NORTEL CALL PILOT QUICK REFERENCE

Your mailbox number is 2XXX.

Logging into Voice Mail:
1. Get dial tone…Dial 2887 or press message key on phone if available.
2. Enter mailbox number plus the # key.
3. Enter your 4 digit password plus the # key.
   a. The first time you login, you will use your 6 digit default password. (XXXXXX) you will now be forced to change your password.
   b. Your new password must be 4 digits long. You can’t use passwords such as 1111 or 1234.

Logging into voice mail from out of the office:
1. Dial voice mail telephone number 792-2887.
2. Enter mailbox number and the # key.
3. Enter your password and the # key.

To record a greeting for callers to hear, press 82. Choose 1 for an external greeting, 2 for an internal greeting or 3 for a temporary greeting. Recommendation is to record an external greeting for all callers to hear or you can also record an internal greeting that only campus callers will hear. When you are going to be out of the office for an extended period, you may want to record a temporary greeting. If you do so, you can have it automatically expire when you return to the office. Follow prompts to set the expiry (expiration) date you choose. When setting a temporary greeting, be aware that it will be what users hear from that time until it expires. As soon as it expires the original greetings are heard again.

To start: Press 82
Choose:
1 for an external greeting
2 for an internal greeting
3 for a temporary greeting
Then press:
5 to begin recording
# to end recording
2 to listen to greeting
When satisfied with recording, **press 4** to exit and then **press 82 again and then 9** to record your **Personal Verification** (Your Name). It is important to record a personal verification as the system uses it to identify you as the user of this mailbox.

Press: 82, then 9
- 5 to record your name only
- # to end recording
- 2 to hear name

**TO LISTEN TO A MESSAGE**
- Press 2 to play message
- Press 76 to delete message

Other options while listening to messages:
- 1 – Skip back 5 seconds
- 3 – Skip ahead 5 seconds
- 4 – Go to previous message
- 6 – Save message and skip to next message
- 73 – Forward a copy of a message to another mailbox
- 76 – Deletes message and also restores message already deleted (unless you logged off already)
- 86 – Go to a specific message

**TO CHANGE YOUR PASSWORD**
- Press 84 – Follow prompts

*To bypass a greeting when reaching a voice mailbox, Press 5.*