**)
- Press **5** Record your message
- Press **#** To end recording
- Press **2** Listen to your message (optional). If necessary, **7 6** to delete it or press **7 0** for messaging options like urgent or private.
- Press **7 9** to send message

Play Your Messages

When you log into your mailbox, you will hear the mailbox summary (the number of new messages) and the message header (the message envelope information telling you who called & when). The messages will play automatically.

- To login , lift handset & press MESSAGE button. You'll be prompted to enter your mailbox number and password. The messages will play and advance automatically. If you're in a hurry, you can.....
 - Press **2** – to play the current message
 - Press **6** – to go to the next message
 - Press **4** – to go to the previous message

If you listen to a message and do nothing with it, it will remain in your mailbox as a previously heard message. The next time you login to your mailbox, you will hear "you have one new message, message 4 new" meaning that you have 3 previously heard messages in your mailbox.

Message Commands Controlling Message Playback

While listening to messages, the following playback commands can be used:

Message List Commands

1 Skip Back	2 Play	3 Skip Forward
4 Previous Message	5 Record	6 Next Message
7 Message Commands	8 Mailbox Commands	9 Call Sender
* Help	0 Attendant	# Stop

1 & 3 will rewind or fast forward the message by several seconds.

will pause the playing of the message.

2 will resume playing of message.

Deleting Messages/Restoring Messages

You should delete messages you no longer need as they take up space in your mailbox.

To Delete

While listening to the message or at the end of a message.....

- Press **7 6** – to delete a message. The message is not deleted until you press **8 3** to log out or hang-up.

To Restore (as long as you didn't hang up)

- Press **4** to skip back to the previous message you deleted (or press **6** to skip ahead)
- Press **2** to replay message (optional)
- Press **7 6** again while in the message to restore it.

The message waiting light will not go on again.

Forwarding a Copy of a Message

You can forward a copy of a message to someone else. Keep in mind that the original message remains in your mailbox.

- After listening to message, press **7 3** to forward a copy.
- Enter the mailbox number followed by **#** (or a list of mailboxes).
- End the list with an extra **#** .
- Press **5** to record an introduction.
- Press **#** to stop recording.
- Press **7 9** to send your introduction and the copied message.
- Press **7 6** to delete the original message (optional)

Replying to a Message

You can reply to a message which was left in your mailbox if it came from one of CallPilot's recognized mailboxes.

- After listening to message, press **7 1** to reply.
- Press **5** to record.
- Press **#** to stop recording.
- Press **2** to listen to your reply (optional)
- Press **7 9** to send the reply.
- Press **7 6** to delete the original message (optional).

Outcall Notification

You can setup your mailbox to call you at a predetermined number (such as a pager or cell phone) to advise you when messages are left in your mailbox. There are many steps; advancing through the steps is done by pressing 3.

- While logged into your mailbox, press **8 5 2** .
- Press **5** to set up
- You'll be prompted to enter the phone number to where notification will be sent followed by a **#** . **Precede off-site numbers with a 9.**
- Follow the prompt to select if you're outcalling to a phone or a pager.
- Follow the prompt to select the type of message you're to be advised of.
- Follow the prompt to select which days of the week you want to be called.
- Follow the prompt to select the times of the day you want to be called.
- Follow the prompt to add a 2nd time schedule.
- To complete set-up and turn it on, press **6** .

Personal Distribution Lists

Personal Distribution Lists allow you to build up to 200 lists (numbered 01 to 99) with up to 200 entries (each) on your own mailbox allowing you to message large numbers of people with ease.

- While logged into your mailbox, press **8 5 5** .
- Follow the prompt to enter the list number (01-99) followed by a **#**
- You'll be prompted to compose the list by pressing **5** .
- Enter each recipient's mailbox number separated by a **#** . If they have recorded their personal verification, you'll hear it. If not, you'll just hear their mailbox number.
- Finish the list with an additional **#** .
- Follow the prompt to review the list by pressing **2** or press **9** to give it a "spoken name" making it easier for you to identify when you use it.
- Anytime you access the list (once built), you'll be prompted to review it, delete it, add to it or find an entry on it.

Did you know..... To use a distribution list, compose a message by pressing **7 5** and when prompted to enter a list of addresses, enter the distribution list number instead followed by a **#** . End the list with an additional **#** .

Custom Operator

The custom operator (or revert) is an alternative number that callers can be routed to if, while listening to your greeting, decide that they want to speak with your attendant instead of leaving you a message.

- While logged into your mailbox, press **8 0 1** .
- You will hear "operator assistance number, enter the new operator assistance number followed by **#** , to exit, just press **#** ."
- Enter the new local number where callers should be routed.
- If required, you may redirect callers off-site (to a cell or pager) by entering 9 + a full 7-digit number.

Did you know..... If nothing has been defined in the custom operator and a caller presses zero, they will be routed to the default attendant for your system (typically a main desk or reception position).

Notes: