Washburn University
Call Pilot Voice Mail Quick Facts

Accessing Call Pilot
- To access your voice mail (Call Pilot) from your office: dial 1700 or press the "message" key on your Nortel phone.
- To access your voice mail (Call Pilot) from off-campus or from another extension on-campus: dial (785) 670-1700

1. Enter your 4-digit extension (also known as "mailbox") number. Then enter #.

2. If this is the first time you are accessing your voice mail, or if you have requested that your password be reset:
   Enter 12 + your 4-digit mailbox/ext number as your password and press #.
   You are required to change your password at this time. See "Changing Your Password" instructions below.

If you have accessed your voice mail previously:
Enter your password and #.

Changing Your Password
Passwords can be 6-16 digits in length. Trivial passwords (i.e., 123456, 666666, etc.,) will not be accepted.

1. While logged into Call Pilot, press 84.
2. Enter your old password, then press #.
3. Enter the new password, then press #.
4. Enter your new password again, then press #.

Recording Your Name / Personal Verification & Greeting
Name / Personal Verification
Your name or personal verification is heard when you leave a person voice mail – and that person being called is not there to hear your message. The recording heard by the caller is "you have a message from ________." Please leave your name and extensions number – in case you forget to leave that information in your greeting.

1. Get a dial tone, press the MESSAGE key, log in, and press 82.

2. To access your personal verification, press 9 (immediately; no need to listen to other prompting).

3. To record or re-record your verification, press 5
   Wait for the tone and speak.
4. To end the recording. press 

Note; if you do not record your personal verification, the caller will hear “you have voicemail from extension xxxx.”

Greeting
An example of a greeting is: "This is __________. I am sorry I cannot take your call at this time; please leave a message after the beep."

1. Get a dial tone, press the MESSAGE key, login in and press 82.
(Wait for the Option 9 prompt)

2. Press 1 for your external greeting. Do not record an internal greeting.
Greetings
default to your external greeting recording.

3. To start recording. press 5; to end recording, press #

4. To play the greeting you just recorded, press 2.

To delete your greeting, press 76
-or-
Press 4 to accept the recording and to exit, or just hang up

Recording a Temporary Greeting (for lengthy absences)
Employees may want to set up a temporary greeting when they will be away from their phone for an extended period of time. This could include vacations, sabbaticals, and Washburn holidays. If you are only going to be gone a day or a week or so, you will probably just want to record your greeting as you did originally. This way you will not have to be concerned about creating an expiry date, etc.

Callers will be able to leave you voice mail when you have a temporary greeting.
Your greeting may want so state something similar to “I will be away from my desk for six months. You may leave a message, but it will not be heard until I return. You may choose to hang up and call extension xxxx for assistance until I return.”
There is no way to set up a beginning date/time for a temporary greeting. As soon as you create a temporary greeting, it begins immediately. You can set an END time. It is important that you set your expiry date. Otherwise your temporary greeting will continue to play until you delete it.

1. Log on to Call Pilot

2. Press 82

3. Choose option 3 to set up a temporary greeting
4. When prompted, press 5 to record your greeting, record your temporary greeting and press #.

5. When prompted, press 9 to enter the expiration date and time of your temporary greeting.

To **delete** your temporary greeting early, log in to Call Pilot, press 82, 3, and then press #.

6. Your original greeting will automatically default to your original recording – without needing to re-record it.

If you do not delete your temporary greeting earlier than originally planned, your temporary greeting should stop on the expiry date you set.

If you return from a long absence and discover you have dozens or hundreds of voice mails that you do not want to listen to, call Phyllis Hoffman at ext 2308, and she will delete them for you. Once they have been deleted, they cannot be retrieved.

**Express Messaging**
Express messaging allows you to leave someone on campus voice mail without calling them directly. You can go directly to their voice mail. To do this:

1. Dial 1701 on campus or 785-670-1701 off campus.

2. Enter the mailbox (extension) number of the person for whom you are leaving the message, then press #.

3. Wait for the tone, then record. After recording the message, press #, and hang up.

Callers will hear personal verification message (name); not greeting.

**Transferring a Caller Directly to Voice Mail**
While you have the caller on the phone who wants to leave voice mail to a WU employee, tell the caller that he/she will be told that they will be in express messaging and that they will need to enter the mailbox (extension) number of the employee. You may have to provide the mailbox number for them before transferring.

