



CallPilot

ACCESS NUMBERS

Voice Messaging (Check for Messages):

8290 (Internally) **623-8290** (Externally)

Express Messaging (Leave a Message):

8299 (Internally) **623-8299** (Externally)

Transfer to Voice Mail:

Transfer 8299 MailboxNo # Transfer

CallPilot Unified Messaging Quick Reference Card
Release 4.0 or later

NORTEL

Login → Message List Commands?

1 Skip Back	2 Play	3 Skip Forward
4 Previous Message	5 Record	6 Next Message
7 Message Commands	8 Mailbox Commands	9 Call Sender
* Help	0 Attendant/Tru-Dial	# Stop

Message Commands

1 Reply	2 Play Envelope	3 Forward
4 Reply All	5 Compose	6 Delete/Restore
7 Print	8	9 Send
* Message Help	0 Message Options	# Cancel/Exit

Message Options?

1 Urgent On/Off	2	3 Economy On/Off
4 Private On/Off	5 Acknowledge On/Off	6 Timed Delivery
7 Add Attachment	8	9
* Options Help	0	# Cancel/Exit

Mailbox Commands

1 Login	2 Greetings	3 Disconnect
4 Password Change	5 CallPilot Tools	6 Go to a Message
7	8	9 Change List
* Mailbox Help	0 Mailbox Options	# Cancel/Exit

Mailbox Options

1 Custom Operator	2	3 Fax Options
4 AutoLogin On/Off	5	6
7 Block Messages	8	9
* Options Help	0	# Cancel/Exit

Greetings

1 External Greeting	2 Internal Greeting	3 Temporary Greeting
4	5	6
7	8	9 Personal Verification
* Greeting Help	0	# Cancel/Exit

CallPilot Tools

1 Message Forwarding	2 Remote Notification	3
4 Return to Speech	5 Distribution Lists	6
7	8	9
* Tools Help	0	#

Fax Options

1 Autoprint On/Off	2 Default Printer	3
4	5	6
7 Separator Page On/Off	8	9
* Fax Help	0	# Cancel/Exit



Accessing Voice Mail – Log On

From your internal extension:

1. Obtain dial tone and press the **Message** key or **Enter 8290**.
2. Following the prompt “**Nortel CallPilot, Mailbox**” enter your **mailbox** number, followed by the **#** sign. Your **mailbox number** is the same number as your **4-digit extension**, unless you share an extension. If you share an extension, a unique mailbox number will be assigned by your system administrator.
3. Following the prompt “**password**” enter your password, followed by the **#** sign.

*****ON INITIAL LOG IN, THE PASSWORD IS “12” + MAILBOX NUMBER*****

Forced password change

When you log in successfully the **FIRST TIME**, you will be prompted to **CHANGE YOUR PASSWORD**:

4. Enter your new password. This needs to be between 4–16 digits in length, followed by the **#** sign.
5. To confirm your change enter your new password again, followed by the **#** sign. Following the prompt “**password**” enter your password, followed by the **#** sign.

Recording Greetings

1. While logged in to Voice Messaging, press **8 2**.
2. Press **1** for *external*, **2** for *internal*, or **3** for *temporary* greeting.
Note: The external greeting will be played for both internal and external calls if an internal greeting is not recorded. Always update the greeting when you will be OUT of the office so the caller will know when to expect a return call, or who to contact in your absence.
3. Press **2** if you want to hear the current greeting.
4. Press **5** to record.
5. Press **#** to end recording.

Recording Personal Verification

1. While logged in to voice mail, Press **8 2 9**.
2. Press **5**.
3. After the tone, speak your first and last name.
4. To stop recording and to check the new recording, press **#**.

Transfer a Caller to a Voice Mailbox

1. Press **Transfer**.
2. Enter **8299**.
3. Enter mailbox number, followed by **#**.
4. Press **Transfer** and hang up.

Playing Messages

Use the following message commands to move freely through your mailbox -- forward to the next message, backward to the previous message, or directly to a specific message:



- | | |
|---|---------------------------------|
| ⇒ Play Message faster | PRESS 2 3 |
| ⇒ Play Message slower | PRESS 2 1 |
| ⇒ Play Message Envelope | PRESS 7 2 |
| ⇒ Go to Specific Message | PRESS 8 6 + message number + #. |
| ⇒ Pause during playback | PRESS # (to continue, PRESS 2) |
| ⇒ Skip backward within Message | PRESS 1 |
| ⇒ Delete Message | PRESS 7 6 |
| ⇒ Restore Deleted Message
(Within current session only) | PRESS 7 6 |

Forwarding Messages

1. After listening to the message, press **7 3**.
2. Enter the first mailbox number, followed by **#**. End the list with **#**.
3. To record an introduction, press **5** (otherwise, move to step 5 below)
4. When finished recording, press **#**.
5. To forward the message, press **7 9**.

Express Messaging

To send a message directly to a voice mailbox use the Express Messaging feature:

1. Enter **8299**.
2. Enter the mailbox number, followed by **#**.
3. Record message after tone and hang up.

Exiting Voice Mail – Log Off

1. When finished with the voice mail system, press **8 3** at any time to log off, or just hang up.

