

Need immediate assistance?
Call the HelpDesk x4835

CALL PILOT MULTIMEDIA MESSAGING

CALL PILOT: An Electronic Voice Messaging System that is *User Friendly, Secure, Private, Reliable* and *Fast*; allowing you to communicate with people *Inside* and *Outside* of your organization.

MAILBOX NUMBER: Your *Extension* Number or *Assigned* Number

PASSWORD: Security code to ensure that *no one* has access to your Mailbox.
You will be **FORCED** to change your Password.

INITIAL PASSWORD: 12 and Your Extension Number
New Password must be between 4 and 16 digits (must be unique)

COMMANDS: Specific *functions* used to activate Voice Mail
Commands are activated by Pressing Softkeys, Numbers and Signs on the dial pad.

PROMPTS: A *Synthesized* voice that *Summarizes* your Mailbox, gives *Commands* and *available Options*.

Note: You *do not* need to listen to Prompts or Greetings.
Enter desired Command, or Press # to *bypass* Greeting.

LOG ON: To *Retrieve* and *Send* Messages, Change Password, Record Name and Greetings.

MESSAGE NOTIFICATION:

Your Office Phone: Red Light will be on.

Outside Office: None

LOG ON: *You must do this to access the system.*

Log On Internal

From Your Phone

Lift Receiver or Press Extension Key

Press MESSAGE Key or Dial: 4444

When Answered

Press #

Enter Your Password

Press #

Log On External

Outside Bldg 746-4444

Inside Bldg Dial: 4444

When Answered

Enter Your Mailbox Number

Press #

Enter Your Password

Press #

HELP: To get general **HELP** while **Logged On:** Press * listen for synthesized commands.

TO LOG OFF: Hang Up or Press GOODBYE Key or Press 83

MAILBOX IDENTIFICATION

You **Should** complete the following items.
This **Personalizes** your Mailbox and **Identifies** you in the system.

1. PASSWORD CHANGE: Provides *security* to your Mailbox.

Log On **you must do this to access system** see bottom of page 1
Press 84
Enter Current Password
Press #
Enter New Password *must be 4 to 16 digits*
Press #
Enter New Password *a second time*
Press #
Press GOODBYE Key, Hang Up

2. MAILBOX PERSONALIZATION: Replaces *Synthesized* voice with *Your* voice

Log On **you must do this to access system** see bottom of page 1

GREETINGS:

To Record Your Personal Greetings:

External Greeting Press 82 Press 1 *Follow prompts*
Internal Greeting Press 82 Press 2 *Follow prompts*
Temporary Greeting Press 82 Press 3 *Follow prompts*

Prompts

Press 5 *Record*
Press # *Stop Recording*
To: **Listen** Press 2 **Delete** Press 76 **Rerecord** Press 5
Press GOODBYE Key, Hang Up

Temporary Greeting Expiration: Programs Month, Day and Time for Greeting to *Expire*
Press 9 *Follow prompts*
No expiration, you **must** delete.

- Notes:**
1. *External* Greeting will play for **all callers** if you don't record an *Internal* Greeting.
 2. *Temporary* Greeting overrides **both** your *External* and *Internal* Greetings.
 3. **Change** your Greetings to reflect your **Availability**. *Vacations, Sick, Traveling on Business*
 4. You can record from *Your Office* **or** *Outside of Your Office*

PERSONAL VERIFICATION:

Replaces Mailbox Number with your Name, and/or Title, Dept. or Extension Number

Press 82
Press 9
Press 5 *Record*
Press # *Stop Recording*
To: **Listen** Press 2 **Delete** Press 76 **Rerecord** Press 5
Press GOODBYE Key, Hang Up

Delete Press 76 **Listen** Press 2 **Stop** Press # **Record** Press 5 **Help** Press *

WHAT YOU CAN DO WHILE LISTENING TO MESSAGES

<i>Play Message over again at end</i>	Press	PLAY	or	2	
<i>Pause during playback</i>	Press	STOP	or	#	To restart Press 2
<i>Skip Backwards 5 seconds</i>	Press	SKIP←	or	1	
<i>Skip Forward 5 seconds</i>	Press	SKIP→	or	3	
<i>Move Forward to Next Message</i>	Press	NEXT	or	6	
<i>Move Back to previous Message</i>	Press	LAST	or	4	
<i>Move to Specific Message</i>	Press			86	Enter Message Number Press #
<i>Scan through from Beginning</i>	Press	NEXT	or	6	
<i>Copy & Forward a Message</i>	Press			73	Follow prompts
<i>Call Sender internal only</i>	Press			9	
<i>Reply to Message</i>	Press			71	Follow prompts
<i>Thru Dial to an Extension</i>	Press			0	Enter Extension Number Press #
<i>Description of Message</i>	Press			72	Replays <i>Time, Date, Sender</i> , to <i>bypass</i> Press 1
<i>Play Message Faster</i>	Press			23	
<i>Play Message Slower</i>	Press			21	
<i>Delete</i>	Press	DELETE	or	76	
<i>Restore</i>	Press			76	

DELETE: Messages **must** be deleted so that Mailbox and System *Perimeters* are **never** exceeded. Each message must be deleted **Individually** or it will become a *Saved* message and will remain for a *predetermined* number of days. At that time it will *Automatically* be deleted. Messages **not listened** to will remain *indefinitely*.

