

CallPilot Voicemail Setup Instructions

SETTING UP YOUR MAILBOX

- Your **MAILBOX NUMBER** is your **CURRENT EXTENSION NUMBER**.
- A **password** must be entered to access your voice mail. Passwords must be 6-digits in length. Trivial passwords are not accepted, for example, 1234, 7777, your extension number, etc.
- **First-Time Login**
 1. Press the **MESSAGE** key or dial 1700, the voice mail access number
 2. Enter your **MAILBOX NUMBER** (if required), then press **#**
 3. Enter your temporary password, **(12 + Mailbox Number)** _____, then press **#**
- **Change Your Password**
 1. Press **84**
 2. Enter your old password, **(12 + Mailbox Number)** _____, then press **#**
 3. Enter your **new password (6-16 digits)**, then press **#**
 4. Enter your **new password** again, then press **#**

***NOTE:** After changing your password, ignore audible prompts and immediately go to next step—record your name.*

Personalizing Your Mail Box

- **Record Your Name** (Personal Verification)
 1. Press **829**
 2. Press **5** to record
 3. Press **#** to end the recording
 4. Press **4** to return to your messages
- **Record Your Greeting** (If is external recorded it plays to all callers)
 1. Press **82**
 2. Press **1** to select your **external greeting** (2 for internal, 3 for temporary)
 3. Press **5** to record
 4. Press **#** to end the recording
 - Press **2** to play the greeting
 - To re-record, press **76** to delete, then **5** to record
 5. Press **4** to return to your messages

IMPORTANT CALLPILOT NUMBERS

CallPilot Access numbers: Dial ext. 1700 or (785) 670-1700

Express Messaging number: Dial ext. 1701 or (785) 670-1701

FOR HELP WITH VOICE MAIL FEATURES

For help with voice mail features, access support.washburn.edu and search for "voice mail."

<http://www.washburn.edu/iss/docs/callpilot-voicemail-setup.pdf>