Call Pilot Voice Messaging from Nortel Networks is an advanced business messaging system that offers convenience and efficiency for managing your incoming and outgoing messages. Call Pilot Voice Messaging stores all of your voice messages in your personal mailbox.

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How to use this guide
This guide explains how to use Call Pilot Voice Messaging. Familiarize yourself with the most frequently used procedures such as logging in, playing your messages, and recording your greetings. Then explore the many convenient features available for voice messaging. If you want to use a feature described in this guide but you cannot activate it, check with your system administrator.

Call Pilot Voice Messaging terms
While you are working with Call Pilot Voice Messaging you will use these basic terms.

Access numbers
You log into your mailbox by dialing an access number. Your system administrator gives you the Call Pilot Voice Messaging access number and any other numbers you need to access features and services.

Mailbox
Your electronic mailbox stores your messages, your recorded greetings, your distribution lists, and other personal settings. You can log into your mailbox at any time to play your messages and use all of the available Call Pilot Voice Messaging features and services. Your system administrator will assign you a mailbox number, which is usually your extension number.

Password
Your personal password provides for your mailbox and its contents. All of your interaction with Call Pilot Voice Messaging is confidential; no one else can access your mailbox.

How to get help
Call Pilot Voice Messaging provides several types of help for the novice and the experienced user.

Voice prompts
Call Pilot Voice Messaging guides you with voice prompts at each step. The prompts tell you what to do next, or what options are available, so you don’t have to remember every step.

Greetings
1-Internal
Callers within your organization hear your internal greeting. If you don’t record an internal greeting, all callers hear your external greeting.

2-External
Callers from outside your organization hear your external greeting.

3-Temporary
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 if you will retrieve your messages while you are away.

4-Keep your greetings brief and informative, and speak clearly. Check each greeting by playing it after you record it. Call your number from an external phone to check if your organization has a system greeting that plays to external callers before your greeting.

Context-sensitive help
You can press * for Help at any time while you are logged into your mailbox. You will hear the options that are available for your next step.

System administrator
Ask your system administrator about available features and access numbers. Earl Savage Ext.1608 or email savage@campbell.edu

Working with Call Pilot Voice Messaging
In Call Pilot Voice Messaging, many keypad commands are common to all features. For example, Play is always 2, Record is always 5, and help is always *. If you learn these standard commands you can use all the Call Pilot Voice Messaging features without memorizing every step. When you are playing your messages, recording greetings, and recording Messages.

You need a Call Pilot Voice Messaging access number, a mailbox number and a password to log into your mailbox.
1. Decide on a new password.

Choosing a secure password
Call Pilot Voice Messaging prevents you from using some passwords if they are too short or too simple, or if you have used the same one recently. Keep your mailbox secure by choosing passwords that are not easily discovered. Decide on a system for choosing passwords that is easy for you to remember but hard for anyone else to guess. For example, you can create a unique and easy to remember password by combining letters and numbers on your telephone keypad.

To log in for the first time
Dial 1905
User Code: Your Extension Number followed by a # sign.
Password: System administrator will give you a temporary password that you change the first time you log in. It wants you to change your password.

1. Change your password

1 - While logged in to your mailbox, press 84.
2 - Enter your old password, then press #.
3 - Enter your new password, then press #.
4 - Enter your new password again, then press #.
If you forget your password, your system administrator can assign you a temporary password. Log in with the temporary password, then change it immediately.

2- Record your greeting
1- While logged into your mailbox, press 82.
2- Press 1 for external greeting, 2 for internal greeting, or 3 for temporary greeting.
3- Press 5 to record. Wait for the tone, then record your greeting.
4- Press # to end the recording.
To play, delete, or rerecord your greeting
While at your greeting, you can play, delete or rerecord it.
To play your greeting, press 2.
To delete your greeting press, 76.
3-Personal Verification
Your personal verification is used in your greetings and addressed messages, and in Express Messaging and Remote Notification announcements. Keep your personal verification as brief as possible, and speak clearly.