RESTORE: Saves a *Deleted* Message
 TO USE: *Before Hanging Up* Go to *Deleted* Message Press 76

EXPRESS MESSAGING: Sends a Message to *one* Mailbox **without** making the phone **ring**.

TO USE: **Internal:** Dial: 4445 **When Answered** Enter Mailbox Number and #
External: Dial: 746-4445 **When Answered** Enter Mailbox Number and #

TRANSFER A CALLER DIRECTLY INTO A MAILBOX: **without making the phone ring**

TO USE: *With Caller On Line* Press TRANSFER Key
 Enter Express Messaging Number 4445
When Answered
 Enter Mailbox Number and #
 Press CONNECT/TRANSFER Key

COMPOSE: Allows you to send the *same* message to *Multiple* Mailboxes. **You must Log On to Access System.**

TO USE: Press 75
 Enter Mailbox **and/or** Distribution List Numbers Press # *between Numbers*
 Press # *a second time*
 Press 5 *Record Message*
 Press # *Stop recording*
 Press 79 *to send Message immediately*
 Hang Up

Note: You **must** Press 79 to send the Message or it will **remain in your** Mailbox.

OPTIONS: Special *Handling Instructions* that can be *added* to Messages *before* sending.
 Acknowledged: Notifies you of *time and date* a Message has been *listened* to
 Private: Receiver *cannot* Copy & Forward
 Time Delivery: Allows you to *compose* Messages and specify *time and date* for delivery
 Urgent: Receiver is notified of Urgent Message *Number*

SUGGESTED GREETINGS

EXTERNAL CALLERS HEAR:

Hello, you have reached Your Name Office/Department
I'm not available to take your call right now, leave me your name, number and a brief message and I will return your call as soon as possible, If you need immediate assistance, press 0 now, Thank you for calling

Hello, you have reached Your Name Office/Department
I am either on the phone or away from my desk. Leave me your name, number and a brief message and I Will return your call at my earliest convenience. If you need immediate assistance, press 0. Thank you.

INTERNAL CALLERS HEAR:

Hi you've reached Your Name office/voice mail.
I'm not available right now, leave a message and I'll get back to you as soon as I can. Thanks

Hi you've reached Your Name voice mail.
Leave me your name number and a message and I will return your call as soon as possible. If you need immediate assistance, Press 0 now. Thank you for calling.

TEMPORARY: INTERNAL AND EXTERNAL CALLERS HEAR:

Hello, you have reached Your Name Office/Department
I am not available until Day, Date . Leave me your name, phone number and brief message
And I will return your call at that time. If you need immediate assistance Press 0 now. Thank you for calling.

Hello, you have reached Your Name Office/Department
I am currently traveling on business and I will be checking for messages. Leave me your name, phone number
And a brief message and I will return your call at my earliest convenience. If you need immediate assistance,
Please press 0 now. Thank you for calling.

Hello, you have reached Your Name Office/Department
I am out of the office until Day, Date . I will not be checking messages. If you need immediate
Assistance, Press 0 and ask for Name . Thank you for calling.

DISTRIBUTION LIST: listing of mailboxes created to send messages to groups.
System allows 99 lists with 200 entries on each list. **You must Log On to Access System.**

TO USE: Press 85
 Press * *To play summary of your lists*
 To create *new* list:
 Enter a number from 1-99
 Press #
 Press 9 *to Identify List Name*
 Press 5 *Record List Name*
 Press # *Stop recording*
 Press 5 *Enter Mailbox number*
 Press # *Continue entering Mailbox numbers separated by #*
 to cancel last number entered- Press 0#
 Press # *a second time to complete list*

After Creating a Distribution List, you can **Play, Add, Delete, Search**

Play List Press 2
Add Mailbox Press 5 *Enter Mailbox number, Press # and # **again** to complete*
Delete List Press 76
Restore List Press 76 **Immediately**
Search Press 6 *Enter Mailbox number* Press #
 Call Pilot will tell you if the mailbox is in the list; if not listed, Press 5 to add
 If listed, Press 76 to delete.
Exit Press 4 *to return to messages*