

Voice Mail



Setting Up Your Mailbox

Logging Into Your Mailbox

1. Press **Message** Key or Dial Extension 3-3333. You will hear "Call Pilot from Nortel Networks, mailbox?"
2. a. If dialing from your District telephone set Press #.
b. If dialing from another telephone location enter your 5 digit mailbox number followed by #.
3. You will then hear: "Password?"
4. **Enter your temporary password (initial password will be 5 + 5 digit mailbox number), press #.**

For example, if your mailbox number is now 33788, your temporary password will be 533788

Record a Personal Greeting

1. After you are logged in to your mailbox press **82** for Greetings
2. **Select type of Greeting to Record:**
 - 1-External Greeting
 - 2-Internal Greeting
 - 3-Temporary Greeting
5. To **Start** recording, Press **5**
6. To **Stop** recording, Press #

TIP: You only need to record an External Greeting if you want both internal and external callers to hear the same greeting.

Record Your Name

(Personal Verification Name):

1. After you are logged in to your mailbox Press **829** for Personal Verification
2. To **Start** recording, Press **5**
3. To **Stop** recording, Press #

Change Your Password

1. After you are logged in to your mailbox Press **84** for Password Change
2. Enter your **current password**, press #
3. Enter a **new password** (5 to 16 digits), press #
4. Enter your new password again, press #

Logging Off

1. Press **83**

Save a Message

No action is required to save a message. Call Pilot will automatically save your message until you delete the message, or after 7 days the message will automatically be deleted if it has been played (new messages will be saved until they have been listened to).

Delete a Message

Press **76** (this can be performed at anytime during the message, you do not have to wait until the end of the message to delete).

Before disconnecting, return to the deleted message and press **76** to restore it.

After Initial Setup

To Access Call Pilot Voice Mail

From a District Telephone

1. Press **Message** Key or Dial Extension 3-3333, you will hear "Call Pilot from Nortel Networks, Mailbox?"
2. **Enter your 5 digit mailbox number**, press #, "Password?"
3. **Enter your password**, press #; you are now logged into Call Pilot Voice Mail.

Tip: If you are dialing from your District telephone set you can press # without entering your mailbox number and the system will automatically recognize the extension you are calling from as the mailbox number. You will then hear: "Password?" Enter your password followed by # and you will be logged into your mailbox.

From OUTSIDE the District

1. Call 720-423-3333, you will hear "Call Pilot from Nortel Networks, Mailbox?"
2. **Enter your mailbox number**, press #, "Password?"
3. **Enter your password**, press #. You are now logged into Call Pilot Voice Mail.

Express Messaging

1. Dial extension 3-3111, you will hear "Express Voice Messaging, to mailbox?"
2. Enter the mailbox number of the person for whom you are leaving the message, and then press #.
After the greeting prompt and beep tone, record your message, hang up when finished.

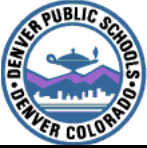
Transfer Caller to Voice Mail

1. Press **Transfer** Key and dial 3-3111, you will hear "Express Voice Messaging, to mailbox?"
2. Enter the mailbox number of the person for whom you are leaving the message, and then press #.
3. Press **Transfer** or **Connect** Key (depending on phone type). Complete the call transfer quickly to ensure that the calling party hears the entire message greeting.

Online training is available at:

<http://dots.dpsk12.org/training/voicemail>

(OVER)



Voice Mail Commands



Main Menu List of Commands

(While you are playing a message)

- 1 Skip Back 5 seconds
- 2 1 Decrease Speed
- 2 3 Increase Speed
- 2 4 Decrease Volume
- 2 6 Increase Volume
- 3 Skip Forward 5 seconds
- 4 Go to Previous Message
- 6 Go to Next Message
- 8 6 Go to a specific message
(Enter message number, and then press #)
- # Pause Message
- 2 Continue to Play Message
- * Help Command

7 - Message Commands

(While listening to a Message...What you can do with a message)

- 7 1 Reply
- 7 2 Play Envelope
- 7 3 Forward a Copy of the message to another Mailbox. Enter the mailbox number to which you want to forward the message, and then press #.
When you have finished entering addresses, press # again to end the list.
- 5 To record an introduction.
- # To end recording
- 7 9 To send the message.
- 7 4 Reply to All

7 5 Compose a new Message

7 6 Delete Message

7 6 Restore Message

(Return to the deleted message to restore)

NOTE: you can delete and restore (undelete) a message before, during or after playing the message. Deleted messages are removed from your mailbox at the end of your login session. You can not restore a message after you disconnect.

7 9 Send

(After recording a Compose, Reply or Forward message)

Message Options:

7 0 1 Urgent

7 0 4 Private / Confidential

7 0 5 Acknowledge

7 0 6 Time Delivery

(Up to 31 days in advance)

8 - Mailbox Commands

(Mailbox features, not related to specific messages)

8 1 Login

Greetings

8 2 1 External Greeting

8 2 2 Internal Greeting

8 2 3 Temporary Greeting**

Options:

1. Press 5 to record
2. Press # to end recording
3. Press 2 to review greeting

4. If you are satisfied with your greeting proceed to step 5, if you are dissatisfied press 76 to delete and repeat steps 1-3
5. Press 4 to return to main menu after recording your greetings

****Temporary Greeting** - you can set an expiration month, day and time for your temporary greeting. When the temporary greeting expires, your callers will hear your original greeting.

1. Press 9 while at temporary greeting to set expiry date.
2. Enter the month, day and time by pressing # after each entry.

8 2 9 Record your First and Last Name

8 3 Disconnect (or hang up)

8 4 Password Change

8 6 Go to a Specific Message

Call Pilot Voice Mail Tools

8 5 5 Distribution List

* General help

7 * Help on Message Commands

8 * Help on Mailbox Commands

Cancel / Exit to Previous Menu

To Stop Playback or Recording

To End Data Entry

To End Addressing.