

CALLPILOT VOICE MESSAGING

LOG ON/ACCESS YOUR MAILBOX

1. Dial the CallPilot number, **7999** OR press the Message key (CallPilot answers).
 2. Dial your mailbox number (same as your extension number).
 3. Press # (If dialing from your primary line, just press #).
 4. Dial your password. Your start up password is 12 + your mailbox number.
 5. Press #.
- NOTE: To log on from outside the building: dial 312-534-7999. Dial your mailbox number, press #. dial your password and press #.

PERSONAL VERIFICATION (announces your name like a return address)

1. Access your mailbox.
2. Press 829 (existing verification is announced).
3. Press 5, then speak your name at the tone.
4. Press #.

RECORD YOUR GREETING

1. Access your mailbox.
2. Press 82.
3. Press 1 for external greeting or press 2 for internal greeting (**EXTERNAL GREETING ONLY IS RECOMMENDED**).
or press 3 for a temporary greeting. (**temporary greetings are used in your absence. See below for more information.**)
4. Press 5 (begin speaking after the tone).
5. Press # when finished recording.
6. To listen to the greeting, press 2.

NOTE: Your greeting should include a "way out" of your mailbox such as, "For further assistance, please press zero." You may suggest they dial an associate by pressing zero, the associate's extension number then #.

This same procedure can be used when you are logged in and want to dial another extension.

Temporary Greeting

To set the expiry date for your temporary greeting, press 9.

Enter the month, day, and time, pressing # after each entry.

For the current month or day, press # only.

For the standard expiry time of 12:01 a.m. with any future

date, press # for time.

Pressing # # # sets "no expiry."

To delete your temporary greeting, dial into your mailbox. Press 82 for greetings, press 3 for temporary greeting, then press 7, 6. This will delete your temporary greeting and start using your external greeting.

CHANGE YOUR PASSWORD

1. Access your mailbox.
2. Press 84.
3. Dial your current password followed by #.
4. Dial the new password (6 digits) followed by #.
5. Dial the new password again followed by #.

LISTEN TO YOUR MESSAGES

1. Access your mailbox (quantity of messages is announced).
2. Press 2 to play the message.
3. Options:
 - 1 to skip backward 5 seconds
 - # to pause
 - 2 to start message again
 - 3 to skip forward 5 seconds
 - 9 to call sender of message
 - 71 to record a reply to sender
 - 76 to delete

Read messages can be saved up to 7 days before the system deletes them. However, it is recommended you immediately delete messages to ensure space in your mailbox.

MOVING AROUND IN YOUR MAILBOX ("GO TO")

1. Access your mailbox.
- 2a. To listen to each message description (without listening to the message), press 6 to scan each message.
- 2b. To move back to the previous message, press 4.
- 2c. To move to a specific message, press 86, then dial the message number followed by #.

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CREATE A MESSAGE (TO ONE OR MORE MAILBOXES)

1. Press 75.
2. Enter the mailbox number (s) followed by #. A second # tells Call Pilot you have entered the last mailbox number (press 0# to remove a mailbox number).
3. Press 5, wait for the tone, record message, press #.
4. Listen for additional options such as, erase, skip, pause, etc., if needed.
5. Dial 79 to send the message.

CREATE A DISTRIBUTION LIST

1. Access your mailbox.
2. Press 85.
3. Enter a "list" number 1 thru 9 followed by #.
4. Press 5, then enter mailbox numbers separated by a #, and press # again at the end of the list.
5. Press 2 to review the entries.

TAGGING MESSAGES

When you create a message you can tag it to indicate that you want it handled in a special way.

You tag a message before sending it. You can use one or more tags per message, and you can remove and change tags.

1. After recording a message, press 70.
2. For Urgent delivery, press 1.
For Private, press 4.
For Acknowledgment, press 5.
For Timed delivery, press 6.
3. To send the message, press 79.

To tag a message without waiting for the prompt, enter the full number of the tag, for example, to tag a message urgent and private:

1. Press 701.
2. Press 704.

To specify timed delivery (max. 15 days):

1. Press 70.
2. Press 6.
3. Enter the month, day, hour, and minutes, following each by #.
For current month, day, or time, press # only.
4. Press 1 for a.m., 2 for p.m.
5. To send the message, press 79.

Before sending a message, you can remove a tag, press 70, then retag.

- Urgent to Standard, press 2.
- Private to not Private, press 4.
- Acknowledge to no Acknowledge, press 5.
- Timed delivery to no Timed delivery, press 6.

