Call Pilot – Voice Instructions

To Access your Mailbox
1. Dial the Call Pilot Number 2099 or, if your have a message key, press that. Wait unit Call Pilot answer **(Note: If calling from outside the office i.e., home, call (928) 776-2099)**
2. Dial your mailbox number (same as your extension number)
3. Press "#"
4. Dial your default password
5. Press "#"
6. **NOTE: Password change is <u>required</u> on the first logon**

Exit your Mailbox
1. When finished with all mailbox procedures, press "8-3"

Change Your Password
1. Access your mailbox
2. Press "8-4"
3. Dial your old password
4. Press "#"
5. Dial new password (4 to 16 digits)
6. Press "#"
7. Dial new password again
8. Press "#"

Record Your Name
1. Access your mailbox
2. Press "8-2-9"
3. Press "5" (start speaking after the beep)
4. Press "#" when finished
5. Hang up

To Record your Greeting (External or Internal or Temporary Absence)
1. Access your mailbox
2. Press "8-2"
3. Press "1" for external greeting, press "2" for internal greeting, press "3" for temporary greeting, or press "9" for personal verification
4. Press "5" (start speaking after beep)
5. Press "#" when finished recording
6. To listen to greeting press "2"
7. At this point to re-record your greeting press "7-6" to delete it and ten do steps 4-5 again

When recording your greeting, be sure to include a "way out" of your mailbox for the caller. The options are Dial "0" to reach the switchboard or " 0 + extension number + # " to reach another extension

Listen to Your Messages

1. Access your mailbox (you will hear how many new messages you have)
2. Messages will be played back automatically, to skip the header information (date, time and who the message is from, press "2" to begin playing the message.

At This Point, Here is Some of Your Options

1. "1" to skip backward 5 seconds
2. "#" to pause
3. "2" to start message again
4. "3" to skip forward 5 seconds
5. "9" call sender
6. "7-6" to delete
7. "7-1" to record a reply to sender of message
8. "7-3" to forward a message to another mailbox with comments (NOTE: You may forward a forwarded message)

Moving Around in Your Mailbox

Access your mailbox

1. To listen to each message description (without listening to the message), Press "6" to scan each message
2. To move back to previous message, press "4"

Record and Send a Message

1. Access your mailbox
2. Press "7-5"
3. Dial mailbox number of message recipient(s)
4. Press "#, #"
5. Press "5" (start recording after the beep)
6. Press "#" when finishing recording
7. Press "7-9"

To Send a Same Message to Multiple Parties

- At step 3, enter each mailbox number followed by "#", and when finished entering all mailbox numbers, press "#" again.
- If you entered a mailbox number incorrectly, Press "0, #" to cancel that entry

Reply to a Message

1. Access your mailbox
2. Press "7-1"
3. The system will speak the name or extension where your message will reply to

4. Press "5" (start recording after the beep)
5. Press "#"
6. Press "7-9" to send

Forward a Message
1. Access your mailbox
2. Press "7-3"
3. Dial mailbox number of message recipient(s)
4. Press "#, #"
5. Press "5" (start recording after the beep)
6. Press "#" when finished recording
7. Press "7-9" to send

Forward the Same Message to Multiple Parties
1. At Step #3, enter each mailbox number allowed by "#", and when finished entering all mailbox numbers, press "#" again
2. If you entered a mailbox number incorrectly, Press "0, #" to cancel that entry

Create a Personal Distribution List
1. Access your mailbox
2. Press "8-5-5"
3. Enter the list number you would like to create (i.e. 1,2,3, etc.)
4. Press "5" to add mailboxes to the distribution list
5. Dial mailbox number then # - dial the next mailbox number then # - continue until all mailboxes are on the list you are creating (If you entered a mailbox number incorrectly, press "0-#" to cancel that entry)
6. Press "#"
7. Press "9" to record the name of the distribution list
8. Press "5" to record (record after the beep)
9. Press "#" to end
10. Press "2" to view the list
11. Press "7-6" to delete the list
12. Press "5" to add to the list
13. Press "6" to find an address
14. Press "4" to return to your messages

Set Your Mailbox to Page You for Messages
1. Access your mailbox
2. Press "8-5"
3. Press "2"
4. Press "5"
5. Enter number for pager in he following format - 9 + area code + pager number + #
6. Press "2" to send notification to pager
7. Press "2" for pager
8. Press "3" for digital or numeric pager

9. When it asks for a call back number enter the number you would like to have displayed on your pager screen, press "#" to end. (i.e. xxx-xxxx the number to the voice mail system)
10. Press "3" for the next step
11. Press "5" for message type
12. Choose the type of message you would like to be page on - i.e. all, urgent, etc.
13. Press "3" for the next step
14. Press "5" to choose notification days
15. Choose notification days - i.e. Monday - Friday
16. Press "3" for next step
17. Press "5" to choose notification days
18. Enter time for paging to start - i.e., 8am, press "#" when complete
19. Press "1" for AM and press "2" for PM
20. Enter time paging to stop - i.e., 5pm, press "#" when complete
21. Press "1" for AM and press "2" for PM
22. Press "3" for next step
23. Press "6" to accept entry and turn on notification

If you do not press "6" at the end to turn on notification <u>everything</u> is deleted and you must start all over again

1. Dial express messaging number "1020" - **Note: If call from outside of the office i.e. home, call**
2. Dial mailbox number of message recipient
3. Press "#" (start speaking after the beep)
4. Hang up

Help
1. For General Help Press "*"
2. For information about messaging - Press "7"
3. For information about mailbox administration - Press "8"