CALLPILOT VOICE MAIL QUICK REFERENCE GUIDE

CALLPILOT ACCESS NUMBER: x3400
EXPRESS MESSAGING ACCESS NUMBER: x3401
CALLPILOT OUTSIDE: 1-412-397-3400

QUICK TIPS

Primary extension: Your mailbox number is your primary extension (directory number or DN).

Password: Your default Password is 1-2 followed by your primary extension.

"#": The '#' key acts as an ENTER key. It is used to notify the system that you have completed your entry.

Message limit: There is no limit to the number of messages that may be received in your mailbox. However, each person has been allotted a maximum of 12 minutes of voice storage, which can be used for saving and forwarding messages.

Mailbox full: If you have exceeded the amount of voice storage space, the system will prompt you that your mailbox is full and suggest that you delete any unneeded messages. Also, if the limit is exceeded and you attempt to forward a message to another user or compose a message, the system will deny you that capability until deletions have been made from your archives.

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1. LOG ON (FROM YOUR OWN EXTENSION)

- Lift handset or press extension (DN) key.
- Press MESSAGE key or dial 3400.
- CallPilot answers with "CallPilot from Nortel Networks. Mailbox?".
- Press # key (the system automatically recognizes your DN as your mailbox number).
- Enter password.
- Press # key again.

LOG ON (FROM ANOTHER EXTENSION)

- Lift handset or press extension (DN) key.
- Press MESSAGE key or dial 3400.
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- CallPilot answers with "CallPilot from Nortel Networks. Mailbox?".
- Enter your mailbox number.
- Press # key.
- Enter password.
- Press # key again.

LOG ON (FROM OFF-SITE) with additional options
- Dial the CallPilot number 412-397-3400.
- CallPilot from Nortel Networks greeting answers with options as follows:
  - Enter your mailbox number, followed by #.
  - Enter password, followed by #.

2. LOG OFF
- While in the CallPilot, press 83.
- CallPilot will say "Goodbye".
- Hang up.

3. RECORD OR CHANGE MAILBOX GREETINGS
Three different greetings are available to you: external, internal, and temporary:
The external greeting will be heard by all outside callers. When giving an external greeting, make sure that you identify yourself by your full name and company so that callers know that they have reached the right person and company.
The internal greeting will be heard by the internal callers. If you want all callers to hear the same message, only record an external greeting.
The temporary greeting is to be used in the cases of extended absences such as vacation, medical leave, business travel, etc. Important: When recording a temporary greeting, make sure that you alert the callers right away to your absence so that they do not use the # sign to skip the greeting.
A sample greeting is:
"STOP and listen to this message. This is (full name) with Robert Morris University. During the week of (week), I will be out of town and NOT listening to messages. During my absence, please call (person's name and number) or leave a message and I will get back to you when I return."

NOTE: If you do not wish to record a greeting, simply record your name and extension in the personal verification (see below) and callers will hear that recording when CallPilot answers plus "is unavailable. Please leave a message after the tone."

To record the external and/or internal greeting:
- Log On.
- To Record the External Greeting, Press 821.
- To Record the Internal Greeting, Press 822.
- To Record the Temporary Greeting, Press 823.
- Press 5, wait for the record tone.
- Record greeting.
- Press # to stop recording.
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Once the recording is made, these additional options are available:
• Press 2 to hear recording.
• Press 5 to make additions to the recording
• Press 76 to delete plus 5 to re-record.
• Press 83 to log off.

4. PERSONAL VERIFICATION (RECORD NAME AND EXTENSION)
• When recorded, the personal verification identifies you to other mailbox owners when you leave messages.
• Log On.
• Press 89.
• Press 5, wait for the record tone.
• Say your name and extension.
• Press # to end recording.

Once the recording is made, these additional options are available:
• Press 2 to hear recording.
• Press 5 to re-record
• Press 76 to delete.
• Press 83 to log off.

5. PASSWORD CHANGE
• Log On.
• Press 84.
• When prompted, enter current password plus # key.
• Enter new password again plus # key, again (the password must be at least 4 digits) (The system requires you to enter your new password twice so that it verifies that you have not mis-dialed).
• Enter new password plus # key (The system requires you to enter your old password because it wants to verify that it is you, the mailbox owner that is making the change).
• Password changed.