REPLYING TO MESSAGES

You can record a reply to a message sender and send your reply to all the other recipients of the message, if they are

known to have a mailbox within CallPilot.

TO REPLY TO SENDER

1. Immediately after listening to the message, press 71 to reply to the sender.
2. When you are ready, press 5 to record your reply. Wait for the tone, then begin recording.
3. When you have finished recording, press #.
4. To send the message, press 79.

TO SEND A REPLY TO ALL RECIPIENTS

1. If you want to play the list of recipients to whom your reply will be sent, press 72.
2. Press 74 to reply to all recipients.
3. To record and send your reply, repeat steps 2 to 4 above.

CALLING THE SENDER

After listening to a message, you can automatically place a call to the sender of the message, if the sender is known to CallPilot.

TO CALL THE SENDER

1. Immediately after listening to the message, press 9 to call the sender.
2. Speak to the sender or leave a message.
3. When you have finished your call, hang up.

FORWARDING MESSAGES (Send to another mailbox)

1. After hearing the message, press 73 to forward.
2. Enter the mailbox number or distribution list to which you want to forward the message, then press #. Repeat this step for any other mailboxes or distribution lists. End by pressing #.
3. To record an introduction, press 5, wait for the tone, then speak. End the recording by pressing #.
4. To send the message, press 79.

EXPRESS MESSAGING (allows you to send a message without having to call the person and you only hear their personal verification)

1. Dial the express messaging number, 7998.
2. Enter the mailbox number of the person you are leaving the message for followed by #.
3. After the prompt and tone, record your message.

TO TRANSFER A CALLER TO EXPRESS MESSAGING

1. Transfer the call to the express number, 7998.
2. Advise the caller of the mailbox number OR dial the mailbox number of the person they wish to leave a message for followed by #.
3. Complete the transfer quickly so that the caller can hear the prompt to record a message.

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HELP

- FOR GENERAL INFORMATION PRESS *
- FOR MESSAGING INFORMATION PRESS 7*
- FOR MAILBOX FEATURES PRESS 8*

NOTE: EACH MESSAGE RECEIVED CAN BE UP TO 5 MINUTES IN LENGTH. YOUR MAILBOX CAN STORE 30 MINUTES OF MESSAGES.

- 79 TO SEND THE INTRODUCTION AND A COPY OF THE MESSAGE.

COMMANDS TO USE WHEN LISTENING TO A MESSAGE

- 2 TO PLAY THE MESSAGE
- 23 TO SPEED UP MESSAGE PLAYBACK
- 21 TO SLOW DOWN MESSAGE PLAYBACK
- 1 TO SKIP BACKWARD 5 SECONDS IN THE MESSAGE
- 3 TO SKIP FORWARD 5 SECONDS IN THE MESSAGE
- # TO PAUSE DURING PLAYBACK (press 2 to continue listening)
- 4 TO SKIP BACKWARD TO THE PREVIOUS MESSAGE
- 6 TO SKIP FORWARD TO THE NEXT MESSAGE
- 7* FOR HELP ON MESSAGE COMMANDS
- 72 TO PLAY THE MESSAGE ENVELOPE
- 76 TO DELETE THE MESSAGE (press 76 again to restore)
- 77 TO PRINT A FAX MESSAGE
- 9 TO CALL SENDER
- 83 TO LOG OFF

REPLY TO A MESSAGE

- 71 TO REPLY TO A MESSAGE SENT BY ANOTHER CALLPILOT USER
- 5 TO BEGIN RECORDING
- # TO END RECORDING
- 79 TO SEND THE MESSAGE

COMPOSE A MESSAGE

- 75 TO CREATE A MESSAGE. ENTER THE FIRST ADDRESS WHERE YOU WISH TO SEND THE MESSAGE TO, AND THEN PRESS #. CONTINUE TO ENTER ADDRESSES FOLLOWED BY #. WHEN YOU HAVE FINISHED ENTERING ADDRESSES, PRESS # AGAIN TO END THE LIST.
- 5 TO BEGIN RECORDING
- # TO END RECORDING
- 79 TO SEND THE MESSAGE

FORWARD A MESSAGE

- 73 TO FORWARD A COPY OF A MESSAGE. ENTER THE FIRST ADDRESS WHERE YOU WISH TO FORWARD THE MESSAGE TO, AND THEN PRESS #. CONTINUE TO ENTER ADDRESSES FOLLOWED BY #. WHEN YOU HAVE FINISHED ENTERING ADDRESSES, PRESS # AGAIN TO END THE LIST.
- 5 TO BEGIN RECORDING AN INTRODUCTION
- # TO END RECORDING