# NRAO GREEN BANK

Call Pilot Voicemail User Guide

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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         [#]         Note:       Mailbox Number = Extension Number         Temporary Password = 12 + Extension Number	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)
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	<ul> <li>COMPOSING A MESSAGE</li> <li>Log in to your mailbox</li> <li>Press 75</li> <li>Enter mailbox number to receive message followed by # sign</li> <li>Repeat step 3 until all mailbox numbers have been entered</li> <li>Press # sign to end list (2 consecutive # signs)</li> <li>Press 5 and begin speaking at the beep</li> <li>Press # sign to stop recording</li> <li>Press 79 to send the message</li> </ul>
<ul> <li>SETTING UP YOUR MAILBOX:</li> <li>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.</li> <li>To Change Password: <ul> <li>Dial 84</li> <li>Enter old password (4 digits) followed by the # sign</li> <li>Repeat step 2</li> <li>Enter new password followed by the # sign</li> </ul> </li> <li>To Record Personal Greeting: <ul> <li>Dial 82</li> <li>Choose External Greeting by pressing 1, Internal Greeting by pressing 2</li> <li>Press 5 and begin talking at the beep</li> <li>Press # sign to stop recording</li> <li>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</li> </ul> </li> <li>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.</li> </ul>	<ul> <li>EXPRESS MESSAGING (Access Code 2356)</li> <li>Express Messaging is a fast method of leaving a message in another mailbox without ringing the set.</li> <li>Dial Express Messaging 2356</li> <li>At the prompt, dial the extension number then the # sign</li> <li>Press 5 to record the message</li> <li>Press the # sign to end the recording</li> </ul> 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
<ul> <li>To Record Personal Verification:</li> <li>Dial 89</li> <li>Press 5 and speak your name at the beep</li> <li>Press # sign to stop recording</li> </ul> <b>REVIEWING MESSAGES:</b> <ul> <li>Log in to your mailbox</li> <li>After the message summary is played, the first message is played</li> <li>To Delete the message, press 76</li> <li>To Skip the message, press 6</li> </ul>	<ul> <li>FORWARDING MESSAGES</li> <li>( After listening to the message or after playing the message, press 73</li> <li>( Enter the number or numbers of the persons you are forwarding the message to separating each number with #</li> <li>( When you have finished entering addresses, press # to end the list</li> <li>( Press 5 to record an introduction</li> <li>( Press 79 to send the message</li> </ul>

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### CREATING A PERSONAL DISTRIBUTION LIST:

You can create up to 99 personal distribution lists that can contain up to 200 entries. The personal distribution list saves time when sending messages to the same group of people

To create a personal distribution list:

- ( Dial 85
- ( Enter a number from 1 to 99 followed by the # sign
- ( Press 9 to record a name to help you identify the list. Press 5 to begin recording and the press #
- ( Press **5** to start entering addresses in the list, separating each extension by pressing **#**
- ( When the list is complete, press #

To play, edit or delete a personal distribution list:

- ( Dial 85
- Enter the distribution list number followed by #
- ( Press **2** to play the contents of the list
- ( Press 5 to add to the list
- ( Press 76 to delete an entire list

To Record Personal Verification:

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

#### **VOICEMAIL PARAMETERS**

Minimum Length of Password: Retention of Read Messages: Maximum invalid logon attempts: Password expiration:

6 digits 30 days 3 Never

#### HELPFUL HINTS:

- ( While listening to a person's greeting, you can stop the greeting by pressing **#** and recording your message
- ( While listening to a person's greeting, you can press  ${\bf 0}$  to be transferred to the attendant
- ( While listening to someone's greeting, you can be transferred to another extension by pressing **0** + **extension number** + **#**
- ( When you record a message in another person's mailbox, you can play it, delete it or rerecord it just as you do when you compose a message

## NOTES