

## FSU VOICE MAIL CALLPILOT QUICK REFERENCE

CallPilot MAIL Number: **5005**

Your Mailbox Number: \_\_\_\_\_

Express Mail Number: **5006**

Your Password Number: \_\_\_\_\_

### • • • LOGGING ON • • •

*System requires you to change your password on the first login (Initial password= 1 + mailbox #)*

FROM YOUR PHONE	FROM ANOTHER PHONE
<ol style="list-style-type: none"> <li>1. Dial CallPilot ext. 5005</li> <li>2. Press #</li> <li>3. Enter your password</li> <li>4. Press #</li> </ol>	<ol style="list-style-type: none"> <li>1. Dial CallPilot ext. 5005 or 231-591-5005</li> <li>2. Enter YOUR mailbox number</li> <li>3. Press #</li> <li>4. Enter your password</li> <li>5. Press #</li> </ol>

***New password MUST NOT BE (Your mailbox number, Sequential #=1234, same #=1111, or previous password)***

CHANGE PASSWORD	PERSONAL VERIFICATION (NAME)	CUSTOM OPERATOR
<ol style="list-style-type: none"> <li>1. Press 84</li> <li>2. Enter old password</li> <li>3. Press #</li> <li>4. Enter new password</li> <li>5. Press #</li> <li>6. Reenter new password</li> <li>7. Press #</li> </ol>	<ol style="list-style-type: none"> <li>1. Press 82</li> <li>2. Press 9</li> <li>3. Press 5</li> <li>4. State your full name (and ext.)</li> <li>5. Press #</li> </ol>	<ol style="list-style-type: none"> <li>1. Press 80</li> <li>2. Press 1</li> <li>3. Enter four-digit number</li> <li>4. Press #</li> </ol>
RECORD GREETINGS		
<p style="text-align: center;">External Greeting</p> <ol style="list-style-type: none"> <li>1. Press 82</li> <li>2. Press 1</li> <li>3. Press 5</li> <li>4. Record greeting</li> <li>5. Press # to stop recording</li> <li>6. Press 2 to review greeting</li> </ol>	<p style="text-align: center;">Internal Greeting</p> <ol style="list-style-type: none"> <li>1. Press 82</li> <li>2. Press 2</li> <li>3. Press 5</li> <li>4. Record greeting</li> <li>5. Press # to stop recording</li> <li>6. Press 2 to review greeting</li> </ol>	<p style="text-align: center;">Temporary Greeting</p> <ol style="list-style-type: none"> <li>1. Press 82</li> <li>2. Press 3</li> <li>3. Press 5</li> <li>4. Record greeting</li> <li>5. Press # to stop recording</li> <li>6. Press 9 to set expiry date/time (follow prompts)</li> </ol>

### • • • COMPOSING MESSAGES • • •

Use to send messages to a single mailbox, several mailboxes, or to a distribution list:

- While logged in press **75**
- Enter numbers or distribution list followed by the # key until all numbers have been entered
- Press # key
- Press **5** to record your message, Press # key to stop recording
- Press **79** to send

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### • • • FORWARD A PHONE TO VOICE MAIL • • •

MULTI-LINE (DIGITAL) PHONE	SINGLE-LINE (ANALOG) PHONE
To set forwarding: 1. Without lifting the handset, press FORWARD 2. Dial 5005 3. Press FORWARD	To set forwarding: 1. Lift the handset, press #1 2. Dial 5005 3. Hang up
To cancel forwarding: 1. Without lifting the handset, press FORWARD	To cancel forwarding: 1. Lift the handset, press #1 2. Hang up

### • • • EXPRESS MESSAGING • • •

To send a voice mail message without ringing the destination:

- Dial Express Messaging 5006
- Enter the Mailbox Number + #
- At the tone, record your message
- Press # or Hang up

To transfer a caller directly to a voice mailbox without ringing the phone:

- While on the phone with the caller press **Transfer** (digital phone) or **Link/Flash** (analog phone)
- Dial Express Messaging 5006
- Enter the Mailbox Number + #
- Press **Transfer** (digital phone) or **Link/Flash** (analog phone)
- Hang up

### • • • PLAYING / DELETING / RESTORING MESSAGES • • •

- Your mailbox is set up to automatically **PLAY** a message once you hear the header.
- To stop playback of a message, press # (stop).
- To resume playback, press **2** (play). To replay a message header, press **7 2** (This will also give you a list of anyone who received a copy of this message).

*\* Use the top two rows of your telephone keypad to move quickly through messages*

<b>1</b> Skip backward in a message	<b>3</b> Skip forward in a message
<b>4</b> Skip back to previous message	<b>6</b> Skip forward to next message

- To **DELETE** a message, press **7 6**. This will tag message for deletion and move it to the end of your mailbox.
- To **UNDELETE** a message, press **7 6** again when the message plays again at the end of your mailbox.
- Once you have disconnected, all messages tagged for deletion will be removed.

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## SUGGESTED GREETINGS

### ***Away from your desk – External/Internal Greetings***

1. Hello, this is (your name). I am unavailable to take your call. Please leave your name, telephone number and a message and I will get back to you as soon as possible. If you need immediate assistance, during normal business hours, please PRESS "0" to speak to our receptionist. (NOTE: Pressing zero to speak to someone else requires you to set up a custom operator)
  
2. This is (your name), and today is (day and date). I am in the office today, but am unavailable to take your call at this time. Please leave your name, telephone number and a message.

### ***Away from the office for any length of time – Temporary Greetings***

Hello, this is (your name). I will be out of the office until (time and/or date). If you need to speak to someone immediately, during normal business hours, please PRESS "0". Otherwise, please leave your name, telephone number and a detailed message after the tone and I will call you when I return. (NOTE: Pressing zero to speak to someone else requires you to set up a custom operator)

Follow prompts to set expiry date & time to revert back to your normal greetings.

## CALLPILOT COMMANDS

<u>Main Commands:</u>	<u>Message Commands:</u>	<u>Mailbox Commands:</u>
1 = Skip Backward	71 = Reply	81 = Login
2 = Play/Listen	72 = Play Envelope	821 = External Greeting
3 = Skip Forward	73 = Forward Message	822 = Internal Greeting
4 = Previous Message	74 = Reply All	823 = Temporary Greeting
5 = Record	75 = Record Message	829 = Personal Verification
6 = Next Message	76 = Delete/Restore Message	83 = Disconnect
7 = Message Commands	79 = Send Message	84 = Password Change
8 = Mailbox Commands	701 = Urgent On/Off	852 = Remote Notification
9 = Call Sender	703 = Economy On/Off	855 = Distribution List Setup
0 = Attendant/Thru-dial	704 = Private On/Off	86 = Go To A Message
	705 = Acknowledge On/Off	801 = Custom Operator
* = Help	706 = Timed Delivery	804 = Auto Login On/Off
# = Stop/Skip/End/Enter	7* = Message Help	807 = Block Messages
	7# = Cancel/Exit	8* = Mailbox Help
		8# = Cancel/Exit