### **Voicemail- Call Pilot**

## To Log on

You can log on to your mailbox from any touchtone telephone. When logging on from your own telephone, you may be able to press a message key instead of dialing the access number.

- Dial the Call Pilot multimedia messaging access number, or press the message key on your telephone.
  Enter your mailbox number, then press #.
- Enter the temporary password when you first log in then press #. You will be prompted to take the steps of changing your password at this time.
- You are now in your mailbox and can use all the message list commands.

### To record a personal verification

- 1 While logged in to your mailbox, press 8 2 for Greetings, then 9
- record your name.
- 2 At the prompt, enter your mailbox number, and then press #.
- You hear your current recorded name, if there is one.
- 3 Press 5 to record. Wait for the tone, then record your name.
- 4 Press # to end the recording.

#### To play, delete, or re-record your personal verification

- You can play, delete, or re-record your personal verification the same way as your greetings. If you delete your personal verification, your callers hear just your mailbox number or your name spelled one letter at a time.
- To return to your messages:
  - 1. When you have finished recording your personal verification, press 4.

### Recording greetings

You can record external, internal, and temporary greetings. Callers from outside your organization hear your external greeting; callers within your organization hear your internal greeting. If you do not record an internal greeting, all callers hear your external greeting.

You can record a temporary greeting to tell your callers that you are away from the office. All callers hear your temporary greeting if you record one. Tell your callers the times or dates of your absence, and when you will retrieve your messages. Keep your greetings brief and informative, and speak clearly. Check your greetings by calling your number from external and internal telephones.

# To record your greeting

- While logged in to your mailbox, press **8 2**.
- Press 1 for external greeting, 2 for internal greeting, or 3 for temporary greeting.
- Press **5** to record. Wait for the tone, then record your greeting.
- Press # to end the recording.

## To play, delete, or re-record your greeting

While at your greeting, you can play, delete, or re-record it:

- To play your greeting, press 2.
- To delete your greeting, press **7 6**.
- To re-record your greeting or add to it, press 5 at the point in the greeting where you want to start. Record the new greeting, then press #.

## To set the expiry date for your temporary greeting

You can set an expiry month, day, and time for your temporary greeting. When the temporary greeting expires, your callers hear your external or internal greeting.

- While at your temporary greeting, press 9 to set the expiry date.
- Enter the month, day, and time, pressing # after each entry:
  - 1. For the current month or day, press # only.
  - 2. For a time setting of 9:00, press **9 0 0** #. For a.m., press **1**; for p.m., press **2**. Expiry time will be 9:00 in the time zone at your mailbox location.
  - 2. For the standard expiry time of one minute after midnight on the date you specified, press # for time.
  - 3. For no expiry, press ###.

## To play your messages

When you log on to Call Pilot, you hear the mailbox summary, then the header for your first new message. (If Autoplay is enabled, your messages play automatically.)

- While you are in your message list, you can go to any message and play it.
  - 1. To play the current message, press 2.
  - 2. To go to the next message, press 6; to go to the previous

- 3. message, press 4.
- 4. To go to a specific message, press **8 6**, enter the message
- 5. number, then press #.
- 6. To start over at the first message from the end of your message
- 7. list, press **6**.
- When you have played your messages, press 8 3 to disconnect from Call Pilot, or hang up. Or, you can remain logged in to use other messaging features.

## To review and respond to your messages

While you are playing a message, you can use these message commands:

- To skip back five seconds in the message, press 1; to skip forward five seconds in the message, press 3.
- To pause, press #; to continue, press 2.
- To slow down a message, press 2 1; to speed it up, press 2 3. You can increase the speed three times above normal, and decrease it two times below normal.
- To decrease message volume, press 2 4; to increase message volume, press 2 6. You can increase the volume three times above normal, and decrease it two times below normal. The next time you log on, message volume will be normal.

Before, during, or after playing a message, you can use these message commands:

- To play the message envelope, press 7 2.
- To mark the message for deletion at logout and move to the next message, press **7 6**. To restore the deleted message (before disconnecting), return to the message and press **7 6**.
- Press 7 \* for Help on message commands.