To record a personal verification
1 While logged into your mailbox, press 89. *You hear your current personal verification if there is one.*
2 Press 5 to record. Wait for the tone, then record your name.
3 Press # to end the recording.

To play, delete, or rerecord your personal verification
You can play, delete or rerecord your personal verification the same way as your greetings. See Recording greetings, page 7. If you delete your personal verification, your callers hear just your mailbox number.

To return to your messages
When you have finished recording your personal verification, press 4. You can offer your callers the option of leaving a message or speaking to one of your assistants or colleagues. In your greeting, tell callers to press zero if they wish to speak to this person in your absence. The custom operator number is the number of the person your callers reach when they press zero.

To log in retrieve your voice mail.

Dial 1905
**User Code:** Enter your mailbox number, then press #. If you are at your own phone, just press #.
**Password** Enter your password, then press #.

*You are now in your mailbox and can use all the message list commands*
After logging into your mailbox, you can hear the mailbox summary, then the header for
Your first new message. (If Autoplay is enabled, your messages play automatically.)
1 -While you are in your message list, you can go to any message and play it.
To play the current message, press 2.
To go to the next message, press 6;
To go to the previous message, press 4.
To go to a specific message, press 86, enter the message number, then press #. To start over at the first message from the end of your message list, press 6.
2- When you have played your messages, press 83 to disconnect, or hang up. Or, you can remain logged into 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 increase the message speed, press 23; to decrease it, press 21. You can increase the speed up to three times, and decrease it to normal.
To increase the message volume, press 26; to decrease the volume, press 24. You can increase the volume up to three times, and decrease it to normal. To pause, press #; to continue, press 2.

Before, during, or after playing a message, you can use these message commands: To hear sender, recipient, date, and time details, press 72 for message envelope. To delete the message and move to the next message, press 76. To restore the deleted message (before disconnecting), return to the message and press 76.
Press 7* for help on message commands.

**Message storage**
Empty your mailbox by deleting messages as often as possible. Your messages may be automatically deleted on a schedule set by your administrator.

**To disconnect**
When you have finished your Call Pilot Voice Messaging session, press 83 to disconnect, or simply hang up.

**Forwarding a message**
To compose a message, you first address it, then record your message, then send it. You can address a message to one or more people or distribution lists. Before you send a message you can edit it and add message options.

**To address, record, and send a message**
You address a message to one or more recipients before you start recording.
An address is typically a mailbox number or a distribution list number.
1 - While logged into your mailbox, press 75.
2 - Enter the first address, then press #.
Continue to enter addresses followed by #.
If you need to cancel an address, see To cancel an address entry, below.
3 - When you have finished entering addresses, press # again to end the list.
4 - Press 5 to record your message. Wait for the tone, then start recording.
5 - Press # to end the recording.
6 - Press 79 to send the message.

To cancel an address entry
You can cancel an address you entered while you are at step 2 above.
After you pressed the final # at the end of the list, you cannot cancel any entries. If you cancel a distribution list number, the entire distribution list is deleted from your address list.
1 - Press 0# to cancel the last address you entered in the list.
2 - Repeat this step for each address you want to cancel, erasing entries one at a time from the end of the list.
3 - Return to step 3 above.

Composing a message
You can address your message to local mailboxes and distribution lists. For the required prefixes, press * for Help when addressing, or ask your system administrator. When Call Pilot Voice Messaging prompts you for a mailbox number, enter the appropriate prefix if required, then the number. When you have entered all the required addresses, return to step 3 in
To address a message to a mailbox
Enter the mailbox number, then press #.
To address a message to a distribution list
Enter the distribution list number, then press #.
To address a message to a telephone
You can address and send a recorded message to a telephone.
Enter the recipient’s telephone number, then press #. When you send a message to a person at a telephone number, Call Pilot Voice Messaging calls the person’s telephone and states that there is a message from you. The system may tell the recipient which key to press to hear the message, or the message may play automatically. The recipient can
respond by recording a reply.

