

# Call Pilot Voicemail

## Logging Into Your Mailbox:

1. Lift handset, press message key OR dial the appropriate access number below:  
1-3001 If you are a staff member on the **Orono** campus.  
OR  
1-3000 If you are a staff member on the **Bangor** campus or a student living in a residence hall.
2. When you hear "Nortel call pilot" Enter your 5 digit phone number followed by the # sign. (**SHORT CUT:** If you are checking your messages from your own phone you may press the # sign after dialing the appropriate access number. You will immediately be prompted for step number 3. **Important:** this short cut only works when you are checking messages from your own phone).
3. When you hear "Password." Enter your password followed by the # sign. (If you are using your mailbox for the first time, the default password is your 5-digit phone number preceded by 58 (i.e. 581-XXXX or 582-XXXX if you are located on the Bangor campus). You will then be prompted to immediately change your password. Your password must be at least 4 digits long.

**NOTE: The procedure for checking your messages from home or off campus is exactly the same, except you dial the entire 7 digit voicemail access number (i.e. 581-3001 or 581-3000).**

## Playing Your Messages:

After you log on to your mailbox, you are at your first new message.

1. Press **2** to play the current message.
2. Press **6** to go to the next message; or press **4** to go to the previous message.
3. To disconnect, press **8 3**, or hang up.

## While Playing a Message:

- To skip back five seconds, press **1**; to skip forward five seconds, press **3**.
- To play the message slower, press **2 1**; to play the message faster, press **2 3**.
- To play the message softer, press **2 4**; to play the message louder, press **2 6**.
- To pause, press **#**, to continue, press **2**.

## Deleting and Restoring Messages:

Before, during, or after playing a message, press **7 6** to delete it. To restore a deleted message, return to the message and press **7 6**. **You can only restore a deleted message during the current voicemail session. Once you exit out of voicemail, you cannot restore deleted messages.**

Message Retention Rules for Staff Mailboxes: After you have listened to a message(s) it will remain in your mailbox for 5 consecutive days (including weekend days). After 5 days messages will automatically be deleted. This retention rule only applies to messages you have listened to. If you haven't listened to your message(s) they will remain in your mailbox indefinitely.

Message Retention Rules for Student Mailboxes: Messages that have been listened to are only stored for 1 day in a student mailbox. After one day they are automatically deleted. The system only deletes a message AFTER it has been listened to.

## Responding to Messages:

Before, during, or after playing a message:

- **Contact Sender:** To contact the sender, press **9**. Speak to the person or leave a message, then hang up.
- **Reply:** To reply to a message, press **7 1**, record a reply, then press **7 9** to send it.
- **Reply All:** To reply to the sender and all recipients of a message, press **7 4**, record a reply, then press **7 9** to send it.

## Composing Messages:

Messages are addressed to mailbox numbers, distribution list numbers.

1. While logged in to your mailbox, press **7 5**.
2. Enter the first 5-digit mailbox number or distribution list number, then press **#**. Enter the next mailbox number or distribution list number followed by **#**. (To cancel a number, press **0 #**).
3. After you have finished, press **#** again.
4. Press **7 9** to send the message.

### Express Messaging:

To send a message to another mailbox without logging into your own mailbox and without dialing the recipient's phone number:

1. Dial 1-3031 to send a message to an Orono staff member.
2. Dial 1-3030 to send a message to a Bangor campus staff member or an Orono student living in the residence halls.
3. Enter the 5-digit mailbox number, followed by #.
4. After you hear their greeting; wait for the tone, record your message, then hang up.

### Changing your password:

1. While logged into your mailbox, press **8 4**.
2. Enter your current password, then press #. NOTE: if you are logging into your mailbox for the first time, try using the default password which is your 5-digit phone number preceded by 58 (i.e. 581-XXXX or 582-XXXX if you are located on the Bangor campus).
3. Enter your new password, then press #.
4. Enter your new password again, then press #.

Call Pilot prevents you from using some passwords if they are too short (passwords must be at least 4-digits) or too simple, or if you have used the same one recently.

### Recording Greetings:

You can record an external greeting (what off-campus callers will hear); an internal greeting (what on-campus callers will hear); or a temporary greeting (all callers hear this greeting if you record one). If you only want to record one greeting; record your external greeting. The external greeting will be played to all callers unless you have recorded a temporary greeting.

1. While logged into your mailbox, press **8 2**.
2. Press **1** for External Greeting, **2** for Internal Greeting, **3** for Temporary greeting, or **9** for Personal Verification.
3. Press **5** to record. Wait for the tone then record your greeting.
4. Press # to end recording.
  - To review your recording, press **2**.
  - To delete a greeting, press **7 6**.
5. Press **4** to return to your messages.

