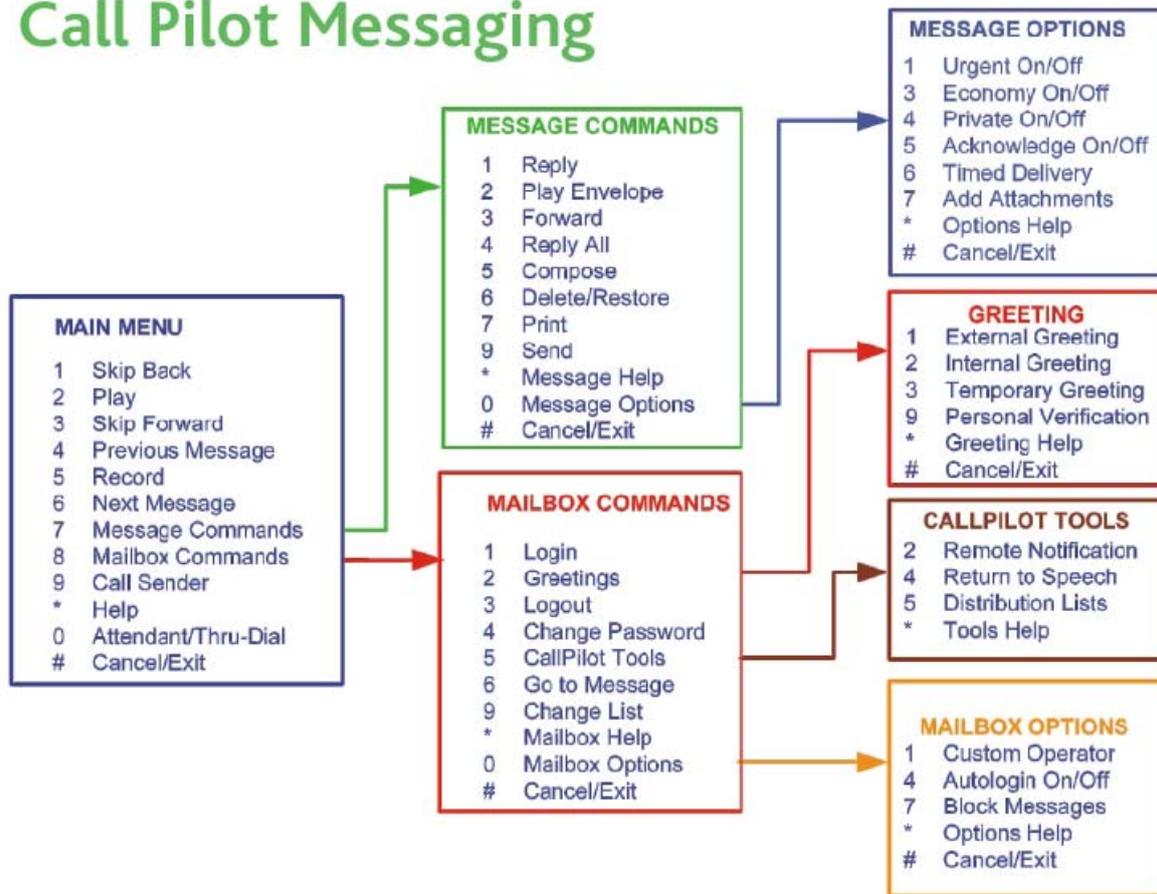


Call Pilot Messaging



In CallPilot Multimedia Messaging, you use your telephone keypad to enter message and mailbox commands.

Logging in to your mailbox

1. Dial the CallPilot Multimedia Messaging access number (on campus: 3000, off campus: 471-6001).
2. Enter your mailbox number, then press # or at your own telephone, just press #.
3. Enter your password, then press #.

Changing your password

1. While logged in to your mailbox, press 8 4.
2. Enter your current password, then press #.
3. Enter your new password, then press #.
4. Enter your new password again, then press #.

CallPilot prevents you from using some passwords if they are too short or too simple, or if you have used the same one recently. Keep your mailbox secure by choosing passwords that are not easily discovered. Decide on a system for choosing passwords that is easy for you to remember but hard for anyone else to guess. For example, you can create a unique and easy-to-remember password by combining letters and numbers on your telephone keypad.

Playing your messages

- When you log in to your mailbox, you are at your first new message.
- Press 2 to play the current message.
- Press 6 to go to the next message; or press 4 to go to the previous message.
- 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, including a message that has been auto-deleted by the system, return to the message and press 7 6.

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.
- Forward. To forward a message, press 7 3. Address the message, then press 7 9 to send it. You can record an introduction before sending the message.
- To play the message envelope, press 7 2.
- To record a reply or introduction, see Composing messages.

Thru-dialing

While logged in to your mailbox, you can place a call without hanging up. Press 0, followed immediately by the telephone number you want to call, then press #. Do not pause between numbers.

Composing messages

To compose a message, you address it, record a message, then send it. You can address a message to mailbox numbers, distribution list numbers, users on other networks, external telephone numbers, faxphones, and spelled names.

1. While logged in to your mailbox, press 7 5.
2. Enter the first address, then press #. You can enter more addresses followed by #.
(To cancel an address, press 0 #.)
3. When you have finished, press # again.
4. Press 5. At the tone, record your message, then press #.
To play the message, press 2.
To add options and attachments, press 7 0, then Urgent 1, Private 4, Acknowledge 5, Timed Delivery 6, and Add Attachment 7.
5. Press 7 9 to send the message.

Name Dialing

When addressing a message, you can enter the address by spelling the person's name.

1. At the address prompt, enter the Name Dialing prefix, or press *.
2. Spell the last name, then the first name.
3. Stop when the system finds the name.

Recording greetings and name

You can record external, internal, and temporary greetings. Callers from outside your organization hear your external greeting, callers within your organization hear your internal greeting. If you don't record an internal greeting, all callers hear your external greeting. All callers hear your temporary greeting if you record one.

Your recorded name (Personal Verification) is used in your greetings and addressed messages, and in Express Messaging, Name Dialing, and Remote Notification announcements.

1. While logged in to 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 or name.
4. Press # to end your 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. You can set the month, day, and time for the greeting to expire. If you don't set an expiry date, the temporary greeting will stay in effect until you delete it.

Assigning a custom operator

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

1. While logged in to your mailbox, press 8 0 for Mailbox Options, then 1 to review the current custom operator number.
2. Enter a new custom operator number.

Blocking messages

You can temporarily prevent your callers from leaving messages in your mailbox. As a courtesy to your callers, you should record a temporary greeting that provides details of your absence and tells callers what to do.

1. While logged in to 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.
To turn it off, press 2.
3. To block your messages only when a temporary greeting is in effect, press 3.
4. Decide how to handle callers:
To allow callers to speak to the custom operator you assigned, press 1.
To have callers disconnected after your greeting, press 2.

Distribution lists

You can create up to 99 personal distribution lists, and record a name to identify each list. Each personal distribution list can contain up to 200 entries.

1. While logged in to your mailbox, press 8 5 for CallPilot 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 #.
4. Press 5 to start entering addresses into the list.
5. Enter the first address, then press # in the same way you address a message.
6. Continue to enter addresses, pressing # after each one.
To cancel the last number you entered, press 0 #.
7. When the list is complete, press #.
8. Press 4 to return to your messages.

Remote Notification

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

To turn Remote Notification on and off:

1. While logged in to your mailbox, press 8 5 for CallPilot 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 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.