6. PLAYING YOUR MESSAGES
• Log On
• Press 2 to Play Messages or wait for message information to complete and message will automatically play.
• Press # to pause during playback, and 2 to continue.
• Press 1 to skip backwards 5 seconds.
• Press 3 to skip forward 5 seconds.
• Press 76 to delete message; if you wish to restore a message that you have deleted, go back to the top of the message and press 76 again. The system will prompt you that the message has been restored. You may only restore a message that has been deleted before you log off.
7. MOVING AROUND YOUR MAILBOX
- Press 6 to go to the Next Message
- Press 4 to go back to the Previous Message.
- Press 86 plus the Message Number plus # to GO TO a specific message.

8. COMPOSING A MESSAGE
Many people confuse composing a message with recording a mailbox greeting. The COMPOSE feature allows you to record a message and edit its content before SENDING it to another mailbox user.
- Log On.
- Press 75.
- Enter mailbox number(s) plus # (Repeat for each mailbox until you reach the end of the list).
- Press # again after entering all mailboxes.
- Press 5, wait for record tone.
- Press # to stop recording.

Once the message is recorded, these options are available to you:
- Press 2 to hear recording.
- Press 5 to re-record.
- Press 76 to delete.
- Press 79 to send message to the addressed mailboxes.
- Press 83 to log off.

9. REPLY TO MESSAGES
To call the sender of the message:
While listening to the message, press 9.
To send a recorded reply to a message from another CallPilot user:
- Press 71.
- Press 5, wait for record tone.
- Press # to stop recording.
- Press 79 to send reply.

To Reply to a Distribution message, & to all users who received it:
- Press 74 to reply to all.
- Press 72 to hear list of users who will receive the reply.
- Press 5, wait for record tone.
- Press # to stop recording.
- Press 79 to send reply.

10. FORWARDING A MESSAGE
- Press 73.
Enter mailbox number (s) separated by #.
Press # again after entering all mailboxes.
Press 5 to record introductory comments (not a necessary step).
Press # to stop recording introductory comments.
Press 79 to send copy.

11. TAGGING MESSAGES
- Before pressing 79 to send a message,
- Press 701 to mark the message urgent.
- Press 704 to mark the message private (i.e. the receiver of the message would not be able to forward the message on to another mailbox user).
- Press 705 to receive acknowledgment of the receipt of the message.
- Press 706 to post date the message for time delivery.

12. ALTERNATIVE LOG ON
To log on to your own mailbox after leaving a message in another user's mailbox:
- Finish recording the message by pressing #.
- Press 81. CallPilot will respond with "Message left. Mailbox?".
- Log on as per usual.

13. COMPOSING A DISTRIBUTION LIST
- Log On.
- Press 85.
- Enter a number from 1 to 9 (to identify the list with a number).
- Press #.
- Press 5 to "Compose Distribution List".
- Enter mailbox numbers separated by #.
- Press # again to complete the list.
- Press 2 to review and edit the list.
- Press 76 to delete it.
- Press 6 to find a specific address.

14. BYPASS MAILBOX GREETING
- Press 5 or #, hear record tone, leave message.
- If listening to a temporary greeting and the attempt is made to bypass the greeting, the system will prompt the caller that this is a special greeting. The caller will have the choice to hear the entire message by pressing 2 or to press # to leave a message immediately.

15. HELP SERVICE
- Press * for General Help.
- Press 7* for Message Command Help.
• Press 8* for Mailbox Command Help.

16. THRU DIAL SERVICE
To dial thru to another extension in the system while in the voice mail:
• Dial 0 plus extension number plus #.
• Dialed extension will ring.

17. EXPRESS MESSAGING
To leave a voicemail message for a user without ringing the telephone set:
• Lift handset or press extension (DN) key.
• Dial 3401.
• Voicemail will answer with "Express Messaging. To mailbox?".
• Enter the mailbox number plus #.
• Leave a message as usual.