When you record a temporary greeting, tell your callers the times or dates of your absence and when you will retrieve your messages. Set the month, day and time for the greeting to expire. If you do not set an expiry date, the temporary greeting stays in effect until you delete it.

### Assigning a Customer Operator:

In your greeting you can offer callers the option of speaking or leaving a message with one of your assistants or colleagues. Record your greeting and tell callers to press zero if they wish to speak to this person in your absence.

1. While logged into your mailbox, press **8 0** for mailbox options, then **1** to review the current customer operator number.
2. Enter a new custom operator number (i.e. 5-digit phone number – 1-XXXX).

### Blocking Messages:

You can temporarily prevent callers from leaving messages in your mailbox. As a courtesy to your callers, record a temporary greeting that provides details of your absence and their options.

1. While logged into your mailbox, press **8 0** for mailbox options, then **7** for Block Messages.
2. Turn message blocking on or off:
  - To turn it on all the time, press **1** (this means that no one will be able to leave a message).
  - To turn it off, press **2** (callers can now leave messages).
  - To block your messages only when a temporary greeting is in effect, press **3**.
3. Decide how to handle callers:
  - To direct callers to the customer operator you assigned, press **1**.
  - To disconnect callers after they hear your greeting, press **2**. (***This option is not recommended. Most callers will find it inconsiderate to be disconnected with no available alternatives.***)

### Turning Autologin On or Off (optional feature):

You can be automatically logged into your mailbox (meaning you won't be prompted to enter your mailbox number or password). Please be aware this is a security risk when in effect. Anyone can go to your phone; press the message button and automatically log into your voice mailbox OR if your line appears on another phone, they can access your line, press their message button and automatically log into your mailbox.

1. While logged into your mailbox, press **8 0** for mailbox options, then **4** for autologin.
2. Press **1** to turn autologin on, or press **2** to turn it off.

### Creating Distributions Lists:

You can create up to 99 unique personal distribution lists. Each personal distribution list can contain up to 200 entries. A distribution list enables you to compose and send a message to large number of mailboxes all at once.

1. While logged into your mailbox, press **8 5** for Call Pilot tools, then **5** for Distribution Lists.
  - To play a summary of all your lists, press **\***.
2. Enter a number from 1 to 99, then press **#**.
3. Press **9** if you want to record a name to help you identify this list in the future. At the prompt, press **5**. record the list name, then press **#**.
3. Press **5** to start entering addresses (i.e. mailbox numbers) into the list.
4. Enter the first 5-digit mailbox number, then press **#**. Continue to enter mailbox numbers pressing **#** after each one.
  - To cancel the last number you entered, press **0 #**.
5. When the list is complete, press **#** again.
6. Press **4** to return to your messages.

### Using Distribution Lists:

1. While logged into you mailbox press **7 5** to compose a message.
2. Enter the distribution list number, followed by **#**. If you are sending the message to more than one distribution list, separate each list number with **#**. When you are finished entering the list(s), press **#** again.
3. When it prompts you to begin recording, press **5**. When you've finished recording, press **#**.
4. To send the message, press **7 9**.

### Message Forwarding:

To send a message from your mailbox to another mailbox:

1. While logged into you mailbox, listen to the message you want to forward.
2. Press **7 3**. When prompted enter the 5-digit mailbox number you want to forward the message to. If you want to send it to more than one mailbox, separate each entry with a **#**. After you've finished, press **#** again.
3. At this point you will be given the opportunity to record message for the recipient to hear before the forwarded message is played. If you want to record a message for the recipient, press **5** and record your message; press the **#** sign when you're finished.
4. To forward the message, press **7 9**. If you do not want to record a message prior to forwarding the message, just immediately press **7 9** to skip this step.

### Remote Notification (optional feature):

Call Pilot can notify you of new messages at a remote telephone or pager.

1. While logged in to your mailbox, press **8 5** for Call Pilot tools, then **2** for remote notification.
2. Press **1** to turn it on; press **2** to turn it off.
3. Press **4** to return to your messages.

To change your telephone or pager notification number, message notification type, notification days, and notification times:

1. In remote notification, press **5** to review your settings.
2. Press **5** again to change the first setting.
3. At each setting, change it if required, or press **#** to leave the setting without change. Press **3** to go to the next setting, or press **1** to go to the previous setting.
4. Press **6** to exit setup change.
5. Press **4** to return to your messages.