

## 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
  5. **Record Your Greeting** (If is external recorded it plays to all callers)
  6. Press **82**
  7. Press **1** to select your **external greeting** (2 for internal, 3 for temporary)
  8. Press **5** to record
  9. Press **#** to end the recording
    - Press **2** to play the greeting
    - To re-record, press **76** to delete, then **5** to record
  10. 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](http://support.washburn.edu) and search for "voice mail."

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