1. Press **Transfer**

2. Press **1701**

3. Press **Connect** to complete the transfer.
4. Hang up.

The caller will then hear "Express Messaging..... Mailbox number?"

Forwarding Voice Mail to Another Extension

1. Do not press 76 (delete) after hearing message.

2. To replay the message, press 2.

3. During or after hearing the message, press 73.

4. Enter the mailbox/ext number for the person to whom you are forwarding the message. Then press the # key twice.

5. To record an introduction, press 5, and then speak. End the recording by pressing #.

6. When prompted, press 79 to send.

Voice Mail Password FAQs

What should I do if I forget my voice mail password?

Visit:
- MyWashburn
- Technology Support Tab
- Click on Link to ITS
- When the ITS page appears, click on Telephone System
- Help (left side, seven down on list of services)
- Click on FORMS (left side; top)
- Click on Voice Mail Reset

Must I listen to someone's entire voice mail greeting?

No, once you have determined you have the correct extension, you can press # and leave your message at the beep.

Can I retrieve voice mail that I deleted?

Voice mails are automatically saved if you do not press 76; voice mails are automatically deleted after seven days.

You can still hear deleted voice mail if you have not disconnected the call. In other words, if you have pressed 76, do not hang up. You can hear the message again by pressing 6. However, once you hang the phone up (and you have pressed 76) you cannot get the message back.

Played voice mail messages are automatically deleted after seven days. These messages cannot be retrieved.
If I am leaving town, what happens to my voice mail messages?
You can listen to your voice mail while you are out of town. Otherwise your messages will be stored until you return.

After 15 minutes of new voice mails, Call Pilot will encourage you to delete some of your messages.

Callers never hear the message that your mailbox is full.

How can I call forward directly to voice mail?
- To activate CALL FORWARD
  - Without lifting the handset, press the FORWARD display key
  - Dial the voice mail access number (1700) or a co-worker’s extension
  - Press DONE display key to activate call forward
- To cancel CALL FORWARD
  - Press the CHECK FORWARD display key twice

Can I change the number of ring cycles before my calls go to voice mail?
The phone programmers can do this for you. Your choices are 3, 4, or 6 rings. Please complete a service request form at:
  - MyWashburn
  - Technology Support Tab
  - Click on Link to ITS
  - When ITS page appears, click on Telephone System Help (left side, seven down on list of services)
  - Click on FORMS (left side; top)
  - Click on the Telephone Service Request

Can I interrupt a call that I missed and is now going to voice mail?
No If you miss a call and it is now going to your voice mail, you cannot interrupt the call to speak to the caller.

What does it mean when I hear a message that states “your voice mail is busy” when I am trying to retrieve my messages?
Someone was probably trying to leave you a message or calling you right at the time you were trying to listen to your messages. Try again - you may need to wait a minute or two before you are able to hear your messages.

How can I send voice mail to more than one mailbox?
There are two ways you can do this:
1) Compose a message and send the message to more than one mail box.
2) Create a distribution list.

**Sending voice mail to more than one mail box without a distribution list.**
1) While logged in to Call Pilot, Press 75.
2) Enter the first mailbox or distribution list number and press #.
3) Continue to enter mail box numbers followed by # until you have finished, then press # again.
4) Press 5 to record. Wait for the tone, then record you message. Press # when finished.
5) Press 79 to send.

**Distribution Lists**
You can have more than one distribution list. You can have several lists that you can re-use. The first thing you will do is identify the list you are creating.

**To create a distribution list:**
1) Log into Call Pilot (voice mail). and press 85, then press 5.
2) Enter a number from 1 to 99 to identify the list, then press #.
3) Press 5 to create the list.
4) Enter the mail box numbers to receive your voice mail, then press #.
5) To delete the last entry in the list, press O#.
6. When the list is complete, press #.

**To check a distribution list:**
1) While logged on to Call Pilot, press 85
2) Enter the distribution list number you created above and press #.
Press an additional # when done.
3. Press 2 to play the list.

**To change or delete a list:**
You can delete the list by pressing 76 immediately after you hear the list number, then create a new list.

**To compose your message:**
1) While logged on to Call Pilot, press 75.
2) Enter your distribution list number and press #. Press # again to end session.
3) Press 5 to record. Wait for the tone and then record your message. Press # when finished.
4. Press 79 to send.