

NRAO GREEN BANK

Call Pilot Voicemail User Guide

(Rev B) --- Page 1

ENTERING THE SYSTEM

From your phone or another phone on the system:

- (Lift handset and listen for dial tone
- (If message light is lit or you have a broken dial tone, call the internal messaging system extension at 2355
- OR--
- (Press the **MESSAGE** key
- (Upon hearing "Nortel Call Pilot, Mailbox?"
- (Enter your mailbox number _____ [#]
- (Enter your mailbox password _____ [#]

Note: Mailbox Number = Extension Number
Temporary Password = 12 + **Extension Number**

From an outside location:

- (Call the messaging system number 304.456.2355
- (Upon hearing "Nortel Call Pilot, Mailbox?"
- (Enter your mailbox number _____ [#]
- (Enter your mailbox password _____ [#]

Special Characters: * Help
Stop

SETTING UP YOUR MAILBOX:

After you have logged in to the voicemail system the first time, you will need to set up a new password and record a personal mailbox greeting. The following steps are also used anytime you wish to change either the password or the greeting in the future.

To Change Password:

- (Dial **84**
- (Enter **old password** (4 digits) followed by the # sign
- (Repeat step 2
- (Enter **new password** followed by the # sign

To Record Personal Greeting:

- (Dial **82**
- (Choose External Greeting by pressing **1**, Internal Greeting by pressing **2**
- (Press **5** and begin talking at the beep
- (Press # sign to stop recording
- (You may press **2** to replay your greeting and/or press **76** to delete and **5** to re-record. Press **83** when you are satisfied with your recorded greeting

Note: If you record **only** your External Greeting it plays for both call types. Include information in your greeting about dialing **0** to reach the operator.

To Record Personal Verification:

- (Dial **89**
- (Press **5** and speak **your name** at the beep
- (Press # sign to stop recording

REVIEWING MESSAGES:

- (**Log in** to your mailbox
- (After the message summary is played, the first message is played
- (To **Delete** the message, press **76**
- (To **Skip** the message, press **6**

Playback Controls

- 1 Rewind
- [2][3] Play Faster
- [2][1] Play Slower
- 3 Fast Forward
- 4 Record
- 5 No Function
- 6 Next Message
- 7 Message Commands
- 8 Mailbox Commands
- 9 Call Sender
- * Cancel Message Playback & Return to the Main Menu
- # Pause (press **2** to continue playback)



COMPOSING A MESSAGE

- (**Log in** to your mailbox
- (Press **75**
- (Enter **mailbox number** to receive message followed by # sign
- (Repeat step 3 until all mailbox numbers have been entered
- (Press # sign to end list (2 consecutive # signs)
- (Press **5** and begin speaking at the beep
- (Press # sign to stop recording
- (Press **79** to send the message

EXPRESS MESSAGING (Access Code 2356)

Express Messaging is a fast method of leaving a message in another mailbox without ringing the set.

- (Dial Express Messaging 2356
- (At the prompt, dial the **extension number** then the # sign
- (Press **5** to record the message
- (Press the # sign to end the recording

TRANSFERRING CALLERS INTO A PERSON'S MAILBOX

You can utilize this option if you have received a call meant for another person and they are not available to take the call.

- (With a caller on the line, press the **TRANSFER** key
- (Dial Express Messaging 2356
- (At the prompt, dial the **extension number** then the # sign
- (Press the **TRANSFER** key again and hang up

Forwarding to Voice Mail:

You may forward all your calls immediately to voicemail

- (Press the **FORWARD** key on your telephone
- (Dial **2356**
- (Press the **FORWARD** key on your telephone

FORWARDING MESSAGES

- (After listening to the message or after playing the message, press **73**
- (Enter the number or numbers of the persons you are forwarding the message to separating each number with #
- (When you have finished entering addresses, press # to end the list
- (Press **5** to record an introduction
- (Press # to end recording
- (Press **79** to send the message

