SINGLE DIGIT COMMANDS

1	**=**	**Skip Backwards**
2	**=**	**Play**
3	**=**	**Skip Forward**
4	**=**	**Previous Message**
5	**=**	**Record**
6	**=**	**Next Message**
7*	**=**	**Message Commands**
8*	**=**	**Mailbox Commands**
9	**=**	**Call Sender**
0	**=**	**Attendant/Thru-Dial**

DOUBLE DIGIT COMMANDS

70	**=**	**Message options** (Tag Messages)
71	**=**	**Reply**
72	**=**	**Play Envelope**
73	**=**	**Forward**
74	**=**	**Reply All**
75	**=**	**Compose**
76	**=**	**Delete/Restore**
79	**=**	**Send Message**
80	**=**	**Mailbox Options** Attendant Options
81	**=**	**Log In**
82	**=**	**Greetings**
83	**=**	**Log Off**
84	**=**	**Change Password**
85	**=**	**Distribution Lists**
86	**=**	**Go to Message**

Call Pilot
Voice Mail User Guide

telecom@wpi.edu

VOICE MESSAGING BASICS

You may interact with your Voice Messaging Service from any Touch-Tone™ telephone. You can receive messages **24** hours a day, **7** days a week.

GETTING STARTED:

The first time you use your mailbox, you must "personalize" it using the following steps:

LOG IN:

Using a TouchTone™ telephone:
    Lift Handset
    Press **Message** Key or dial **5900** or
    From Outside **508-831-5900**
    Dial your mailbox number
    Press the **#** key
    Dial your starter password
    (your starter password is 831 + extension)
    Press the **#** key

CHANGE YOUR PASSWORD:

After Logging into Call Pilot:
    Dial **84**
    Enter "old" password
    Enter new password
    Press the **#** key
    Re-Enter new password
    Press the **#** key

RECORD PERSONAL VERIFICATION:

After Logging into Call Pilot:
    Dial **82**
    Press **9** for Personal Verification (name)
    Press **5** and wait for tone
    Record your first, last name & extension only
    Press the **#** key *twice*

RECORD YOUR GREETING:

After Logging into Call Pilot:
    Dial **82**
    Select the greeting type-
        Press **1** for External greeting
        Press **2** for Internal greeting
        Press **3** for Temporary greeting*
    Press **5** and wait for tone
    Record your Greeting
    Press the **#** key

*Temporary greeting is automatically played to all callers. If an expiration date is not set, the Temporary Greeting remains in effect until deleted. To set the expiration date and time while in the Temporary Greeting:
    Press **9**
    Enter the month, #, the date, #, year, #
    Enter the time, then press 1 for AM or 2 for PM

To let your Temporary Greeting play until deleted:
    Press # # # for no expiration date

RETRIEVING YOUR MESSAGES:

After Logging into Call Pilot the system tells you how many messages are in your mailbox.
    To listen to your messages:
        Press **2**
        Press **6** to go to the next message

The following commands may be used while listening to a message:
    1   -   Skip Backwards (Rewind)
    2   -   Replay
    3   -   Skip Forward 5 seconds
    4   -   Previous Message
    6   -   Next Message
    9   -   Call Sender

After Listening to messages, options include:
    71   -   Reply
    72   -   Envelope Information
    73   -   Forward Message
    74   -   Reply All
    75   -   Compose Message
    76   -   Delete or Restore Message
    79   -   Send message

EXPRESS MESSAGING:

Allows you to leave a voice mail for a user without ringing their phone.
    Dial **5901**
    Dial the person's **4**-digit extension
    Press the **#** key
    Leave a message

SEND MESSAGE (Compose):

You may record and send messages to other voice mail users.

After Logging into Call Pilot:
    Dial **75**
    Enter first recipient's extension
    Press the **#** key
    Enter next recipient's extension
    Press the **#** key *(repeat as needed)*
    Press the **#** key, when list is completed
    Press **5** to begin recording message
    Press the **#** key when done

    Press **70** if you wish to select message delivery options of:
        1 = Urgent
        4 = Private
        5 = Acknowledgement
        6 = Timed Delivery

    Press **79** to send your message

FORWARD MESSAGE:

To forward a message to another voice mailbox on your system:

After listening to the message, Press **73**
    Enter the mailbox number to which you want to send the message, then press **#**
    Repeat to add additional mailbox numbers, if desired.
    Press **5** to record an introduction, wait for the tone, then record your message
    Press **#** to end introductory message
    Press **79** to send your message