

## CallPilot Voicemail Instructions

### Important CallPilot Numbers

**Mailbox number:** Your current extension number

**Login numbers:** Dial ext. 1700 or (785) 670-1700

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

### Logging In:

1. Press the message key or dial ext. 1700 to access voicemail. Dial (785) 670-1700 to access your mailbox from off-campus.
2. After accessing the voicemail system, you are prompted for a mailbox number and password.
3. Enter your 4-digit mailbox number followed by #. Your mailbox number is your extension number.
4. Enter 12 + your 4-digit mailbox number as your password, then press #. (Until you change it, your password is 12 + your mailbox number.) You will be required to change your password upon your first log in. See instructions below.

### Changing Your Password

Passwords must be 6-digits in length. Trivial passwords are not accepted i.e.: 1234, 6666, your extension number etc.

5. While logged into CallPilot, press 84.
6. Enter your old password, and then press #.
7. Enter the new password, and then press #.
8. Enter your new password again, and then press #.

### Recording Your Name (Personal Verification)

1. While logged in to CallPilot, press 82 and then 9 to access your personal verification.
2. Press 5 to record your verification. Wait for the tone, then record your first and last name and, if you wish, your title or extension number. Recording both name and number are recommended
3. Press # to end the recording.
4. Press 4 to exit the personal verification prompt.

## Recording Your Greeting

1. While logged in to CallPilot, press 82 to access your internal and external greetings.
2. Press 1 for your external greeting, 2 for your internal greeting, or 3 for your temporary greeting.  
(If only an external greeting is recorded, it will play to all callers.)
3. Press 5 to record your external or internal greeting. Wait for the sound of the tone before you start to speak.
4. Press # to end the recording.
5. Press 2 -to play the greeting your recording.  
Press 76 - to delete the greeting you recorded.  
Press 4 - to exit your internal and external greetings, or just hang up.

## Playing Your Messages

1. After logging in, listen to the mailbox summary and message announcements.
2. To play the message, press 2.  
Press 1 — to skip back 5 seconds.  
Press 3 — to skip forward 5 seconds.  
Press 23 to speed up message playback (you can increase the speed 3 times above normal).  
Press 21 to slow down message playback (you can decrease the speed 2 times below normal).  
Press # to pause playback.  
Press 24 to play a message louder (you can increase the volume 2 times above normal).  
Press 26 to play a message softer. ( you can decrease the volume 2 times below normal).  
Press 4— to go to the previous message.  
Press 6— to go to the next message.  
Press 76—to delete a message.  
Press 76 again — to restore a deleted message (this will only work within the current session)  
Press 72 to play the message envelope. (Time and date stamp)  
Press 86 to go to a specific message.  
Press 83 to disconnect.

## Forwarding Messages

1. After hearing the message, press 73 to forward the message.
2. Enter the mailbox number to which you want to forward the message, then press #.
3. To record an introduction, press 5, wait for the tone, and then speak. End the recording by pressing #.
4. Press 79 to send.

## Replying To Messages

1. Immediately after listening to the message, press 71 to reply to the sender's mailbox.
2. When you are ready, press 5 to record your reply. Wait for the tone, then begin recording.
3. When you have finished recording, press #.
4. To send the message, press 79.

## Calling The Sender

1. Immediately after listening to the message, press 9 to call the sender.

2. Speak to the sender or leave a message.
3. When finished with your call, hang up.

### Compose A Message

1. While logged in to CallPilot, press 75.
2. Enter the first mailbox or distribution list number and press #.
3. Continue to enter mailbox or distribution list numbers followed by # until you have finished, then press # again.
4. Press 5 to record. Wait for the tone then record your message. Press # when finished.
5. Press 79 to send.

### Express Messaging

This allows you to leave a message directly to a user's mailbox.

1. To access Express Messaging dial ext. 1701 Or (785) 670-1701.
2. Enter the mailbox number of the person for whom you are leaving the message, then press #.
3. Wait for the tone, then record. After recording the message hang up.

### Keypad Commands: (After logging in)

1. Press 0 to be transferred to your custom revert extension #.
2. Press 7\* for message help (for a list of message commands)
3. Press 8\* for mailbox help (for a list of mailbox commands)
4. Press \* for general help

### Helpful Tips

- The default capacity of your mailbox for read messages is 15 minutes and for unread messages, there is no limit. Please be sure to check and administer your mailbox in a timely manner.
- Voice mail deletes played message after 7 days.
- When logging in from on-campus, press the # sign when prompted to input your mailbox number.
- If you ever find yourself conferenced to a mailbox press 83. The system will say "Goodbye", and hang up.
- Checking and editing messages: before sending a message that you recorded, you can check and edit it. Press #, 2 to replay, 76 to delete, 5 to restart recording, # to stop recording.
- Suggestion: If you are going to be out of the office for a day or more, change your greeting to notify the customer of your absence. The notification could be "Vacation Alert" or "Travel Alert." The customer may listen more carefully to the message and be more prepared to select a better option. You may use your "Temporary Greeting" for this purpose.