VOICEMAIL INSTRUCTIONS

LOGGING IN TO YOUR CALL PILOT MAILBOX FOR THE FIRST TIME: Lift handset and Press the Message key or dial 71290 within the district or 447-1290 outside the district. Enter your five digit mailbox number, then press #; or at your own telephone just press #. Enter 44 followed by your 5-digit extension, then press #. Follow instructions for changing your password.

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ONCE LOGGED ON…………

CHANGING YOUR PASSWORD: You must change your password the first time you log in. Any other time you change your password Press 84. Enter your OLD password and # to confirm. To change your password enter your new password followed by #. Enter your new password and # again.

CHANGING YOUR GREETING: Press 82. Then follow the prompts.

External greeting – Press 1 (all callers will hear this greeting if no internal greeting recorded)
Internal greeting – Press 2
Temporary greeting – Press 3

**** Personal Verification – Press 9

Note: Do not record a greeting here, just your name. This recording takes the place of “Extension ????.” It is used with Express Messaging, Name Dialing, and Remote Notification announcements.

Press 5 to record. Wait for the tone, then record your greeting. Press # to end the recording.
Press 2 to play your greeting.
Press 76 to delete unwanted greeting.

STANDARD COMMANDS COMMON TO ALL MAILBOX FEATURES:
Press 2 to listen to messages.
Press 1 to rewind the message 9 seconds
Press 3 to fast-forward the message 9 seconds
Press 4 to go to the previous message
Press 5 to record a message
Press 6 to go to the next message
Press 9 to listen to the call sender
Press 73 to forward the message
Press 76 to delete/restore the message (Note: If you accidentally delete a message, do not hang up. Simply go back to the message and press 76 again. This will restore the message. Once you delete a message and hang up, there is no retrieving.)
Press * for help
Press # to stop playback/recording, cancel menu selection, or end data entry/addressing
Press 83 to disconnect

TO COMPOSE A MESSAGE TO ONE OR MORE PEOPLE: While logged in to Voice Mail, press 75 to compose a message. Enter the first mailbox number followed by the # sign. Continue to enter numbers followed by # until you have finished, then press # again. Press 5 to record. End the recording with #. Press 79 to send.

TRANSFERRING A CALLER TO VOICEMAIL: While caller is on the line, press Trans. Dial 71291, enter extension followed by #. Immediately press Connect.

EXAMPLES OF GREETINGS:
External greeting – “You have reached the voicemail of __________ with _______________. I am unable to take your call at the moment. Please leave your name, number, and a brief message and I will return your call as soon as possible. For immediate assistance, please press 0 and ask to speak with _______________.”

Internal greeting – “You have reached the voicemail of ___________. I am unable to take your call at the moment, so leave me a message and I’ll call you back as soon as possible.”

Temporary greeting – “Out of office alert. I will be out of the office for vacation during the week of January 23 thru January 27. For immediate assistance, please press 0 and ask to speak with _______________.”