FSU Residence Life VOICE MAIL
CallPilot QUICK REFERENCE

CallPilot MAIL Number: **5015**   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
1. Dial CallPilot ext. 5015 2. Press # 3. Enter your password 4. Press #	1. Dial CallPilot ext. 5015 or 231-591-5015 2. Enter YOUR mailbox number 3. Press # 4. Enter your password 5. Press #

New password __MUST NOT BE__ (Your mailbox number, Sequential #=1234, same #=1111, or previous password)

CHANGE PASSWORD	PERSONAL VERIFICATION (NAME)	CUSTOM OPERATOR
1. Press 84 2. Enter old password 3. Press # 4. Enter new password 5. Press # 6. Reenter new password 7. Press #	1. Press 82 2. Press 9 3. Press 5 4. State your full name (and ext.) 5. Press #	1. Press 80 2. Press 1 3. Enter four-digit number 4. Press #

RECORD GREETINGS

External Greeting	Internal Greeting	Temporary Greeting
1. Press 82 2. Press 1 3. Press 5 4. Record greeting 5. Press # to stop recording 6. Press 2 to review greeting	1. Press 82 2. Press 2 3. Press 5 4. Record greeting 5. Press # to stop recording 6. Press 2 to review greeting	1. Press 82 2. Press 3 3. Press 5 4. Record greeting 5. Press # to stop recording 6. Press 9 to set expiry date/time (follow prompts)

▪ ▪ ▪ 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 5015 3. Press FORWARD	To set forwarding: 1. Lift the handset, press #1 2. Dial 5015 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

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▪ ▪ ▪ 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

1	Skip backward in a message	**3**	Skip forward in a message
4	Skip back to previous message	**6**	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

Main Commands:	Message Commands:	Mailbox Commands:
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