**Addressing a message**
After you have recorded your message, you can review it before sending it. To play or change the message, use any of these standard commands:
- To play the message, press 2.
- 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 play the message envelope, including the list of recipients, press 72.
- To delete the message and move the next message, press 76. To restore the deleted message (before disconnecting), return to the message and press 76 to restore it. To rerecord the message, add to the end of it, or rerecord part of it, press 5 at the point in the message where you want to start. Record the new message, and end by pressing #. The new recording erases the old one from the place where you started to rerecord.

**Checking and editing your message**
When you create a message you can indicate that you want it handled in a special way. The message options are Standard, Urgent, Private, Acknowledgment, and Timed Delivery. Messages are sent Standard unless you choose another option. Before sending the message, you can check the options by pressing 72 to play the message envelope.

**To add an Urgent option**
When you send a message marked Urgent, the recipient is notified in the mailbox summary and the message header that the message is urgent. Before or after recording a message, press 70 then 1 to add the Urgent option. To cancel an Urgent option for a message, press 70 then 2 for Standard.

**To add a Private option**
When you send a message marked Private, recipients in your organization cannot forward it or attach it to another message. Before or after recording a message, press 70 then 4 to add the Private option. To cancel a Private option for a message, press 70 then 4 again.

**To request an acknowledgment to your message**
When you send a message marked acknowledgment, Call Pilot Voice.
Messaging automatically deposits a separate acknowledgment message in your mailbox after each recipient has read your message. Before or after recording a message, press 70 then 5 for Acknowledgment. To cancel an Acknowledgment request for a message, press 70 then 5 again.

**To set a specific time for delivering a message**
You can compose a message to be delivered to the recipients at a future date and time. 1 Before or after a message press 70 then 6 for Timed Delivery. 2 Enter the month, day, and time, pressing # after each entry. For the current month or day, just press #. For the time setting of 9:00, press 900#. For a.m., press 1; for p.m., press 2. For delivery one minute after midnight on the date you specified, press # for time. To cancel Timed Delivery for a message, press 70 then 6 again.

**Adding message options**
A distribution list saves you time when you send messages to the same group of addresses. You can create up to 9 personal distribution lists. Each personal distribution list can contain up to 99 entries. You can also use shared distribution lists supplied by your system administrator.

**To create a personal distribution list**
A personal distribution list can contain all the same types of addresses to which you can send a composed message, except other personal distribution lists. An entry can be a mailbox number, shared distribution list number, or telephone number. See **Addressing a message**, page 13.
1 -While logged into your mailbox, press 85.
To play a summary of all your lists, press *.
2 -Enter a number from 1 to 9, then press #.
3 -Press 5 to start entering addresses into the list.
4 -Enter the first address, then press #, in the same way you address a message.
5 -Continue to enter addresses, pressing # after each one.
To cancel the last number you entered in the list, press 0#.
6 -When the list is complete, press #.
7 -When you are finished, press 4 to return to your messages.
To play, edit or delete a personal distribution list
After you create a personal distribution list, you can play it to hear all the addresses, add to it, delete it and search for addresses in the list.
1 - While logged in to your mailbox, press 85.
2 - Enter the distribution list number, then press #. If you don’t remember the number, press * to hear a summary of your personal distribution lists.
To play the contents of the list, press 2. To add addresses to the list, press 5. Enter each address, then press #. When the list is complete, press #.
To delete the entire list, press 76. You can restore the list by pressing 76 immediately after deleting it. To search for an address in the list so you can add it or delete it, press 6. Enter the address, then press #. Call Pilot Voice Messaging tells you if the address is in the list. If the address is not in the list, you can add it by pressing 5. If the address is in the list, you can delete it by pressing 76.
3 - When you are finished, press 4 to return to your messages.

Express Messaging
Express Messaging is a fast way to send a message to another mailbox without logging in to your own mailbox to compose and send the message.
To send a message without logging in
1 - Dial the Express Messaging number 1906.
2 - Enter the mailbox number for the person for whom you are leaving the message, then press #.
3 - Wait for the tone, then record your message.
4 - Hang up.