

CallPilot Voicemail Quick Guide

INITIALIZING YOUR MAILBOX

Your first session with CallPilot will require you to set-up your mailbox with a new password, record your name verification and a personalized greeting.

Your mailbox number is your 4-digit extension number.
All Campus extensions begin with 7.

Login from Your Extension:

1. Dial 7077 or press the "Message" button if applicable
2. When prompted enter your mailbox number, press #
3. When prompted enter your temporary password which is your mailbox prefixed by 11. Example: 117146

Change Your Password:

4. While logged in, press 8 4
5. Enter your old password then press #
6. Enter a new password then press #
Password must be between 4-16 digits in length
7. Re-enter your new password then press #

Record Your Name Verification:

8. While logged in, press 8 2
9. Press 9 for personal verification
10. Press 5 to record
11. At the tone, record your name
12. Press # to end the recording

Record Your Greetings:

13. While logged in, press 8 2
14. Press 1 for external greeting (to off campus callers),
Press 2 for internal greeting (to campus caller,
Press 3 for temporary (overrides both internal & external
generally used for an out of office greeting)
15. Press 5 to record
16. At the tone, record your greeting
Press # to end the recording
Press 2 to play your greeting
17. To re-record your greeting
Press 7 6 to delete, then 5 to record

For assistance, contact Sue Brammer ext 7146 or
s_brammer@umwestern.edu

More information on voice mail and telephone systems:
<http://www.umwestern.edu/administration/its/page8.htm>

DIALING INSTRUCTIONS:

Emergency: **911 from any campus extension**
Campus: 4 digit number
Local Calls: 9 + seven digit number
Long Distance: 8 + 1 + Area Code + seven digit number
Toll Free: 8 + 1 + ten digit number
International: 8 + 011 + County Code + City Code + number
Directory: In State: 8 + 1 + 406 + 555-1212
Interstate: 8 + 1 + Area Code + 555-1212
Personal Long Distance: 8 + Dialing Instructions of your long
distance carrier

ACCESSING YOUR MAILBOX

- ◆ Login From Your Extension
 1. Dial 7077 or press "Message" button
 2. When prompted, enter mailbox number, press #
 3. When prompted, enter password, press #
- ◆ Login From Another Extension
 1. Dial 7077
 2. When prompted, enter mailbox number, press #
 3. When prompted, enter password, press #
- ◆ Login From An Outside Line
 1. Locally dial 683-7077
 2. Long Distance dial (406) 683-7077When prompted, enter mailbox number, press #
When prompted, enter password, press #

PLAYING MESSAGES

The red message waiting on the face of your telephone set will illuminate when you have new messages. After logging in, listen to the mailbox summary. Listen to the first message envelope.

- ◆ To Play the message, press 2
 - To Skip Back 5 seconds, press 1
 - To Skip Forward 5 seconds, press 3
 - To Speed Up message playback, press 2 3
 - To Slow Down message playback, press 2 1
 - To Pause press #, to Resume, press 2
- ◆ To Delete a message, press 7 6
- ◆ To Restore, press 7 6 again (within current session)
- ◆ To go to the Next message, press 6
- ◆ To go to the Previous Message, press 4
- ◆ To Go to a *specific* message, press 8 6, message #
- ◆ To play Message Envelope, press 7 2

TO FORWARD A MESSAGE

1. After hearing the message, press 7 3 to forward
2. Enter the mailbox number to wish to forward to
3. Repeat for other mailbox numbers, end by pressing #
4. To record an introduction, press 6, wait for the tone, then record, end by pressing #
5. To send the message, press 7 9

TO REPLY TO A MESSAGE

1. After listening to message, press 7 1 to reply
2. Press 5 to record
3. After the tone, record your response
4. Press # to end the recording
5. To send the message, press 7 9

TO BYPASS A USER'S GREETING

1. At the beginning of the greeting, press #
2. Leave your message after the tone

Faculty/Staff directory:

<http://www.umwestern.edu/campusinfo/directory/>
Other Campus Info:
<http://www.umwestern.edu/facultystaff/>