

# NORTEL CALLPILOT INSTRUCTIONS



You may reach Nortel CallPilot by calling:

<b>865-241-9999</b>	External
<b>241-9999</b>	Internal or External
<b>241-3333</b>	Express Messaging (Internal)

You have been assigned a "Voice Mailbox" on the Nortel CallPilot. Your mailbox number is your 7-digit phone number. Your temporary password is **12 plus your seven-digit mailbox number**.

## To log in for the first time

When you log in for the first time, you must change your password from the one you were first assigned. After that, you can change your password as often as required. Passwords can be 4 to 16 digits in length.

1. Decide on a new password.
2. Follow the login steps below using your temporary password.

## To log in

You can log into your mailbox (which is the same as your four-digit extension) from any touch-tone phone.

1. Dial the access number, or press the **Message** key on your phone (listen to prompts).
2. Enter your mailbox number, and then press **#**. If you are at your own phone, just press **#**.
3. Enter your password, and then press **#**.  
*When you log in for the first time, enter your temporary password (which is **12 plus your seven-digit mailbox number**).*

## To change your password

Passwords can be 6 to 16 digits in length.

1. While logged into your mailbox, press **84**.
2. When prompted, enter your **current** password, and then press **#**.
3. Enter your **new** password, and then press **#**.
4. Enter your **new** password again, and then press **#**.

## To record your greeting

You can record external, internal, and temporary greetings. Callers from outside your organization hear your external greeting; callers within your organization hear your internal greeting. If you don't record an internal greeting, all callers hear your external greeting. You can record a temporary greeting to tell your callers that you are away from your office. All callers hear your temporary greeting if you record one.

1. While logged into your mailbox, press **82**.
2. For your external greeting, press **1**.  
For your internal greeting, press **2**.  
For your temporary greeting, press **3**.  
*You can set an expiry date for your temporary greeting.*
3. Press **5** to record. Wait for the tone, and then record your greeting.
4. Press **#** to end recording.

## To play, delete, or rerecord your greeting

While at your greeting, you can play, delete, or rerecord it.

- To play your greeting, press **2**.
- To delete your greeting, press **76**.
- To rerecord your greeting, add to the end of it, or rerecord part of it, press **5** at the point in the greeting where you want to start. Record the new greeting, and then press **#**.  
*The new recording erases the old one from the place where you started to record.*

### **To set the expiry date for your temporary greeting**

You can set an expiry month, day, and time for temporary greeting. When your temporary greeting expires, your callers will hear your external or internal greeting.

1. While at your temporary greeting, press **9**.
2. Enter the month, day, and time, pressing **#** after each entry.
  - For the current month or day, press **#** only.
  - For a time setting of 8:00, press **800#**. For a. m., press **1**; for p. m., press **2**.
  - For the standard expiry time of one minute after midnight on the date you specified, press **#** for time.
  - For no expiry, press **###**.

*If you do not set an expiry date, or if you press # for month, day, and time, your temporary greeting will remain in effect until you delete it.*

### **To return to your messages**

- When you have finished recording you greetings, press **4**.

### **To record a personal verification**

Your personal verification is used in your greetings and addressed messages. Keep your personal verification as brief as possible, and speak clearly.

1. While logged into your mailbox, press **829**.  
*You hear your current personal verification if there is one.*
2. Press **5** to record. Wait for the tone, and then speak your first and last name.
3. Press **#** to end recording.

### **To play, delete, or rerecord your personal verification**

You can play, delete, or rerecord your personal verification the same way as your greetings. If you delete your personal verification, your callers hear your mailbox number.

### **To return to your messages**

When you have finished recording you greetings, press **4**.

### **HINTS AND TIPS**

1. To get help or obtain prompts:
  - Press **7\***, to get message command help
  - Press **8\***, to get mailbox command help.
2. To stop or exit, press **#**.
3. Listen to prompts. The voice of CallPilot will guide you through your mailbox.
4. To log off, press **83** (Good-bye).
5. To skip hearing a familiar personal greeting, press **#** to hear beep and leave a message.

### **COMMANDS TO USE WHEN LISTENING TO A MESSAGE**

- |           |  |
|-----------|--|
| <b>2</b>  | <b>TO PLAY THE MESSAGE</b>                       |
| <b>23</b> | <b>TO SPEED UP MESSAGE PLAYBACK</b>              |
| <b>21</b> | <b>TO SLOW DOWN MESSAGE PLAYBACK</b>             |
| <b>1</b>  | <b>TO SKIP BACKWARD 5 SECONDS IN THE MESSAGE</b> |
| <b>3</b>  | <b>TO SKIP FORWARD 5 SECONDS IN THE MESSAGE</b>  |

**TO LOG OFF, PRESS 83\***

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

**TO LOG OFF, PRESS 83\***