

HQBN USMC HENDERSON HALL Telephone System Call Pilot® Voice Messaging

Dialing Instructions

WELCOME TO CALL PILOT VOICE MAIL

Call Pilot voice mail is easy to use. Call Pilot guides you with audible prompts at each step. The prompts tell you what to do next, or what options are available so that you don't have to remember every step. You can interrupt a prompt by pressing the key for the next step. When you login to your mailbox for the very first time, you should perform the following three tasks:

- Set up your new password.
- Record a personal greeting
- Record your name verification

On your first login, use **12 + your extension number** as your temporary password. Once you are logged in, you will be prompted to enter your own personal password, which should be 6 or more digits in length. Before logging in for the first time, think of:

1. A password you will remember.
2. The greeting you will want your callers to hear. (**Write it down!**)

The Call Pilot internal access number is **693-7400**. The Express Messaging access number is **693-7401**.

Instructions:

LOGGING IN TO YOUR MAILBOX

From your extension:

Dial **693-7400**, or press the **Message** Key on the digital telephone.
Press **#**.
Enter your password, and then press **#**.

From another extension:

Dial **693-7400**, or press the **Message** key on the digital telephone.
Enter your **mailbox number** (your extension), then press **#**.
Enter your **password**, and then press **#**.

CHANGING YOUR PASSWORD

To change your password:

1. While logged in to Call Pilot, press **84**.
2. Enter your old **password**, and then press **#**.
3. Enter your new **password**, and then press **#**.
4. Enter your new **password** again, and then press **#**.

RECORDING YOUR NAME

To record your name (personal verification):

- While logged in to Call Pilot, press **82** then **9**. You hear current personal verification if there is one.
- Press **5** to record, wait for the tone, then record your name and, if you wish, your title or extension number.
- Press **#** to end the recording.
- Press **4** to exit.

RECORDING YOUR GREETING(S)

To record your greeting(s):

- While logged in to Call Pilot, press **82**.
- Press **1** for external greeting, **2** for internal greeting, or **3** for temporary greeting.
- Press **5** to record. Wait for the tone before you start to speak.
- Press **#** to end the recording.

To play your greeting:

- Press **2**. To rerecord your greeting, add to the end of it, or rerecord part of it:

- Press **5** at the point in the greeting where you want to start.
- Record the new greeting, and then press **#**.
- To delete your greeting press **76**.

To set an expiration date for a temporary greeting:

1. Press **9**.
2. Enter the month, day and time, pressing **#** after each entry.
To exit: Press **4**.

LOGGING OUT OF YOUR MAILBOX

To disconnect: Press **83**

Note: Remember to log out from the system before hanging up. Otherwise, a port on your system will be left open!

PLAYING MESSAGES

After logging in, listen to the mailbox summary.
Listen to the first message announcement.

- To play your messages: Press **2**.
- To skip back (five seconds): Press **1**.
- To skip forward (five seconds): Press **3**.
- To pause: Press **#**. To continue: 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**, {message number}, **#**.
- To delete a message: Press **76** while it is playing.
- To restore: Press **76** again (within the current session).
- To play message envelope: Press **72**.

- To increase message playback speed (up to three times): Press **23**.
- To decrease message playback speed (to normal): Press **21**.

REPLYING TO MESSAGES

To reply to the sender:

1. After listening to the message, press **71** to reply.
2. Press **5** to record your reply. Wait for the tone before you start to speak.
3. Press **#** to end the recording.
4. Press **79** to send your reply message.

To reply to all recipients: Press **74**. Repeat steps 2-4 shown above.

1. To send the forwarded message, Press **79**.

CALLING THE SENDER

To call the sender:

1. Immediately after listening to the message, press **9**.
2. Speak to the sender or leave a message.
3. When finished, hang up or press the Goodbye Key on the digital telephone.

FORWARDING MESSAGES

To forward a message:

1. After hearing the message, Press **73**.
2. Enter the mailbox number or distribution list number to which you want to forward the message.
3. Press **#**.
4. Repeat for other mailbox number or list numbers; end by pressing **#**.

5. Press **5** if you want to record an introduction. Wait for the tone, then begin recording.
6. Press **#** to end recording your introduction.

MESSAGE TAGGING MENU

This option must be used before pressing **79** to send a message.

To tag a message:

- After recording a message, Press **70**.
- For urgent delivery: Press **1**.
- For private delivery: Press **2**.
- For acknowledgement: Press **5**.
- For timed delivery: Press **6**.
- To remove a tag: Press **701, 702**, etc.
- Press **79** to send the message.

COMPOSING MESSAGES

To address and send a message:

1. While logged in, Press **75**.
2. Enter the first mailbox number or distribution list number, then Press **#**.
3. Continue to enter numbers followed by **#** until you have finished, and then press **#** again.
4. Press **5** to record your message. Wait for the tone before you start to speak.
5. Press **#** to end the recording.
6. Press **79** to send your message.

To edit your message: Before sending your message, you can check and edit it.

- To play your messages: Press **2**.
- To skip back (five seconds): Press **1**.
- To skip forward (five seconds): Press **3**.
- To pause: Press **#**. To continue: Press **2**.
- To erase and re-record: Press **5** at the beginning of the message.
- Wait for the tone, record, and then press **#**.
- To add at the end: Press **5** at the end of the message.
- Wait for the tone, record, and then press **#**.
- To delete the entire message: Press **76**.

CREATING / MODIFYING DISTRIBUTION LISTS

To create a personal distribution list:

1. While logged in, Press **85**.
2. Enter a number from **1--99** to identify the list, then Press **#**.
3. Press **5** to create the list.
4. Enter each mailbox number, followed by **#**.
5. When the list is complete, Press **#**.

To check a distribution list:

1. While logged in, Press **85**.
2. Enter the list number, and then press **#**.
3. Press **2** to play the list.
4. Press **6** to find a mailbox number in a list, and then **76** to delete that number from the list.
5. Press **76** after hearing the list number to delete the entire list.

BYPASSING A USER'S GREETING

To bypass the greeting and leave a message:

1. At the beginning of the greeting, Press # (If you call a person who has a temporary absence greeting, you hear a warning when you try to stop the greeting. This allows you to continue listening if you want to, or to start recording).
2. Leave your message after the tone.

EXPRESS MESSAGING

Express Messaging allows you to leave messages in another mailbox without logging in to your mailbox.

To send an express message:

1. Dial **693 7401**. (From outside the system, dial **703 693 7401**.)
2. Enter the **mailbox number** (extension) of the person for whom you're leaving a message.
3. Press **#**.
4. Wait for the tone, and then record your message.
5. Hang up, or Press the **Goodbye** Key on the digital telephone set.

For additional assistance:

Contact your S6 Telecommunications Specialist At: Extension **614-8670**